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BULLETIN DETAILS			
Product Group:	QUICKIE		
Model Affected:	Q700 UP (M/F)		
Effective Date: See Below	Serial No. Effective From:	N/A	
Bulletin Subject:	CxSM Firmware Update 8.21 Q700 UP M & F		
Description of Issue / Solution:			
<p>After reviewing our internal quality feedback system we have detected a variation in the forward tilt actuator performance in our standing position on the Q700 F and M base.</p> <p>This results in the lack of torque and speed especially in the mechanical unfavourable positions of the actuator (double tilt module in lowest position). Our Stand-Up software algorithm (Firmware version 8.20) allows the actuators in all positions a speed reduction to provide a smoother movement while operating a memory position, however this reduction in speed has also reduced the torque settings.</p> <p>To allow the forward tilt actuator to operate with its full performance we have updated the firmware on all production chairs to the new 8.21 Firmware. This will provide 100% actuator speed between 0° and 20° on its way up. This has 2 positive effects:</p> <ol style="list-style-type: none"> 1. The backrest is kept more upright during the standing motion as there is a higher forward tilt speed 2. The forward actuator provides higher torque to get the person upwards with less noticeable effort via the actuator <p>For more information on this update or queries on the Q700 UP or Q700 Sedeo Ergo please contact either the Powerchair Product Specialist Sam Owen (Samuel.owen@sunmed.co.uk) or Powerchair Technical Specialist John Barnsley (john.barnsley@sunmed.co.uk)</p>			
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