



The Restwell Range of Rise & Recline Armchairs



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drive

Owner's Handbook

RESTWELL RANGE OF RISE RECLINE ARMCHAIRS OWNER'S HANDBOOK

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INTRODUCTION

The Restwell range of lift, rest and recline armchairs are designed to be both comfortable and stylish whilst also enhancing your mobility.

The armchairs are available in a variety of styles and fabrics to suit most décor. All armchairs are made to the highest quality and are CE marked. They have a weight limit of 23 stone (150kg). They all feature a rise and back rest recline / leg rest elevate function. They are intended for users who are elderly, frail and/or have a physical disability which reduces their personal mobility.

Restwell is a brand of Drive Medical. Drive Medical is an ISO 9001:2000 certified company. For more details about our products please see your local dealer. To find your local dealer please visit www.restwellchairs.co.uk

Drive Medical Ltd,
Ainley's Industrial Estate,
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MODEL DESCRIPTION

- **The Boston Armchair.** This armchair is available in jacquard weave (diamond) fabric. It features a standard handset and standard style backrest which reclines approximately 32°. The armchair is available in petite or standard size.
- **The Denver Armchair.** This armchair is available in jacquard weave (diamond) or cream Vanessa fabric. It features a five-button handset and waterfall style backrest which reclines almost fully.
- **The New York Armchair.** This armchair is available in cream Vanessa fabric. It features a two-button handset and waterfall back which reclines to a snooze position.
- **The Frisco Armchair.** This armchair is available in jacquard weave (diamond) fabric. It features a standard handset and contemporary style backrest. When the Frisco reclines, it only requires approximately 5cm / 2" behind the armchair hence is ideal where space is a premium.
- **The Chicago Armchair.** This armchair is available in Rembrandt fabric. It is also available in anti-microbial PVC. It features a basic handset which reclines the backrest approximately 64°. The armchair is available in petite or standard size.
- **The Nevada Armchair.** This armchair is available in a Rembrandt fabric. It features a three-tier waterfall backrest which reclines almost fully. It has a four-button handset and two motors for an independent action. It is also available in an antimicrobial PVC.
- **The Houston Armchair.** This armchair is available in a jacquard weave (diamond) or Rembrandt fabric in a choice of colours. It features a winged buttoned back design which reclines approximately 64°.
- **The Indiana Armchair.** This armchair is available in a soft-feel chenille. It features a basic handset which reclines the backrest approximately 64°. The armchair is available in petite or standard size.
- **The Oakland Armchair.** This armchair is available in Vanessa chenille fabric and comes with quality wooden knuckles to aid a user to rise. It features a basic handset which reclines the backrest almost fully.
- **The Dallas Armchair.** This armchair is available in Vanessa chenille fabric. It features a basic handset which reclines the backrest approximately 64°. The armchair is available in petite or standard size.
- **The Memphis Armchair.** This armchair is available in a chenille fabric, and in a choice of colours. It features a pillow backrest which reclines almost fully, and a memory foam seat. It has a four-button handset and two motors for an independent action.
- **Quebec Armchair.** This armchair is available in a microfiber fabric, and in a choice of colours. It features a soft buttoned back and reclines approximately 45°. It features a softer sit and two-button handset.

PARTS DESCRIPTION



PERSONAL SAFETY

Please follow the safety guidelines below to ensure that you get the best from your armchair for many years to come. Failure to follow these guidelines could result in injury or damage:

- **Take your key.** *The handset comes with a key jack. It is recommended that you remove the key when you are not using the armchair to prevent anybody else using the armchair and becoming trapped. The key should also be removed when the user is sat in the chair but the chair is not moving.*
- **Just one at a time.** *Ensure that only one person uses the armchair at a time.*
- **Footrests are for feet.** *Ensure that nobody sits or puts their entire body weight on the elevated footrest as this could result in injury and/or damage*
- **Watch for walls.** *Ensure that the armchair is out of range from walls and furniture when operating to avoid damage to upholstery and décor.*
- **Stop Child.** *Ensure that all children and pets are supervised when around the armchair. Do not allow children to use the handcontrol, and that all visitors are aware of the potential trapping hazards from mechanisms.*
- **Be careful of any mechanisms.** *The elevating leg rest uses a lifting and lowering mechanism. Please ensure that no body parts or clothing, blankets, etc are caught in the mechanism when operating.*
- **Practice makes perfect.** *In certain circumstances or with some medical conditions the user needs to practice using the rise recline armchair in the presence of a trained attendant. A trained attendant may be a care professional or a family member who has been trained in assisting a rise recline armchair user with daily activities.*
- **Weight Limit.** *Observe and do not exceed the weight limits on the armchair.*
- **Battery backup.** *Ensure that the battery backup is replaced every year or when the battery backup is used in the event of a power cut. See the section on Installation Instructions about inserting backup batteries.*
- **Electrical systems.** *Periodically visually inspect the handset and power cord for signs of wear, chafing or cracks. Also, ensure that no liquid or food is ingressed in to the electrical systems. Failure to do so may affect the performance of the armchair.*
- **Call for assistance.** *It is recommended that some users have a telephone to hand when using the rise recline armchair. This is in case they experience difficulty and need to call for help. Please note do not use a mobile telephone whilst operating the armchair. It is recommended that you pull out the handset key before using a mobile telephone.*
- **Carelessness causes fire.** *Although the foam and fabric used on the armchair are fire retardant to legally specified levels, caution should be taken to avoid fire. Please ensure that all cigarettes and matches are properly extinguished.*

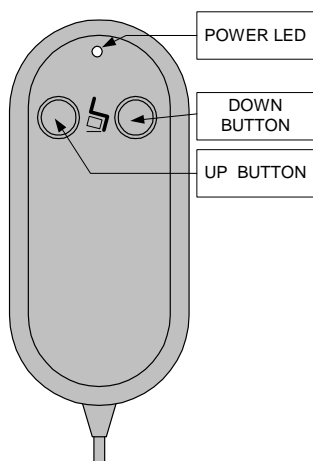
INSTALLATION INSTRUCTIONS

- To assemble your rise recline armchair, first install the back rest. Slide the back on ensuring the two back rest brackets go over the two back rest receiver brackets on the armchair. Push down hard on the back rest to lock in position. Ensure both sides of the back rest are locked in position before use. Your dealer may have done this prior to delivery. This procedure is described in more detail with photographs on a separate sheet supplied with the armchair. A copy of this sheet is also included in the back of this handbook.
- Then plug the armchair in to the mains and operate the armchair so it rises.
- Some models feature a battery backup (see specification). To install the battery backup, first unplug the armchair. Then press the plastic tab on the battery compartment lid whilst removing. Install two 9V PP3 batteries in to the battery back up place on the main control box underneath the chair. Replace the battery compartment lid. (See below for a photo showing the compartment's location).
- The battery backup will return the armchair to the normal position in the event of a power cut. The batteries should be replaced annually or after the chair has been operated under the emergency power.
- Your armchair comes supplied with all peripherals (i.e. handset and actuator) connected. If you need to plug or unplug any of the peripherals please contact your dealer for information on how to this.
- For your reference, diagrams showing the most popular wiring configuration are available from Drive Medical.

OPERATING INSTRUCTIONS AND GUIDELINES

General Operation (all models)

- To allow the armchair to operate, the key jack must first be inserted in to the safety lock. This is a safety precaution and the key jack should be removed when the handset is not in use to prevent accidental movement of the armchair.
- The power LED will illuminate when the armchair is operating.
- Ensure that you have read the section on Personal Safety before operating the armchair.

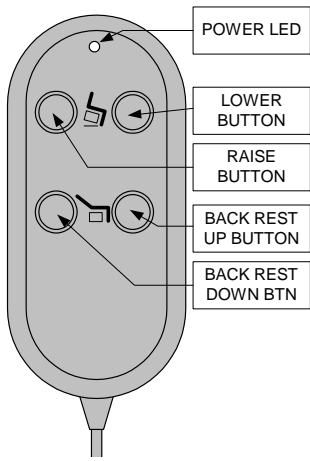


Operation (Basic 2 button Handset)

- Press the 'Up' button to raise the back rest to the upright position, lower the leg rest and raise / tilt the armchair to allow easy access.
- Press the 'Down' button to lower the armchair, elevate the leg rest and recline the back rest. The leg rest elevates and the back rest reclines simultaneously.

Applies to:

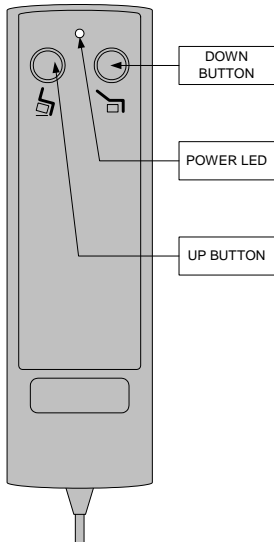
Chicago, Houston, Indiana, Oakland and Dallas armchairs



Operation (Basic 4 button Handset)

- Press the Raise button to lower the legrest to its normal position and raise / tilt the armchair to allow easy access. Press Lower Down button to lower the chair then elevate the legrest.
- Press the Backrest Up button to raise the backrest. Press the Backrest Down button to recline the backrest.

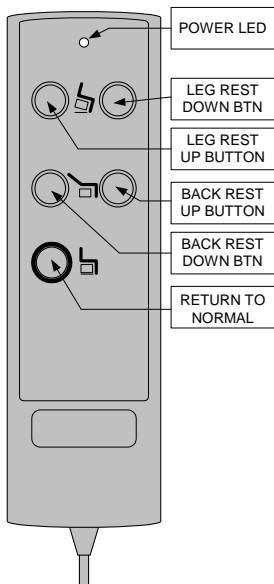
*Applies to:
Nevada and Memphis armchairs*



Operation (Standard 2-button Handset)

- Press the 'Up' button to raise the back rest to the upright position, lower the leg rest and raise / tilt the armchair to allow easy access.
- Press the 'Down' button to lower the armchair, elevate the leg rest and recline the back rest. The leg rest elevates and the back rest reclines simultaneously.

*Applies to:
Boston, New York and Frisco armchairs*



Operation (Deluxe Handset)

- Press the Backrest Up button to raise the backrest to the upright position and raise / tilt the armchair to allow easy access. Press Backrest Down button to lower the chair then recline the backrest.
- Press the Legrest Up button to elevate the leg rest. Press the Legrest Down button to lower the leg rest.
- To make the chair return to a normal armchair position, press the Return to Normal button.

*Applies to:
Denver armchair*

CARE AND MAINTENANCE

- **Checks.** Periodically inspect the fabric for any signs of wear or damage such as pulls, tears or gaps. Inspect the cord and hand control for cracks, wear, holes and loose wires. In the event of any issues found, contact your dealer.
- **Battery backup.** The Restwell range of armchairs has a battery backup system which is designed for emergency use in the event of a power failure. The battery should be replaced annually or after the chair has been operated using the emergency power. The backup system has very limited power so should only be used in the event of a power failure or emergency to bring the chair to its normal position. The backup system requires two 9V PP3 batteries.
- **Servicing.** Restwell rise recline armchairs should be serviced annually, if the armchair is used in a single user environment. Armchairs which are used in a multi-user environment (for example in communal accommodation) may have to be serviced more frequently. Servicing should be completed by competent personnel such as a Drive Medical dealer or a service contractor. Contact Drive Medical for a servicing schedule.

The estimated service life of the armchairs is 6 years in a single user environment. The armchair should be operated and maintained in accordance with manufacturers guidelines otherwise service life could be reduced.

- **Cleaning the Upholstery – all fabric except PVC.** The upholstery should be cleaned by professional cleaners. For minor cleaning, wipe down with a damp cloth.
- **Cleaning the Upholstery – Anti-Microbial PVC.** The Anti-Microbial PVC upholstery can be cleaned. For stains such as blood, urine or faeces, use a 1:1 mix of ammonia and water or a 1:4 mix of bleach and water. If stains persist, use 1:1 mix of isopropyl alcohol and water. If stains still persist, use straight alcohol. If stains remain, use 1:1 mix of acetone and water. If stains are not removed promptly through vigorous routine maintenance in a healthcare environment, they can permanently set. Take all necessary safety precautions when using chemicals.

SPECIFICATION

Chair Model	Chair dimensions (in cm / in)			Seat dimensions (in cm / in)			Battery Backup
	Depth	Width	Height	Depth	Width	Height	
Boston (Standard)	98cm / 38½"	86cm / 34"	109cm / 43"	58cm / 23"	57cm / 22½"	48cm / 19"	Yes
Boston (Petite)	87cm / 34½"	76cm / 30"	97cm / 38¼"	48cm / 19"	47cm / 18½"	45cm / 18"	Yes
Denver	99cm / 39½"	86cm / 34"	107cm / 42"	57cm / 22½"	54cm / 21½"	46cm / 18"	Yes
Frisco	89cm / 35"	83cm / 32¾"	101cm / 40"	51cm / 20"	54cm / 21½"	48cm / 19"	Yes
Chicago (Standard)	93cm / 36½"	83cm / 32¾"	108cm / 42½"	52cm / 20½"	50cm / 20"	48cm / 19"	No
Chicago (Petite)	92cm / 36"	77cm / 30¼"	100cm / 39½"	48cm / 19"	47cm / 18½"	44cm / 17½"	No
Chicago (PVC)	93cm / 36½"	83cm / 32¾"	108cm / 42½"	52cm / 20½"	50cm / 20"	48cm / 19"	No
Nevada (Standard)	94cm / 37"	86cm / 34"	110cm / 43½"	54cm / 21¼"	51cm / 20"	48cm / 19"	Yes
Nevada (Petite)	90cm / 35½"	83cm / 32½"	101cm / 40"	48cm / 19"	47cm / 18¼"	43cm / 17"	Yes
Houston	97cm / 38"	81cm / 32"	107cm / 42"	53cm / 21"	50cm / 19½"	48cm / 19"	No
New York	101cm / 40"	85cm / 33½"	112cm / 44"	57cm / 22½"	57cm / 22½"	50cm / 20"	Yes
Indiana (Standard)	96cm / 37¾"	81cm / 32"	108cm / 42½"	53cm / 21"	51cm / 20"	48cm / 19"	No
Indiana (Petite)	88cm / 34½"	77cm / 30¼"	103cm / 40½"	48cm / 19"	47cm / 18½"	44cm / 17½"	No
Oakland	98cm / 38½"	78cm / 30¾"	107cm / 42"	48cm / 19"	51cm / 20"	47cm / 18½"	Yes
Memphis	92cm / 36"	84cm / 33"	112cm / 44"	50cm / 19½"	53cm / 21"	48cm / 19"	Yes
Dallas	97cm / 38"	81cm / 32"	107cm / 42"	53cm / 21"	50cm / 19½"	51cm / 20¼"	No
Quebec	92cm / 36¼"	86cm / 34"	110cm / 43½"	51cm / 20"	53cm / 21"	47cm / 18½"	Yes

- All the dimensions are for the armchairs in their normal chair position. Tolerance is $\pm 1'' / 3\text{cm}$.
- All units (except Frisco) should be placed with the back at least 60cm / 24" from the back wall to prevent damage when reclining the armchair. The Frisco has a "wall-hugging" mechanism which means it only needs to be placed 6cm / 2" from the wall.
- The anti-microbial PVC upholstery is tested to the American anti-fungal standard ASTM G-21-96, and the chair composite is tested to BS 5852 crib 5. All Restwell rise recline armchairs are CE marked and meet the relevant British Fire Retardancy Standards.
- All armchairs have a weight limit of 150kg (23 stone).

FAIR WEAR AND TEAR POLICY

Your new armchair is covered by the warranty below. Please note however this warranty does not include:

- *Damage from misuse, and use over the specified weight limit.*
- *Material fading over time or through sunlight.*
- *Damage from spills or leaks.*
- *Cigarette and match burns*
- *Collision damage (rubbing against walls, etc)*
- *Accidental tears and damage*
- *Damage arising from misuse (e.g. people sitting on an elevated footrest, etc)*

WARRANTY

Your Restwell lift, rest and recline armchair comes with a comprehensive warranty. For warranty issues and claims please contact your Drive Medical dealer.

Warranty Conditions:

1. Any work or replacement part installation must be carried out by an authorised Drive Medical dealer / service agent.
2. To apply the warranty should your armchair require attention please contact your Drive Medical dealer.
3. Should any part of the armchair require repair or full or part replacement as a result of a manufacturing or material defect within the warranty period, parts will be supplied free of charge. Please note the guarantee is not transferable.
4. The warranty period is 1 year for all types of user.
5. An additional year's warranty is added to Oakland, Dallas, Memphis, Quebec and Indiana chairs used in domestic single user environments (making a total of 2 years warranty).
6. Any repaired or replaced parts will be covered by this warranty for the balance of the warranty period on the armchair.
7. Parts replaced after the original warranty has expired will be covered by a three-month warranty.
8. Consumable items supplied will not generally be covered during the normal warranty period unless such items require repair or replacement clearly as a direct result of a manufacturing or material defect. Such items include (among others): fabric, foam, batteries
9. The warranty conditions apply to brand new chairs. If you are unsure whether your chair is covered, check with your Drive Medical dealer. Products supplied by Drive Medical as secondhand carry a six-month warranty.
10. Under normal circumstances, no responsibility will be accepted where the armchair has required assistance as a direct result of:
 - a) The armchair part not having been maintained in accordance with the manufacturer's recommendations.
 - b) Failure to use the manufacturer's specified parts
 - c) The armchair or part having been damaged due to neglect, accident or improper use
 - d) The armchair or part having been altered from the manufacturer's specifications or repairs having been attempted before the service agent is notified.

In the event of your armchair requiring attention, please contact your service agent / dealer and give all relevant details so they can act quickly. Please contact Drive Medical for advice if you do not know where the armchair was originally purchased from.

The manufacturer reserves the right to alter without notice any weights, measurements or other technical data shown in this manual. All figures, measurements and capacities shown in this manual are approximate and do not constitute specifications.

APPENDIX A: INSTRUCTION SHEET

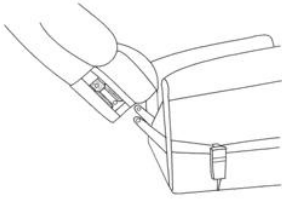
BACKREST INSTALLATION PROCEDURE – GENERAL

Zoom-out line drawing

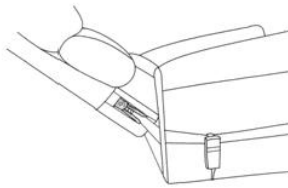
Zoom-out digital photograph

Close-up view

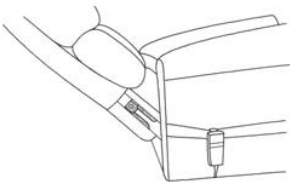
1) Firstly, operate the armchair so it is in the reclined position. Then position the back to line up with the bayonet slots.



2) Then insert the back into the fixed slots



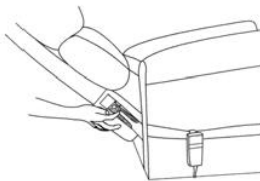
3) Then apply pressure downwards, pushing down on the back, ensuring both sides click to lock in position.



* Note: Before using, ensure both sides of the back are securely locked in position.

BACK REMOVAL PROCEDURE

Pull the spring strips from both sides out and up.



* Note: To remove the back, pull the spring strips out and up simultaneously.

* Note: It takes 2 people to remove the back.

BACKREST INSTALLATION PROCEDURE – CHICAGO, HOUSTON, DALLAS, AND INDIANA



- * The Bracket is inside the chair
- * The backrest and seat are packed separately

* To insert the backrest in to the fixed slots, and push down on the backrest to ensure both side click to lock in position



BACKREST REMOVAL PROCEDURE – CHICAGO, HOUSTON, DALLAS, AND INDIANA



* It takes 2 people to pull up the backrest at same time