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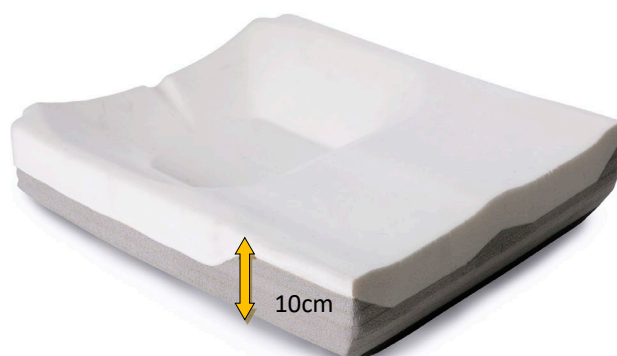
BULLETIN DETAILS

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|-----------------------------|---|-----|
| Product Group: | JAY | |
| Model Affected: | JAY Balance cushion, all: Flow fluid, Cryo™ fluid, Air insert | |
| Effective Date: Immediately | Serial No. Effective From: | N/A |
| Bulletin Subject: | Deep Contour JAY Balance, Standard JAY Balance Height | |

As part of our ongoing commitment to improvement, we are constantly reviewing and innovating our products. Therefore, we have responded to customer feedback to expand the JAY Balance cushion range once again.

NEW JAY Balance Deep Contour height

The Deep Contour option has a 10 cm overall cushion height, allowing a 1.5 cm deeper pelvic loading area (PLA) and increased fluid volume. This creates greater immersion and suspension of the pelvis, allowing more surface contact and offloading of weight bearing pelvic structures, such as the ischial tuberosities (“sit bones”). This may be beneficial for clients with soft tissue atrophy, impaired sensation, increased loading due to high client weight or metal seat pans.



The new **JAY Balance Deep Contour** has all the same options to tailor to a client’s needs. These are:

- Cover options of 3-D spacer, stretch or incontinence material
- Positioning wedges, including lateral and medial supports, 1-2 cm obliquity build ups
- High immersion Flow Fluid and Cryo Fluid, which can manage skin surface temperature for up to 8 hours
- Single or dual valve air inserts
- Available in all JAY Balance sizes



All these JAY Balance options are available via the current easy-to-use [order form](#). To order a JAY Balance cushion with 100 mm height, follow the steps below to build your part number, and then choose your accessories.

| | DC Height | Width | Depth | Insert | Outer Cover | Pos. Kit | fixed | |
|------------------------|--------------|--------|--------|--------|----------------|----------|-------|-----------------------------|
| JBALC | DC | 40 | 42 | FL | M | P | EU | Example: JBALCDC4042FLMP |
| JAY Balance Cushion | STEP 1 | STEP 2 | STEP 3 | STEP 4 | STEP 5 | STEP 6 | | |

In a further response to customer feedback, we have now adjusted the overall height of the standard JAY Balance, whilst keeping the same pelvic loading area. Reducing the cushion profile by 1 cm enables better clearance for transferring in and out of the wheelchair. The contouring, pelvic loading area depth and fluid volume are the same as the old 8.5 cm thick JAY Balance to provide a consistent level of pelvic immersion and loading with the previous model.



Just like the JAY Balance Deep Contour, the standard JAY Balance is available via the current [order form](#). To order a new JAY Balance with 7.5 cm height, follow the steps below to build your part number, and then choose your accessories.

| | Width | Depth | Insert | Outer Cover | Pos. Kit | fixed | |
|------------------------|--------|--------|--------|----------------|-------------|-------|------------------------------|
| JBALC | 40 | 42 | CFL | M | P | EU | Example: JBALC4042CFLMPEU |
| Jay Balance Cushion | STEP 1 | STEP 2 | STEP 3 | STEP 4 | STEP 5 | | |

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

| Customer Services | Customer Support | Technical Service Centre E-mail |
|-------------------|---------------------------------|------------------------------------|
| Telephone: | +44 (0)845 605 66 88 Option 1-1 | +44 (0)845 605 66 88 Option 1-2 |
| Email | enquiries@sunmed.co.uk | help.technical@sunmed.co.uk |