

Guideline Storage and Returns

Power wheelchairs and scooters with gel batteries

Introduction

This guideline is intended to assist customers of Sunrise Medical in handling products during storage and return transport.

There are 3 different product categories with distinctive guidelines of storage and/or return transport:

1. Products without any electronics / batteries (manual wheelchairs, rollators etc)
2. **Power wheelchairs and scooters with gel batteries**
3. E-mobility products with lithium ion batteries

The following recommendations have been created to provide practical guidance to a safe storage and (return) transport of products with any electronics.

Conditions for safe storage

- Products should be stored in a dry place; between 20 – 75% Relative Humidity.
- Protect from direct sunlight and dust for long periods.
- Away from direct heat; temperature between -40 and +65°C (-40 – 149°F), recommended temperature -25 and +50°C (-13 – 122°F).
- Position and stack the packaged products according to the “this side up” arrows on the packaging.
- If a package is high and narrow and therefore potentially unstable, make sure it is well secured on the pallet or in the racking, to prevent it from falling down.
- Do not stack anything on top of the packaged products when the “do not stack” mark on the packaging is shown.
- Product should never be stored externally and subject to the elements.

Returns

Some legal regulations apply when shipping Gel batteries. In addition, logistic service providers also impose requirements on packaging for Gel batteries.

- To comply with regulation, use the original packaging including the padding and protective materials and, if applicable, the pallet.





If the original packaging is not available: Use a packaging that meets the following requirements:

Packaging

- Batteries shall be protected against short circuit;
- Batteries shall be secured to prevent inadvertent movement, and the terminals shall not support the weight of other superimposed elements;
- Strong and good quality solid or corrugated fibreboard shall be used, appropriate to the capacity of the box and to its intended use;
- It shall have proper bending and stacking qualities;
- Seal the box properly to prevent loss of parts, that parts can be easily taken out and that the box remains in good shape.
- The packaging should be strong enough to protect the product(s) through its methods of transportation and types of handling to Sunrise Medical.

Marking & Labeling

- If a shipment consists of more than one package, all individual packages should be marked with the total number of packages.

| | Gel Batteries | Gel Batteries packed with product | Gel Batteries contained in product |
|---------------------------------|--|--|--|
| HAZARD CLASS | Hazard Class: 8 UN no. 2800 Packing Group II | Hazard Class: 8 UN no. 2800 Packing Group II | Hazard Class: 8 UN no. 2800 Packing Group II |
| AIR SHIPPING | | | |
| PACKAGING INSTRUCTION | <u>IATA 872</u> | | |
| LABELING |  UN package required  | No UN package required | No UN package required |
| DECLARATION |  | No special declaration required | No special declaration required |
| TRUCK & SEA SHIPPING | | | |
| PACKAGING INSTRUCTION | No special instruction required | No special instruction required | No special instruction required |
| LABELING |  | No special labeling required | No special labeling required |
| DECLARATION | No special declaration required | No special declaration required | No special declaration required |

Cushions & Backs

- It is essential that the cushion is properly cleaned before return. Detailed information regarding cleaning can be found in the owner's manual at section "Easy Maintenance & Cleaning".