

# Omega

## Instructions for Use



### **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 Omega chair**

Thank you for purchasing a Kirton Omega chair.

Comfort and security underpins the Omega chair providing a robust, durable chair able to withstand demanding and severe movements yet provide a safe and relaxed seating position.

The Omega chair was originally designed for those with Huntington's disease and other neurological conditions. Over time, the Omega chair has become recognised as a valued seating system for many other caring environments.

### **1.1 Why is there a need for this type of chair?**

A sculpted back and contoured seat assures optimum comfort and provides good midline positioning for activities such as eating and drinking, while relaxing and sleeping are encouraged by the uniquely linked back and seat recline.

As the back angle reclines, the seat angle increases to guarantee a consistent seated position and a sense of security with the high broad armrests.

The dense foam legrest is securely fitted to the Omega by strong, flexible attachments providing full leg support. For the more ambulant occupant, the legrest can be removed, enabling the occupant to exit the chair more readily. An optional sliding footrest can be added to the Omega for correct, safe positioning of the feet particularly when an occupant is being moved whilst seated in the chair without the legrest attached.

## **2. Clinical Applications**

### **2.1 Intended Use**

The Omega is intended for the following user environments:

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

### **2.2 Who is the Omega suitable for?**

The Omega chair is appropriate for the following users:

- Semi-ambulant and non-ambulant users who require a robust chair that provides postural support and pressure management
- Users with Huntington's disease or other neurological conditions
- Care facilities requiring a general purpose positional and pressure management chair
- Users requiring moderate postural support when seated
- Users at low to medium risk of pressure injuries (chairs fitted with Reflexion™ seat foam)
- User at medium to high risk of pressure injuries (chairs fitted with a Transflo Gel™ seat cushion)
- 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 with mild to severe cognitive impairment.

## 2.3 Who is the Omega not suitable for?

The Omega chair 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

## 3. Product Information

### 3.1 Product Identification



A division of Kirton Healthcare Group

Sales Order No. ....

Date of Manufacture .....

Client's Name .....

Product .....

**kirton**

23 Rookwood Way  
Haverhill, Suffolk  
CB9 8PB  
Tel: 01440 705352

Meets B.S. 5852 for cigarette and match, also crib 5 over CMHR foam.  
Meets 'The Furniture & Furnishing (Fire) (Safety) Amendment  
Regulations 1993'

Each Omega chair has a unique number to enable swift identification. This number can be found on the underside of the seat module of the chair.

### 3.2 Key Features

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

- Manual linked back recline and variable seat angle
- Pivoting seat at front edge
- Robust, durable frame
- Modular back, arm, seat and legrest components
- Horizontally and vertically sculpted backrest
- Removable, supportive foam legrest
- Ergonomically positioned push handle

### 3.3 Pressure Management Options

Pressure management is critical for those who are seated for long periods. The Omega has pressure relieving foams on all contact surfaces 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 Kirton representative/retailer before purchasing.

The pressure management seat options for the Omega chair include:

- Reflexion™ foam seat cushion (for those at low to medium risk of pressure injuries)
- Transflo Gel™ seat cushion (for those at medium to high risk of pressure injuries)
- Intelli-Gel® seat cushion (for those at high risk or with up to a Grade II pressure injury)
- Seat board for insertion of own pressure cushion as advised by a healthcare professional

### 3.4 Accessories

A range of optional accessories are available for use with the Omega chair. Please contact Kirton Customer Services Team on **Freephone 0800 212709 or +44 (0)1440 705352** or your local retailer for current pricing and availability.

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

- Sliding footrest for use when legrest is removed
- Weighted Universal headrest
- Cushioned headrest
- Headcap
- Lap-Belt and Pelvic Positioners

#### **4. Guidelines for Best Practice**

To ensure good practice when considering purchasing an Omega 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 Kirton representative/retailer at the initial prescription and ordering 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.

## 5. Instructions for Use

The purpose of these user instructions is to ensure the safe operation, adjustment and maintenance of your Omega 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 Kirton representative, retailer or the Kirton Customer Services Team on **Freephone 0800 212709 or +44 (0)1440 705352.**

Please retain these instructions for future reference.

## 5.1 General Operation

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

It is important that Omega 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 Service Team on **Freephone 0800 212709 or +44 (0)1440 705352**.

## 5.2 Castors

The Omega 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 rear castors, gently push the chair slightly away in order that the castors swivel around so that the ridged pad is accessible. Press down with your foot on the front edge of the pad; the pad will angle down and click into the locked position.



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. The castor should roll freely.

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

**Safety Note:** 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.

**Safety Note:** Always check that the castors are unlocked before moving the chair.

### 5.3 Linked Back Recline and Variable Seat Angle



The Omega has a linked seat and back recline facility which enables a deeper seated position to be achieved as the back reclines maintaining appropriate midline positioning for the user whilst redistributing pressure and changing positions.



The back recline and seat angle can be manually altered by using the gas action adjustment lever located on the right hand side of the push handle at the rear of the chair.



To adjust the back recline and seat angle, gently squeeze the lever and apply firm downward pressure with both hands on the push handle to recline the backrest.

- At any point during the upward or downward motion the lever can be released and the chair will lock in the selected position.
- Lift the push handle upwards whilst squeezing the lever to raise the back to an upright position.

**Safety Note:** Always remember to check the positioning of the occupant regularly to ensure an appropriate position is maintained.

## 5.4 Legrest

The legrest is a foam and wood construction. The rear castors on the legrest have been inset to provide improved mobility and manoeuvrability.

The legrest is fixed to both sides of the chair by strong, rubber buckles (Aerolatch) to ensure the legrest maintains a firm fixing to the chair even under extreme duress.



To fix the legrest buckle to the chair, the plastic buckle fastener on the legrest strap should be pulled over the bracket fixing located on the chair. This is applicable to both sides of the legrest.



The buckle latch slots over the bracket fixing and the buckle should be pushed forward until it snaps shut against the chair. This should provide a secure fixing of the legrest to the chair. Check latches on both sides.



To release the legrest from the chair, lift the buckle fastener up and the tension clasp will spring open releasing the legrest. This can be carried out on either side of the chair or indeed on both sides.

## 5.5 Accessories

A range of optional accessories are available for use with the Omega chair. Contact the Kirton Customer Services Team on **Freephone 0800 212709** or **+44 (0)1440 705352** or your local retailer for current pricing and availability.

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

### 5.5.1 Sliding Footrest

The sliding footrest is designed to support the occupant's feet when the legrest is not in use.



To use, pull the footrest out until fully extended

To retract, slide the footrest back fully, essential prior to transferring to or from the chair.

**Safety Note:** Do not stand on the sliding footrest.

**Important:** Always use the sliding footrest to support the occupant's feet during transit if legrest is not in use.

### 5.5.2 Weighted Universal Headrest

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



Place weight 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.

### 5.5.3 Cushioned Headrest

The Cushioned Headrest covers the top portion of the backrest providing additional comfort and support.

The Cushioned Headrest should be pulled down fully over the top of the chair to avoid slipping or sliding.

### 5.5.4 Headcap

The headcap is a protective cover that slides over the top of the headrest section of the chair to cover the headrest area from excessive wear and tear particularly the oils secreted from hair.

The headcap should be pulled down fully over the top of the chair to avoid slipping or sliding.

### 5.5.5 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 user into the chair.

When the user 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 user 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 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.

**Safety Note:** 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 user.

**Safety Note:** 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.

**Safety Note:** The user is at risk if the Lap-Belt is not properly specified and adjusted to their particular requirements.

**Safety Note:** Thrusts, spasms and strong movements, for example, as well as partial loosening of the Lap-Belt could cause injury to the user.

### 5.5.5 Pelvic Positioner



The Pelvic Positioner is used to help position users 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 user 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 user's thigh and through the buckles on each end of the Pelvic Positioner, located between the user'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.

**Safety Note:** Take care when adjusting positions to avoid trapping or pinching of body parts.

**Safety Note:** Only a trained individual or a responsible person should adjust the product.

**Safety Note:** The user should be regularly checked and the Pelvic Positioner adjusted to ensure optimum positioning and safety.

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

## 6. Re-Use and Re-Issue

While the Omega 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 Kirton representative/retailer before using the Omega chair with another user for whom the chair was not originally specified.

**Safety Note:** Consideration to cross infection risks must be given when reusing or reissuing chairs.

### 6.1 Modularity

The Omega 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 Kirton Customer Services Team on **Freephone 0800 212709 or +44 (0)1440 705352** or your local retailer for current pricing and availability.

#### 6.1.1 Seat Modules

The seat module dimensions are set at the time of manufacture. The Omega seat modules are available in the following dimensions:

Seat Width	380mm/15"	430mm/17"	510mm/20"
Seat Length	430mm/17"	470mm/18½"	500mm/19½"

The seat modules are also available with three levels of pressure relief:

- Reflexion™ foam seat cushion (for those at low to medium risk of pressure injuries)
- Transflo Gel™ seat cushion (for those at medium to high risk of pressure injuries)
- Intelli-Gel® seat cushion (for those at high risk or with up to a Grade II pressure injury).

If an alternative size of seat module is required from the original specification, please contact Kirton Customer Services Team on **Freephone 0800 212709 or +44 (0)1440 705352** or your local retailer as this will affect the back, arm and legrest modules of the chair.

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

### **6.1.2 Back Modules**

A replacement back module can be purchased for the Omega chair, please contact Kirton Customer Services Team on **Freephone 0800 212709 or +44 (0)1440 705352** for further information or your local retailer.

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

### 6.1.3 Arm Modules

Replacement arm modules can be purchased for the Omega chair, please contact Kirton Customer Services Team on **Freephone 0800 212709 or +44 (0)1440 705352** or your local retailer for further information.

The specification of the arm modules required for your chair will depend on the length of the seat module to be used in the chair. Please ensure the seat length is stated when placing an order for replacement arm modules to ensure your order is not delayed.

If changing the seat length from the original manufacture specification consideration needs to be given to the legrest as the buckle attachments may require moving to accommodate a longer seat length, however, be advised this will leave the original fixing holes visible.

A visit from a Kirton trained engineer will be required to fit the replacement arm modules.

### 6.1.4 Legrest

A replacement legrest can be purchased for the Omega chair. The seat width and seat length of the chair it is going to be used with must be specified at time of manufacture to ensure the Aerolatch buckles can fix to the chair correctly. Please contact Kirton Customer Services Team on **Freephone 0800 212709 or +44 (0)1440 705352** or your local retailer for further information.

## 6.2 Disposal of the chair

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



## 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 Kirton Customer Services Team on **Freephone 0800 212709 or +44 (0)1440 705352** or your local retailer for advice about repair and refurbishment.

**Safety Note:** 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 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 serviced by a trained service technician every year, to ensure safe operation of the product (refer to 9. Warranty Guidelines).

## 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 not limited to:

- Any damage to the gas action cable or adjustment lever
- 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 Kirton Customer Services Team on **Freephone 0800 212709** or **+44 (0)1440 705352** or your local retailer for further advice on repair and refurbishment.



## 7.3 Cleaning

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

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

**Safety Note:** Check the chair for correct functioning after cleaning.

### 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:** Check the type of upholstery before cleaning to ensure correct agents are used.

#### **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.

### **Enduratex Vinyl Cleaning Instructions (External surfaces)**

**Enduratex**<sup>®</sup> Contract materials are protected by 'ProdurTECT-C'<sup>®</sup> 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 (eg 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

## 8. Technical Data

### 8.1 Manufacturer

The Kirton Healthcare Group Ltd  
 23 Rookwood Way, Haverhill, Suffolk, CB9 8PB UK  
 Telephone: +44 (0)1440 705352  
 Email: [info@kirtonhealthcare.co.uk](mailto:info@kirtonhealthcare.co.uk)



### 8.2 Maximum User Weight

Maximum user weight limit 150kg (330lbs) or 23½ stone.

Please adhere to the user weight limit for the Omega chair 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)
Omega 380 or 430	47	1370 x 670 x 110
Omega 380 or 430 + Box + Pallet	64	1000 x 800 x 1450
Omega 380 or 430 legrest	13	460 x 670 x 560
Omega 510	49	1370 x 750 x 1060
Omega 510 + Box + Pallet	66	1000 x 800 x 1450
Omega 510 legrest	14	460 x 750 x 560
Cardboard Box	7	1000 x 800 x 1300
Pallet	10	1000 x 800 x 150

## **8.4 Product Standards**

### **MHRA Registration CA000105**

#### **8.5.1 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 smoldering and flaming ignition sources).

#### **8.5.2 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)

## 8.5.3 Quality and Environmental



ISO 9001:2015 (Quality Management System)



ISO 14001 (Environmental Management System)

## 9. Warranty Guidelines

### 9.1 Warranty and Liability

Kirton 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 Omega chair frame has a ten (10) year warranty excluding damage to castors and upholstery. An annual maintenance service is recommended but not essential.

### 9.2 Use

- a) Each Kirton 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 Kirton 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.

### **9.3. When the warranty will not apply:**

- a) Use of incorrect cleaning products that may damage the surface material.
- b) Incorrect maintenance not approved by Kirton.
- 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 other objects: walls, doors, beds, people, 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.

### **9.4 When the warranty does apply Kirton will:**

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

## 9.5 Statutory Rights

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

## 10. Customer Support

Should you have any concerns or are experiencing any problems regarding the set up or maintenance of the Omega chair please contact our Customer Service Team on **Freephone 0800 212709** or **+44 (0)1440 705352** or your local retailer.



The Kirton Healthcare Group Ltd  
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