

# Direct Healthcare Group

Advancing Movement & Health®

## Florien II

### User Manual



**Important:**

Read carefully before use and retain for future reference.

It is the carer/user's responsibility to ensure they are fully aware of and have understood all the safety and other instructions contained in these pages before installing or using the chair.

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## 1. Introduction to the Florian II Chair

Thank you for purchasing a Direct Healthcare Group (DHG) Florian II chair.

A dynamic and highly mobile seating system, the Florian II enables greater independence by promoting correct posture and facilitating a supportive, comfortable seated position.

### 1.1. Why is There a Need for this Type of Chair?

The ability of a seated person to function efficiently and perform activities is dependent on their ability to adopt the appropriate posture. All activity is posture dependent, if a person cannot move or has difficulties adjusting their posture, it may be necessary to use seating to try to provide this postural positioning.

The Florian II helps fulfil the need to maintain an individual's seated posture yet re-orientate and redistribute pressure. This is achieved by using the tilt-in-space and legrest elevation properties that are key to the functionality of the Florian II chair.

## 2. Warranty Guidelines

### 2.1. Warranty and Liability

Direct Healthcare Group provides a warranty to the buyer that the goods supplied will be free from defect of workmanship, design or materials for a period of twelve (12) months from date of delivery. The Florien II chair frame has a ten (10) year warranty excluding damage to castors and upholstery. An annual maintenance service is recommended but not essential.

### 2.2. Use

- a) Each Direct Healthcare Group product is designed to a high specification for a particular type of use.
- b) It is important therefore that the correct product is purchased by the buyer. If the buyer intends to purchase goods for a non-approved use he must use his own skill and judgment.
- c) No employee or agent of Direct Healthcare Group is authorised to recommend non-approved uses, and the buyer should not rely on such recommendations.
- d) User instructions should be followed in all respects.

### 2.3. When the Warranty will not Apply:

- a) Use of incorrect cleaning products that may damage the surface material.
- b) Incorrect maintenance not approved by Direct Healthcare Group.
- c) Alterations by the buyer to the original goods.
- d) Incorrect means of transportation of the goods.
- e) Normal wear and tear.
- f) Non Approved uses:
  - Sitting on the arms of a chair.
  - Sitting on the legrest or footrest of a chair.
  - Hitting the chair against people and objects such as walls, doors, beds, tables, chairs, etc.
  - Spilling food, urine, excrement and other matter on the chair and not cleaning it off within a very short time of spillage (2 minutes) often causes the chair to smell and become a health hazard. Also, matter penetrates covering material, seams and foam.
  - Excessive force is often applied to the moving parts of chairs thereby breaking or bending metal and wood parts.
  - Bumping chairs up or down stairs or over obstructions with a person seated in the chair causes damage to wheels, framework and upholstery.

### 2.4. When the Warranty Does Apply:

Direct Healthcare Group will:

- a) Rectify the defect
- or
- b) Where in the opinion of Direct Healthcare Group, rectification is impossible, the product will be replaced.

### 2.5. Statutory Rights

Nothing contained in our Terms and Conditions nor in these guidelines shall affect the statutory rights of the consumer.

### 2.6. Warning

In this manual, warnings are indicated by symbols. The warning symbols are accompanied by a heading that indicates the severity of the danger.



#### **WARNING**

Indicates a hazardous situation that could result in serious injury or death if it is not avoided.



#### **CAUTION**

Indicates a hazardous situation that could result in minor or slight injury if it is not avoided.



#### **IMPORTANT**

Indicates a hazardous situation that could result in damage to property if it is not avoided.

### 3. Clinical Applications

#### 3.1. Intended Use

The Florien II is intended for the following user environments:

- Care facilities such as nursing and residential care homes.
- Hospital environments.
- Hospice care.
- Community living.
- Private residences
- Single or multi-user environments

#### 3.2. Who is the Florien II Suitable for?

The Florien II chair is appropriate for the following users:

- Semi-ambulant and non-ambulant users who require assistance getting in and out of the chair.
- Users requiring moderate postural support when seated.
- Users that side transfer.
- Users at low to medium risk of pressure injuries (chairs fitted with Reflexion™ seat foam).
- Users at high risk or with up to a Grade II pressure injury (chairs fitted with an Intelli-Gel® seat) following a clinical assessment.
- Users at high risk to very high risk or with up to a Grade IV pressure injury (on chairs fitted with a Dyna-Tek® Intelligent Air seat) following a clinical assessment.
- Users with mild to severe cognitive impairment.

#### 3.3. Who is the Florien II not Suitable for?

The Florien II is not suitable for the following users:

- Fully ambulant users unless fully supervised by a healthcare professional in a treatment setting and following a clinical assessment.
- Users with complex postures requiring significant support.

### 4. Product Information

#### 4.1. Product Identification

Each Florien II chair has a unique number to enable swift identification.

This number can be found on the underside of the seat module of the chair.

#### 4.2. Key Features

The Florien II chair incorporates a range of features to enable suitable occupants to achieve an appropriate seated position.

- Manual tilt-in-space action.
- Manual legrest elevation.
- 25° negative legrest angle to accommodate contractures at the knee or to aid standing transfers.

- Removable arms for easier hoist access and side transfers.
- Multi-Positioning integral headrest.
- Comfortable moulded backrest.
- Ergonomically positioned push handle.

Sales Order No. ....	 Direct Healthcare Group Ltd, Withey Court, Western Industrial Estate, Caerphilly, UK, CF83 1BF Tel: +44 (0)800 043 0881
Date of Manufacture.....	
Client's Name.....	
Product .....	
Meets B.S. 5852 for cigarette and match, also crib 5 over CMHR foam. Meets 'The Furniture & Furnishing (Fire) (Safety) Amendment Regulations 1993'	

### 4.3. Pressure Management Options

Pressure management is critical for those who are seated for long periods. The Florien II has pressure relieving foams on all contact surface areas of the chair and further options are available for the seat module in accordance with the occupant's needs.

If you are unsure about the suitability of your pressure care, please seek advice and input from a qualified Occupational Therapist, Tissue Viability Nurse, healthcare professional and/or Direct Healthcare Group representative/retailer before purchasing.

### 4.4. Accessories

A range of optional accessories are available for use with the Florien II chair. Please contact Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881** or your local retailer for current pricing and availability.

If you are unsure about the suitability of any of these accessories for your Florien II chair, please seek advice and input from a qualified Occupational Therapist, healthcare professional and/or Direct Healthcare Group representative/retailer before purchasing.

<b>NG501</b>	Florien Lateral Supports (Pair)	<b>DU703</b>	Easicare Medium 2 Point Lap-Belt with Fixings
<b>NG586</b>	Florien Flip-Up Footrest	<b>DU704</b>	Easicare Large 2 Point Lap-Belt with Fixings
<b>NG401</b>	Florien Headrest	<b>DU705</b>	Easicare Large 4 Point Lap-Belt with Fixings
<b>NG402</b>	Florien Universal Headrest in Dartex	<b>KB724</b>	Lap-Belt (Requires D-Ring Straps)
<b>NG403</b>	Florien Universal Headrest in Chair Upholstery Fabric	<b>KB705</b>	Large Pelvic Positioner (Requires D-Ring Straps)
<b>NG582</b>	Arm Modules for 400 Seat Width (Replacement Pair)	<b>KB726</b>	Large Padded Vinyl Pelvic Positioner (Requires D-Ring Straps)
<b>NG583</b>	Arm Modules for 450 Seat Width (Replacement Pair)	<b>KB719</b>	Large Fleecy-Faced Pelvic Positioner (Requires D-Ring Straps)
<b>NG584</b>	Arm Modules for 500 Seat Width (Replacement Pair)	<b>UL706</b>	D-Ring Straps (Long)
<b>DU701</b>	Easicare Medium 4 Point Lap-Belt with Fixings	<b>KB313</b>	Universal Mobile Tray



#### CAUTION

Only use accessories recommended by Direct Healthcare Group with the Florien II chair.

## 5. Guidelines for Best Practice

To ensure good practice when considering purchasing a Florien II chair and effective use post purchase we advise that the following guidelines are considered:

- Seek advice and input from a qualified Occupational Therapist, healthcare professional and/or Direct Healthcare Group representative/retailer at the initial prescription of the chair.
- Consideration should be given to matching the basic dimensions of the chair to the body size of the occupant to ensure good posture, support, comfort and safety. Any pressure care, moving and handling, incontinence or infection control issues should be considered and appropriate advice taken from qualified healthcare professionals.
- Environmental factors should also be considered and assessed and any potential risks or hazards should be identified and taken into consideration to ensure user safety.
- When any chair is specified we recommend that a risk assessment is conducted to ensure it will be safe and appropriate for the user(s) of the chair and for all who may find themselves in the vicinity of the chair. Regular reassessment as to the suitability of the product for the user is important.
- All care-givers that will be supervising the user(s) should be trained in operating the chair to ensure correct positioning of the occupant is achieved.

## 6. Instructions for Use

The purpose of these user instructions is to ensure the safe operation, adjustment and maintenance of your Florien II chair.

The chair is ready for use once fully installed in the correct position and all carers/users have read and understood the operating instructions.

Safety advisories are included within these user instructions and it is the operator's responsibility to ensure these are read and fully understood. If you have any questions or concerns, please contact your Direct Healthcare Group representative, retailer or the Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881**.

Please retain these instructions for future reference.

### 6.1. General Operation

Products must **never** be modified or altered after purchase other than by Direct Healthcare Group authorised personnel.

It is important that Florien II chairs are used appropriately, if there is any doubt as to the suitability of the product for the user, professional advice should be sought from a qualified healthcare professional such as an Occupational Therapist, Physiotherapist, Tissue Viability Nurse or a moving and handling specialist.

If you wish to discuss safety issues in more detail please telephone our Customer Care Team on **Freephone 0800 043 0881**.



#### CAUTION

When the chair is in use, always ensure the user is checked regularly for safety and is not left unattended for long periods of time.



#### WARNING

Do not push the chair up or down steps or a steep incline as this could result in loss of control.



#### WARNING

The Florien II is not suitable for use by children. Any children present in the vicinity of the chair must be supervised at all times.



#### WARNING

Ensure there is nothing present to obstruct the free movement of the chair before attempting to use the chair.



#### CAUTION

Do not sit on the arms of the chair at any time.

### 6.2. Setting up the Florien II for use

Upon delivery of the chair, the wrapping should be removed carefully in order not to damage the upholstery.

The user instructions must be fully read by all involved with using the chair and ensure the chair is set up correctly before use.



#### IMPORTANT

Do not use sharp scissors or blades to cut the plastic wrapping from the chair as this could accidentally damage the upholstery.

### 6.3. Castors

The Florien II is fitted as standard with four 100mm/4" castors with two swivel castors at the front and two locking castors at the rear that will not roll or swivel when the brakes are activated.

To **apply** the brakes on the braked castors, press down on the **red** front edge of the ridged pad on each castor (Fig 1).

To **unlock** the brakes, gently push down with your foot, the raised top of the ridged pad until it is level with the rest of the castor housing (Fig 2). The castor should roll freely.





**WARNING**

Ensure the castor brakes are applied at all times when the occupant is left unattended in the chair.



**WARNING**

Ensure the chair is on an even ground before leaving a patient unattended.



**WARNING**

Ensure all four wheels are in contact with the floor surface before leaving the patient unattended.



**WARNING**

Ensure castor brakes are applied when the occupant is being transferred in or out of the chair to avoid any unexpected movement of the chair.



**CAUTION**

Ensure there is nothing present to obstruct the free movement of the chair before releasing the brake and attempting to move the chair.



**CAUTION**

Always check that the castors are unlocked before moving the chair.



*Locked*



*Unlocked*

### 6.3.1. Directional Lock Castors *(optional accessory)*

The Florian II chairs can be fitted with a directional lock castor as an optional accessory. This allows one castor to be locked in the 'straight-ahead' direction.

The back right wheel is a directional locking castor (**green**) that can be locked in the straight ahead position making it easier to push the chair in a straight line.

- Press down on the green front edge of the ridged pad. Then push the chair forwards to activate the directional lock.

It will "click" when in the straight ahead position.

- To deactivate the directional castor, press down on the top edge of the **green** ridged pad until it is level with the top edge of the rest of the wheel.
- Ensure the directional lock castor is deactivated before manoeuvring the chair in tight spaces.
- The remaining three castors will be fully locking castors with a colour red tab that will not roll or swivel when the brake is activated.



### 6.3.2. Large Wheel Option *(optional at time of manufacture)*

Large Wheel Florian II chairs are fitted with 315mm diameter rear wheels, a brake bar and 125mm front wheels.

To **apply** the brake, press down on the spring-loaded brake bar

To **unlock** the brake, flick the brake bar back up with your foot.



**WARNING**

Ensure brake is applied at all times when the occupant is left unattended in the chair.



**WARNING**

Ensure brake is applied at all times when the occupant is being transferred in or out of the chair to avoid any unexpected movement of the chair.



**IMPORTANT**

Always check the castors are unlocked before moving the chair.

## 6.4. Tilt-in-Space

### What is Tilt-in-Space?

Tilt-in-space is a pivoting system that provides a reclined, resting position whilst maintaining posture and pelvic stability.

The main purpose of tilt-in-space positioning is to decrease the pressure in the buttocks area and to provide muscle relaxation in the lower part of the back.

Tilting the chair re-distributes the occupant's weight over a larger contact surface area, making a simple yet effective way to combat the build-up of pressure in the buttocks area.

### Operation

It is recommended that the tilt-in-space angle is changed at regular intervals to reduce the risk of the occupant developing pressure sores.

Locate the lever on the right hand side of the push handle at the rear of the chair and squeeze towards the push handle to release the tilt lock.

Apply firm downward pressure with both hands on the push handle to tilt the chair backwards, or lift the push handle upwards to raise the chair.

- At any point during the upward or downward tilt motion the lever can be released and the chair will lock in the selected position.
- It is always advisable to adjust the positioning of the legrest once the tilt-in-space positioning has been chosen, to ensure a correct and comfortable posture.



#### **WARNING**

Never leave a user with poor postural sitting ability in a fully upright position without supervision as they may tip forwards out of the chair.



#### **WARNING**

Ensure the users hands are clear from the back of the chair whilst the chair is being tilted, to avoid any risk of pinching within the tilt mechanism.



#### **CAUTION**

It is recommended to use a lap-belt or pelvic positioner (optional accessories) with users with poor postural sitting ability.



#### **WARNING**

Always ensure there is nothing to obstruct the free movement of the chair.

## 6.5. Seat Depth Adjustment

While the seat depth will be set to the depth specified at the time of manufacture, this can be adjusted if required at a later date.

The Florian II offers three seat options for the seat depth, 435mm, 460mm or 485mm.

To adjust the seat depth:

- Locate the four thumb screws beneath the seat module.
- Unscrew all four thumb screws.
- Move the seat module back or forwards to the desired position, locating the thumb screws into the correct holes.
- Re-secure all thumb screws



#### **CAUTION**

Always ensure the thumb screws are tightened firmly after adjusting the seat depth.



#### **IMPORTANT**

Only adjust the seat length when the chair is unoccupied.

## 6.6. Legrest Elevation

Locate the legrest release lever at the bottom of the right hand arm, towards the front castor (when viewed from the rear)

The legrest can be elevated or retracted by pulling the lever with the left hand whilst moving the legrest with the right hand and then releasing the lever to lock the legrest in position. This enables the carer to retain some eye contact with the occupant.

A negative legrest angle can be achieved with the legrest to accommodate occupants with fixed contractures as well as to aid exiting the chair.

Lower the legrest before returning the chair to its fully upright position to allow the user to stand up from the chair with ease.



### CAUTION

Do not sit on the legrest. The legrest is not designed to support the weight of an adult.



### CAUTION

When retracting the legrest, keep hands clear of the seat cushion, to avoid any risk of pinching fingers.



### CAUTION

When retracting the legrest, ensure the occupant's legs are in the middle of the legrest to avoid the risk of trapping the occupant's legs or feet between the legrest and chair frame.



### IMPORTANT

When lowering the legrest, or returning the chair from a tilted to upright position, it is advisable to adjust the (optional) footrest to the shortest position or remove it entirely to prevent damage to the footrest or floor. If left extended, it will fall on the floor when the chair is tilted forward and could be damaged.

## 6.7. Articulating Headrest

The articulating headrest is an integral part of the back of the Florien II chair. The pivot point is located approximately 30cm (12 inches) from the top of the chair.

To adjust the headrest:

Stand behind the chair and place one hand on the push handle. Use the other hand to push firmly on the top of the backrest forward until the headrest is in the desired position.

The friction lock will ensure this position is maintained and will not move when the chair is occupied.



## 6.8. Removable Arms

This unique feature of the Florien II chair enables either side transfer to be effected or facilitates easier hoist access.

To replace the arms:

- Pick up the removed arm module, holding it at the rear corner and the front where the arm would meet the seat.
- Stand at the side of the chair and position the arm so it rests above the seat cushion.
- Guide the metal plate on the inside of the arm onto the metal bracket next to the seat cushion and push down firmly.
- The back of the arm should line up closely to the backrest and the front of the arm should meet the top of the seat.



**WARNING**

Always check the arm is securely in place before using the chair.

**WARNING**

Use a transfer board or slide sheet when transferring a patient sideways, to prevent risk of injury to the occupant.

**WARNING**

Extreme care should be taken when removing the arms to ensure that the occupant of the chair does not fall sideways or out of the chair.

**WARNING**

Check the arm is securely in place by attempting to pull the arm from side to side, before leaving the occupant unattended.

## 7. Accessories

A range of optional accessories are available for use with the Florian II chair. Contact the Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881** or your local retailer for current pricing and availability.

If you are unsure about the suitability of any of these accessories for your Florian II chair, please seek advice and input from a qualified Occupational Therapist, healthcare professional and/or Direct Healthcare Group representative/retailer before purchasing.

### 7.1. Lateral Supports

Lateral supports help to maintain an individual's posture and encourage an appropriate midline position.

Lateral Supports are generally used as a pair with one fitted to either side of the Florian II chair. They adjust independently but operate in the same way.

The lateral supports attach to the chair through the lateral support bar at the back of the chair.

To attach or detach the lateral supports, simply unscrew the triangular handle and slide each support into or from the bracket at the back of the chair.

- The two lateral supports can be moved horizontally (wider or narrower) or rotated vertically (up and down) to support the occupant of the chair.
- When appropriate positioning has been found then the "triangular" handles should be tightened to provide stable and secure support.

**IMPORTANT**

Both lateral supports can be completely removed when required or rotated to the back of the chair. This is essential during the removal of the arm modules..

### 7.2. Height Adjustable Flip-Up Footrest

The height adjustable footrest provides added support and positioning for the feet and is highly recommended to avoid foot-drop and other similar conditions.

The footrest can be raised to lie against the legrest when entering or exiting the chair and folds down when in use. When lowered, the footrest sits at 90° to the legrest.

**CAUTION**

The carer should keep hands clear of the footrest hinge whilst operating the flip-up footrest to avoid risk of pinching fingers.

The footrest on the Florien II chair is height adjustable:

- Raise the legrest to the desired angle (refer to section 6.6)
- The complete footrest height should then be adjusted by releasing two spring-loaded “snaps” which engage in holes in the metalwork of the legrest
- The “snaps” are located behind the legrest framework. Reach around the legrest and pull out both pins and turn them to 90° to enable the footrest to be positioned.
- Slide the footrest up or down as required and turn the snaps back through 90° allowing the snaps to click into the required hole.
- Only when the snaps audibly click into place will the footrest be secure.



Unlocked

Locked



#### **WARNING**

Ensure the snaps are fully locked and the footrest is secure before leaving the occupier unattended.

### **7.3. Headrests**

#### **7.3.1. Cushioned Headrest**

A cushioned headrest with a wrap-around Velcro fastening is available for added comfort and positioning.

The headrest can be removed if required by loosening the Velcro attachment straps at the rear of the chair and sliding off. Reattach by fastening the Velcro at the rear of the chair as tightly as possible in the appropriate position for the occupant.

#### **7.3.1. Weighted Universal Headrest**

The Weighted Universal Headrest can be used with the Florien II chair to provide additional comfort, support and positioning for the occupant's head.

Place weighted flap over the top of the backrest and position to the correct height for the occupant, generally sitting just above the top of the shoulders. The weight in the headrest flap ensures the headrest stays in position.

### **7.4 Lap-Belt and D-Ring Fixing**

The Lap-Belt helps stabilise the pelvis and position the occupant in the back of the chair to achieve a good sitting posture and reduce the risk of tissue damage through the effects of shear which can occur if the occupant has an unstable posture.

When using a Lap-Belt a level of supervision appropriate to the occupants abilities must be applied at all times.

All Lap-Belts need to be correctly adjusted to adequately support the occupant without restricting breathing or causing discomfort.

It is essential the Lap-Belt does not fit loosely around the occupant and is not allowed to work loose over time as this will allow the pelvis to tilt backwards, encouraging the occupant to slide down and forward in the chair, particularly if in an upright position.

*Ideally the D-Ring fixings for the Lap-Belt and the Lap-Belt itself will be fitted at time of manufacture however; it can be fitted retrospectively by a trained representative (refer to D-Ring fixing)*

To use the Lap-Belt effectively, undo the buckle joining the two halves of the strap by depressing the button on the central console and place the straps over the arms or to the side of the seat before transferring the occupant into the chair.

When the occupant is seated correctly, bring the two sides of the buckle together and fasten..



To adjust the Lap-Belt, pull on the plastic loop to give firm control but take care not to restrict the occupant's movement. The Lap-Belt is designed to pull back over the hips at an angle between 45° and 60°.

This angle helps to maintain a vertical pelvis by simultaneously positioning the hip joint down and back.



### D-Ring Fixing

The chair may come pre-fitted with D-Ring straps if ordered at the time of manufacture.

If so, these will normally be visible near the interface between the seat module and the back cushion.

In this case, the Lap-Belt can be fixed to the D-Rings by simply snapping the spring clip on the end of the Lap-Belt onto the visible D-Ring.

If the chair is not already fitted with D-Rings, these should be attached to a rigid part of the chair's metal framework on either side of the seat module in order they can feed through between the seat and arm modules.



#### **WARNING**

If the Lap-Belt is too loose there is a risk of the occupant sliding underneath or into an inappropriate position. The Lap-Belt should be checked for correct tightness, regularly. Care should be taken not to over tighten the Lap-Belt in order to reduce the risk of harm to the occupant.



#### **WARNING**

The webbing and plastic fittings should be checked at least weekly for any signs of damage. If damaged, the Lap-Belt should not be used.



#### **WARNING**

The occupant is at risk if the Lap-Belt is not properly specified and adjusted to their particular requirements.



#### **WARNING**

Thrusts, spasms and strong movements, for example, as well as partial loosening of the Lap-Belt could cause injury to the occupant.



## 7.5. Pelvic Positioner

The Pelvic Positioner is used to help position occupants securely in the back of the chair for those with low muscle tone or control in their pelvis.

### Fitting the Pelvic Positioner to the chair

Ensure the chair is unoccupied before fitting the Pelvic Positioner.



Place the Pelvic Positioner in the seat of the chair with the buckles pointing towards the chair front and the clips on the buckles facing down.



Feed the lengths of the straps through the D-rings on either side of the seat module.



Place the ends of the straps over the arms of the chair ready for the occupant to transfer to the chair.

Sit the occupant into the chair with their pelvis firmly back in the seat and their buttocks on the back edge of the Pelvic Positioner.



Bring the straps over the occupant's thigh and through the buckles on each end of the Pelvic Positioner, located between the occupant's legs.



Pull the straps tight and fasten down the clips on the buckles. The fit should be snug – not too tight and not too loose.



#### CAUTION

Take care when adjusting positions to avoid trapping or pinching of body parts.



#### WARNING

Only a trained individual or a responsible person should adjust the product.



#### WARNING

The occupant should be regularly checked and the Pelvic Positioner adjusted to ensure optimum positioning and safety.



#### WARNING

Due to the risk of cross infection, this product should not be used by more than one person.

## 8. Re-Use and Re-Issue

While the Florien II chair has been tailored specifically for the planned occupant's needs at the time of manufacture, with some alterations and adjustments, the chair can be re-issued and re-used in a multi-user healthcare environment.

Please seek advice from a qualified Occupational Therapist, healthcare professional and/or Direct Healthcare Group representative/retailer before using the Florien II chair with another user for whom the chair was not originally specified.



### **WARNING**

Consideration to cross infection risks must be given when reusing or reissuing chairs.

### **8.1. Modularity**

The Florien II chair has a durable frame with modular back, arm, seat and legrest components. These components can be purchased separately as required, whether to replace a worn module or to re-issue to another user.

Contact the Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881** or your local retailer for current pricing and availability.

#### **8.1.1. Seat Modules**

The Florien II seat module is one standard size across all Florien II chairs.

The seat modules can be manufactured with three levels of pressure relief:

- Reflexion™ foam seat cushion (for those at low to medium risk of pressure injuries).
- Intelli-Gel® seat cushion (for those at high risk or with up to a Grade II pressure injury).
- Dyna-Tek® Intelligent Air seat cushion (for those at very high risk or up to a grade IV pressure injury).

A visit from a Direct Healthcare Group trained engineer will be required to fit the replacement seat module.

#### **8.1.2. Back Modules**

A replacement back module can be purchased for the Florien II chair, please contact the Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881** for further information or your local retailer.

A visit from a Direct Healthcare Group trained engineer will be required to fit the replacement back module.

#### **8.1.3. Arm Modules**

Replacement arm modules can be purchased for the Florien II chair, please contact Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881** or your local retailer for further information.

#### **8.1.4. Legrest Cushion**

A replacement legrest cushion can be purchased for the Florien II. Please contact Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881** or your local retailer for further information

### **8.2. Disposal of the chair**

The Florien II chair consists of mostly metal, plastic, wood, foam and fabric components. Disposal of each individual material must be carried out in line with the environmental and disposal regulations in the relevant country, and may only take place after the chair has been dismantled fully.





## 9. Care and Maintenance

Every time the chair is used, check for signs of damage or excessive wear and tear.

If the chair displays signs of excessive wear and tear take out of service immediately and contact Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881**, or your local retailer, for advice about repair and refurbishment.



### **WARNING**

Failure to repair damage or wear and tear could put the occupant at risk of injury.

### 9.1. Service Life

The service life of the chair in normal daily use is 10 years. The framework, excluding castors and consumables, is warranted for 10 years. Upholstery and other consumables which are warranted for 12 months, such as castors, may need to be replaced within this time frame.

It is recommended that the chair is inspected by a trained service technician every year, to ensure safe operation of the product (refer to 2. Warranty Guidelines).

### 9.2. Periodic Checks

The chair should be checked every time it is used for signs of damage or excessive wear and tear to ensure safe and reliable operation.

Monthly checks should include, but are not limited to:

- Any damage to the cables or adjustment levers.
- Any loose or detached parts.
- Check castors for damage and a build-up of fluff and dirt particles.
- Any damage to the fabric of the chair including any soiling of the fabrics.

If any damage is present, STOP using the chair, and contact Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881** or your local retailer for further advice on repair and refurbishment.

### 9.3. Cleaning

The chair should be kept clean to preserve the life and appearance of the chair.

Regular cleaning is essential to minimise risk of cross infection between users and carers particularly in a multi-user healthcare environment.



### **WARNING**

Check the chair for correct functioning after cleaning.

#### 9.3.1. Frame Cleaning

The metal framework of the chair can be cleaned with a mild detergent and a soft cloth.



### **IMPORTANT**

Cleaning with scouring pads is not recommended.

#### 9.3.2. Upholstery Cleaning



### **IMPORTANT**

To reduce the risk of infection transmission to the carer, always use protective gloves when decontaminating and cleaning the chair.

### Cadet, Venture, Berkshire and Brookland Vinyl Cleaning Instructions (External surfaces)

These vinyls have high scratch resistance and a colour solid to the base cloth.

Anti-Microbial and Anti-Fungal Protection. Tested to AATCC147.

- Clean and care for the fabric on a regular basis and it will maintain its condition and appearance.  
Most stains can be removed by wiping clean.
- The new generation of microfibre cleaning cloths are extremely effective with or without soap for general care and maintenance.
- Wipe clean regularly with a damp cloth to remove dust particles and light soiling.
- Remove spillages promptly (within 15 minutes) with an absorbent dry cloth.
- For heavier soiling, use a soft brush with care to avoid abrasive damage to surface and tepid soapy water (non-alkaline).  
Rinse clean with clear water. Dry with an absorbent cloth.
- Bodily fluids should be removed promptly (within 15 minutes) with cold water and then cleaned as above.
- Extreme soiling/infection control use a 5% sodium hypochlorite (bleach) solution.
- Do not machine wash or dry clean.
- Do not use polish or solvents.

### Enduralex® Vinyl Cleaning Instructions (External Surfaces)

Enduralex® contact materials are protected by Produractec-C® lacquer coating and are resistant to every day wear and contact with mild acids, alkali, drinks, household stains.

- Use warm soapy water and/or Haz-tab or Clor-clean solution and a household cloth.
- Rub evenly in the direction of the grain of the material.
- Rinse with clean water afterwards.
- Can also be steam cleaned.

**DO NOT USE bleaches, solvents, abrasives, wax polishes or aerosol sprays.**

### Dartex Cleaning Instructions (User Contact Surfaces)

#### General Guidance

- Attention must be paid to the properties of any other materials, which may be combined with Dartex Coatings fabrics in the final article (e.g. dimensional stability, colour fastness, washing instructions).
- Some surface wrinkling may result from cleaning procedures. This has no adverse effect on the fabric's properties.
- Abrasive cleaning agents should not be used.

#### Washing and Disinfection

- Superficial dirt on the coating may be removed by wiping with a soft cloth moistened with water containing a neutral detergent. More persistent contamination may be treated by wiping with alcohols or turpentine substitute, followed by hot water and detergent.
- Cleaning and disinfection in situ may be carried out on the coating with hand hot water and a neutral detergent or with a sodium hypochlorite solution (0.1% or 1000 parts per million available chlorine).
- Proprietary disinfectants may be used provided manufacturer's instructions are followed.
- All cleaning agents, and disinfectants, must be thoroughly rinsed off and the item dried before storage. Failure to do this may result in the accumulation of reagent that could damage the polyurethane coating, react with the chair frame, or negate the biocompatibility results of the Dartex fabric.

**Drying**

- It is essential that articles be thoroughly dried after all cleaning procedures and before storage.

**Storage**

- Store in a cool, dry area. Avoid excessive pressure and contact with non-colourfast materials.

**10. Technical Data****10.1. Manufacturing Address**

Direct Healthcare Group

Withey Court, Western Industrial Estate, Caerphilly, UK, CF83 1BF

**Email:** info@directhealthcaregroup.com

**10.2. Maximum User Weight**

Maximum user weight limit **180kg (397lbs) or 28 stone**

Please adhere to the user weight limit for the Florien II chair and note your warranty will be void and user safety may be compromised should the weight limit be exceeded.

**10.3. Weight and Dimensions of the Chair**

Item	Weight (kg)	Dimensions (mm)
Florien II	53	880 x 700 x 1330
Florien II + Box + Pallet	70	1000 x 800 x 1450
Cardboard Box	7	1000 x 800 x 1300
Pallet	10	1000 x 800 x 150

**10.4. Product Standards**

MHRA Registration CA000105

**10.4.1. Flammability Testing**

BS 7176:2007+A1:2011	(Specification for resistance to ignition of upholstered furniture for non-domestic seating by testing composites).
BS EN 1021-1:2014	(Furniture. Assessment of the ignitability of upholstered furniture. Ignition source smouldering cigarette).
BS EN 1021-2:2014	(Furniture. Assessment of the ignitability of upholstered furniture. Ignition source match flame equivalent).
BS 5852:2006	(Methods of test for assessment of the ignitability of upholstered seating by smouldering and flaming ignition sources).

#### 10.4.2. Strength, Stability, Durability, Risk and Safety

BS EN 1022:2005 (Domestic furniture. Seating. Determination of stability).

BS EN 16139:2013 (Furniture. Strength, durability and safety. Requirements for non-domestic seating).

BS EN ISO 14971:2012 (Medical devices. Application of risk management to medical devices).

#### 10.4.3. Quality and Environmental



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## 11. Customer Support

Should you have any concerns or are experiencing any problems regarding the set up or maintenance of the Florien II chair please contact our Customer Care Team on **Freephone 0800 043 0881** or your local retailer.









Intelligent Pressure Care  
Specialist Seating  
Rental & Service Solutions

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