



Technical / News Bulletin
UK

BULLETIN NO.:

TBUK 271

DATE ISSUED

01/10/2024

BULLETIN DETAILS

Product Group:	QUICKIE
Model Affected:	All
Effective Date: See Below	Serial No. Effective From: N/A
Bulletin Subject:	Configurator Pre-Selections

Our online configurator gives prescribers the ability to configure a chair to their exact specifications and have pricing and non-compatibility appear in real time. This reduces the time it takes to complete a prescription and reduces the need to go back and forth with our orders team when no-go's appear compared to the traditional paper order form.

Reason for Change

However, we have received feedback that our configurator can often be overly cumbersome and repetitive as high running options or commonly omitted option still need to be selected every single time. These extra clicks make the ordering process not as slick and streamlined as it could be, increasing processing time.

Service Update

To address this, we have identified a series of options that will now be pre-selected on the order for. This will result in a more complete chair as a starting point, with standard, free of charge options already selected before you start your client specific specification. If the standard option is what you require, then you don't need to do anything, you only need to alter that selection if you require a different option or an upcharge option. We have also identified key options that are almost always omitted, such as the 24v Auxiliary Charger, and made this omitted as standard, again removing an unnecessary click.

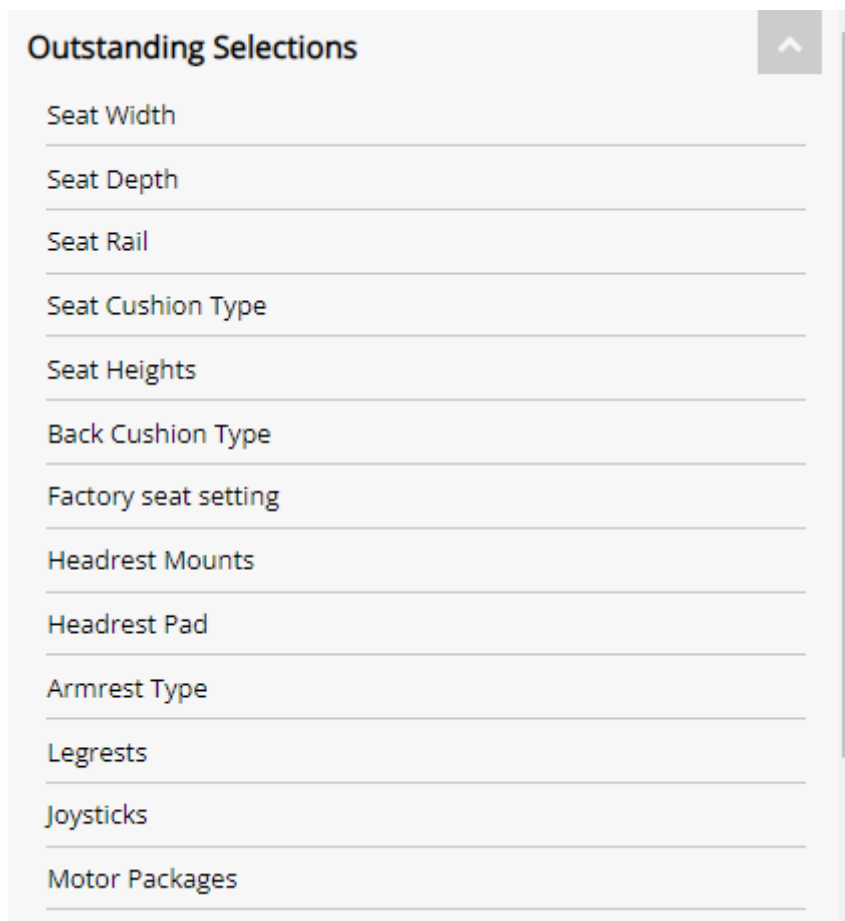
This has been rolled out across the entire of our Q-Series Powerchairs, as well as our Quickie Active Manual Chair Portfolio, covering the following products:

Q-Series Power	Q-Series Manual
Q100 R	Life R
Q200 R	Life RT
Q300 R	Life FT
Q300 M Mini Sedeo Lite	QS5 X
Q300 M Mini Sedeo PRO	Argon 2
Q300 M Mini Kids	Nitrum
Q300 M Mini Teens	Xenon 2
Q400 M	Krypton F
Q500 M / F / R	Krypton R
Q700 M / R	
Q700 M HD	

Customer Benefit

This update should significantly reduce the time it takes to complete a Q-Series prescription, as well as reducing complexity as less options are outstanding.

As you can see below, when configuring a Q300 M Mini Sedeo Lite, only the below options are outstanding, reducing the number of clicks and the length of time it takes to configure a product.



Outstanding Selections

- Seat Width
- Seat Depth
- Seat Rail
- Seat Cushion Type
- Seat Heights
- Back Cushion Type
- Factory seat setting
- Headrest Mounts
- Headrest Pad
- Armrest Type
- Legrests
- Joysticks
- Motor Packages

This has been made live on the configurator effective immediately, so will see this on your e-shop account moving forward.

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

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