



BULLETIN DETAILS

Product Group:	QUICKIE	
Model Affected:	Q400-M Sedeo Lite & Q500 Sedeo Pro Series	
Effective Date: See Below	Serial No. Effective From:	N/A
Bulletin Subject:	Q-Series Q400 M & Q500 M Drive Performance Improvements	

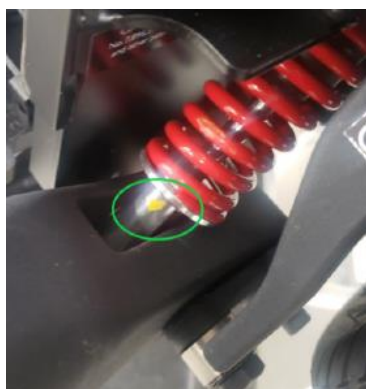
Following customer feedback since launch of the Q-Series, we are pleased to announce the following design and technical updates to the Q400 M and Q500 M with regards to the ride performance, this is with immediate effect and also can be retro fitted to both models in the field.

Suspension Technical Update

Background to Update: Q400 M and Q500 M was launched with a firmer ride setting to reduce the cosmetic issue of “Crabbing” on the Quickie Salsa M2 and provide a firmer, more responsive ride setting as requested by our customers during customer engagement forums in the design process. Market and customer feedback since has shown that although the Firmer ride setting is required for some clients, there is a compromise that the firmer ride setting results in certain situations the Q400 M and Q500 M does not perform like a Salsa M2. For example, with lighter users they may struggle at slow speeds to transition up ramps, kerb climb, and overcome thresholds. This challenge is especially prevalent for clients who had previously been issued with a Salsa M2 and now have a Q400 M or Q500 M,

Technical Update: From 14th December you will be able to choose 2 ride settings on the Q400M and Q500M: “Standard” and “Firm”.

Standard Suspension setting: The standard Suspension setting mirrors the set up and configuration of a Salsa M2 and during extensive R&D and field trials the chairs perform like for like, ensuring you can transition clients who have historically had a Salsa M2 into a Q400M or Q500M. **This setting is pre-selected as standard for all chairs.** To quickly identify if a Q400 M or Q500 M has this setting there is a yellow mark on the spring to indicate the softer setting.



Firm Suspension setting: The Firm Suspension setting is what we have historically manufactured to date on Q400 M and Q500 M. The former ride setting is recommended for clients with Lift and Tilt and with a MUW of over 100KG on Q400 M and 75Kg on Q500 M. The stiffer setting in addition to higher client and chair configuration rate provides excellent performance, stability and traction.

Field Adjustment: Field adjustment is available via our downloadable help guides [DOWNLOAD HERE](http://www.sunrisedice.com/asset-bank/assetfile/60968.pdf)
(<http://www.sunrisedice.com/asset-bank/assetfile/60968.pdf>)

Caster Hardness

Background to Update: Q400 M and Q500 M was with a harder castor wheel to reduce wear and increase life before replacement (Castor compound hardness 92Sh). Market and customer feedback since has shown that the harder caster transmit noise and vibrations throughout the base and end users refer the old revision.

Technical Update: From 14th December all Q400 M and Q500 M products are made to a softer compound setting of 82Sh. This provides a smoother, softer and quitter ride. All spare parts, part code 247566 from this date will be provided to the new specification

Summary

The combination of the new Standard Suspension setting and softer caster wheels provide an enhanced driving experience and combined with all the market leading features of the Q400 M and Q500 M offer a step change in performance. We recommend contacting your sales manager to review these updates in person, via virtual training and will upgrade any demo chairs in the field without charge.

For any queries on any of these updates please contact your local Area Sales Manager.

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