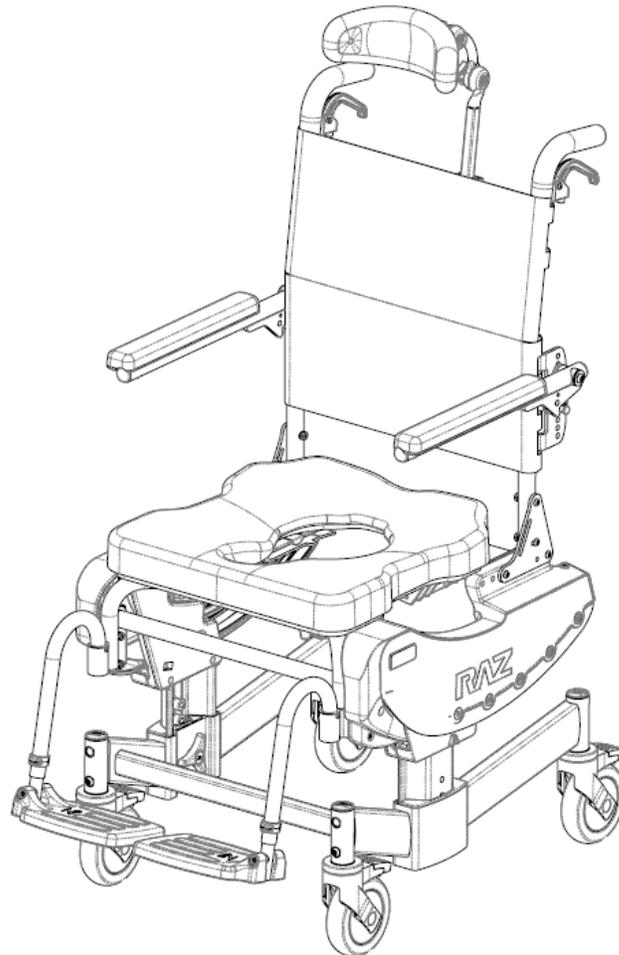




Mobile Shower Commode Chairs

Raz-ART (Z333)

User and Dealer Manual



Advena Ltd. Tower Business Centre,
2nd Flr., Tower Street,
Swatar, BKR 4013 Malta



BASIC UDI-DI: 628758RAZDESIGNINC2004V9

SAFETY PRECAUTIONS

Failure to comply may cause injury or damage!

It is important that the Raz-ART Mobile Shower Commode Chair is properly assembled and that all adjustments are properly made. Please ensure that the user(s), dealer(s) and attendants(s) have read this manual and thoroughly understood the safe operation of the Raz-ART before using the chair. Up-to-date manuals are available online at www.razdesigninc.com. For clarification of any section of this manual, contact your dealer, distributor or the manufacturer.



MANUFACTURER

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PRODUCT	MAXIMUM USER WEIGHT CAPACITY
Raz-ART	160 kg (352 lbs)

SAFETY WARNINGS

THIS DEVICE IS SUITABLE FOR TYPE B: LIMITED USAGE (e.g. DOMESTIC / HOME USE) AND SHOULD NEVER BE USED FOR ANY PURPOSE OTHER THAN ORIGINALLY INTENDED

Stability

The casters on all models are equipped with dual locks. The step-on pedal activates both the roll lock and the swivel lock. ***It is essential that all casters on the shower commode chair be in an outward position before engaging the locks, for optimal forward, rearward and lateral stability.***

USERS MUST NOT lean forward while sitting in the Raz-ART as this may cause the chair to tip forward.

USERS MUST NOT lean over the edge of the Raz-ART as this could cause the chair to tip.

USERS MUST NOT attempt to pick up objects from the floor by leaning over and reaching – a reacher or grabber tool should be used, or seek assistance from an attendant.

USERS MUST NOT be rolled up or down a ramp without an attendant who is capable of controlling the Raz-ART with the user in the chair, during the ascent or descent.

CASTER LOCKS ARE NOT BRAKES! Never use the caster locks to slow down the Raz-ART when descending inclines as this could cause the chair to tip in the direction of travel.



USERS MUST NOT position the Raz-ART on a side slope as this could cause it to tip.

Ramps and Other Inclines

Ramps or other surfaces that are not level (such as slopes into wheel-in showers) must be tested with an attendant to ensure the stability of the chair is not compromised. A qualified healthcare professional should be consulted to assist with this process.

DO NOT push or pull the Raz-ART up or down an incline or ramp that exceeds a 1:12 grade (5° slope).

DO NOT allow any user to be propelled (pushed or pulled) in the Raz-ART in any other manner than by an attendant.

Immersion

The Raz-ART is not designed to be used as a pool chair. Do not immerse the shower chair in whole or in part, in water or any other liquid. Damage to the shower chair components may result.

Chlorine Exposure

Suitable for use in wet areas, but not pools and similarly corrosive environments.

DO NOT store the device near pools because chlorine in the air will cause the device to rust.

Transfers

The most dangerous part of using any shower chair is the transfer. Since every chair has different stability characteristics, it is essential to carefully review and test the transfer technique to ensure that the procedure is safe. Test transfers should be performed with an attendant who can prevent the chair from tipping or moving during the transfer. If you feel that the transfers cannot be repeatedly performed safely, contact a healthcare professional who is familiar with transfer techniques and assistive equipment. Individuals who have not learned safe transfer skills must seek assistance during transfers and may require the use of a mechanical lift.

Transferring onto the Raz-ART Shower Chair

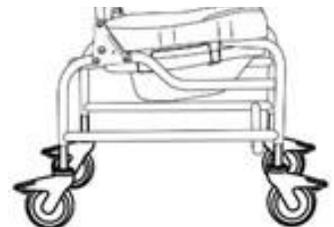
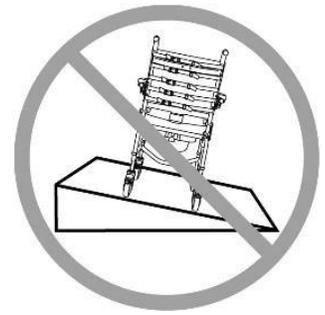
ALWAYS lock all four casters in their outward position (front casters positioned in the forward position/rear casters positioned to the rear) for maximum chair stability.

Transfers should never be attempted with the shower chair positioned on slippery surfaces. It is recommended that transfers be performed on clean, dry, non-slippery surfaces. Hard surface flooring such as tile, wood or concrete may not provide sufficient grip to keep locked casters from sliding. A fully-carpeted surface is optimal. Be aware that area rugs and shower mats can slide on floors and thereby present a hazardous surface.

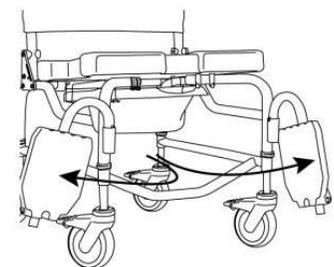
DO NOT stand on any part of the frame of the Raz-ART.

NEVER use the foot supports(footrests) to assist in transfers. This could cause the chair to tip. The footrests should be swung to the side or removed entirely during transfers to provide unobstructed access to the Raz-ART.

The Raz-ART **is NOT** intended for use as a transportation device or as a long-term seating system.



CASTERS SHOWN IN OUTWARD POSITION



Tilt Function

ALWAYS check the tilt function and ensure both sides of the tilt mechanism and release cable assemblies are fully operational **BEFORE** the chair is occupied by the user.

A pelvic strap can act as an additional safeguard for the user. A pelvic support strap may be ordered as an option with the Raz-ART.

DO NOT attempt to tilt an occupant if the attendant is physically incapable of safely and smoothly operating the tilt function.

NEVER leave the user unattended in a Raz-ART Shower Chair.

The Raz-ART Shower Chair **is NOT** intended for use as a transportation device or a long-term seating system.

IMPORTANT!

USERS SHOULD NEVER BE LEFT UNATTENDED IN THE RAZ-ART

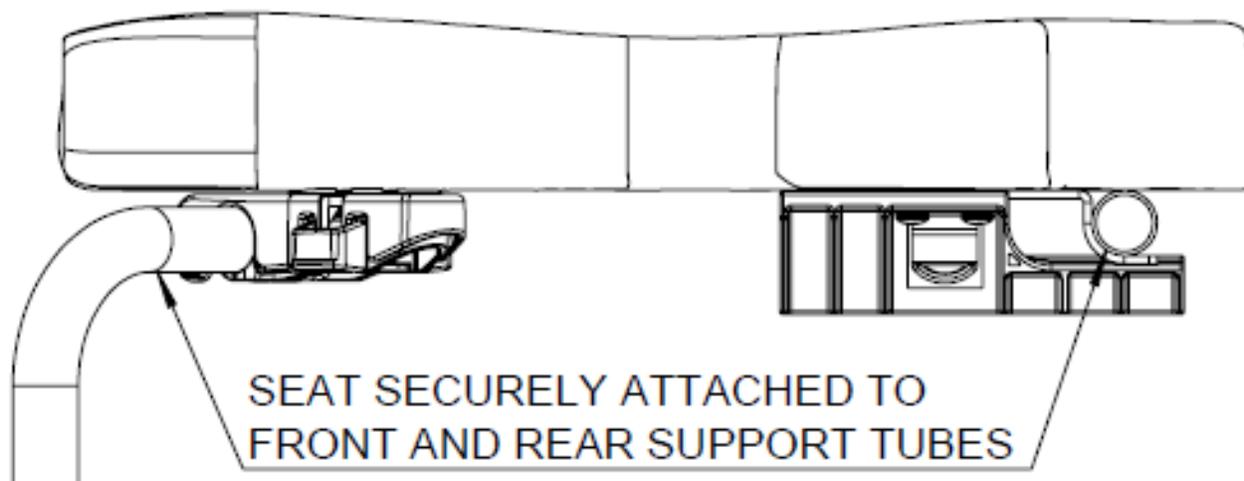
IMPORTANT!

DO NOT LIFT THE RAZ-ART WITH OR WITHOUT AN OCCUPANT BY THE ARMRESTS OR FOOTRESTS

IMPORTANT!

ALWAYS BE SURE THAT THE SEAT IS PROPERLY INSTALLED AND LATCHED BEFORE A USER IS TRANSFERRED ONTO THE CHAIR. THE REAR SEAT ATTACHMENT BRACKETS MUST BE FULLY HOOKED UNDER THE REAR SEAT SUPPORT TUBES. THE FRONT SEAT ATTACHMENT BRACKETS MUST BE SECURELY LATCHED AROUND THE FRONT SEAT SUPPORT TUBES. BOTH FRONT AND REAR SEAT ATTACHMENT BRACKETS SHOULD BE SECURED IN PLACE BY TIGHTENING THE 8 SCREWS ON THE UNDERSIDE OF THE SEAT.

INSTRUCTIONS FOR THE PROPER REMOVAL AND INSTALLATION OF THE SEAT FOR CLEANING MUST BE PROVIDED TO THE USER AND / OR ATTENDANTS.



IMPORTANT !

THE RAZ-ART IS INTENDED FOR FOLLOWING USE:

- **AS AN AID FOR SHOWERING/BATHING, GOING TO THE TOILET, AND FOR OTHER ACTIVITIES ASSOCIATED WITH PERSONAL CARE AND PERSONAL HYGIENE;**
- **TO PROVIDE SUPPORT FOR THE BODY OF THE USER IN A SEATED OR RECLINED POSITION;**
- **WITH OR WITHOUT THE ASSISTANCE FROM A CAREGIVER;**
- **OVER A STANDARD TOILET, OR AS A COMMUNE WITH THE COMMUNE PAN;**
- **IN INDOOR ENVIRONMENTS ONLY;**
- **IN BOTH TYPE A, HIGH USAGE (e.g. INSTITUTIONAL) ENVIRONMENTS AND IN HOME ENVIRONMENTS**

THE RAZ-ART DOES NOT PERFORM ANY THERAPEUTIC OR DIAGNOSTIC FUNCTIONS, AND ARE NOT INTENDED FOR USE FOR ANY THERAPEUTIC OR DIAGNOSTIC PURPOSES. ALL PRODUCTS MANUFACTURED BY RAZ DESIGN ARE NON-STERILE, REUSABLE, NON-INVASIVE, AND NON-IMPLANTABLE.

THE RAZ-ART IS INTENDED TO BE USED BY PEOPLE WITH MOBILITY IMPAIRMENTS, WHO MAY HAVE DIFFICULTY IN STANDING OR KEEPING THEIR BALANCE WHILE COMPLETING ACTIVITIES SUCH AS SHOWERING, GOING TO THE TOILET, OR PERSONAL HYGIENE. TYPICAL USERS HAVE LIMITED ENDURANCE AND POSTURAL CONTROL, AND MAY REQUIRE ASSISTANCE FROM A CAREGIVER FOR ACTIVITIES SUCH AS SHOWERING, GOING TO THE TOILET, OR PERSONAL HYGIENE. FOR PRODUCTS WITH RECLINE FUNCTION, USE OF THE RECLINE FUNCTION MAY BE CONTRA-INDICATED WHERE THE USER IS SENSITIVE TO SHEARING FORCES ON SEATED SURFACES WHEN OPENING THE SEAT-TO BACK-ANGLE.

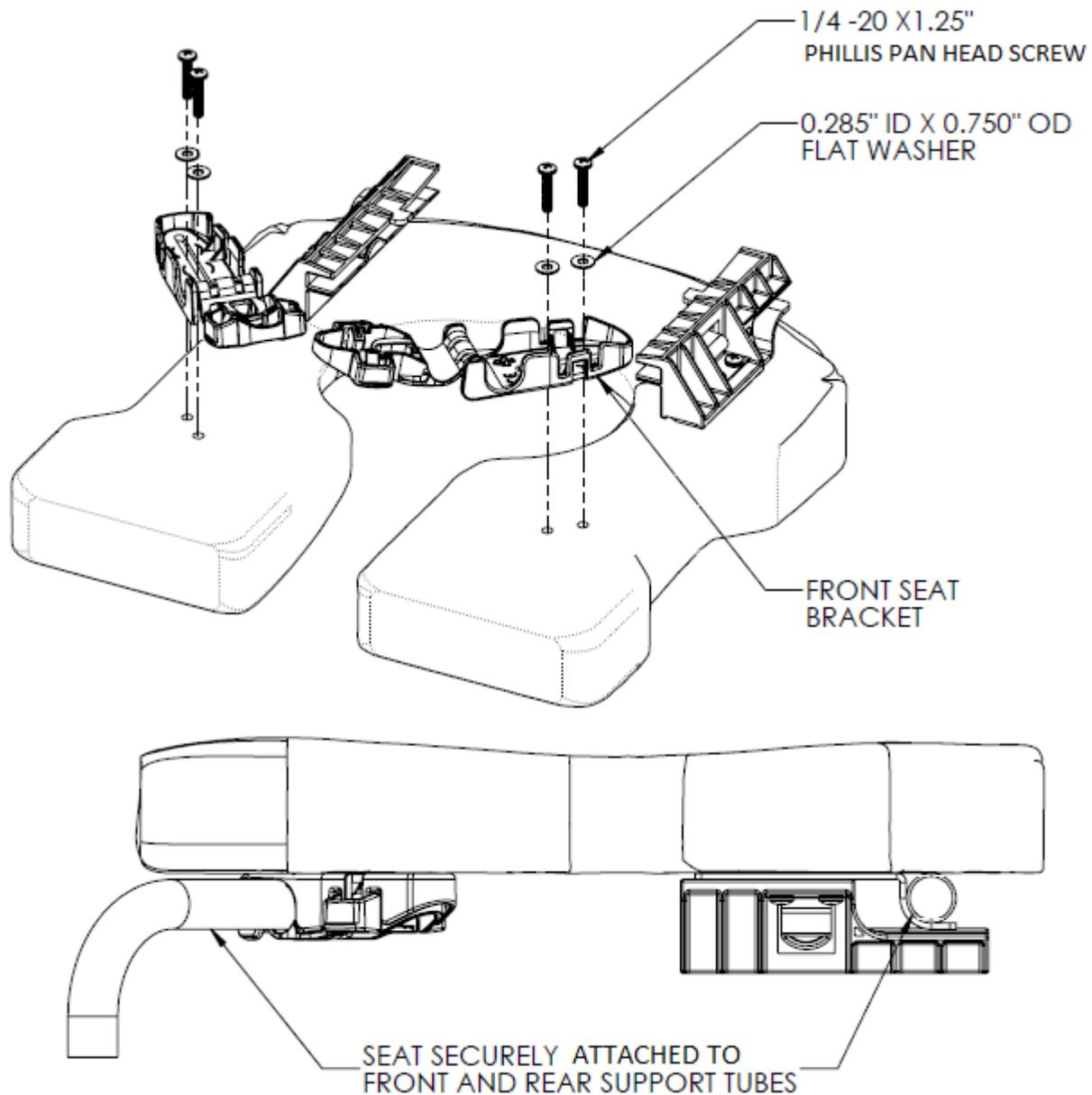
CAUTION !

RISK OF BURNING YOUR SKIN

THE PRODUCT COMPONENTS CAN HEAT UP WHEN EXPOSED TO EXTERNAL SOURCES OF HEAT.

- **SURFACES MAY BECOME HOT WHEN USING THE SHOWER AND TOILET CHAIR WHEN IT IS EXPOSED TO HOT WATER**
- **DO NOT EXPOSE THE PRODUCT TO DIRECT SUNLIGHT BEFORE USE**

FRONT SEAT BRACKET INSTALLATION (IF APPLICABLE)



We have improved the design of our front seat brackets. Similar to the original design in its provision of stability, this design also provides improved durability and functionality.

Please refer to the above image for the installation procedure.

Note: Please install the Phillips Pan Head Screws by hand. The use of power tools may cause the bracket to deform.

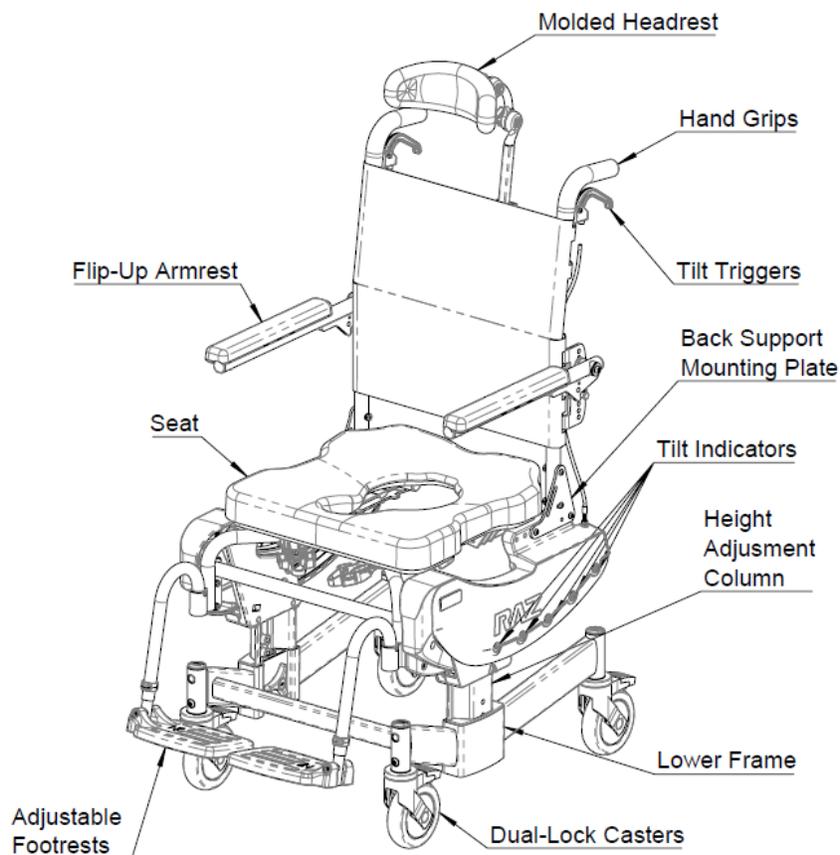
After installation, ensure the brackets are secured onto the seat. Open and close the brackets to check for proper functionality.

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1.0 GENERAL INFORMATION

1.1 Raz-ART Overview



1.2 Raz-ART Specifications

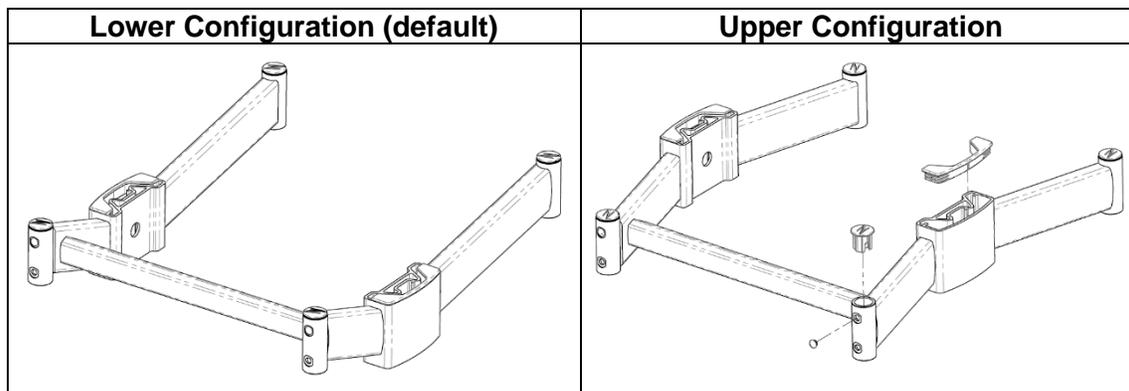
SPECIFICATIONS	Raz-ART
User Weight Capacity	160 kg (352 lbs)
Seat / Back Frame Width	46 cm (18")
Overall Width (w/ std arm pads)	57 cm (22.5")
Overall Length (w/ footrests)	89 cm (35")
Seat Width	46 cm (18").
Seat-To-Floor Height	51-68 cm (20"-27")
Clearance Height (for toilet)	
With pan brackets:	38-56 cm (15"-22")
Without pan brackets:	39-57 cm (15.5"-22.5")
Clearance Width (for toilet)	42 cm (16.5")
Armrest Height Above Standard Seat (w/ 20"H Adjusta-Back)	19-27 cm (7.5"-10.5")
Product Weight (w/ footrests)	31 kg (69 lbs)
Frame Material	Powder-Coated Aluminum
Minimum Turning Circle (w/ footrests)	102 cm (40")

2.0 SET-UP (FOR DEALER / DISTRIBUTOR ONLY)

2.1 Base Configuration

The base frame can be set up in either of two configurations.

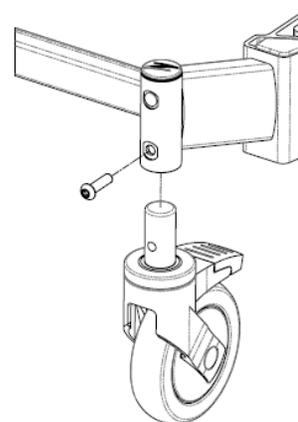
1. Lower configuration allows for seat-to-floor height ranges of 51-58 cm (20-23”).
2. Upper configuration allows for seat-to-floor height ranges of 61-69 cm (24-27”). To achieve the upper configuration, remove the remove all caps and flip the base upside down. Reinstall caps as shown below.



2.1 Caster Installation

Tools Required: 5mm hex key

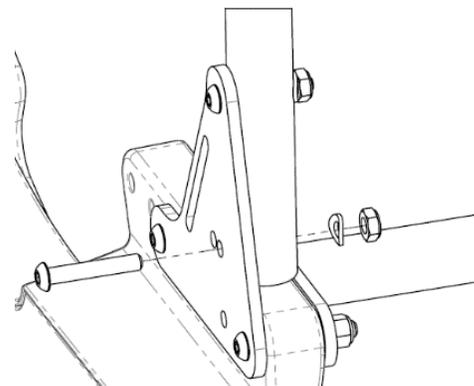
1. Remove the Raz-ART from the shipping carton.
2. Insert one caster stem into caster housing on the base frame.
3. Align the threaded hole in the caster stem with the hole in the caster housing.
4. Insert the M8 button head screw into the caster housing.
NOTE: Ensure each screw has a thread-lock patch or medium strength thread-locker solution on its threads before using.
5. Thread the M8 screw through the caster housing and into the caster stem.
6. Ensure the screw is tightened and caster is secure.
7. Repeat steps 1 to 5 with the remaining 3 casters.



2.2 Back Support Installation

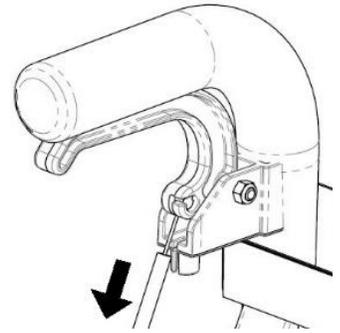
Tools Required: 5/32” hex key, 7/16” wrench

1. Lift the backrest to an upright position.
TIP: A #2 Phillips screwdriver with a 1/4” diameter shaft can be inserted through one of the plates and back posts to temporarily hold the back support in an upright position.
2. With the back support in place, insert the 1/4-20 button head screw through the selected hole in the back support mounting plate and gently push them through the frame tubes. Do not force the screws through the holes as this could damage the threads. Use the hex key to turn and thread the screw fully if needed.
3. Fasten the other end of the screws with curved washers and lock nuts.
4. Repeat steps 3 to 5 for the other side.
5. Tighten all 4 back mounting screws until all axial clearance is eliminated but do not overtighten.

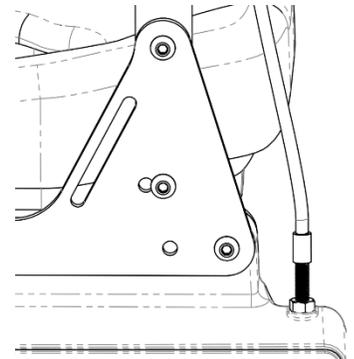


2.3 Cable Installation

1. Squeeze the tilt trigger until it rests against the hand grip.
2. Insert the cable end through the hole on the trigger handle.
TIP: If there is not enough slack in the cable, check to make sure the cable sheath is fully inserted into the threaded cable fitting at the bottom end of the cable.
3. Release the trigger handle and pull the cable sheath downward to expose the cable wire.
4. Thread the cable wire through the housing slit.
5. Insert the tip of the sheath into the bottom of the trigger housing and release.
6. Repeat steps 1-5 for the other side.

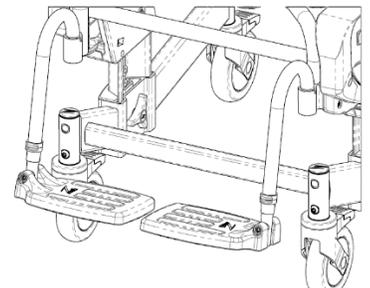
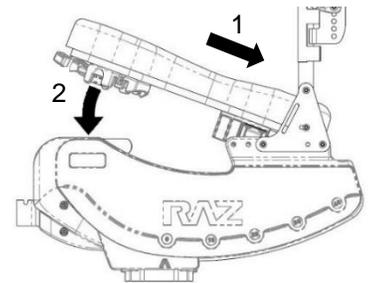


NOTE: Before the chair is used, it is important to check that each cable is properly adjusted and the tilt lock system is functioning as designed. With the chair tilted to approximately 20° and while squeezing the tilt trigger controlling the lock mechanism on one side of the chair, try to change the tilt angle of the chair in both directions. If the tilt angle can be changed while the one trigger is being squeezed, the cable controlling the tilt lock on the other side needs to be adjusted. To do so, loosen the jam nut and then turn the threaded cable fitting 1-3 complete rotations clockwise. Test again (re-adjust cable fitting if needed) and tighten the jam nut against the side panel if the chair does not move during the test. Repeat the test for the other tilt trigger and adjust if needed. If a tilt lock pawl clicks against the notches in the locking plate as the chair is tilted with both tilt triggers squeezed, one or both of the cables require adjustment. On the side that is making the noise, loosen the jam nut and turn the cable fitting 1-3 complete rotations - counter-clockwise. Tilt the chair and listen for the clicking noise. Tighten the jam nut on the cable fitting if the noise has stopped.



2.4 Raz Seat Installation

1. Ensure that the front brackets are in the open position.
2. Slide the rear of the seat over the rear seat support tubes as the front of the seat is lowered onto the frame. Check to ensure the rear seat brackets hook below rear seat support tubes.
3. Continue lowering the front of the seat until the front seat brackets nestle onto the front seat support tubes.
4. Secure the seat in place by closing the front seat brackets.
5. Reverse steps 1 to 4 to remove the seat from the frame.

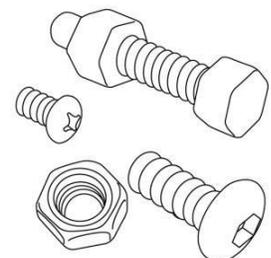


2.5 Installation of Adjustable Foot Supports

1. Remove the foot supports (footrests) from the accessory box.
2. Place the foot support hanger tubes into the receivers.
If the hanger tubes are directed forward, the pins on the tubes will engage with the grooves in the receivers and lock in place.

2.6 Fastener Installation

All fasteners should be installed securely by hand and not with power tools. The speed and torque of the power tools can cause the fasteners to seize and permanently cold weld in place. It is also recommended that liquid soap (dish / hand soap) be added to the screw thread to help prevent the fasteners from seizing. Lock nuts that are removed for any reason may need to be replaced rather than re-used. Check performance of lock nuts when re-attaching to screw. There should be significant, detectable resistance when tightening. If not, replace the lock nut with a new one. It is advisable to check monthly, that all fasteners are properly tightened and that all adjustable components are secured in place.



3.0 ADJUSTMENTS (FOR DEALER / DISTRIBUTOR)

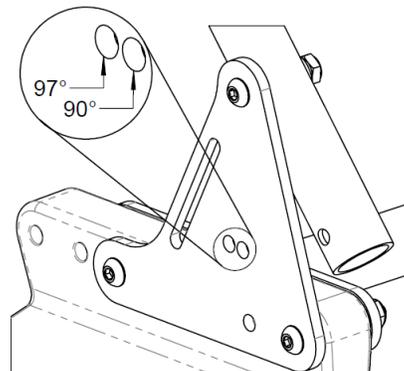
IMPORTANT !

ADJUSTMENTS SHOULD NEVER BE ATTEMPTED WITH THE USER IN THE CHAIR.

3.1 Back Support Angle Adjustment

Tools Required: 5/32" hex key, 7/16" wrench

1. Loosen the top screws and lock nuts attaching the back mounting plate to the vertical back frame tubes.
2. Remove the bottom screw on both sides.
3. Rotate the back support to one of two positions on the back support mounting plate. *Note: Select the forward hole for a 97° backrest angle and the rear hole for a 90° back support angle.*
4. With the back support in place, insert the screws through the selected holes on the back support plates and gently push them through the frame tubes. Do not force the screw through the holes – use the hex key to turn the screw if needed.
5. Fit the curved washers and lock nuts on the end of the screws.
6. Tighten all four screws and lock nuts but do not overtighten.

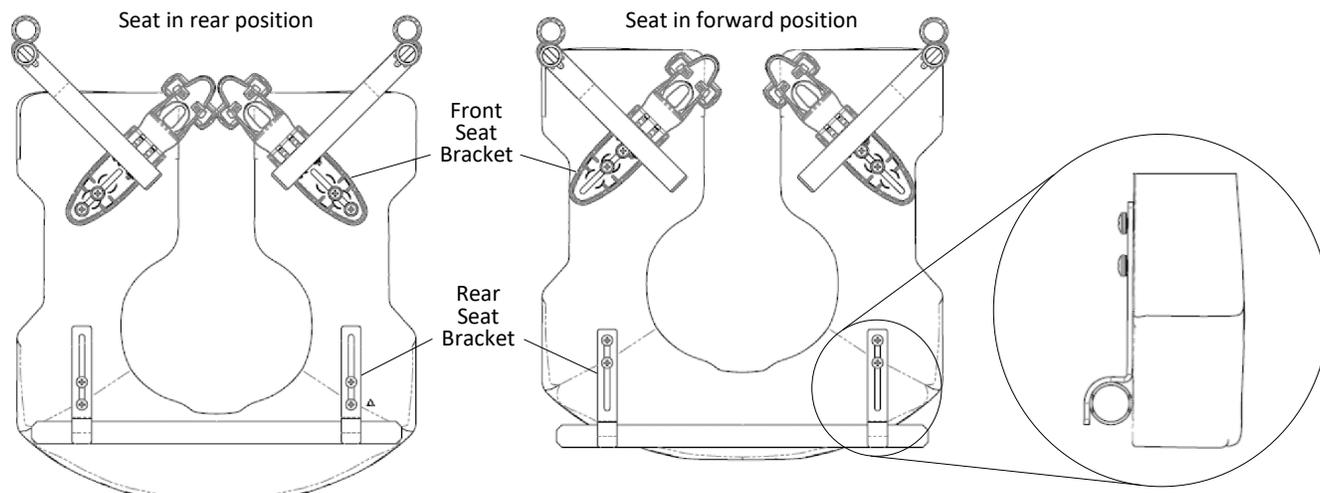


3.2 Ischial Pelvic Alignment System (IPAS) – Adjustment

The seat has approximately 5 cm (2") of fore/aft adjustment which allows optimal positioning of the seat aperture around user's Ischial Tuberosities.

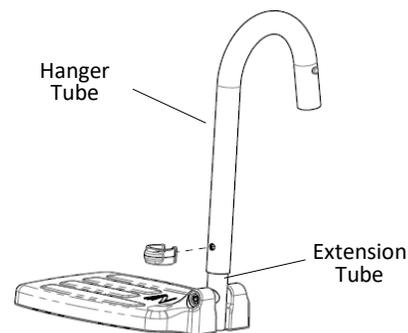
Tool Required: #2 Phillips screwdriver

1. Release the seat by opening the front seat brackets.
2. Lift the front of the seat and pull upward and then forward to remove the seat from the chair.
3. Loosen (but do not remove) the eight screws attaching the front seat brackets and rear seat brackets to the underside of the seat. *Note: Rear seat brackets shown below without commode pan brackets for clarity.*
4. Place the seat back in position on the frame and close the front seat brackets around the front seat support tubes.
5. Slide/wiggle the seat to the desired position.
6. Ensure rear seat brackets are firmly positioned against the rear seat support tube.
7. Tighten all eight screws attaching the front and rear seat brackets to the seat to prevent further movement of the seat. *Note: Ensure the front and rear seat brackets are securely latched around the front and rear seat support tubes before allowing a user to transfer into the chair.*



3.3 Foot Support Adjustment

1. Remove plastic snap-pin from the foot support hanger tube.
2. Adjust the foot support extension tube vertically to achieve the desired position.
3. Insert the snap-pin back through the foot support hanger and extension tubes.
4. Repeat steps 1-3 for the other side.

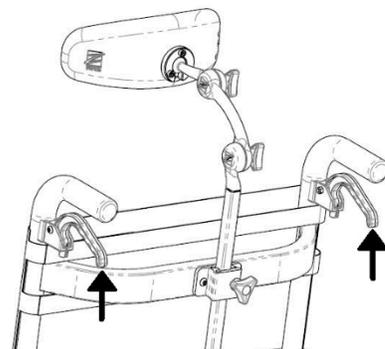


4.0 USE AND OPERATION

4.1 Tilt Function

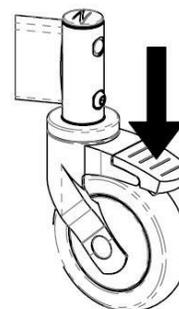
The Raz-ART tilts up to 40° to provide comfort and reduce sitting pressure for the user. To tilt the chair, the attendant must squeeze both tilt triggers and move the chair to the desired angle. To lock the chair in place, the triggers are simply released and the tilt mechanism will lock.

Note: If you experience difficulty releasing the tilt lock mechanism by squeezing the triggers, gently rock the backrest back and forth slightly to release the mechanism.



4.2 Casters

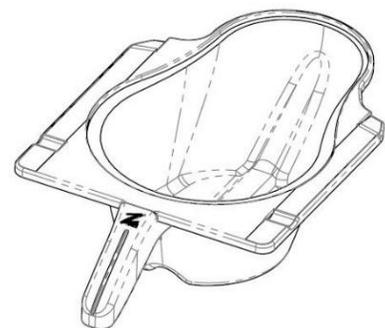
Each caster is equipped with a dual-lock feature, which stops the caster from swiveling and rolling simultaneously. To activate the dual-lock, step on the end of the caster lock pedal until it latches in the "on" position. To deactivate the dual-lock, step on the raised end of the dual-lock until it latches in the "off" position.



4.3 Commode Pan

The Raz commode pan is designed with an elongated shape that fits directly under the seat to minimize back splash. A unique splash-reduction ridge is located at the center of the pan. The high gloss surface facilitates cleaning and rinsing, while the pouring spout and handle facilitate emptying. Removal of the commode pan is achieved by sliding the pan rearward.

Note: When re-inserting the pan, ensure that the pan is guided into the green plastic brackets and pushed forward until it hits the stops.



IMPORTANT !

DO NOT USE ABRASIVE SCRUBBING POWDERS OR SCOURING PADS ON THE Raz-ART.

DO NOT SUBMERGE THE Raz-ART IN WATER.

RINSE THOROUGHLY AFTER CLEANING TO ENSURE THAT ANY SOAP OR DETERGENT RESIDUE IS REMOVED.

DO NOT USE CLEANING PRODUCTS WITHOUT CONSULTING THE PRODUCT'S INSTRUCTIONS AND TAKING APPROPRIATE PRECAUTIONS FOR HUMAN EXPOSURE TO CHEMICALS.

DO NOT USE CHLORINATED PRODUCTS ON THE Raz-ART.

5.0 CLEANING AND MAINTENANCE

5.1 Cleaning After Each Use

5.1.1 Commode Pan

1. Remove the commode pan and empty contents.
2. Wash the pan with a multi-purpose disinfectant cleaning solution. Use a soft brush if needed.
3. Rinse well before storage or re-use.

A soapy hot water wash followed by a disinfectant spray can be substituted for a multi-purpose disinfectant cleaning solution.

5.1.2 Seat

1. Spray with a multi-purpose disinfectant cleaner and scrub with a soft brush as required.
2. Rinse with a water spray before storage or re-use. **DO NOT IMMERSE** the seat in water or cleaning solutions.
3. For a more thorough cleaning, remove the seat from the shower chair to allow better access to the underside of the seat and around the opening of the seat.

5.2 Cleaning As Needed

5.2.1 Frame, Armrests, Adjustable Footrests, and Other Components

Spray the frame and components with a multi-purpose disinfectant cleaner, scrub with a soft brush and rinse with water.

It is recommended to the user that a qualified Raz dealer check over all fasteners and subassemblies on a continuing basis or if there is cause for concern to the shower chair's performance.

To reduce the risk of mildew buildup, the entire shower chair should be wiped down with a soft dry cloth after the final rinse and before storage or use.

The Raz-ART must be stored in a dry and clean environment. Avoid exposure to chlorine (e.g. pools and pool areas), which will deteriorate and discolor the chair over time.

5.3 Suggested Cleaning Products

Task	Recommended Products
General Cleaning	Antibacterial Detergent
Surface Disinfecting	Oxiver TB (Virox Technologies Inc.)

6.0 LIMITED WARRANTY

This warranty is extended only to the original purchaser/user for Raz-ART that has been purchased from a qualified Raz dealer.

This warranty gives you specific legal rights, but you may have additional legal rights depending on your region and country.

This warranty shall be extended to comply with regional and national laws and requirements.

With regards to the original purchaser/user only, Raz Design Inc. warrants its base and back frame components to be free of defects in materials and workmanship for a period of two (2) years from the date of purchase. All other components on the Raz-ART are covered for a period of one (1) year and are subject to normal wear and tear exclusions. If within such warranty period any such product shall be proven to be defective, the part will be repaired or replaced, at Raz Design's discretion. This warranty does not include any labor or shipping charges incurred in replacement, part installation, or repair of any such product.

For warranty service, please contact the dealer from whom you purchased your Raz-ART. In the event that you do not received satisfactory warranty service, please contact Raz Design directly using the contact information located in either the beginning or end of the manual. In your correspondence, please provide your dealer's name and address, the product type, the date of purchase, the chair's serial number (on a grey label located on the chair frame), as well as the nature of the product issue. Do not return products to the manufacturer without prior authorization.

Limitations and Exclusions:

The foregoing warranty shall not apply to serial numbered products if the serial number has been removed or defaced, and to products subjected to negligence or an accident. Improper operation, maintenance, or storage may void the warranty coverage on the Raz-ART. The warranty does not apply to products modified without Raz Design's express written consent. This includes, but is not limited to, modification through the use of unauthorized parts or attachments, products damaged by reason of repairs made to any component by an individual or individuals who are not employed by a qualified Raz dealer, or to a product damaged by circumstances beyond Raz Design's control. Only Raz Design will have the authority to determine whether or not the circumstances are eligible for warranty coverage. The warranty will not apply to problems arising from normal wear or failure to adhere to the instructions contained in this manual.

The foregoing warranty is exclusive of any other warranties, whether expressed or implied, including the implied warranties of merchantability and fitness for a particular purpose. The sole remedy for violations of any warranty whatsoever will be limited to repair or replacement of the defective product in compliance to the terms contained in this document.

The application of any implied warranty shall not extend beyond the duration of the express warranty provided herein. Raz Design will not be liable for any consequential or incidental damages to part or whole of a Raz-ART.

7.0 CONTACTS

It is important that the Raz-ART be properly assembled and all adjustments be carefully made. Up-to-date manuals can be downloaded from www.razdesigninc.com. For clarification of any section of the manual, please contact your dealer or the manufacturer.



MANUFACTURER

U.S.A. AND WORLDWIDE

Raz Design Inc.

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PRODUCTS THAT CAN NO LONGER BE USED ARE TO BE DISPOSED OF SEPARATELY FROM HOUSEHOLD WASTE. THIS MUST BE DONE ACCORDING TO THE LOCAL AND NATIONAL REGULATIONS FOR ENVIRONMENTAL PROTECTION AND RAW MATERIAL RECYCLING. PLEASE REFER TO YOUR LOCAL GOVERNMENT WEBSITE FOR FURTHER INFORMATION ON THE CORRECT DISPOSAL PROCESS.

IMPORTANT !

IT IS IMPORTANT TO CHECK YOUR CHAIR PRIOR TO EACH USE. ALL COMPONENTS INCLUDING THE BACKREST, ARMREST, SEAT, BASE FRAME AND CASTERS SHOULD BE SECURED IN PLACE. IF IT IS EVER FELT THAT ANY ASPECT OF THE Raz-ART IS IN NEED OF MAINTENANCE, CONTACT YOUR DEALER. ANY PROBLEMS THAT COULD AFFECT THE SAFE USAGE OF THE CHAIR MUST BE ATTENDED TO IMMEDIATELY. THE DEALER THAT PROVIDED THE SHOWER CHAIR MUST BE CONTACTED SO THAT REPAIRS CAN BE MADE PRIOR TO USING THE CHAIR. IT MUST BE MADE CLEAR TO THE DEALER THAT THE SHOWER CHAIR IS IN NEED OF MAINTENANCE AND IS UNAVAILABLE FOR USE UNTIL REPAIRS HAVE BEEN UNDERTAKEN AND ALL PROBLEMS RESOLVED.

IF FOR ANY REASON YOUR DEALER DOES NOT RESPOND TO YOUR SATISFACTION, PLEASE CONTACT RAZ DESIGN:

EMAIL: info@razdesigninc.com

PHONE: 1.877.720.5678 (North America)

1.416.751.5678 (Other)