



BULLETIN DETAILS

Product Group:	Empulse	
Model Affected:	R20	
Effective Date: See Below	Serial No. Effective From:	N/A
Bulletin Subject:	R20 Now Stocked in the UK	

The Empulse R20 had a very successful launch and has been very well received by dealerships and end users alike. It is the lightest Powerpack on the market with a total carry weight of just 6kg, also allows you to fold the chair while it is still attached and it is easy to connect and disconnect from a wheelchair.

However, we have received customer feedback that the lead times for the R20 are too long,. Based on this feedback, we have undertaken a project to stock the R20 in the UK to significantly reduce lead times.

As of January 1st 2021 we now stock R20 Units in the UK!

The benefit to the customer is that we now have units stocked on the shelf, ready to be picked and dispatched from our UK factory in Brierley Hill. This reduces the overall lead time of the product from 15 days down to 5 days.

To ensure that the stocked units can fulfil as many orders as possible, we have decided to stock 4 fixed configurations that will be available for the fast lead time. These break down as follows:

Configuration	Part Number
XS Docking Arms, Universal Clamps	07500001-001045
S Docking Arms, Universal Clamps	07500001-001044
LS Docking Arms, Universal Clamps	07500001-001043
IBIS Docking Arms, IBIS Clamps	07500001-000748

These have been determined based off previous units sold, and should accommodate for 95% of all possible configurations.

To order, one of the above part numbers needs to be chosen on the new UK stock order form as below, rather than using the old configured order form. The configured form is still available if a nonstandard spec is required, but would be subject to the 15 day lead time.

In order to stock the unit in the UK, this incurs extra costs for storage, handling and transport which we have had to build into the price of the unit. As of the 1st January 2021, the RRP of the Empulse R20 becomes £1,400.

Empulse R20 - UK Stock Order

Billing Address Or Customer-ID		Shipping Address		<input type="checkbox"/> Identical To Billing Address
Name:	<input type="text"/>	Name:	<input type="text"/>	
Street:	<input type="text"/>	Street:	<input type="text"/>	
Town/PC:	<input type="text"/>	Town/PC:	<input type="text"/>	
Purchase Order No.:	<input type="text"/>			

R20 Standard Spec - UK STOCK!

R20 Specification

R20 Powerpack inc. battery, controller & charger

3rd Party Mounting Clamp (Tube diameter 22mm - 28mm)

PLEASE REFER TO DOCKING ARM MATRIX FOR SIZING



Docking Arms	Part Number	RRP	Order Quantity
XS (Max RSH 46 - Max SW 41)	07500001-001045	£1,400	
S (Max RSH 56 - Max SW 59)	07500001-001044	£1,400	
L (Max RSH 56 - Max SW 60)	07500001-001043	£1,400	
IBIS Docking Arms	07500001-000748	£1,400	

For any queries on any of these updates please contact our either your local Area Sales Manager or our Product Specialist Ryan Windmill (ryan.windmill@sunmed.co.uk).

Customer Services	Customer Support	Technical Service Centre	E-mail
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