



# User Manual

## ALLSTAR

## ALLSTAR *G2*

## ALLSTAR *A2*



EN



Allstar Range User Manual  
UM-Allstar-Range-022-EU

WHEELCHAIR  
DIRECTIONS FOR USE

# Thank you for choosing an RGK product,

Welcome to the RGK family and we hope the product and service you have received has exceeded your expectations. Please take the time to read the instructions and familiarise yourself with your new wheelchair to ensure you benefit from the maximum safety, performance and longevity.

We want you to be fully satisfied with our products and services and we are constantly working to develop our products further. For this reason, changes can occur within our range of products with regard to form, technology and equipment. Consequently, no claims can be construed from the data or pictures contained in this user manual.

## Set Up Guide:

1. Carefully remove product and any loose parts from the box and ensure nothing is left in the packaging.
2. Read contents of this user manual thoroughly and understand the safety risks.
3. Attach the wheels and separate parts.
4. Check everything is as expected and that all parts are secured, functioning and set up correctly, including tyre pressure.
5. Adjust the upholstery ensuring it provides the right levels of support to suit your posture and comfort requirements.
6. Adjust the footplate height if required to ensure the correct support for your feet and balance.
7. Once ready and in a safe environment, carefully transfer into your new wheelchair and ensure it functions correctly.
8. Before using your wheelchair for sports activities, ensure you have fully tested the wheelchair and are confident with the balance point and how the chair functions.
9. If you have questions on the set up of your wheelchair, please contact your local authorized dealer. Happy rolling!

## NOTE:

Medical Device Regulation (EU) 2017/745  
General user advice.

Not following these instructions may result in physical injury, damage to the product or damage to the environment!

A notice to the user and/or patient that any serious incident that has occurred in relation to the device should be reported to the manufacturer and the competent authority of the Member State in which the user and/or patient is established.

The management system of SUNRISE MEDICAL is certified to EN ISO 13485. This product complies with the standards set forth in EU and UK regulations.



As the manufacturer, SUNRISE MEDICAL, declares that this product conforms to the Medical Device Regulation (2017/745).

As the manufacturer, SUNRISE MEDICAL, declares that the product conforms to the UK Medical Devices Regulation 2002 No. 618.

## WARNING:

Do not operate this equipment without first reading and understanding this user manual. If you are unable to understand the warnings and instructions, contact RGK or a healthcare professional (doctor / therapist) before attempting to use this equipment - otherwise injury or equipment damage may result.

## NOTE:

B4Me special adaptations

RGK WHEELCHAIRS strongly recommends that in order to ensure that your B4Me product operates, and performs as intended by the manufacturer; all the user information supplied with your B4Me product is read and understood, before the product is first used. RGK WHEELCHAIRS also recommends that the user information is not discarded after reading it, but it is kept safely stored for future reference.

## NOTE:

Medical Device Combinations

It may be possible to combine this Medical device with one or more other Medical Device or other product. Information on which combinations are possible can be found at [www.Sunrisemedical.co.uk](http://www.Sunrisemedical.co.uk). All combinations listed have been validated to meet the General Safety and Performance Requirements, Annex I Nr. 14.1 of the Medical Device Regulation 2017/745.

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## Definitions

### NOTE:

General advice or best practice



### CAUTION:

Advice to user that potential damage to equipment may occur if the advice is not followed.



### WARNING:

Advice to the user of a potential risk of injury if the advice is not followed.



### DANGER:

Advice to the user of a potential risk of serious injury or death if the advice is not followed.

### NOTE:

Please note that driving a wheelchair requires sufficient cognitive, physical and visual skills. The user must be able to assess the effects of actions during the operation of the wheelchair and, if necessary, to correct them. These capabilities and the safe use of the additionally attached components cannot be assessed by Sunrise Medical as a manufacturer. We cannot accept any liability for any damage resulting from this.

Please refer to the operating instructions of the wheelchair and the additionally mounted components. Instruct the user in the safe use of the wheelchair and the additionally mounted components. Inform users of specific warnings that need to be read, understood, and respected.

### NOTE:

The wheelchairs shown and described in this user manual may not correspond in every detail exactly to your own model. However, all instructions are completely relevant, regardless of possible detail differences. The manufacturer reserves the right to alter without notice any weights, measurements or other technical data shown in this manual. All figures, measurements and capacities shown in this manual are approximate and do not constitute specifications

### NOTE:

Please keep a note of your local authorised dealer's contact details in the space provided. In the event of a breakdown, contact them and try and give relevant details so they can help you quickly.

# Allstar Manual Propelled Wheelchair

Fig. 1.



**A** - BACKREST

**B** - REAR WHEELS

**C** - CASTOR WHEELS

**D** - CASTOR FORKS

**E** - FOOTREST

**F** - FOOTPLATE COVER

**G** - CAMBER AXLE

**H** - FRAME

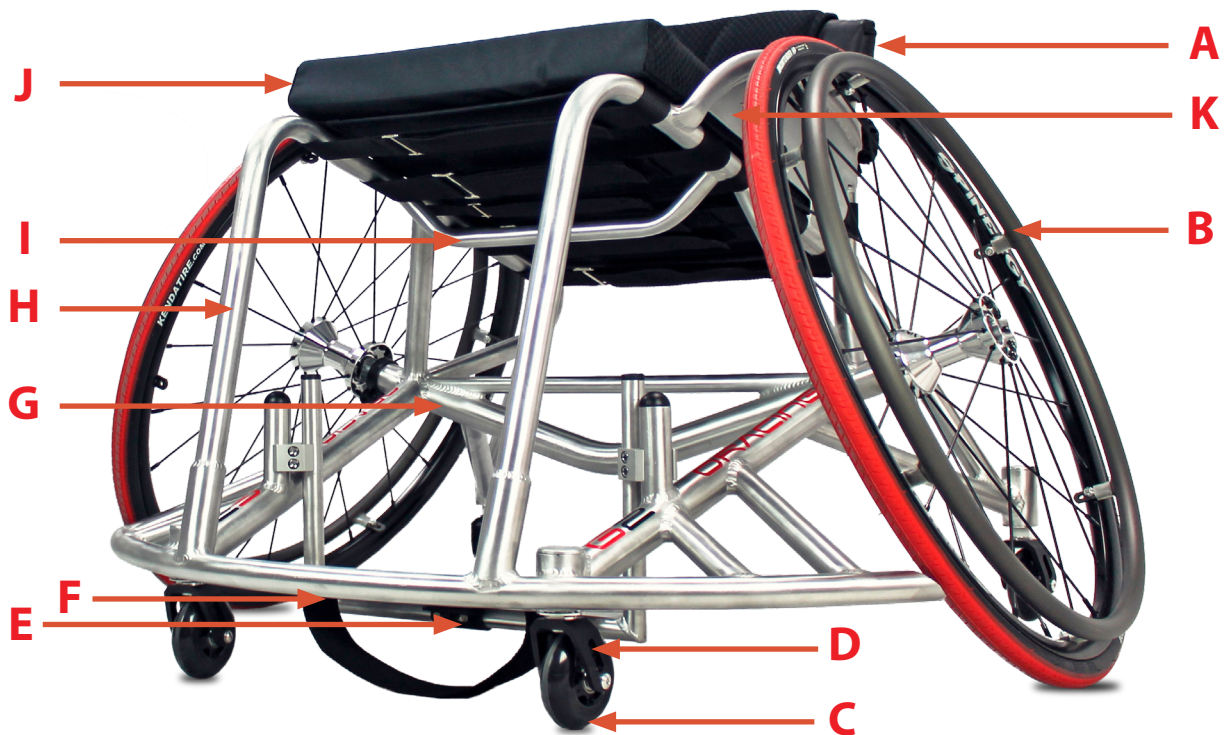
**I** - UNDER SEAT BRACE BAR

**J** - CUSHION & COVER

**K** - SIDEGUARD

# Allstar G2 Manual Propelled Wheelchair

Fig. 2.



- |                          |                                 |
|--------------------------|---------------------------------|
| <b>A</b> - BACKREST      | <b>F</b> - FOOTPLATE COVER      |
| <b>B</b> - REAR WHEELS   | <b>G</b> - CAMBER AXLE          |
| <b>C</b> - CASTOR WHEELS | <b>H</b> - FRAME                |
| <b>D</b> - CASTOR FORKS  | <b>I</b> - UNDER SEAT BRACE BAR |
| <b>E</b> - FOOTREST      | <b>J</b> - CUSHION & COVER      |
|                          | <b>K</b> - SIDEGUARD            |



# Allstar A2 Manual Propelled Wheelchair

Fig. 3.



**A** - ADJUSTABLE BACKREST

**B** - REAR WHEELS

**C** - CASTOR WHEELS

**D** - CASTOR FORKS

**E** - FOOTREST

**F** - FOOTPLATE COVER

**G** - AXLE

**H** - FRAME

**I** - UNDER SEAT BRACE BAR

**J** - CUSHION & COVER

**K** - SIDEGUARD

**L** - FRONT SEAT HEIGHT ADJUSTMENT

**M** - REAR SEAT HEIGHT ADJUSTMENT

**N** - CENTRE OF GRAVITY ADJUSTMENT

**O** - REMOVABLE WING

# Safety Summary

## Use

Sports wheelchairs are intended to be used for indoor and outdoor sports activities by children and adults who have limited mobility or are unable to run, walk or manoeuvre with agility. The wheelchair is for the customer's own personal, recreational or professional use within indoor and outdoor sporting venues. The sports wheelchair is operated by the user pushing on the hand-rim and is intended to be used on level sporting surfaces and is not intended to be used to manoeuvre curbs or uneven bumpy surfaces.

The wheelchair may be used in contact sports and is intended to provide a level of reasonable safety to the player during any contact with other players. As contact in the sport is commonplace and accepted by athletes, the user may sustain injury as a result of the sport, for which the user is liable.

Warranty can only be considered if the product is used under the specified conditions and for the intended purposes. The intended lifetime of the wheelchair is 2 years. Please do not use or fit any third-party components to the wheelchair unless they are officially approved by RGK Wheelchairs.

## Area of Application

The variety of fitting variants as well as the modular design mean that it can be used by those who cannot walk or have limited mobility e.g. due to:

- Paralysis
- Loss of extremity (leg amputation)
- Extremity defect/deformity
- Joint contractures / joint injuries
- Illnesses such as heart and circulation deficiencies, disturbance of equilibrium or cachexia as well as for elderly people who still have the strength in the upper body.

When considering provision, please also note the body size, weight, physical and psychology constitution, the age of the person, living conditions and environment.

Final selection of the type of wheelchair to be used by an individual rests solely with the user and their health care professional capable of making such a selection.

### **WARNING:**

**CHOKING HAZARD** – This mobility aid uses small parts which under certain circumstances may present a choking hazard to young children.

## General safety

The engineering and construction of this wheelchair has been designed to provide maximum safety. International safety standards currently in force have been fulfilled where appropriate. Nevertheless, users may put themselves at risk by improperly using their wheelchairs. For your own safety, the following rules must be strictly observed.

Unprofessional or erroneous changes or adjustments increase the risk of accident. Be careful during your first use in your new wheelchair and get comfortable and confident before participating in sporting activities.

### **WARNING:**

Travelling downhill at higher speeds in your wheelchair can cause castor flutter. This can lead to instability and potentially result in personal injury.

Before each use, the following should be checked:

- Quick release axles on the rear wheels
- Velcro on seats and backrests
- Tyres and tyre pressure

Before changing any of the adjustments of the wheelchair, it is important to read the corresponding section of the user manual.

### **DANGER:**

**NEVER** exceed the maximum load of 100kg for the Allstar (115kg for Allstar G2, 125kg for Allstar A2), including any items carried on the wheelchair. Please note the weight information for lighter weight options, which are quoted separately. If you exceed the maximum load, this can lead to damage to the chair, or you may fall or tip over, lose control and may lead to serious injury of the user and other people.

# Safety Summary Continued

- If and whenever possible, during a journey in a specially fitted vehicle for disabled people, vehicle occupants should use the seats in the vehicle and the appropriate restraint system. This is the only way to ensure that occupants will have the maximum protection if there is an accident.
- To avoid falls and dangerous situations, you should first practice using your new wheelchair on level ground with good visibility.
- This wheelchair should be used exclusively to convey one person at a time. Any other use does not comply with the intended purpose.
- When getting on or off the wheelchair, do not use the footplates.
- Depending on the diameter and setting of the castors, as well as the centre of gravity setting of the wheelchair, the castors may begin to flutter at high speeds. This can lead to the castors being blocked and the wheelchair may tip over.
- Explore the effects of changing the centre of gravity on the behaviour of the wheelchair, for example on inclines, slopes, all gradients or when overcoming obstacles. Do this with the secure aid of a helper.

## Weight Training

RGK DOES NOT recommend the use of its wheelchairs as a weight training apparatus. This product has NOT been designed or tested as a seat for any kind of weight training. If occupant uses said wheelchair as a weight training apparatus, RGK shall NOT be liable for personal injury or equipment damage and the warranty will be voided immediately.

## Stability and Balance

To assure stability and correct operation of your wheelchair, you must at all times maintain balance. Your wheelchair has been designed to remain upright and stable during normal daily activities as long as you do not move beyond the centre of gravity. All activities which involve movement in the chair have an effect on the centre of gravity.

Make sure the castors are pointing in the rearward position whenever you lean forward. This can be achieved by advancing the chair and then reversing it in a straight line. See Fig. 4.



### **WARNING:**

Any products left in extreme hot or cold climates could result in hot/cold surfaces which could result in personal injury.

Do not expose the product or any of its accessories to any form of excessive heat or naked flame, including cigarettes.

This product has moving parts and therefore could trap the user's fingers. Use extreme caution when moving.

### **WARNING:**

The position of the footrest, camber tube, height, as well as the tautness of the back upholstery are directly related to the chair's stability. Any change to one or any combination of the three may cause the chair to decrease in stability. Use EXTREME caution when using a new seating position for the first time.

### **WARNING:**

**Tyre pressure**  
DO NOT use your wheelchair unless it has the proper tyre pressure (P.S.I.).

DO NOT over inflate the tyres. Failure to follow these suggestions may cause the tyre to explode and cause bodily harm.



# Safety Summary Continued

- Anti-tip tubes should prevent the chair tipping over backwards unintentionally. Under no circumstances should they take the place of transit wheels, and be used to transport a person in a wheelchair with the rear wheels removed.
- With extreme settings (e.g. rear wheels in the most forward position) and less than perfect posture, the wheelchair may tip over even on a level surface.
- Do not hang heavy items such as shopping bags or backpacks, on the push handles, head rest or backrest of the wheelchair. These can change the tipping point and there is a risk of tipping backwards.
- When reaching for objects which are in front of, to the side or behind the wheelchair, make sure that you do not lean too far out of the wheelchair. If you do it can change the centre of gravity there is a risk of tipping or rolling over.
- Only use your wheelchair properly. For example, avoid travelling against an obstacle without braking (step, kerb edge) or dropping down gaps.
- Only attempt stairs with the help of an attendant. There is equipment available to help you, e.g. climbing ramps or lifts, please use them. If there is no such equipment available, then the wheelchair must be tipped and pushed over the steps (2 helpers).
- Make sure that the attendant only holds the wheelchair using securely mounted parts (e.g. not on the footrests or the side guards).
- When it is dark, please wear light clothing or clothing with reflectors, so that you can be seen more easily. Make sure that the reflectors on the side and back of the wheelchair are clearly visible. We would also recommend that you fit an active light.
- Adjustments to your wheelchair, especially to security-relevant components as for example anti-tip or backrest must be performed by authorized dealers.
- It is recommended to clean and disinfect the entire product, especially the upholstery, frequently.
- Do not tilt the wheelchair without assistance
- Do not reuse single use fasteners
- Always make use of elevators and ramps. If these are not available, you should request the help of an attendant. They should only grip the wheelchair at securely mounted parts. A wheelchair should never be lifted with an occupant; it should only be pushed.
- If the seat and back sling are damaged, you must replace them immediately.
- Do not lift or carry the wheelchair by the back tubes.
- Be careful with fire, in particular with burning cigarettes. Seat and back slings can be set alight.

## Indications:

The varieties of fitting variants, as well as the modular design, mean that it can be used by those who cannot walk or have limited mobility because of:

- Paralysis
- Loss of extremity (leg amputation)
- Extremity defect deformity
- Joint contractures/joint injuries
- Illnesses such as heart and circulation deficiencies, disturbance of equilibrium or cachexia, Neurological disease patterns, Muscle dystrophy, Hemiplegia as well as for elderly people who still have strength in the upper body.

## Contraindications:

The wheelchair is intended to be used independently and should not require the aid of an attendant for use in sport.

The wheelchair shall not be using in the case of:

- Upper body paralysis
- Loss of both arms
- Seating disability
- Loss of sight / blindness

# Safety Summary Continued

- Always make sure that the quick-release axles on the rear wheels are set properly and are locked in place. If the button on the quick-release axle is not pressed in, the rear wheel cannot be removed.
- In particular when using lightweight metal hand rims, fingers will easily become hot when braking from a high speed or on long inclines.
- If the wheelchair is subject to direct sunlight for a long period of time, then parts of the wheelchair (e.g. frame, leg rests, brakes and side guards) may become hot (>41°C).
- To avoid hand injuries do not grab in between the spokes or between the rear wheel and wheel lock when driving the wheelchair.
- Do not use the wheelchair on slopes > 5°.
- The dynamic safe slope is dependent on the chair configuration, the user's abilities and the style of riding. As the user's abilities and style of riding cannot be pre-determined then the max safe slope cannot be determined. Therefore, this must be determined by the user with the assistance of an attendant to prevent tipping. It is strongly recommended that inexperienced users have anti-tips fitted.
- Do not use your wheelchair on muddy or icy ground.
- Do not use your wheelchair where pedestrians are not allowed.
- The wheelchair should be used with caution in heavy rain, snow, slippery, or unsound surfaces.
- Do not use the wheelchair in hazardous environments.

## NOTE:

Regular cleaning will help to highlight any loose or worn parts and enhance the smooth operation of your wheelchair. To operate properly and safely, your wheelchair must be cared for just like any other vehicle. Routine maintenance will extend the life and efficiency of your wheelchair. Initial adjustments should be made to suit your personal body structure and preference. If you want to store the wheelchair for a long period of time, then no further measures are required. Make sure that the wheelchair is stored at room temperature in a dry place which is protected from strong sunlight. Before using it again, the wheelchair should be checked by an authorised dealer. Thereafter, follow the maintenance procedures outlined below:

# Safety Inspection Checklist

Item	Initially	Inspect/ Adjust Weekly	Inspect/ Adjust Monthly	Inspect/ Adjust Yearly
<b>General</b> <ul style="list-style-type: none"> <li>Wheelchair rolls straight (no excessive drag or pull to one side)</li> <li>Inspect frame for cracks and damage</li> <li>Inspect all fasteners are secured</li> </ul>	✓	✓	✓	
<b>Seat and Back Upholstery</b> <ul style="list-style-type: none"> <li>Inspect for rips or sagging</li> <li>Inspect fastening flaps to ensure they securely latch</li> </ul>	✓ ✓		✓ ✓	
<b>Rear Wheels</b> <ul style="list-style-type: none"> <li>Adjustable axle position camber bar is securely tightened</li> <li>Quick/quad release axles lock properly</li> <li>No excessive side movement or binding when lifted and spun</li> </ul>	✓ ✓ ✓	✓ ✓	✓	
<b>Handrims</b> <ul style="list-style-type: none"> <li>Inspect for signs of rough edges or peeling</li> </ul>	✓	✓		
<b>Spokes</b> <ul style="list-style-type: none"> <li>Inspect for bent or broken spokes</li> <li>All spokes uniformly tight</li> </ul>	✓ ✓	✓ ✓		
<b>Front Castor</b> <ul style="list-style-type: none"> <li>Inspect wheel/fork assembly for proper tension by spinning castor; castor should come to a gradual stop</li> <li>Loosen/tighten locknut if wheel wobbles noticeably or binds to a stop</li> <li>Wheel bearings are clean and free of moisture</li> </ul> <p>CAUTION: As with any vehicle, the wheels and tyres should be checked periodically for cracks and wear, and should be replaced when necessary</p>	✓ ✓ ✓		✓ ✓ ✓	
<b>Tyres</b> <ul style="list-style-type: none"> <li>Inspect for flat spots and wear</li> <li>If pneumatic tyres check for proper inflation</li> </ul> <p>CAUTION: As with any vehicle, the wheels and tyres should be checked periodically for cracks and wear, and should be replaced when necessary</p>	✓ ✓	✓ ✓		
<b>Adjustable Componentry (Allstar A2)</b> <ul style="list-style-type: none"> <li>Inspect adjustable clamps are in correct position.</li> <li>Inspect adjustable clamps are secure.</li> </ul>	✓ ✓	✓ ✓		
<b>Cleaning</b>	✓		✓	

# Troubleshooting Guide Mechanical

Chair veers right	Chair veers left	Slow turn or performance	Castor flutters	Squeaks and rattles	Loose-ness in chair	Misalignment of frame	Solutions
✓	✓	✓	✓				Check tyres for correct and equal pressure
		✓	✓	✓	✓	✓	Check for loose castor stem nuts Check all fixtures are secure and tight
				✓	✓		Check spokes for tension
✓	✓		✓				Check that both castors contact the ground at the same time
✓	✓	✓		✓	✓	✓	Check to ensure that adjustable componentry have been set up equally on both the left and right side of the frame.

 **WARNING:**

After adjusting, always make sure that parts are properly tightened BEFORE using the wheelchair. DO NOT over-tighten hardware attaching to the frame. This could cause damage to the wheelchair.

 **CAUTION:** Check wheelchair before and after any contact sport activities.

# Procedure 1 - Upholstery

The upholstery is fully adjustable and can be easily adjusted to provide the correct balance and comfort in your new wheelchair.

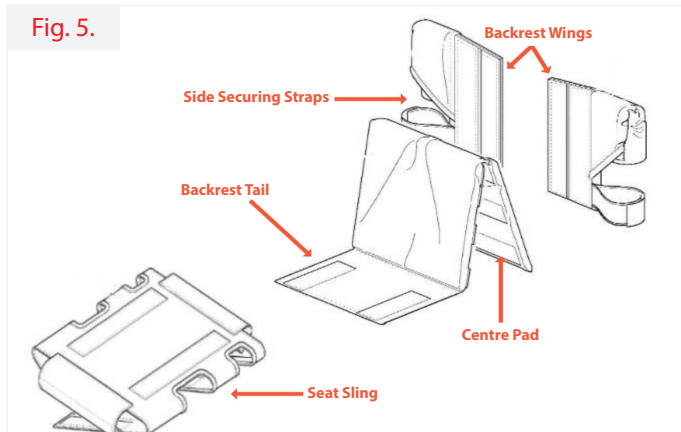


Fig. 5.

## 1.1: Adjusting Seat

Remove the cushion from the wheelchair. The seat is adjusted by increasing or decreasing the tension in the straps on the underside of the seat (Fig. 6). To remove, release all the straps and remove.



Fig. 6.

## 1.2: Adjusting Backrest

Remove the cushion and centre pad from wheelchair (Fig. 5). The backrest is adjusted by increasing or decreasing the tension on the straps at the back of the backrest. To remove, release all the straps and remove.

## 1.3: Changing Cushion Cover

Remove cushion from the wheelchair. Open the Velcro pocket at the rear of the cushion and remove or replace foam as required. (Fig. 7).



Fig. 7.

### **WARNING:**

The position of the footrest, camber tube and rear seat height, as well as the tautness of the back upholstery are directly related to the chair's stability. Any change to one or any combination of the four may cause the chair to decrease in stability. Use EXTREME caution when using a new seating position for the first time.

### **CAUTION:**

Velcro used on upholstery may cause property damage if contacted closely.

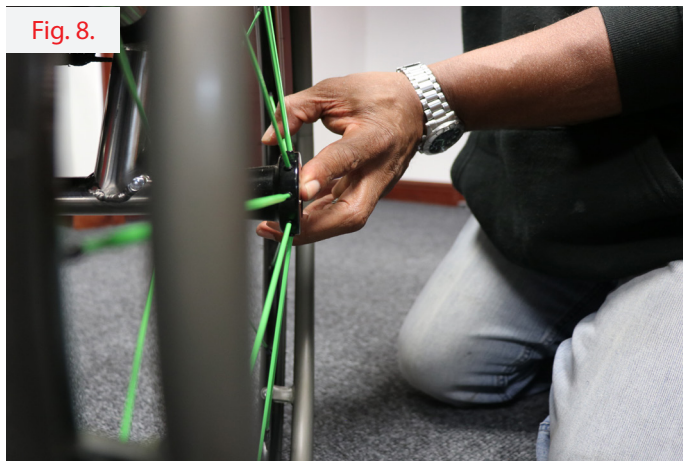


# Procedure 2 - Rear Wheels

The rear wheels are quick release and are designed to be removed and attached frequently. All rear wheels use quick release axle pins to secure the wheels to the frame, although these vary in length, they operate the same.

## 2.1: Removing/attaching rear wheels

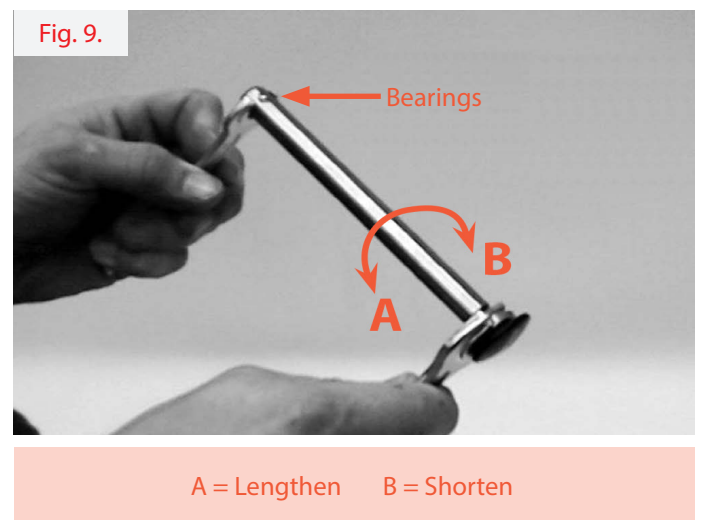
Push the quick release button and pull the wheel outwards. To install, push and hold the button and insert the quick release axle pin into the axle until the pin clicks into position. Ensure both wheels are fully engaged prior to use.



**! WARNING:**  
Changing the size of your rear wheels can seriously affect the performance and stability of the wheelchair.

## 2.2: Adjusting Quick release axle pin

Only adjust the quick release axle pin if the wheel does not engage or the wheels feels loose. To adjust the length, remove the axle pin from the wheel and by using two spanners (1 x 11mm and 1 x 19mm) as per Fig. 9, extend or shorten the pin as required. Check bearings of pin engage after adjusting axle pin otherwise the pin has been overtightened.



**! WARNING:**  
Any adjustments to your quick release pins – then YOU must ensure your wheels lock on both sides of your wheelchair.  
When attaching the rear wheels, always check that they are securely mounted. Pull on the rear wheels to make sure the detent pin / RGK cap of the quick release axle are fully released before operating the wheelchair.  
You should NOT be able to pull the rear wheel off.

# Procedure 3 - Tyres and Inner Tubes

Tyres will wear just like a car tyre and the time will depend on the type of use. It is recommended that both tyres are changed once the tread fades. For pneumatic tyres, there is a risk that a puncture will occur and the inner tube will need to be replaced in order to keep the wheelchair operational.

## 3.1: Changing the tyre

Remove the wheel from the wheelchair and release air in the tube by pressing the small pin inside the valve, if a Presta valve, then unscrew both the head and the securing ring at base and press the top until air releases. Using 2 x tyre levers (supplied in the toolkit), unhook the tyre completely from the wheel rim. Remove inner tube and tyre from wheel rim.

To install the tyre, place one side of the new tyre on the wheel rim. Then insert the inner tube inside the tyre and align the valve with the wheel rim hole. Ensure there are no kinks or uneven tension in the inner tube before putting the second side of the tyre back on the wheel rim using the tyre levers. Be careful not to pinch the inner tube. Once tyre and inner tube are on the wheel rim, replace securing ring (if applicable) then inflate tyre a little. Adjust inner tube and tyre so that they fit nicely on the wheel rim and inflate to the recommended tyre pressure.

## 3.2: Changing the inner tube

Repeat the method above but do not remove tyre completely, just remove inner tube. If problems continue, remove tyre and inner tube and ensure there are no sharp edges in the wheel rim which may be causing a puncture.

# Procedure 4 - Castor Wheels and Forks

The castor wheels at the front of the wheelchair will wear just like care tyres and should be replaced when they visibly look worn or cracks appear.

## 4.1: Changing castor wheels

Using 2 x 4mm allen keys from the toolkit, remove 1 of the 2 screws in the centre of the castor wheel, as shown in Fig 10. Remove the screw and slide out the castor axle with the other screw still attached, noting any spacers and their positions. Install the new castor wheel and slide the castor axle back through and secure with the final screw.

## 4.2: Removing the castor fork

Remove cap at the top of the castor housing. Using the socket from the toolkit, release and remove the locking nut. This will release the castor fork, and take note of any spacers and their positions.

Fig. 10.



## NOTE:

Castor Bearings must be fitted by an authorised dealer. Failure to do so will result in invalid warranty on the parts.

## CAUTION:

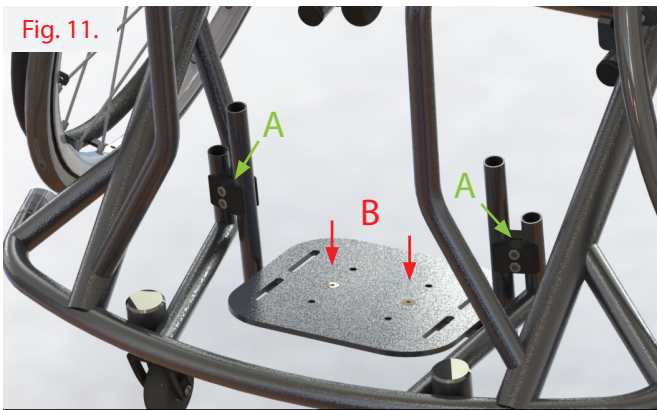
DO NOT replace the front castor forks or castor wheels with a different size other than what was originally supplied on the chair. By changing to a different size castor fork or castor wheel will have an adverse effect on the running of the chair and the end users balance causing personal injury.

# Procedure 5 - Footrest

The footrest may need adjusting when you first use the wheelchair, if circumstances change or if fasteners come loose. It is important to periodically check the height and adjust as required.

## 5.1: Adjust footrest height

Before adjustment, take note of the height you have or require and mark if necessary. Using a 4 or 5mm allen key from the toolkit, release the 2 screws in each footrest clamp Fig. 11 (A). Reposition the footrest in the correct height and tighten the screws securely.



## 5.2: Adjust the footrest angle

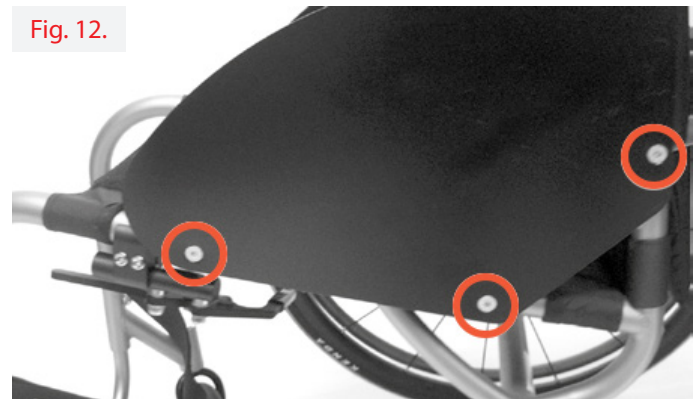
With an adjustable angle footrest, release the 2 x clamp screws in the centre of the footplate Fig. 11 (B) using a 4mm allen key and 10mm spanner from the toolkit. Reposition to the correct angle and tighten the screws securely.

# Procedure 6 - Sideguards

Sideguards support the user and prevent clothes from getting dirty. Although these need little maintenance, replacement is shown below.

## 6.1: Screw in sideguards

Remove the rear wheels. Using a 4mm allen key from the toolkit, release the 3 screws in the sideguard. To install, secure all screws but do not tighten until all are in position. Take care not to cross thread the screws.



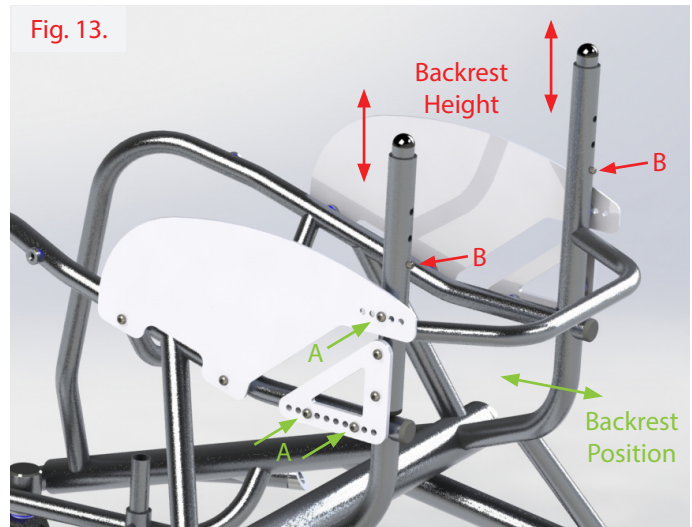
# Procedure 7 - Adjustable Backrest

## 7.1: Adjusting backrest position (only applies to Allstar and Allstar G2)

To adjust the backrest position, remove the rear wheels. Using a 4mm allen key from the toolkit, release the 3 screws in the sideguard Fig. 13 (A). Move the backrest forward for more stability and move backwards for more tip. When positioned correctly, refit the screws and tighten taking care not to cross thread. Carefully use the chair as if it was the first time, to adjust to the new position.

## 7.2: Adjusting backrest height (applicable to Allstar, Allstar G2 and Allstar A2)

To adjust the backrest height, push in the pins located on the backrest posts Fig. 12 (B) to release and move the posts until the pins release into the next adjustment hole. Carefully use the chair as if it was the first time, to adjust to the new position.



### **WARNING:**

The position of the footrest, backrest, camber bar, as well as the tautness of the back upholstery, are directly related to the chair's stability. Any change to one or any combination of the three may cause the chair to decrease in stability. Use **EXTREME** caution when using a new seating position for the first time.

### **WARNING:**

Ensure both adjustable backrest posts have engaged in their adjustment holes and are set symmetrically. If the snap pins have not engaged, the posts are free to move under force, which could lead to unwanted movement while in use and personal injury.

# Procedure 8 - Allstar A2: Adjustable Front Seat Height

## 8.1: Adjusting front seat height

Before adjustment, it is advised to take note of the current front seat height.

Using a 10mm spanner, loosen screws on the front seat height clamps on both sides Fig. 14. (A & B)

Remove the top bolts Fig. 14. (A) and realign the clamp with the desired adjustment hole Fig. 15. (C) and insert the hex head bolts through the frame and through both front seat clamps.

To secure the front seat height in place, tighten all 4 bolts Fig. 14. (A&B) equally until the clamps begin to tighten the frame in its new position. Tighten the bottom bolts Fig. 14. (B) to 12Nm and the top bolts Fig. 14. (A) to 6Nm.

Fig. 14.

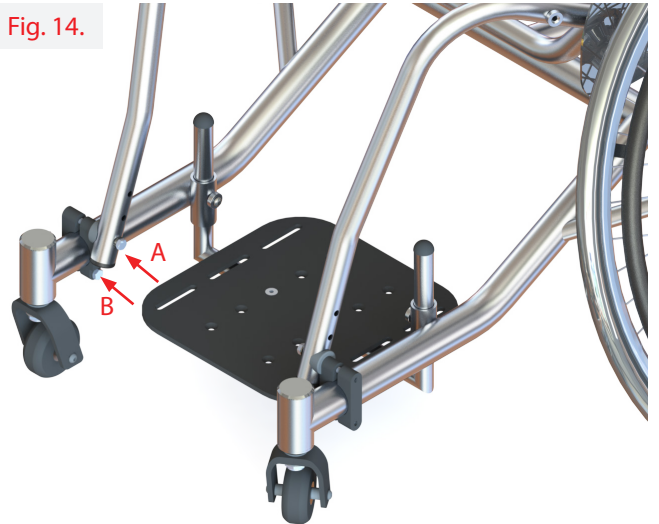


Fig. 15.



### **WARNING:**

Over tightening the clamps can lead to deformation or damage to the frame. Please follow the recommended torque values.

### **WARNING:**

After configuring the adjustable frame elements check all components are aligned. Misalignment of componentry could cause personal injury or damage to the frame. Make sure all frame adjustments are symmetrical on either side of the frame.

### **WARNING:**

Do not attempt to re-configure or adjust the frame while the user is seated in the chair. Re-configuring the frame whilst in use could cause personal injury or damage to the frame.



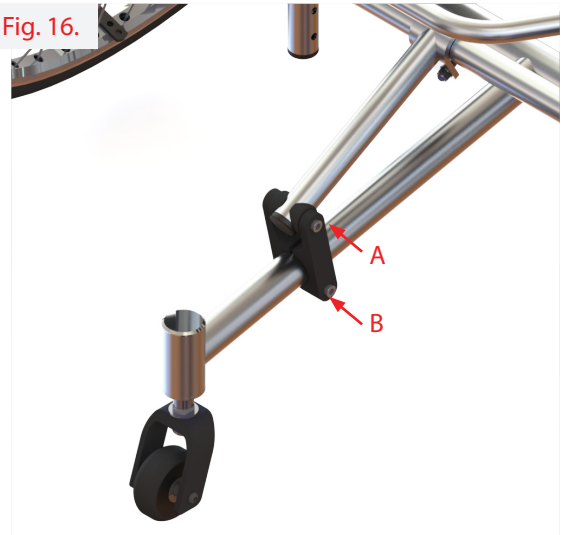
# Procedure 9 - Allstar A2: Support Strut Adjustment

When adjusting the centre of gravity or the rear seat height, the support strut connecting the rear seat brace to the anti-tip with a clamp will have to be adjusted.

## 9.1: Adjusting support strut clamp

Using a 5mm Allen key, loosen the bolts Fig. 16. (A & B) until the clamp is free to move. To tighten, use the 5mm Allen key to equally start tightening the bolts Fig. 16. (A&B) until the clamp begins to tighten. Tighten the lower bolt Fig. 16. (B) into position to 12Nm. Tighten the top bolt Fig. 16. (A) until the clamp is secure in place to 6Nm.

Fig. 16.



## **WARNING:**

Over tightening the clamps can lead to deformation or damage to the frame. Please follow the recommended torque values.

# Procedure 10 - Allstar A2: Rear Seat Height Adjustment

To adjust the rear seat height the support strut clamp and front seat height clamps must be loosened, refer to procedures (8) & (9) for more guidance.

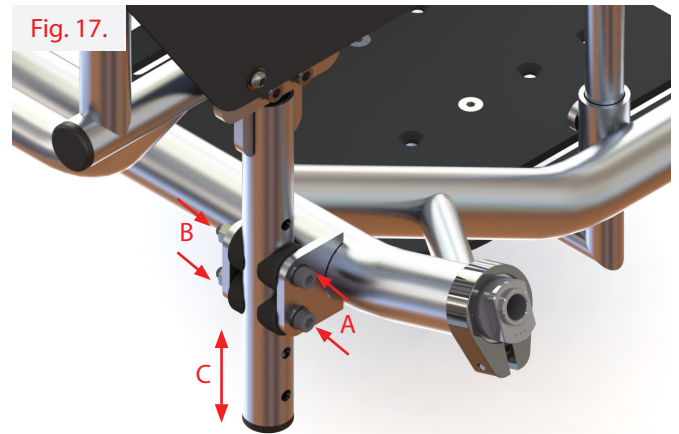
## 10.1: Adjusting rear seat height

Make note of which adjustment holes the bolts Fig. 17. (A) are through on the rear seat height adjustment tube before removing the bolts. Using a 5mm Allen key and 10mm spanner, undo the nuts on the rear plate Fig. 17. (B) and remove the bolts and washers.

Adjust the height of the chair to the desired adjustment position Fig. 17. (C)

Each hole increment equates to 25mm of adjustment. The support strut should move along the anti-tip tube as you adjust. Once adjusted, reinsert the bolts ensuring the saddle washers are fitted between the plates and the tubes. Fit the nuts and tighten the nuts and bolts (12Nm).

Tighten the support strut clamp in its new position and tighten the M6 bolts using a 5mm Allen key (12Nm).



# Procedure 11 - Allstar A2: Centre of Gravity Adjustment

To adjust the centre of gravity, the support strut clamp and front seat height clamps must be loosened, refer to procedures (8) & (9) for more guidance.

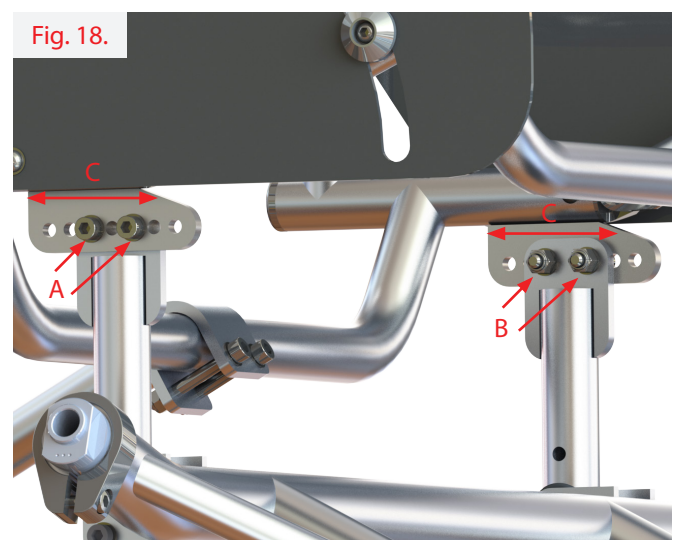
## 11.1: Adjusting centre of gravity

Using a 5mm Allen key and 10mm spanner, remove the nuts from the centre of gravity (COG) plates Fig. 18. (B), remove the bolts through the plates Fig. 18. (A) and adjust the COG position Fig. 18. (C).

Each hole increment equates to 10mm of adjustment. Once satisfied with the COG location, insert the bolts through both COG plates and fasten the nuts onto the opposite side as shown Fig. 18. (A&B).

Using a 5mm Allen key and a 10mm spanner, tighten the fastenings to secure the frame (12Nm).

The wing clamps' positions may need adjusting when moving the COG. Refer to procedure (12) for guidance.



# Procedure 12 - Allstar A2: Removable Wing

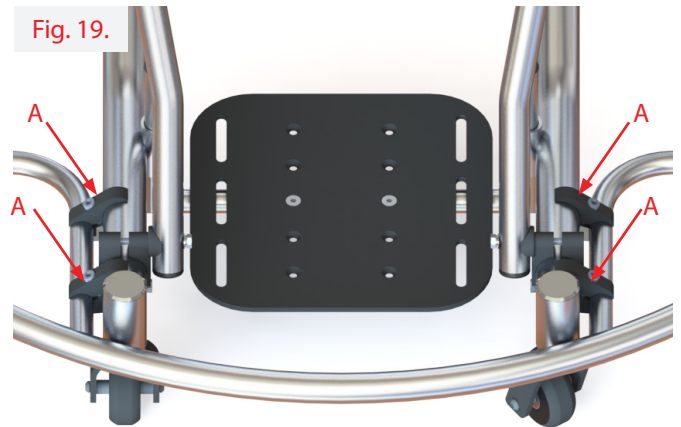
## 12.1: Removing the wing

To remove the wing, use a 5mm Allen key remove the clamps from the frame by undoing the bolts Fig. 19 (A). Remove by lifting the wing away from the frame once the clamps are removed.

It is advised to keep the clamps assembled on the wing when it is not fitted to the chair.

## 12.2: Installing the wing

To re-install the wing, position the wing in place and fit the clamps back to the frame by tightening the bolts with a 5mm Allen key Fig. 19. (A) (12Nm) ensure the spring washers are fitted between the head of the bolt and the clamp.



# Technical Data - Allstar

Description	Min	Max
Maximum user weight	N/A	100kg
Overall length with leg rest (no wheels)	400mm	1,000mm
Overall width (seat width)	250mm	550mm
Folded height (only for chairs with folding backs)	N/A	N/A
Total mass (with wheels)	9kg	16kg*
Mass of the heaviest part (Transport weight)	5kg	12kg*
Static stability downhill	N/A	N/A
Static stability uphill	N/A	N/A
Static stability sideways	N/A	N/A
Seat plan angle	0°	45° of tilt
Effective seat depth	250mm	500mm
Seat surface height at front edge	360mm	630mm
Backrest angle	-10° of tilt	10° of tilt
Backrest height	100mm	500mm
Footrest to seat distance	200mm	520mm
Leg to seat surface angle	70° of angle	90° of angle
Armrest to seat distance	N/A	N/A
Front location of armrest structure	N/A	N/A
Handrim diameter	24"-in	700c
Horizontal location of axle	25mm	300mm
Minimum turning radius	270mm	N/A

\* Weight excluding 3rd party items

Dimensions are subject to manufacturing tolerances.

ITEM	TORQUE
Footrest Adjustment Height	10Nm
All Other Items	10Nm

## NOTE:

RGK Wheelchairs Ltd are bespoke and individually made to measure for you, therefore your wheelchair may fall below or over the mentioned sizes.

# Technical Data - Allstar G2

Description	Min	Max
Maximum user weight	N/A	115kg
Overall length with leg rest (no wheels)	400mm	1,000mm
Overall width (seat width)	250mm	550mm
Folded height (only for chairs with folding backs)	N/A	N/A
Total mass (with wheels)	9kg	16kg*
Mass of the heaviest part (Transport weight)	5kg	12kg*
Static stability downhill	N/A	N/A
Static stability uphill	N/A	N/A
Static stability sideways	N/A	N/A
Seat plan angle	0°	45° of tilt
Effective seat depth	250mm	500mm
Seat surface height at front edge	360mm	630mm
Backrest angle	-10° of tilt	10° of tilt
Backrest height	100mm	500mm
Footrest to seat distance	200mm	520mm
Leg to seat surface angle	70° of angle	90° of angle
Armrest to seat distance	N/A	N/A
Front location of armrest structure	N/A	N/A
Handrim diameter	24"-in	700c
Horizontal location of axle	25mm	300mm
Minimum turning radius	270mm	N/A

\* Weight excluding 3rd party items

Dimensions are subject to manufacturing tolerances.

ITEM	TORQUE
Footrest Adjustment Height	10Nm
All Other Items	10Nm

## NOTE:

RGK Wheelchairs Ltd are bespoke and individually made to measure for you, therefore your wheelchair may fall below or over the mentioned sizes.



# Technical Data - Allstar A2

Description	Min	Max
Maximum user weight	N/A	125kg
Overall length with leg rest (no wheels)	400mm	1,000mm
Overall width (seat width)	300mm	510mm
Folded height (only for chairs with folding backs)	N/A	N/A
Total mass (with wheels)	9kg	16kg*
Mass of the heaviest part (Transport weight)	5kg	12kg*
Static stability downhill	N/A	N/A
Static stability uphill	N/A	N/A
Static stability sideways	N/A	N/A
Seat plan angle	-10° of tilt	45° of tilt
Effective seat depth	300mm	420mm
Seat surface height at front edge	475mm	525mm
Backrest angle	0° of tilt	0° of tilt
Backrest height	250mm	350mm
Footrest to seat distance	275mm	450mm
Leg to seat surface angle	70° of angle	90° of angle
Armrest to seat distance	N/A	N/A
Front location of armrest structure	N/A	N/A
Handrim diameter	24"-in	26"-in
Horizontal location of axle	120mm	160mm
Minimum turning radius	380mm	N/A

\* Weight excluding 3rd party items

Dimensions are subject to manufacturing tolerances.

ITEM	TORQUE
Footrest Adjustment Height	10Nm
Adjustable componentry	Refer to procedures 8-12
All Other Items	10Nm

## NOTE:

RGK Wheelchairs Ltd are bespoke and individually made to measure for you, therefore your wheelchair may fall below or over the mentioned sizes.

# Technical Data - Recycling/Disposal

Prior to the wheelchair being re-used, it must be carefully prepared. All surfaces which come into contact with the user must be cleaned down and treated with a disinfection spray.

In the following section, there is a description of the materials used on our wheelchairs.

**Aluminium:** Frame, Castor forks, Wheels, side guards, Armrest, Footrest, Hand Rims, Anti-Tippers, Frame, Footplate covers

**Steel:** Frame, Fixing points, Quick release axle pins, Footrest, Anti-tippers, Frame Wheels, Fixings, Wheel Locks, Footplate covers

**Titanium:** Frame, Castor Forks, Quick release axle, Fixings, Side guards Anti-Tippers, Frame, Footrest

**Plastic:** Handles, Tube stoppers, Castors, Footplate covers, Arm pads

**Packing:** Plastic bags made from polyethylene, cardboard

**Upholstery:** Woven polyester Cotton Leather



Disposal or recycling should be carried out by a disposal company or at a public disposal point. You could also return your wheelchair to your dealer for disposal (There may be a charge imposed).

## NOTE:

Hygiene measures when being re-used:

Prior to the wheelchair being re-used, it must be carefully prepared. All surfaces which come into contact with the user must be treated with a disinfection spray.

To do this, you must use a disinfectant as authorised/recommended in your country, for rapid alcohol-based disinfection for medical products and medical devices, which must be disinfected quickly.

Please be aware of the manufacturer's instructions for the disinfectant you are using.

In general, a complete disinfection cannot be guaranteed on seams. We therefore recommend that you dispose of seat and back slings to avoid micro-bacterial contamination with active agents according to your local infection protection law.

# Identification / Serial Number

The serial number of your made to measure wheelchair is located on either the under seat cross brace bar (J Product Description) or camber bar (H Product Description) or inside the backrest upholstery (A).

Please provide the following information whenever you have to order replacement parts.

Serial Number:
Name:
Dealer:

Fig. 20.

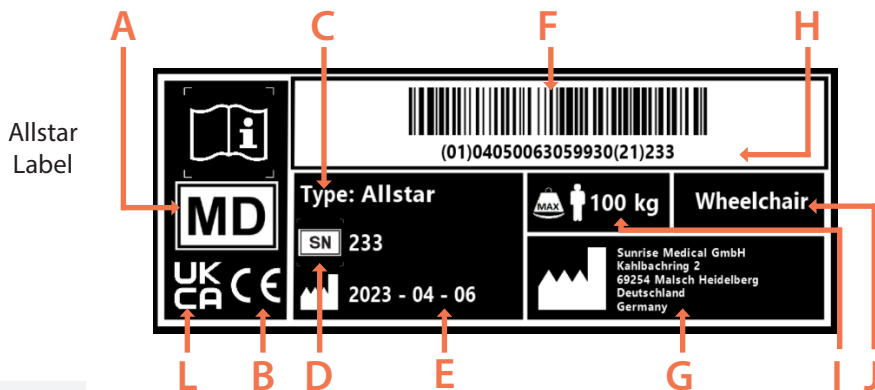
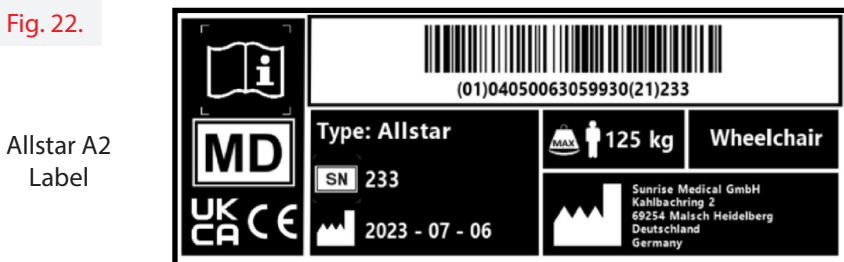


Fig. 21.

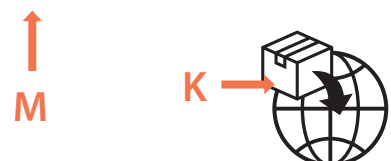


Fig. 22.



### RGK Chair Label Information

- A** - Medical Device
- B** - CE Mark
- C** - Model
- D** - Serial Number
- E** - Manufacturing Date
- F** - UDI Barcode
- G** - Manufacturing Address
- H** - UDI Human Readable Version
- I** - Maximum User Weight
- J** - Intended Use
- K** - Importer's Address
- L** - UKCA Mark
- M** - UK Responsible Person / Swiss Representative



Identification stickers  
(Located on camber axle or under seat brace bar)

# Manufacturers Warranty

**THIS GUARANTEE DOES NOT AFFECT YOUR LEGAL RIGHTS IN ANY WAY.**

RGK Wheelchairs\* provides a guarantee, as set out in the warranty conditions, for wheelchairs to its customers covering the following

**Warranty conditions**

Should a part or parts of the wheelchair require repair or replacement as a result of a manufacturing and/or material fault within 12 months or for frame and cross-braces within 2 years after delivery to the customer, then the affected part or parts will be repaired or replaced free of charge.

For original spare parts which have been fitted at the customer's expense, these will have a 12 months guarantee, (following the fitting), in accordance with these warranty conditions.

1. To enforce the warranty, please contact the local reseller where the product was purchased with the exact details of the nature of the difficulty. Should you be using the wheelchair outside the area covered by the local reseller, repairs or replacement will be carried out by another agency as designated by the manufacturer the wheelchair must be repaired by a RGK Wheelchairs designated Customer Service agent, (dealer).
2. For parts, which have been repaired or exchanged within the scope of this warranty, we provide a warranty in accordance with these warranty conditions for the remaining warranty period for the wheelchair in accordance with point 1).
3. For original spare parts which have been fitted at the customer's expense, these will have a 12 months guarantee, (following the fitting), in accordance with these warranty conditions.
4. Consumable parts such as pads, tyres, inner tubes and similar parts are excluded from the warranty, except in the case that premature wear of the part is the direct result of a manufacturing fault.
5. Claims from this warranty shall not arise, if a repair or replacement of a wheelchair or a part is required for the following reasons:
  - The product or part has not been maintained or serviced in accordance with the manufacturer's recommendations as shown in the User Instructions and/or the Service Instructions.
  - Accessories have been used which are not specified as original accessories.
  - The wheelchair or part having been damaged by neglect, accident or improper use.
  - Changes/modifications have been made to the wheelchair or parts, which deviate from the manufacturer's specifications.
  - Repairs have been carried out, before our Customer Service has been informed of the circumstances.
6. This guarantee is subject to the law of the country in which the product was purchased from RGK Wheelchairs.

\* Means the authorised RGK reseller from which the product was purchased.

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