

Direct Healthcare Group

Advancing Movement & Health®

Wendover Advance 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 of the safety and other instructions contained in these pages before installing or using the chair.

Contents

1. Introduction to the Wendover Advance Chair ...	4	7. Care and Maintenance	13
1.1. Why is There a Need for this Type of Chair?	4	7.1. Service Life	13
2. Warranty Guidelines	5	7.2. Period Checks	13
2.1. Warranty and Liability	5	7.3. Cleaning	13
2.2. Use	5	7.3.1. Frame Cleaning	14
2.3. When the Warranty will not Apply	5	7.3.2. Upholstery Cleaning	14
2.4. When the Warranty Does Apply	5	8. Technical Data	15
2.5. Statutory Rights	5	8.1. Manufacturing Address	15
2.6. Warning	6	8.2. Maximum User Weight	15
3. Clinical Application	6	8.3. Weight and Dimensions of the Chair	15
3.1. Intended Use	6	8.4. Product Standards	15
3.2. Who is the Wendover Advance Suitable for?	6	8.4.1. Flammability Testing	15
3.3. Who is the Wendover Advance not Suitable for?	6	8.4.2. Strength, Stability, Durability, Risk and Safety	15
4. Product Information	7	8.4.3. Quality and Environmental	15
4.1. Product Identification	7	8.5. Symbols Guide	16
4.2. Key Features	7	8.6. Ratings	16
4.3. Key Options	7	8.7. Optimum Conditions	16
4.3.1. Backrest Styles	7	9. Customer Support	16
4.3.2. Pressure Management	7		
5. Guidelines for Best Practice	8		
6. Instructions for Use	8		
6.1. Installation	8		
6.2. Duty Cycle/Safety Cut-Out	10		
6.3. Adjusting the Chair	10		
6.3.1. Control Handset	11		
6.3.2. Single Motor Tilt-in-Space	11		
6.3.3. Dual Motor Tilt-in-Space	12		

1. Introduction to the Wendover Advance Chair

Thank you for purchasing a Direct Healthcare Group (DHG) Wendover Advance chair.

The Wendover Advance chair is designed to benefit the user in various ways. The Wendover Advance chair has electrically powered rise functions that will assist rising from a seated to a standing position. The chairs will also recline to provide comfort and relief for the user and facilitate a resting or napping 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 activities are posture dependent. If a person cannot move or has problems adjusting their posture, it may be necessary to use seating to try to provide this postural positioning.

Equally important is the ability to rise safely and confidently from a seated position, which is what a riser recliner chair is designed to assist with.

2. Warranty and Guidelines

2.1. Warranty and Liability

Direct Healthcare Group provides a warranty to the buyer that the good supplied will be free from defect of workmanship, design or materials for a period of twelve (12) months from date of delivery. The Wendover Advance chair frame has a five (5) year warranty, subject to warranty guidelines 2.3 - 2.4, excluding damage to castors, upholstery and electrical components. 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/she must use his/her own skill and judgement.
- 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 following 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 following the 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 indicated 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 Wendover Advance is intended for the following user environments:

- Hospices
- Residential Care Homes/Nursing Homes
- Private Residences

3.2. Who is the Wendover Advance Suitable for?

The Wendover Advance is appropriate for the following users:

- Ambulant and semi-ambulant users who require assistance in getting into and out of the chair.
- Users at low to medium risk of pressure injuries (on chairs fitted with Reflexion™ seat foam).
- Users with moderate cognitive impairment.
- Users undergoing rehabilitation, therapy or treatment.

3.3. Who is the Wendover Advance not Suitable for?

The Wendover Advance is not suitable for the following users:

- Non-ambulant users, unless used in conjunction with suitable patient handling equipment.
- Users with severe cognitive impairment, unless supervised by a care-giver and following clinical assessment.

4. Product Information

4.1. Intended Use

Each 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

- Raise function.
- Tilt-in-Space (dual motor tilt-in-space only).
- Back angle recline (independently available on dual motor and dual motor tilt-in-space).
- Legrest elevation (independently available on dual motor and dual motor tilt-in-space).
- Backrest options.
- Pressure relieving Reflexion™ foam on all contact surfaces.
- Multi-directional stretch, breathable Dartex material on all user contact surfaces (optional).
- 45mm/1.75" castors, braked at rear.

4.3. Key Options

4.3.1. Backrest Styles

The backrest style is selected at the time of manufacture. For further information and pricing, contact Direct Healthcare Group Customer Services on Freephone 0800 043 0881.

The Wendover Advance is available in the following backrest styles:

- Soft back.
- Waterfall back.
- T-back.
- Lateral support waterfall back.

4.3.2. Pressure Management

Pressure management is critical for those who are seated for long period or for those at risk of tissue damage. The Wendover Advance 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.

Sales Order No.	
Date of Manufacture.....	Direct Healthcare Group Ltd, Witley Court, Western Industrial Estate, Cranphilly, UK, CP83 1BF Tel: +44 (0)800 043 0881
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'

5. Guidelines for Best Practice

To ensure good practice when considering purchasing a Wendover Advance 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.
- If unsure when ordering the chair and any accessories, contact either the Occupational Therapist involved, your Direct Healthcare Group representative, retailer or Direct Healthcare Group Customer Service Team on Freephone 0800 043 0881.
- All care-givers that will be supervising the user(s) should be trained in operating the chair to ensure correct positioning of the user is achieved.

6. Instructions for Use

The purpose of these user instructions is to ensure the safe operation and maintenance of your Wendover Advance chair.

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

Safety warnings 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 Services on Freephone 0800 043 0881.

Please retain these instructions for future reference.

6.1. Installation

It may be necessary to move your chair in order to install it in the correct place. If so, please proceed as follows.

Before moving the chair:

- Ensure that it is switched off at the mains socket.
- Unplug the lead from the transformer to the chair and neatly coil the cable. Place the cable in the side pocket of the chair to ensure it does not become entrapped and damaged in transit.
- Ensure that there is a power socket available close to where the chair will be placed.

! **IMPORTANT**
Small black particles of powder coating may occasionally rub off the metal action of a riser recliner chair during use. If you are concerned this may mark a pale coloured carpet or floor, please take steps to protect your flooring before positioning the chair.

If the back of the chair needs to be removed for transit, please proceed as follows:

- Recline the backrest slightly and then release the backrest by pulling the locking levers forward. The locking levers are situated at the rear of the chair between the arm unit and the backrest.
- Lift the hook and loop fastened backflap and tuck it out of the way to ensure it does not re-attach itself.
- Standing behind the chair, grasp the backrest at about the point where the backrest meets the arm unit and pull evenly upwards and towards yourself.
- After the chair has been moved, replace the backrest and ensure that it is locked securely in place by pushing the levers back in and reattaching the velcro.



WARNING

Always check that the backrest has been located securely on the metal plates and is level and totally secure before using the chair.

**CAUTION**

Backrest units are heavy and need to be lifted out evenly to avoid bending the metal plates. Care should be taken to avoid back injuries when attempting to remove or refit a backrest.

Always ensure that the plug is undamaged before plugging in to a suitable 240V power supply. All cables and power leads must be positioned in such a way that they cannot become accidentally trapped in the chair mechanism, run over by the castors or other equipment such as vacuum cleaners. Please always ensure that leads, cables, and all other electric components are kept dry. If the chair is moved, the plug must always be removed from the socket and the slack in the cables taken up so that there are no trailing wires. It is important that leads and cables are checked for damage every time the chair is moved, and not less frequently than once a week. If any cables are found to be damaged in any way it is important that you contact your Direct Healthcare Group representative, distributor or Direct Healthcare Group Customer Service on Freephone 0800 043 0881.

If the handset, transformer or any other electrical component become wet, the chair should be unplugged at once and the emergency batteries disconnected.

Most Direct Healthcare Group rise recliners are fitted with a remote transformer block, which is attached to a 13amp plug. The transformer block must not be allowed to dangle from a high socket. Always take care not to trip over the block and keep it located in the safest possible position in a well ventilated, dry place on the floor where it sits on rubber feet. The transformer reduces the 240V mains power to a safe, low voltage of just 24V.

- Connect one end of the extension lead into the matching two prong slot in the transformer block and the other end into the plug situated at the rear of the chair underneath the backflap, usually held fast by a cleat.
- Then, connect the mains plug of the transformer into a suitable mains power socket and switch on the power.
- The chair should now operate when the handset buttons are pushed.

**WARNING**

It is not recommended to use extension leads with this product but plug the electrical lead directly into the socket.

If your Wendover Advance does not come complete with its transformer or handset, please contact your Direct Healthcare Group representative, distributor or Direct Healthcare Group Customer Service on Freephone 0800 043 0881.

The emergency lowering device batteries are single use only and must be replaced immediately if the chair is operated whilst there is no mains power to the chair. They should also be replaced at least once a year, irrespective of being used.

**WARNING**

This is an electrical item and should be treated with caution. It is for indoor use in a dry environment only.

**WARNING**

Do not exceed the maximum user weight.

**WARNING**

The user is at risk if the chair specifications are not correctly specified at time of purchase.

**WARNING**

Before first use, ensure all packaging and covering materials have been removed. Locate the chair on a flat, stable surface.

**WARNING**

Ensure the mains cable is not a trip hazard and that excess cable is not stored under the chair.

**WARNING**

Always ensure that there is nothing to obstruct the free movement of the chair, for example children or pets, or solid objects, for example a wall.

**WARNING**

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

**WARNING**

Before first use, the chair should be tested to ensure that all functions are working correctly.

**WARNING**

Exercise care when lowering into the chair as shock loads can severely damage the chair and the mechanism.

**WARNING**

Always move the chair unoccupied and unplugged from the mains socket.

**WARNING**

Avoid sitting on the arms as this can cause damage to the armrest and is unsafe.

**IMPORTANT**

The chair is not fitted with battery back-up unless specified at the time of purchase. In the event of mains failure, the chair will rely on its emergency lowering device which will return the chair to sitting one time only. Once this has been performed the battery will then need replacing.

**WARNING**

Do not use this chair with users who exhibit violent behaviour.

**WARNING**

Ensure the two rear castors are in contact with the ground before proceeding to sit for a long period of time.

**WARNING**

Do not sit on the legrest.

6.2. Duty Cycle/Safety Cut-Out

The motors within the chair are not designed for continuous operation. They should only be used for 10% of the time, for example, 2 minutes in every 20 minutes.

In the event that the motors overheat, or the power limit of the motors is exceeded, a safety device will cut out the power to the motors and disable the chair's activities.

If the chair does not restart after 20 minutes, please contact your Direct Healthcare Group representative, distributor or Direct Healthcare Group Customer Service on Freephone 0800 043 0881.

6.3. Adjusting the Chair

The chair has a number of electrically operated adjustments that can be operated using the handset, specifically:

- Raise functionality
- Tilt-in-space recline (single motor)
- Legrest elevation (dual motor and dual motor tilt-in-space)
- Back recline (dual motor tilt-in-space)
- Tilt-in-space (dual motor tilt in space)

**WARNING**

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

**WARNING**

Only the occupant or a person responsible should operate the chair.

**WARNING**

Never detach the backrest module with a user still in the chair.

When the chair is not in use it should be returned to the seated position.

6.3.1. Control Handset

The control handset can be used to change your models adjustable features highlighted above.

When not in use, the handset should be stored in the loop or pocket on the side of the chair.

Damage to the handset could result in loss of operation of the chair, or possible unintended movement of the support surfaces.



CAUTION

Take care not to overstretch the handset cable and ensure the handset is not left on the floor.



CAUTION

Take care to avoid fluids being spilt onto the handset.



WARNING

Lowering the chair can result in a potential risk of entrapment. Check that there are no children or pets underneath the chair before lowering.



WARNING

Individuals should not stand with feet underneath the chair sides when the chair is being lowered.



WARNING

When reclining the chair, ensure there is nothing obstructing the free movement of the chair and ensure that the backrest is clear from the wall.

6.3.2. Single Motor Tilt-in-Space

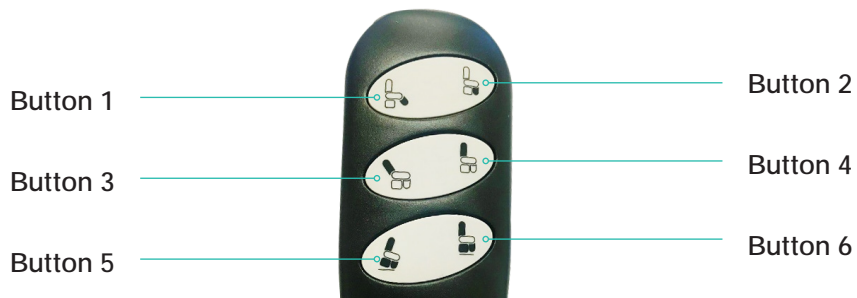


By pressing button 1, the chair will rise from the sitting position to the standing position. The user may then sit in the chair.

From the rise or standing position, pressing button 2 will bring the chair down to the sitting position. By continuing to press this button the legrest will rise and the chair will go into the recline position.

By pressing button 1 when in the recline position, the chair will come back to the sitting position. Continuing to press this button will enable the chair to rise to the standing position. The user then may alight from the chair.

6.3.3. Dual Motor Tilt-in-Space



By pressing button 1, the legrest section will move to a horizontal position, whilst at the same time, the chair will tilt backwards.

Pressing button 2, the chair will return to sitting and the legrest to a vertical position.

By pressing button 3, the user will be able to adjust the back angle independently of the seat and legrest. Pressing button 4 will return the back to an upright position.

By pressing button 5, the chair will rise to a standing position, allowing the user to alight or sit in the chair. The chair will come back to the sitting position by pressing button 6.

7. 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 Service 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.

7.1. Service Life

The service life of the chair in normal daily use is 10 years. The framework, excluding castors and consumables, is warranted for 5 years. Upholstery and other consumables which are warranted for 12 months, such as castors, upholstery and electrical components, 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).



WARNING

If the chair develops a fault, STOP using the chair and contact Direct Healthcare Group Customer Service on Freephone 0800 043 0881, or your local retailer for further advice.

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

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

7.3. Cleaning

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

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



WARNING

Check the chair for correct functioning after cleaning



WARNING

Regular cleaning is essential to minimise the risk of infection transmission between users and carers.



IMPORTANT

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

7.3.1. 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.

7.3.2. Upholstery Cleaning



IMPORTANT

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

Fabric & Vinyl:

- Routine soap and water sponging is effective for ordinary soiling.
- Fresh stains, both water and oil based, are easily removed using most water based household spray cleaning agents.
- Antiseptic cleaning agents can be used and more stubborn stains may require a safe solvent such as Isopropyl Alcohol or Mineral Spirit.
- Up to 10% bleach solution can also be used as a useful disinfectant (includes Haz-Tabs and Chlor-Clean).
- The best cleaning method is the 'wipe and dry' technique. Full immersion is not recommended.
- Do not dry clean.
- Use cold water to remove bodily fluids and hot water for plant or vegetable stains.

Dartex:

- Waterproof, vapour permeable, multi-stretch, polyurethane coating.
- 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 1000ppm available chlorine).
- Proprietary disinfectants may be used, provided manufacturer's instructions are followed.

Drying:

It is essential that articles be thoroughly dried after all cleaning procedures and before storing. Store in a cool, dry area. Avoid excessive pressure and contact with non-colourfast materials.

8. Technical Data

8.1. Manufacturing Address

Direct Healthcare Group
Withey Court, Western Industrial Estate, Caerphilly, UK, CF83 1BF

Telephone: +44 (0) 800 043 0881
Email: info@directhealthcaregroup.com

8.2. Maximum User Weight

The maximum Safe Working Load for the Wendover is 158kg/25 stone.
Please adhere to the user weight limit for the Wendover and note your warranty will be void and user safety may be compromised should the weight limit be exceeded.

8.3. Weight and Dimensions of the Chair

Item	Weight (kg)	Dimensions (mm)
Wendover Advance (Small)		
Wendover Advance (Medium)		
Wendover Advance (Large)		
Cardboard Box	7kg	1000 x 800 x 1300
Pallet	10kg	1000 x 800 x 150

8.4. Product Standards

MHRA Registration CA000105.

8.4.1. 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.)

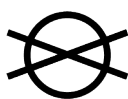






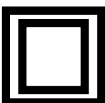
8.4.2. Strength, Stability, Durability, Risk and Safety

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)

8.4.3. Quality and Environmental



8.5. Symbols Guide

			
DO NOT DRY CLEAN	REFER TO USER MANUAL	MEDICAL DEVICE DIRECTIVE	NO SMOKING
			
DO NOT DRY CLEAN	DO NOT USE PHENOL	DO NOT USE SHARP INSTRUMENTS	DOUBLE INSULATED CLASS I

8.6. Ratings

Input	~100-240V, 50/60Hz, 1.6A
Output	DC29V, 2.0A
Duty Cycle	Max 10%; Max T_ON: 2min

8.7 Optimum Conditions

Environmental Conditions for Use

Transport	-10°C - +45°C
Storage	-10°C - +45°C
Usage	0 - +45°C
Humidity	65 +/- 20% RH
Atmospheric Pressure	800hPa - 1060 hPa
Operational Altitude	≤ 2000m

9. Customer Support

Should you have any concerns or are experiencing any problems regarding the set up or maintenance of your Wendover Advance chair, please contact our Customer Service on Freephone 0800 043 0881.

Direct Healthcare Group

Advancing Movement & Health®

Intelligent Pressure Care Management

Specialist Seating

Rental & Servicing Solutions

Direct Healthcare Group
Withey Court, Western Industrial Estate
Caerphilly, United Kingdom
CF83 1BF

T: +44 (0) 845 459 9831

F: +44 (0) 845 459 9832

E: info@directhealthcaregroup.com



CE
0843

LIT-00048 Issue 1
Date: December 2018

DIRECTHEALTHCAREGROUP.COM