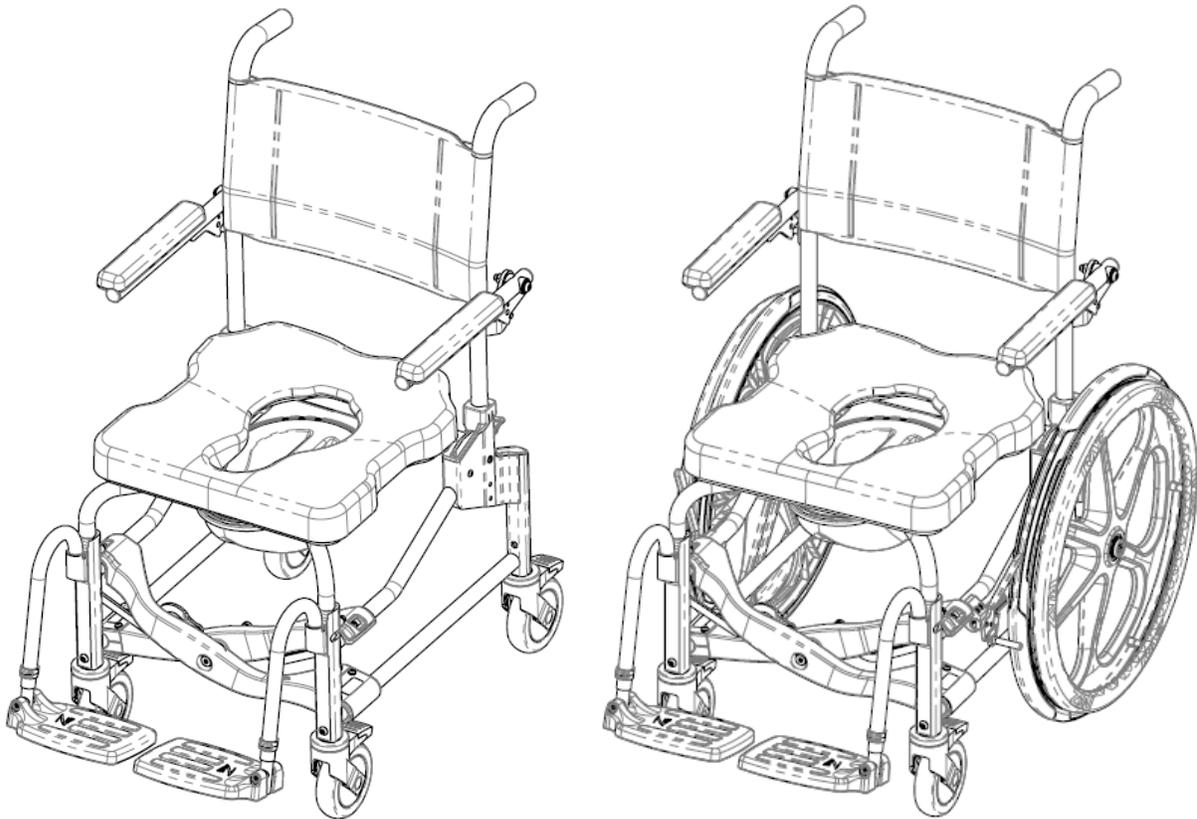




# Mobile Shower Commode Chairs

## Züm-AP (Z111) Züm-SP (Z222)

# 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 Züm-AP/SP Mobile Shower Commode Chair be properly assembled and that all adjustments be made carefully. Please ensure that the user(s), dealer(s) and attendant(s) have read this manual and thoroughly understood the safe operation of the Züm-AP/SP Shower Chair. Up-to-date manuals are available online at [www.razdesigninc.com](http://www.razdesigninc.com). For clarification of any section of the manual, contact your distributor or the manufacturer.



## MANUFACTURER

U.S.A. AND WORLDWIDE

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[info@razdesigninc.com](mailto:info@razdesigninc.com)



| PRODUCT   | MAXIMUM USER WEIGHT |
|-----------|---------------------|
| Züm-AP/SP | 160 kg (352 lbs)    |

## SAFETY WARNINGS TO CONSIDER FOR RETAIL PURPOSES

**THIS DEVICE IS SUITABLE FOR TYPE A; HIGH USAGE (e.g. INSTITUTIONS) AND SHOULD NEVER BE USED FOR ANY PURPOSE OTHER THAN ORIGINALLY INTENDED**

### Forward Stability

The casters on all models are equipped with dual locks. The step-on lever 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 Züm-AP/SP as this may cause the chair to tip forward.

**USERS MUST NOT** wheel up or down a ramp without an attendant who can hold onto the Züm-AP/SP during the ascent or descent.

**CASTER LOCKS AND WHEEL LOCKS ARE NOT BRAKES!** Never use the caster locks or wheel locks to slow down the Züm-AP/SP when descending inclines as this could cause the chair to tip in the direction of travel.

### Lateral Stability

**USERS MUST NOT** lean over the edge of the Züm-AP/SP 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** position the Züm-AP/SP on a side slope as this could cause it to tip.

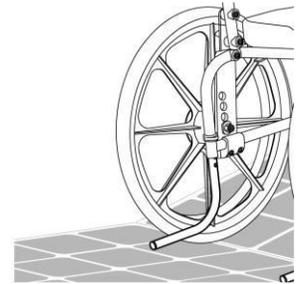


### Rearward Stability

**USERS MUST NOT** wheel up an incline on a SP Model without ensuring that the optional rear anti-tippers are in place. The optional anti-tippers must be ordered with the Züm-SP and properly installed before wheeling on uneven surfaces.

### Anti-Tippers - SP Model

Anti-tippers are an option for the Züm-SP Shower Chairs. These are recommended whenever the chairs are to be used on uneven surfaces such as ramps or sloped floors, when used by lower-limb amputees, when the rear wheels are moved forward from the factory-set position or for any situations when rearward stability is compromised. If unsure, stability should be checked with the assistance of an attendant.



### 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 Züm-AP/SP 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 any other manner than by an attendant in a Züm-AP or by the user in a Züm-SP.

## IMPORTANT !

THE REARWARD STABILITY OF THE Züm-SP IS AFFECTED BY THE MOUNTING LOCATION OF THE REAR WHEELS AND THE PHYSICAL AND CLINICAL CHARACTERISTICS OF THE USER. THE NEED FOR ANTI-TIPPERS SHOULD HAVE BEEN DETERMINED AT THE TIME OF THE PRESCRIPTION OF THE Züm-SP WITH CONSIDERATION FOR THE USER'S PHYSICAL ATTRIBUTES AND ENVIRONMENT. ANTI-TIPPERS MAY BE ORDERED AS A RETROFIT AT ANY TIME IF IT IS DETERMINED THAT THEY ARE REQUIRED.

### Immersion

The Züm-AP/SP 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.

### 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 options. 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 Züm-AP/SP Shower Chair

For the Züm-AP, 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. For the Züm-SP, always lock the rear wheels and front casters for maximum 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.

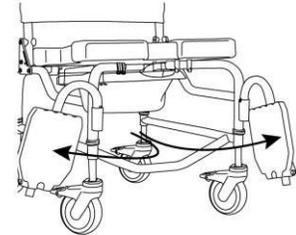
DO NOT stand on any part of the frame of the Züm-AP/SP.

**NEVER use the footplates 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 Züm-AP/SP.

The Züm-AP/SP **is NOT** intended for use as a transportation device or a long-term seating system.



CASTERS SHOWN IN OUTWARD POSITION



## IMPORTANT !

USERS SHOULD NEVER BE LEFT UNATTENDED IN A RAZ SHOWER CHAIR.

## IMPORTANT !

DO NOT LIFT A RAZ SHOWER COMMODE CHAIR AND OCCUPANT BY THE ARMRESTS OR FOOTRESTS.

## IMPORTANT !

ALWAYS BE SURE THAT THE SEAT IS PROPERLY INSTALLED AND LATCHED. THE REAR HOOKS MUST BE FULLY ENGAGED AND THE FRONT BRACKETS MUST BE LATCHED AND LOCKED AROUND THE FRONT SEAT SUPPORT TUBES.

BE SURE THAT WHEN THE CHAIR IS DELIVERED TO THE CLIENT, SEAT INSTALLATION INSTRUCTION IS GIVEN TO THE CLIENT AND/OR CAREGIVERS.



## **IMPORTANT !**

**THE ZUM-AP AND ZUM-SP 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 HYGEINE;**
- **TO PROVIDE SUPPORT FOR THE BODY OF THE USER IN A SEATED POSITION;**
- **WITH OR WITHOUT THE ASSISTANCE FROM A CAREGIVER;**
- **OVER A STANDARD TOILET, OR AS A COMMODE WITH THE COMMODE PAN;**
- **IN INDOOR ENVIRONMENTS ONLY;**
- **IN BOTH TYPE A, HIGH USAGE (e.g. INSTITUTIONAL) ENVIRONMENTS AND IN HOME ENVIRONMENTS**

**THE ZUM-AP AND ZUM-SP 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 ZUM-AP AND ZUM-SP 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.**

## **CAUTION !**

**RISK OF BURNING YOUR SKIN**

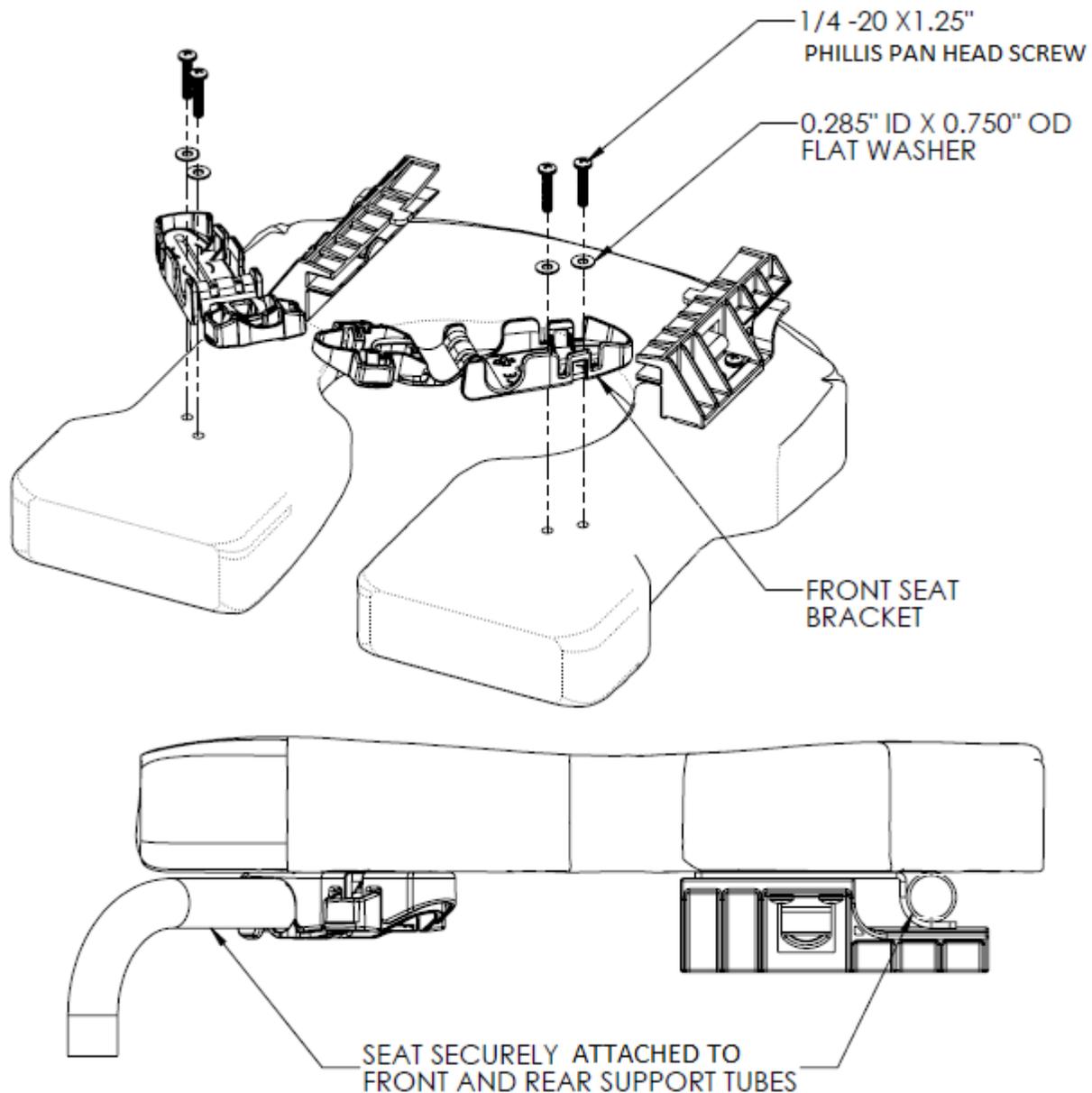
**THE PRODUCT COMPONENTS CAN HEAT UP WHEN EXPOSED TO EXTERNAL SOURCES OF HEAT.**

- **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)



TORONTO, CANADA



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.

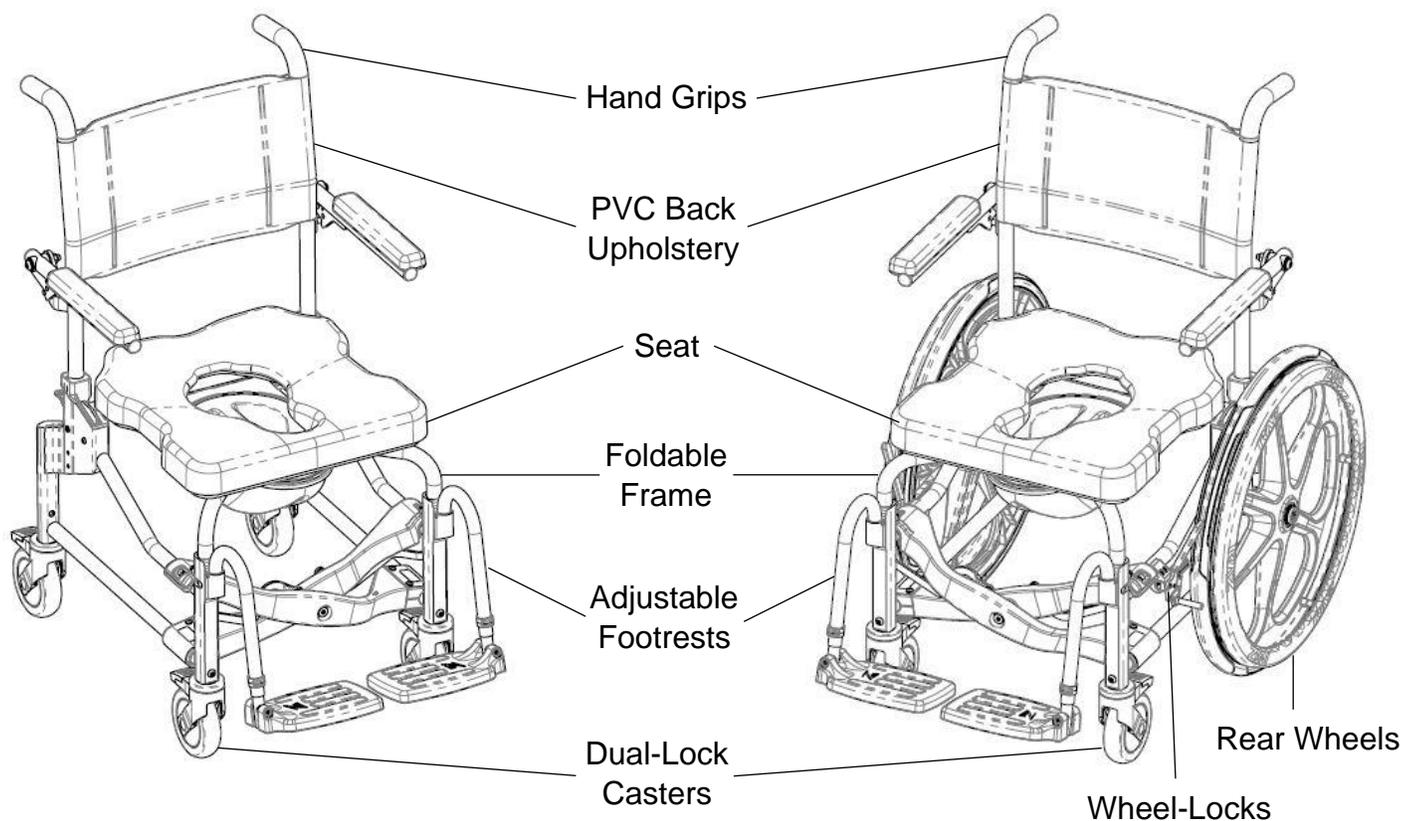
After installation, ensure the brackets are secured onto the seat. Open and close the brackets to check for proper functionality.

## **Table of Contents**

|  |    |
|--|----|
| 1.0 GENERAL INFORMATION .....  | 8  |
| 1.1 Züm-AP/SP Overview .....   | 8  |
| 1.2 Züm-AP/SP Specifications.....                                      | 8  |
| 2.0 SET-UP .....   | 9  |
| 2.1 Base Frame Set-Up .....  | 9  |
| 2.2 Caster Installation.....   | 10 |
| 2.3 Backrest Installation .....  | 10 |
| 2.4 Seat Installation.....   | 10 |
| 2.5 Adjustable Footrest Installation .....                             | 11 |
| 2.6 Wheel Installation – Züm-SP .....                                  | 11 |
| 2.7 Fastener Installation.....   | 11 |
| 3.0 ADJUSTMENTS.....   | 12 |
| 3.1 Ischial Pelvic Alignment System (IPAS) – Adjustment .....          | 12 |
| 3.2 Footrest Adjustment .....  | 13 |
| 3.3 Wheel Lock Adjustment – Züm-SP .....                               | 13 |
| 3.4 Rear Wheel Adjustment – Züm-SP .....                               | 13 |
| 4.0 USE AND OPERATION .....  | 14 |
| 4.1 Casters .....  | 14 |
| 4.2 Wheel Locks.....   | 14 |
| 4.3 Commode Pan .....  | 14 |
| 5.0 CLEANING AND MAINTENANCE .....                                     | 15 |
| 5.1 Cleaning After Each Use .....                                      | 15 |
| 5.1.1 Commode Pan .....  | 15 |
| 5.1.2 Seat .....   | 15 |
| 5.2 Cleaning As Needed.....  | 15 |
| 5.2.1 Frame, Armrests, Adjustable Footrests, and Other Components..... | 15 |
| 5.3 Suggested Cleaning Products .....                                  | 15 |
| 6.0 LIMITED WARRANTY.....  | 16 |
| 7.0 CONTACTS .....   | 17 |

## 1.0 GENERAL INFORMATION

### 1.1 Züm-AP/SP Overview



### 1.2 Züm-AP/SP Specifications

| SPECIFICATIONS  | Züm-AP                           | Züm-SP         |
|---|----------------------------------|----------------|
| WEIGHT CAPACITY   | 160 kg (352 lbs)                 |                |
| FRAME WIDTH   | 47 cm (18.5")                    |                |
| OVERALL WIDTH   | 59 cm (23.25")                   | 64 cm (25.25") |
| OVERALL LENGTH<br>(with footrests)                              | 86 cm (34")                      | 100 cm (39.5)  |
| SEAT WIDTH  | 46 cm (18")                      |                |
| SEAT TO FLOOR HEIGHT  | 55 cm (21.5")                    |                |
| CLEARANCE HEIGHT<br>With pan brackets:<br>Without pan brackets: | 44 cm (17.25")<br>45 cm (17.75") |                |
| ARMREST HEIGHT ABOVE SEAT                                       | 20 cm (8")                       |                |
| PRODUCT WEIGHT<br>(with footrests)                              | 20 kg (44 lbs)                   | 26 kg (57 lbs) |
| FRAME MATERIAL  | POWER COATED ALUMINUM            |                |
| MINIMUM TURNING CIRCLE<br>(with footrests)                      | 97 cm (38")                      | 142 cm (56")   |

## 2.0 SET-UP

### 2.1 Base Frame Set-Up

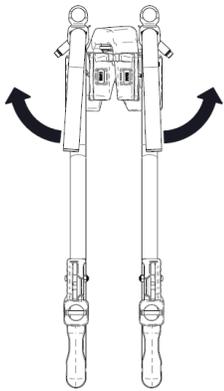
Follow these steps to unfold the Züm:

1. Rotate front seat support tubes to their outward position.
2. Using your palms, unfold frame by gently pushing down and outward on the upper portions of the cross-braces until they hook onto the upper side frame tubes.

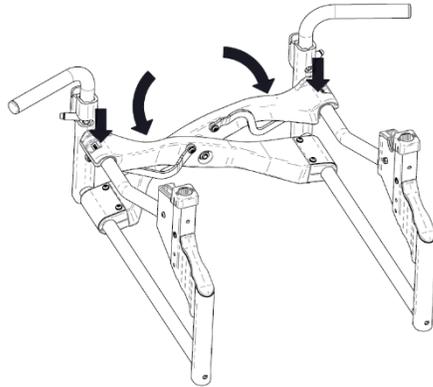
*Be careful not to pinch your hands in the process.*

3. Rotate front support tubes inward until the roller pin rides over the bump on the upper portion of each cross-brace and prevents them from lifting.

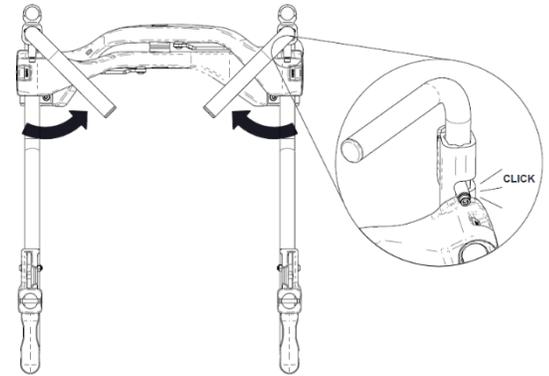
*An audible **click** should be felt and heard when the roller pin is securely in place.*



Step 1



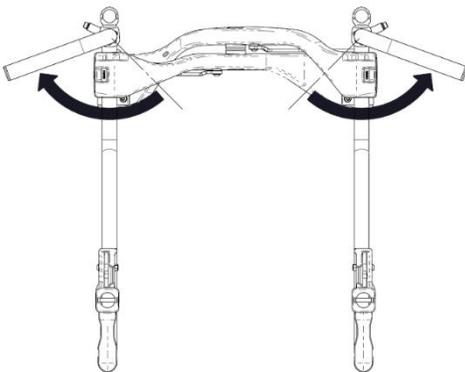
Step 2



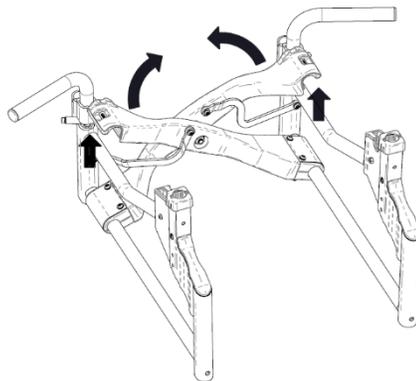
Step 3

Follow these steps to fold the Züm:

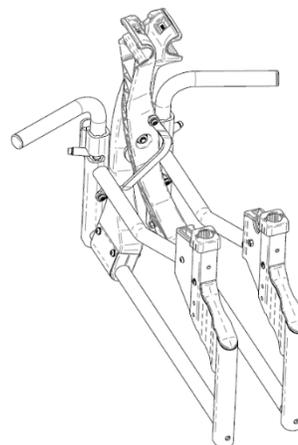
1. Rotate front seat support tubes to their outward position.
2. Lift both upper cross-braces at the same time.
3. Continue lifting until upper portions of cross-braces touch.
4. Rotate front seat support tubes until they are parallel to the side frames.



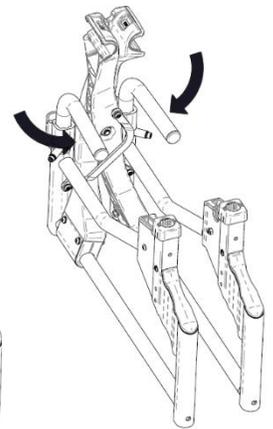
Step 1



Step 2



Step 3



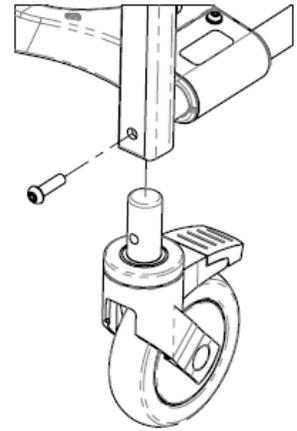
Step 4

## 2.2 Caster Installation

Tool required: 5mm hex key

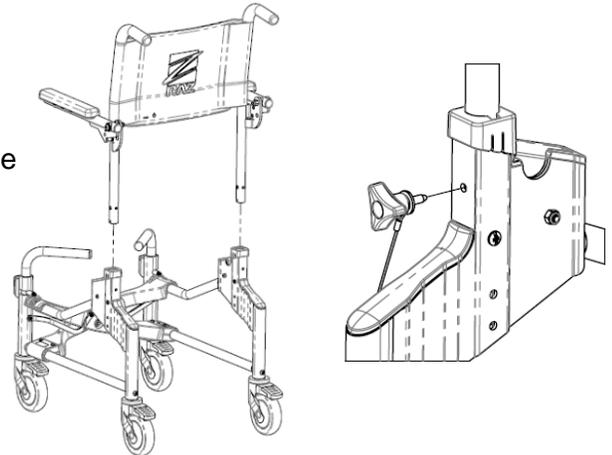
1. Insert the caster stem into the base frame.
2. Align the threaded hole in the caster stem with the hole in the base frame.
3. Insert the M8 button head screw into the caster housing.  
*Ensure each screw has a thread-lock patch of medium strength thread-locker solution on its threads before using.*
4. Thread the M8 screw through the base frame and into the caster stem.
5. Ensure the screw is tightened and caster is secure.
6. Repeat steps 1 to 5 until all casters are secured.

*Note: Two front casters are required for Züm-SP and four casters are required for Züm-AP.*



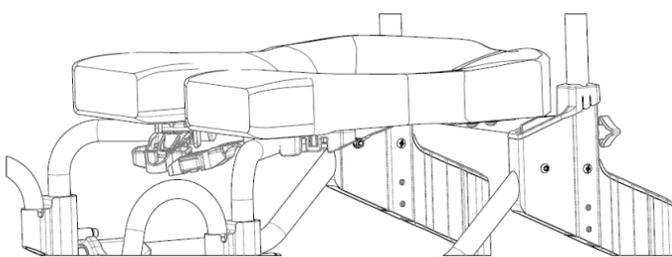
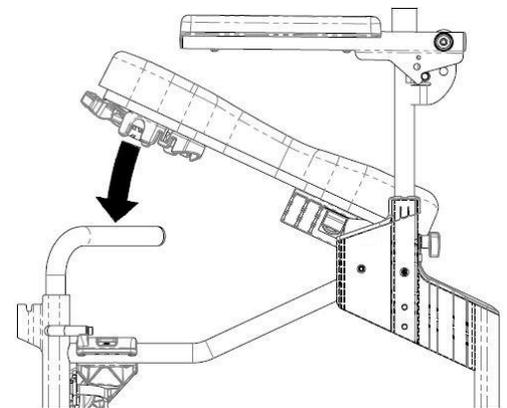
## 2.3 Backrest Installation

1. Insert the back posts into the back frame receivers.
2. Align the threaded hole in the back post with the hole on the back frame receiver.
3. Thread the tri-lobe into the receiver and back post.
4. Ensure the tri-lobe is tightened and back post secured.
5. Repeat steps 2-4 for the other side.

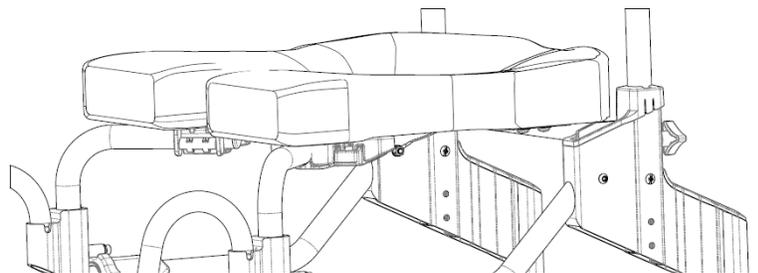


## 2.4 Seat Installation

1. Ensure that the front brackets are in the open position.
2. Position the seat at a ~25° angle with the rear of the seat sloping downward.
3. Align the latch plates (located on both ends of the rear seat tube) with the receiver slots in the base frame. The slots are located immediately in front of the back posts.
4. Lower the front of the seat so the front seat brackets nestle around the front support tubes.
5. Close the front seat brackets.
6. Pull upwards on the rear of the seat to ensure it is locked in place.



SEAT INSTALLED (UNLATCHED)

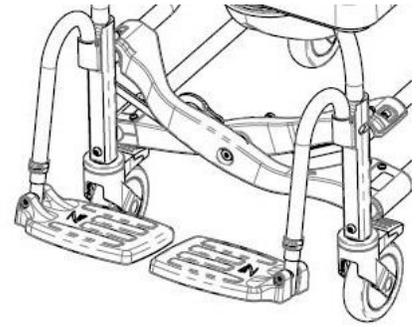


SEAT INSTALLED (LATCHED)

## 2.5 Adjustable Footrest Installation

1. Place the footrest hanger tubes into the receivers at the front of the frame.

*If the foot supports are oriented forward, the pins on the foot support hangers will engage with the grooves in the receivers and lock in place.*

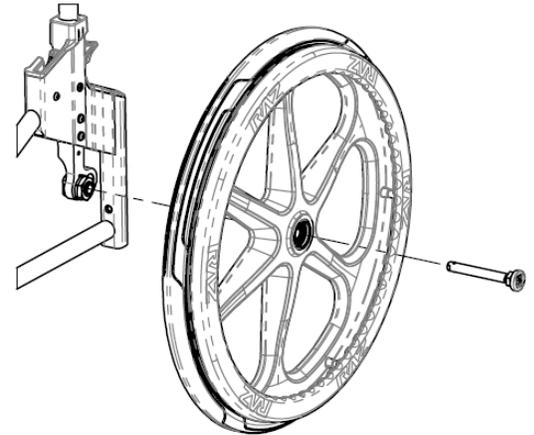


## 2.6 Wheel Installation – Züm-SP

1. Remove the hub cap on the wheel and discard.  
*Hub caps are not compatible with quick-release axles.*
2. Insert the quick-release axle through the wheel and axle receiver.
3. Ensure the ball ends of the quick-release axle are fully released and prevent the quick-release axle from inadvertently sliding out.

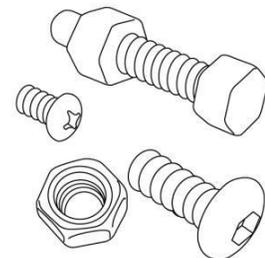
*To test that the quick-release axle is locked in place, release the button and attempt to pull the wheel away from the chair. The wheel should remain in place. If the wheel cannot be secured in place, do not use the Züm-SP and contact your detailer immediately.*

4. Repeat steps 1-3 for the other side.



## 2.7 Fastener Installation

All fasteners should be installed securely. Locknuts that are removed for any reason may need to be replaced rather than re-used. Check performance of locknuts when re-attaching to screw. There should be significant, detectable resistance when tightening. If not, replace the locknut with a new one. It is advisable to check quarterly that all fasteners are secure.



## 3.0 ADJUSTMENTS

# IMPORTANT !

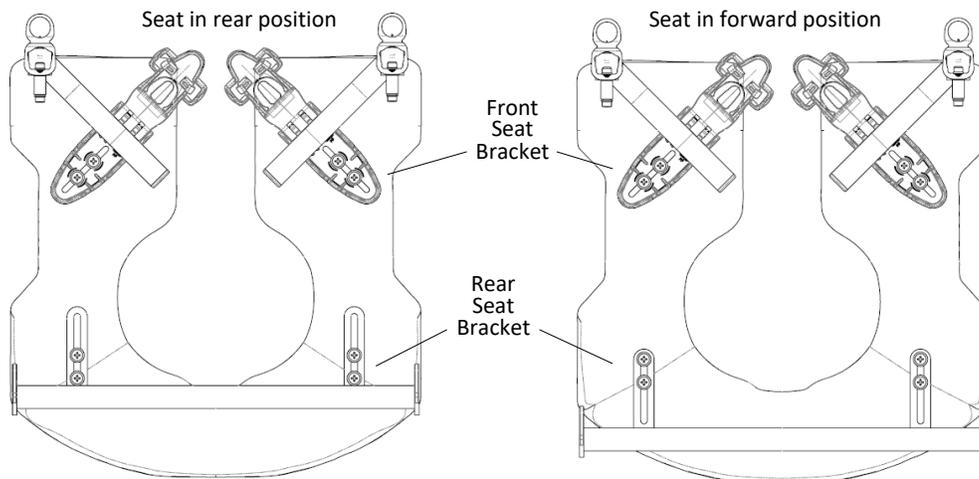
ADJUSTMENTS SHOULD NEVER BE ATTEMPTED WITH THE USER IN THE CHAIR.

### 3.1 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.*



### 3.2 Footrest Adjustment

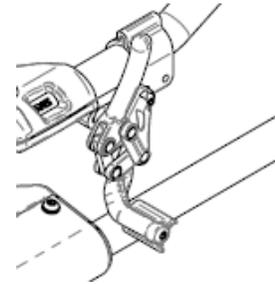
1. Remove plastic snap-pin from the footrest hanger tube.
2. Adjust the footrest extension tube vertically to achieve the desired position.
3. Insert the snap-pin back through the footrest hanger and extension tubes.
4. Repeat steps 1-3 for the other side.



### 3.3 Wheel Lock Adjustment – Züm-SP

Tool Required: 4mm hex key

1. Loosen (do not remove) the two clamp screws.
2. Engage the wheel lock and shift it along the frame so it engages with the wheel and stops all wheel movement.
3. Tighten the clamp screws.

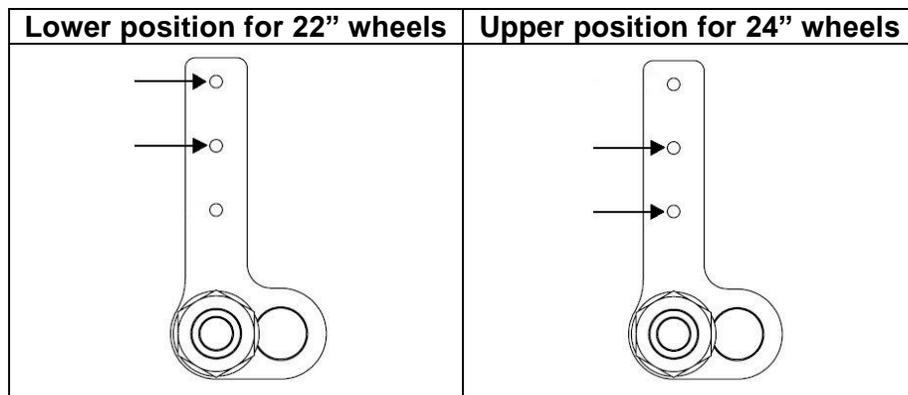


### 3.4 Rear Wheel Adjustment – Züm-SP

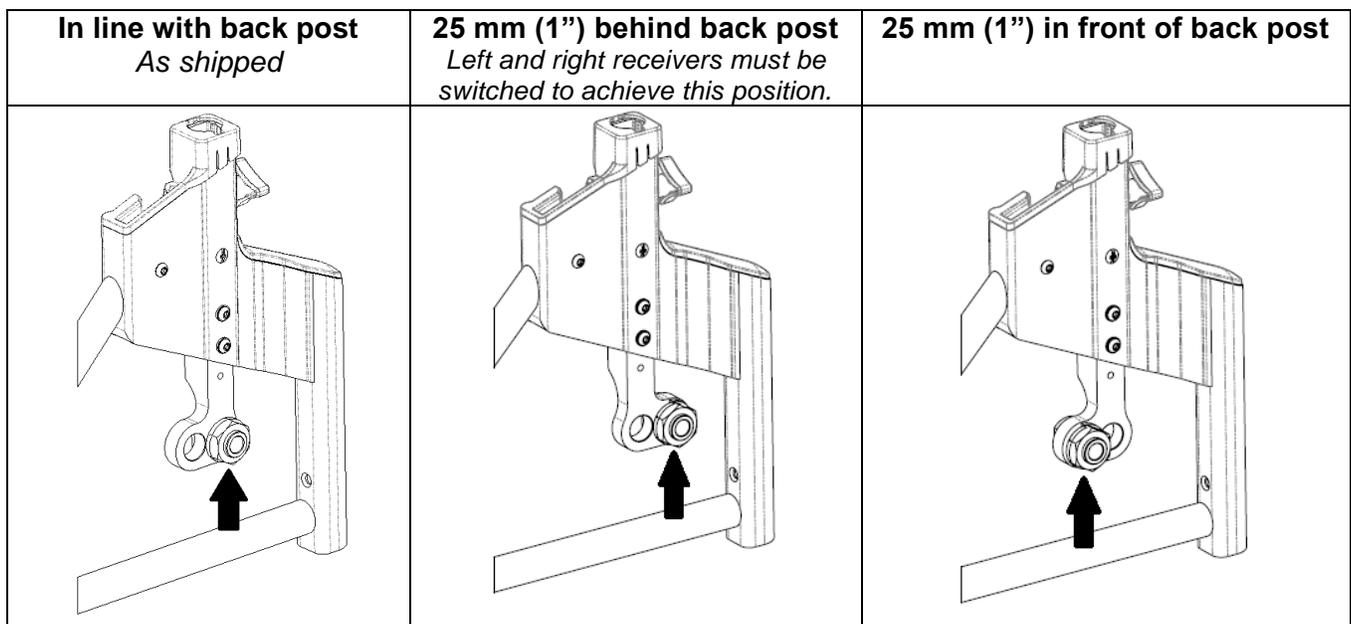
Tools Required: 4mm hex key, 25mm open wrench, 30mm wrench

The Züm-SP can be ordered with either 22" or 24" rear wheels.

The axle mounts allow for two vertical mounting positions:



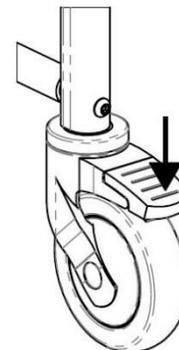
There are also three positions for fore/aft adjustment of the wheel:



## 4.0 USE AND OPERATION

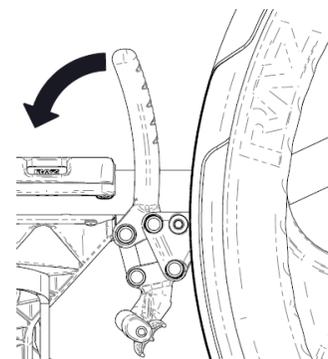
### 4.1 Casters

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 brake 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.



### 4.2 Wheel Locks

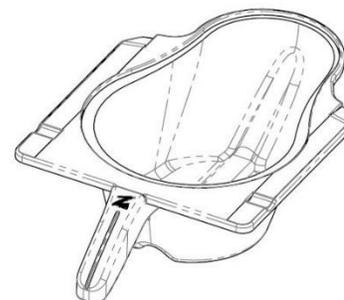
The wheel locks on a Züm-SP can be engaged by pushing the handles forward. This stops the rear wheels from rotating. For maximum stability, both wheel locks must be engaged. To disengage the wheel locks, pull the handles backward.



### 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.

*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 Züm-AP/SP.**

**DO NOT SUBMERGE THE Züm-AP/SP 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 Züm-AP/SP.**

## 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

1. 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 Züm-AP/SP 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 of Züm-AP/SP 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 Züm-AP/SP 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 Züm-AP/SP. 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 Züm-AP/SP. 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 Züm-AP/SP.

## 7.0 CONTACTS

It is important that the Züm-AP/SP be properly assembled and all adjustments be made carefully. Up-to-date manuals can be downloaded from [www.razdesigninc.com](http://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.

135 Rainside Rd. Toronto, ON, Canada, M3A 1B7

1.877.720.5678 / 416.751.5678

[info@razdesigninc.com](mailto:info@razdesigninc.com)



**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 WHEELS SHOULD BE SECURED IN PLACE. IF IT IS EVER FELT THAT ANY ASPECT OF THE Züm-AP/SP 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/DISTRIBUTOR 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:**

**BY EMAIL: [info@razdesigninc.com](mailto:info@razdesigninc.com)**

**BY PHONE: 1.877.720.5678 (North America)**

**1.416.751.5678 (Other)**