

# *SYMMETRIKIT* **TILTRITE**®

*Instructions for use*





**IMPORTANT – PLEASE READ THESE INSTRUCTIONS THROUGH CAREFULLY AND RETAIN FOR FUTURE REFERENCE**

**INTENDED USE: MULTI ADJUSTABLE “ALTERNATIVE SEATING” FOR THE MOST COMPLEX NEEDS FOR CLIENTS WITH PROFOUND AND MULTIPLE DISABILITIES**

**THIS CHAIR HAS BEEN DESIGNED TO BE USED IN AREAS SUCH AS NURSING HOMES, CARE HOMES, HOSPITALS AND PRIVATE DWELLINGS.**

**IN ORDER FOR THE USER TO BE WELL SUPPORTED, IT IS ESSENTIAL THAT THE SEATING SYSTEM IS ADJUSTED PROPERLY TO FIT. THIS GUIDE WILL EXPLAIN HOW TO SIMPLY ADJUST, OPERATE AND USE THE CHAIR, ALONG WITH TIPS ON CORRECT SETTINGS.**



**Max. Safe User Weight 160kg / 25 stone / 350 lbs**























The serial number is located on chair frame underneath the back shell as shown in image. It is important to reference the serial number during all communication with your local supplier/Symmetrikit.

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## Medical device symbol glossary

 <b>MD</b>	This symbol means Medical Device	 <b>UKCA</b>	UKCA Mark	 <b>CE</b>	CE Mark	 <b>i</b>	Consult Instructions for use
	Manufacturer's address	 <b>EC REP</b>	European Authorised Representative	 <b>CH REP</b>	Swiss Representative's address		Importer's address
 <b>LOT</b>	Batch code	 <b>REF</b>	Catalogue number	 <b>UDI</b>	Unique device identifier	 <b>SN</b>	Serial number
	DANGER! Warning messages regarding possible risks of serious accident or death		WARNING! Warning messages regarding possible risks of injury		CAUTION! Warning messages regarding possible technical damage		Do not use if package is damaged and consult the Instructions For Use
 <b>XXXX-XX-XX</b>	Date of manufacture	 <b>kg</b> <b>XXX Kg</b>	Load Maximum		Distributor's address		Keep dry

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## SAFETY

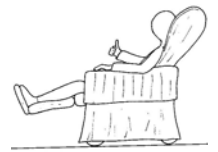
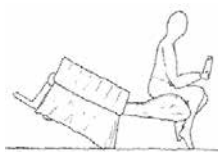


WARNING!

### INCORRECT USE OF THIS PRODUCT CAN CAUSE ACCIDENTS

- This is an electrical item and should be treated with caution
- Always ensure that there is nothing to obstruct the free movement of this chair, for example children, pets, or solid objects, e.g. a wall
- This chair is not suitable for use by children. Children in the vicinity must be supervised at all times
- Take care when adjusting positions to avoid trapping or pinching of body parts
- Only the occupant or a responsible person should operate this chair
- Exercise care when lowering into the chair as shock loads can severely damage this chair and its mechanism
- Make sure that all adjustable features are firmly secured before seating an individual
- This chair is not intended for use outdoors OR within a vehicle
- **DO NOT USE IF DAMAGED!**

**Great care is taken in the design and manufacture of your chair and to ensure it meets all safety standards - DO NOT allow anyone to kneel, stand on the leg rest, arms or back. Ensure that there is normal weight distribution in the lying position.**



CAUTION!

### SAFE USE OF YOUR TILTRITE CHAIR

This product should only be operated by a trained, competent person at all times. Please ensure that all Staff and Users are familiar with the following instructions.

- When selecting and issuing a piece of equipment it is the responsibility of the Therapist to carry out a risk analysis on its use. This is particularly pertinent for non-ambulant users who may require assisted transfers.
- Should the user and/or patient experience any effects relating to this device it is recommended to contact a health care professional.
- Please ensure the chairs are transported WITHOUT seated clients. When the chair is specified for users who will rest their feet on the floor - and do not have a foot plate - the chair must not be moved with the client sat in the chair. Failure to follow this advice could cause injury to the client.
- **PLEASE NOTE:** Wide arm settings and big wheel kit may cause difficulty in moving the chair through narrow doorways. Castors will only work on very low pile carpet and hard level surfaces.



**ANY SERIOUS INCIDENT THAT HAS OCCURRED IN RELATION TO THIS CHAIR SHOULD BE REPORTED TO THE MANUFACTURER AND THE COMPETENT AUTHORITY OF THE MEMBER STATE IN WHICH THE USER AND/OR PATIENT IS ESTABLISHED.**

**This chair is capable of passive joint movement, it should only be used following therapeutic advice.**

Seating requirements may change. The User should be regularly reassessed to ensure that the chair is adjusted appropriately. It is recommended that Therapists and Carers complete the following checklist when assessing the appropriate use of the TILTRITE chair.

- Is the User's posture acceptable in the chair?
- Are there concerns about pressure and are they being addressed?
- Is the user considered to be safe in the chair or would harnessing be needed to keep them safe?  
A posture belt is recommended at all times
- Does the User or others around them have any behaviours which would render the chair unsafe?
- Is the chair appropriate for the proposed environment?
- When using the chair to provide different postures always check the User's respiratory competence

**Please exercise care when lowering into the chair as 'shock' loads can damage the chair's mechanisms. The User must always be positioned within the wheel base of the chair. A posture belt may be necessary to achieve this at all times. WHEN THE CHAIR IS NOT IN USE IT SHOULD BE RETURNED TO THE SEATED POSITION.**

**STORAGE** - DO NOT store the Chair outdoors! | DO NOT allow the Chair to get wet | PROTECT Chair from dirt and dust

**Disposal**



Should batteries need replacing, please return dead batteries to The Helping Hand Company for disposal | This product must be cleaned and disinfected prior to disposal within the local waste management guidelines



**The TILTRITE Chair has been tested to:**

- **BS 7176 2007 + A1 2001** -  
*Specification For Resistance To Ignition Of Upholstered Furniture Non-Domestic*
- **BS EN 1728 2012** -  
*Furniture. Seating. Test Methods For The Determination Of Strength And Durability*

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## GUARANTEE

Your new TILTRITE Chair includes a ONE YEAR upholstery and TWO YEAR mechanical parts guarantee, against defective materials and faulty workmanship from the date of purchase.

This guarantee is valid for fair wear and tear only and not valid in cases of misuse or uses other than those specified in this instruction manual. We do not guarantee fabrics against shrinkage so please pay careful attention to cleaning instructions on page 23. Certain movement patterns and behaviour may accelerate fabric wear, this cannot be covered by guarantee.

Should spare covers be ordered subsequent to the purchase of this chair, we cannot guarantee an exact colour match as dye strengths vary. We reserve the right to withdraw patterns or colours from the range, but will always endeavour to find the closest match available. Footplate covers are not covered in the warranty.

Whilst electrical components are carefully chosen for the intended environment (dry/indoor) we cannot guarantee components against damage from liquid ingress. Using the TILTRITE Chair in transit is **NOT** recommended and will invalidate the warranty.

A monthly inspection of the TILTRITE Chair is recommended as well as a full annual service to maintain function and longevity to ensure your chair is operating correctly, parts can only be changed and repaired by a Helping Hand Trained Service Engineer.

For more information regarding the guarantee please contact our Service Department on 01531 634468.

## SET UP CHECKLIST

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| • <b>Is there adequate space around chair to allow full tilt &amp; recline</b> | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| • <b>Has each function of chair been checked and is working</b>                | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| • <b>Demonstration shown on how to use the chair</b>                           | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| • <b>Test function and fit of chair</b>  | yes <input type="checkbox"/> | no <input type="checkbox"/> |

**ONCE THE CHAIR HAS BEEN FULLY INSTALLED IN THE CORRECT POSITION - AND YOU THE USER HAVE READ AND UNDERSTOOD THE OPERATING INSTRUCTIONS - THE CHAIR IS READY FOR USE**

## INTRODUCTION

Your Symmetrikit chair has been designed specifically for the use of those who require maximum support, to maintain their comfort and posture. Great care has been taken to ensure that your chair is simple to use and easy to maintain. Should you have any questions about positioning, please contact your Therapist.

**Your chair is the most versatile chair available and has many adjustments.**

The TILTRITE Chair can be used flat for side lying, prone, and supine positions - combined with the tilt in space - 'head down' positions can be used for postural drainage.



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## GETTING TO KNOW YOUR CHAIR

**True tilt in space** - chair can be tilted backwards or forwards without altering ankle/knee/hip or back angles

Adjustable **back height**  
with Kyphotic adjustment

Adjustable **recline**

**Arms** can be independently adjusted in height, tilt, and swivel and also foldable for ease of access

Cutting edge **seat cushion**  
with various pressure management options

**Seat** with adjustable width and length

**Footplate** with adjustable height and angle

Adjustable **leg rest**

## Seat depth adjustment - *Should be set during initial installation of the chair*

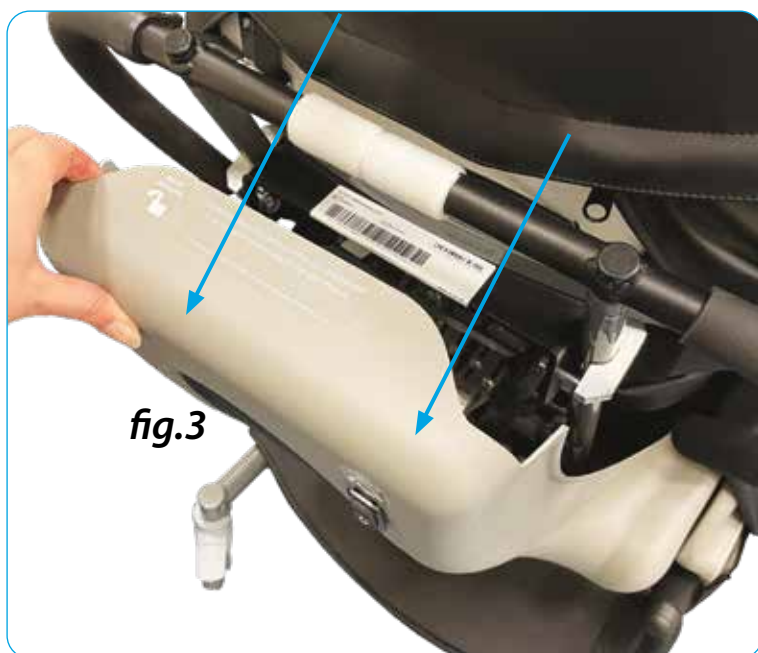


To set the seat depth, first pull the seat cushion forward as shown in **fig.1** to locate the two locking screws at the back of the seat plate **fig.2**.

Loosen the screws using a 4mm Allen key and slide the seat along the guide rails as required and tighten to maintain position.

Replace the seat cushion when the seat adjustment is complete; you should be able to fit two fingers between the clients' calves and the seat cushion when adjusted correctly.

## Removal of hard shell casing



To make adjustments relating to the chair's back rest or head rest height or angle, it will be necessary to remove the chair's back hard shell casing - do this by pulling the top edge of the plastic shell away from the hook and loop fastener on the handlebar and hinge the shell backwards **fig.3** and place flat on the floor, this will expose the back rods of the chair.



## Footplate height adjustment

**fig.4**



**fig.5**



Before setting the height of the foot plate (if fitted) it is necessary to open the two zips on the leg rest as indicated by the arrows in **fig.4**.

Inside the zips you will find the adjuster screws **fig.5** (one on each side). Loosen with the 4mm Hex key supplied and footplate will slide up or down to the required height. The User's thighs should be in contact with the seat cushion, their feet must be flat on the foot plate and not hanging above it. Ensure the area between the base tilt plate is clear of obstruction before and during this operation.

## Footplate angle adjustment

**fig.6**



**fig.7**



It may be necessary to adjust the angle of the footplate to get the User's feet fully supported. The lever to adjust the footplate is underneath the plate as shown in **fig.6**.

To adjust the angle, hold the front of the plate with one hand and reach underneath to locate the handle with the other **fig.7** Pull the handle back whilst moving the footplate to the required angle. It will lock in place when released.

## Leg rest angle

**CARE SHOULD BE TAKEN THE LEGREST DOES NOT TOUCH THE FLOOR WHEN TILTING FORWARD**



### Powered leg rest



The angle of elevation of the leg rest can easily be altered. On the power chair simply push the button on the handset to raise or lower the user's legs. Ensure the area around the leg rest actuator shaft is clear of obstruction before and during operation.

Check that the footplate height is still correct after adjusting the angle (see point 3 on page 9).



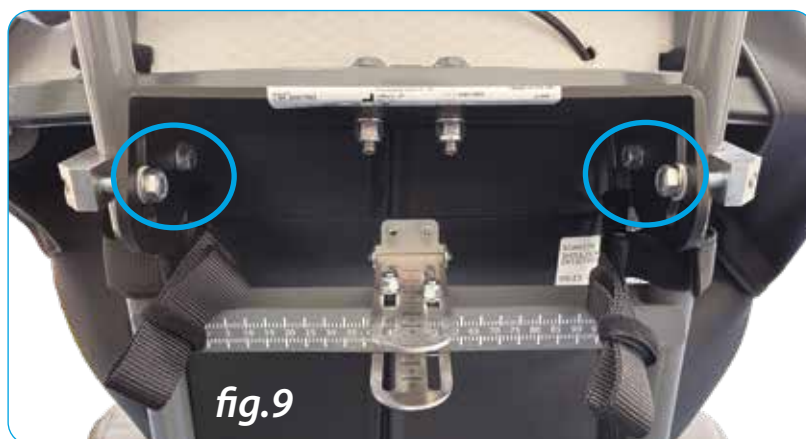
### Manual leg rest



To raise the manual leg rest simply lift to the required angle. To lower it locate the red handle **fig.8** behind the cushion on the left side of the chair. Lift the leg rest slightly whilst pulling the lever and then lower to the required angle. It will lock in to place when the lever is released.

Check that the footplate height is still correct after adjusting the angle (see point 3 on page 9).

## Head rest height and angle

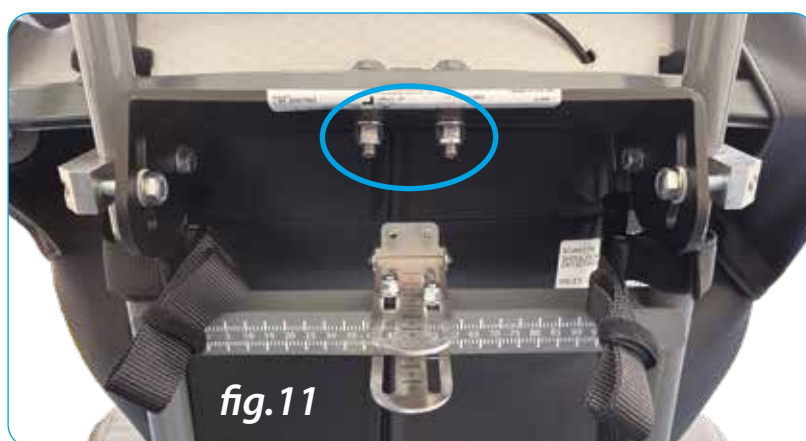


The headrest height and angle is adjusted by loosening the 4 clamp bolts highlighted above in **fig.9** once the back shell has been removed as previously described on page 8. Once loose, raise or lower the headrest in the required position, making sure the clamping blocks are at the same height on both sides. Tighten all four bolts equally until the headrest is securely locked in place.

On the side of the right hand upright tube there are calibration markings. When adjusting the chair compare these settings with those on the settings chart supplied with the chair. As the user's requirements change record the new settings for future reference.

**NOTE** - After any adjustments, remember to refit the cover and reconnect cable.

## Head rest - offset position



The headrest can be offset to the left or the right if required **fig.10**. Remove the back shell as previously described on page 8 and loosen the two nuts underneath the black bracket as shown in **fig.11**. Reposition the headrest as required and tighten the nuts to lock in place.

**NOTE** - After any adjustments, remember to refit the cover and reconnect cable.

## Back rest angle



## Powered recline



The angle of back elevation can easily be altered on the powered chair simply by pushing the buttons on the handset as shown above to alter the User's recline angle. The green light on the handset will illuminate during operation.

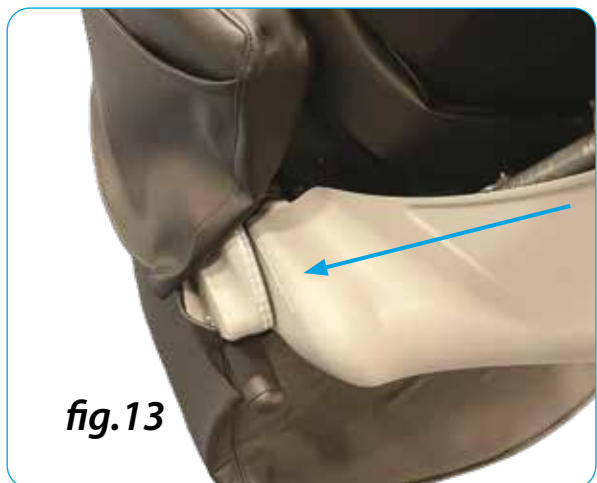


## Manual recline



**fig.12**

Hold the backrest firmly with both hands. **Pull the left hand lever back fig.12** and move the chair to the required angle. Release the lever before letting go of the backrest.



**fig.13**

The recline angle can be read for the scale on the lower section of the back shell on the left hand side as shown in **fig.13**

**PLEASE NOTE:** When adjusting the low chair, **EXTRA CARE SHOULD BE TAKEN** when tilting the chair backwards when the backrest is reclined. damage may occur if the chair is tilted too far back.



## Tilt in space



## Powered tilt in space



The independent angle of tilt in space can easily be altered on the powered chair simply by pushing the buttons on the handset as shown above to alter the User's tilt angle. The green light on the handset will illuminate during operation.



## Single function tilt in space



On single function power chairs simply activate the tilt in space by pressing the rear rocker switch on the back moulding, until the desired angle is reached.

**PLEASE NOTE:** When tilting the chair keep fingers and hands away from the pivot mechanism!

### TILT IN SPACE CLEARANCE

Ensure the area under seat and the base tray is clear of obstructions before tilting the chair. Ensure the area under the base tray is free from obstructions before operating the tilt mechanism. Care should also taken to ensure the leg rest does not fall on the floor when tilting forwards.

## Manual tilt in space



To operate the tilt on the manual chairs, hold the backrest with both hands and **pull the right hand lever fig.14**. Move the chair to the desired angle and release the handle to lock in place.



## Arm adjustments



### **Width adjustment**

To adjust the width between the arms, loosen the adjuster screw **A** and move the arm in or out as required. There is a calibration marking on the horizontal post attached to the arm to check against your settings chart.

### **Angle adjustment**

If required the back of the armrest can be raised to give additional trunk support. To adjust this angle, remove nut caps **B** and loosen the nuts beneath. By moving the back of the armrest in towards the middle of the chair it is disengaged. It can then be moved to the required angle and re-engaged in the support. To lock tighten both nuts and replace the caps. **NOTE:** you may find it easier to fold the arm out first - see page 14

### **Height adjustment**

To adjust the height of the arms, loosen the adjuster screw **C** to move the arm up or down as required. Retighten the screw when the arm is at the correct height.

On the vertical post there is a calibration scale. Although this will not be visible on the lowest setting of the arm.

## Swing out arms



To allow easy access the whole arm can easily be swung out of the way.

To move the arm, unscrew the large hand screw **fig.15** located towards the lower back of the chair.

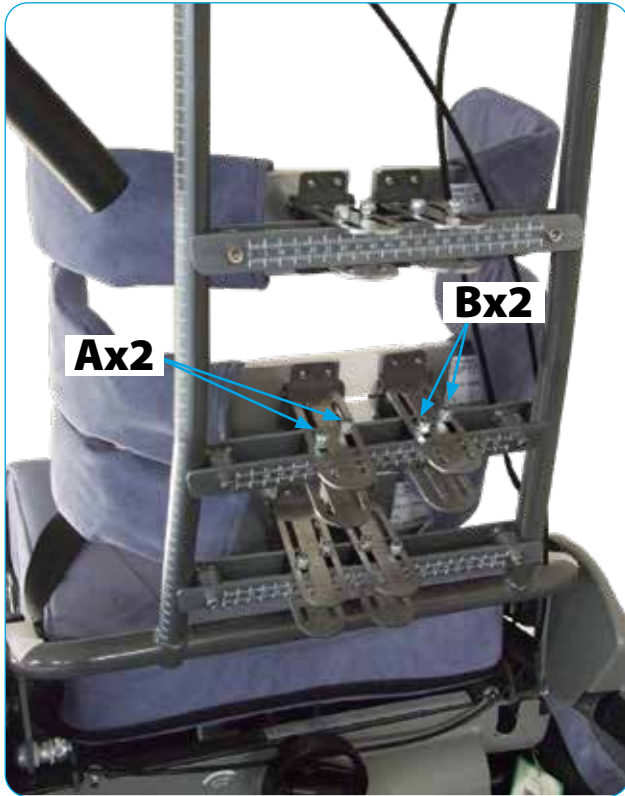
After a few turns, the arm will start to hinge outwards, tucking down neatly beside the chair frame.

Relocating the arm is completed by hinging it firmly back up into place and retightening the hand screw, ensuring that is fully secure before use



## Fingerform (complex needs)

Your Symmetrikit chair can be fitted with a variety of back designs to suit from the most simple to most complex needs.



### Fingerform™ (for complex needs)

Before making any adjustments, remove back case as shown on page 8. To adjust the height of the armatures, loosen the screws at the back of the armatures labelled A & B. Slide into position and retighten the screws.

To alter the position of the Armatures loosen all four Adjuster Buttons (arrowed). The armature can then be moved in any direction required to support the user. Once in the correct position tighten the buttons using the spanner provided. Note the number beside each button against the settings chart. Also take note of the position of the armature on the cross slide scale. This should be read from the outer most edge of each silver bracket.



### If required armatures can be simply added or removed.

Lift the backrest cushion to allow access to the uprights (not shown for clarity).

With the clamp screws tight the armature bracket should be twisted so that it no longer overlaps the upright. It can then be removed forwards. Reverse this to add more.





### **Symmetricare™ Back Rest**

The Symmetricare back module gives additional support over a conventional chair back. Within the cushion is a version of Finger form technology. To adjust the width or shape of the back simply bend it in to the required position. It will then retain this shape for as long as needed.



Unbent back rest  
shown for illustration

## **Optional Extras**



### **Big Wheel Kit**

For those who require the security of extra stability while sitting in your chair, we provide a big wheel kit option. The breaking system differs to the smaller castors. To engage the brake, press your foot down on the brake plate. Sliding your foot under the brake plate and lifting will release the brake.



### **Pommels**

There are two alternative pommels available for the chair. These vary in width to allow for the requirements of different users. The pommel is fitted by sliding the lower tube into the socket provided in the seat frame. Should it be necessary to change the pommel head size or adjust the height of the pommel first locate the screw behind the stem. Once this is loosened, the pommel head and the upper bracket can then be moved up, down or removed altogether. Once in the correct position, simply tighten the screw.



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## Strap & Harness options

PLEASE FAMILARISE YOURSELF WITH THESE PRODUCTS ON THE NEXT FOUR PAGES BEFORE USE. IT IS ESSENTIAL THAT CORRECT HARNESS FIXINGS ARE FULLY UNDERSTOOD.

### ***Lap strap - standard or padded***

To fit the standard or padded lap strap first remove the seat cushion and then locate the rear seat mounting straps. Take the strap end fittings and attach around the seat mounting using the hook and loop fixings provided. The main part of the strap can then be fitted through the cam buckles at either end and adjusted for length. Replace the chair cushion. The side release buckle can then be released ready for use/adjusted to fit.



### ***4 Point (BES) lap strap***

Remove the seat cushion and connect the 4 fixing points to the side/rear D rings using the slide locks and cam buckles provided. Ensure the belt is central on the chair and replace the cushion. Adjust the cam buckles and main clip to suit the client.





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### ***4 Point lap strap - standard or padded***

Remove the seat cushion and locate the rear and side seat mountings. Secure the strap with the hook and loop fixings, ensuring the 'back' labels are on the rear straps. Refit the seat cushion and pass the strap ends around the sides. Check that the strap is fitted correctly; by ensuring the main strap runs horizontally across the cushion. The buckle can now be released ready for use. Once the client is seated, connect the buckle and adjust the strap to suit.



## ***Groin Harness - padded as standard (SA2820/2825)***

1 - First remove the seat cushion and fit the rear mounting straps around the lower backrest bar (outside the cover). Now place the main part of the harness on the seat with the long straps to the back. Thread the long straps through the 'D' rings and the rear mounting straps.



2 - Secure the main part of the harness to the chair by passing the wide straps on either side under the seat and joining them with the hook and loop fixtures provided. Replace the seat cushion as shown above.



3 - With the client seated on the harness bring the two front straps up between the thighs. Bring the rear two straps over the thighs and secure to the front ones using the cam buckles. Adjust straps as required.

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## 4 Point chest harness - standard (SA2820/2825)

1 - Remove the back cover. Locate the headrest hinges (the holes for the harness to feed through will be located adjacent to these hinges).



2 - Pass the harness strap end fittings through. Secure the straps around the hinges using the hook and loop fastenings. Refit the cover. Route the straps over the back cushion and down the front. The lower fittings should be secured around the lower bar of the backrest using the hook and loop fastener provided.



3 - With the client seated, locate the four mounting straps. Place the bib in front of the client's chest and secure to the four point lap straps, using the cam buckles provided.





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## Battery Maintenance



There is a power switch below the arm pivot on the right hand side of the chair which will need to be turned on to allow operation. It may be necessary to raise the fabric valance to see it. To protect the unit from damage there is also a reset/trip switch fitted. If the unit stops working, firstly check the power switch is on. Locate the reset/trip switch as shown and push the button to reset it.

The battery of your chair has been designed to give a good working time between charges but it must be charged regularly. When the battery has a low charge, an audible warning will indicate a recharge is required. When the battery is in need of charging a buzzer will sound when any button is pressed on the handset. A full charge from a flat battery should take no more than 8 hours. However, it is recommended that the battery is charged on a weekly basis. In order to protect the batteries the chair will not operate when the voltage gets too low.



### **When recharging only use the charger provided with chair**

Ensure the cable is connected to the socket in the charger and then connect the other end to the charge socket at the back of the chair. Marry up the two pins from the charger to the two pins in the charge socket from the chair, click together, plug the charger into the your electrical supply and turn on to charge. A green light will illuminate on the charger when the power is on.



As a safety feature, the mains cable will disconnect from the charger if the chair is pulled away whilst still connected to the mains. Simply unplug from the mains supply and reconnect the cable to the charger if this occurs.

**POWERING THE CHAIR OFF THE MAINS, IN AN EMERGENCY**  
**The charger allows you to use the chair in an emergency if the battery is flat. Simply connect the charger as specified in the previous section.**



### **Powered back disconnection**

For access to the back for cleaning or adjustment purposes the power tilt function can be disconnected by the base tray located at the rear of the chair. Simply depress the button on the panel to release the cable. To reconnect the cable, align the holes and button slot and click back into place.

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## Looking After Your Chair

- Before cleaning the chair, remove the mains cable (if present) from the wall socket.
- Dust and dirt can increase the wear and tear on the fabric, we recommend you brush/vacuum your chair regularly.
- If the upholstery is exposed to direct sunlight for long periods of time it will likely fade, where possible use blinds/curtains for protection.
- Fabric upholstery has practical Stain Guard finish. When using fabric/upholstery cleaner, always check manufacturers' instructions and test on an inconspicuous area first.
- Cuero upholstery should be wiped down using a damp, clean cloth with a solution of mild detergent and lukewarm water.
- All of the covers are removable for cleaning or can be wiped down in situ. If the outer covers are removed for washing the chair can still be used as all the cushions are either made from closed cell foam or have waterproof covers. All of the fabrics are Teflon treated for easy cleaning. All covers can be washed at 40°C using a mild detergent. **DO NOT IRON, DRY CLEAN, BLEACH OR TUMBLE DRY.**



- The frame of the chair can be cleaned by wiping down with a mild disinfectant solution. If necessary it can be steam cleaned but must be thoroughly dried before use.

## Frequently Asked Questions

- **What if I have a problem with my chair?**

In the highly unlikely event of a problem, please contact us on 01535 635388

- **How do I keep my chair in tip top condition?**

We recommend an annual inspection to check for wear and tear, and test mechanical integrity. In cases where the chair is subject to excessive loads i.e. used by a person with repetitive or destructive movement patterns that the chair is inspected monthly. For further details please contact our Service team on 01531 634468 - remember to have your serial number handy (location can be found on page 2).

- **How do I go about obtaining new upholstery?**

We reserve the right to withdraw colours or materials from the range but will always endeavour to find the closest match available. Please have the serial number of the chair to hand when you call.

- **How will you use my personal details?**





Your details are stored on a secure database and are protected by the Data Protection Act 1984. We only store your details to cover your guarantees etc, we never pass your details to third parties. Credit or debit card details are never stored and online card payment details are processed by a regulated merchant service to protect you.





**SYMMETRIKIT**  
**TILTRITE**®

The intended lifetime of this product is 5 years

 <p>As the manufacturer, The Helping Hand Company, declares that the product conforms to the UK Medical Devices Regulation 2002</p>	 <p>As the manufacturer, The Helping Hand Company, declares that this product conforms to the Medical Device Regulation (2017/745)</p>
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