

# Guideline Storage and Returns

## Products without any electronics

### 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 without 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 -20 – 65°C (-4 – 149°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

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

- Strong and good quality 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.
- Use cushioning and dunnage to ensure that the product and all parts are fixed well in the box.
- 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.

#### 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”.