

# Orford



## USER MANUAL

PRODUCT CODE  
**FN01010005**

**CareCo**

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# SAFETY GUIDELINES

Congratulations on purchasing your Orford Rise Recliner Chair. The product you have purchased combines state-of-the-art components with safety, comfort and styling in mind. We are confident the design features will provide you with the conveniences you expect during your daily activities. Understanding how to safely operate and care for this product should bring you years of trouble-free operation and service.

Read and follow all instructions, warnings and notes in this manual and all other accompanying literature before attempting to operate this product for the first time. In addition, your safety depends upon you, as well as your dealer, carer or healthcare professional in using good judgement.

If there is any information in this manual which you do not understand, or if you require additional assistance for setup or operation, please contact your authorised Orford Dealer.

Failure to follow the instructions, warnings and notes in this manual and those located on your Orford product can result in personal injury or product damage and will void the Orford product warranty.

Authorised Dealer:

CareCo (UK) Limited, 1 Turing Court, Great Notley, Braintree, CM77 7AT, England

## GENERAL GUIDELINES

Your lift chair is a state-of-the-art life-enhancement device designed to increase mobility. Please be aware that the final selection and purchasing decision regarding the type of lift chair to be used is the responsibility of you, the lift chair user, if capable of making such a decision, and/or your healthcare professional (i.e., medical doctor, allied health professional, therapist, etc.).

Please read and follow the information provided in this owner's manual before attempting to operate your lift chair for the first time.

There are certain situations, including some medical conditions, where you will need to practice operating the lift chair in the presence of a trained attendant. A trained attendant can be defined as a family member or healthcare professional specially trained in assisting you with performing various daily living activities while safely operating a lift chair.

Below are some precautions, tips and other safety considerations that will help you become accustomed to operating the lift chair in a safe manner.

### MODIFICATIONS

Orford chairs are designed and engineered to provide maximum comfort and utility. However, to prevent personal injury and/or damage to your lift chair, you should not modify, add, remove or disable any feature, part or function of your lift chair. Unauthorised modifications may also void your product's warranty.

Use Orford approved parts only for all repairs and replacements.

### WEIGHT LIMITATIONS

Your lift chair is rated for a maximum weight capacity. Refer to "Specifications" for more information. Ensure you stay within the specified weight capacity of your lift chair. Failure to do so may result in injuries and/or product damage, CareCo will not be held responsible for any such issues/failures.

### HAZARDS

The scissor and lift mechanisms are labelled as pinch/crush point hazards on your lift chair. Keep clear of these areas and make sure the path of motion is unobstructed. See figure 3.1 for pinch/crush point locations.



**WARNING!**

Do not place objects or appendages in the path of moving parts.



**STORAGE AND OPERATION TEMPERATURES**

Transportation or storage: -75°C/-104°F to 70°C/158°F

Operation: 10°C/50°F to 40°C/104°F



**WARNING!**

Do not sit or stand on the leg rest



**WARNING!**

Do not put heavy objects on the leg rest (over 20kg) as this will damage the chairs mechanism

**ELECTROMAGNETIC AND RADIO FREQUENCY INTERFERENCE (EMI/RFI) .....**

Laboratory tests have shown that electromagnetic and radio frequency waves can have an adverse effect on the performance of electrically-powered devices, such as lift chairs.

Electromagnetic and Radio Frequency Interference can come from sources such as mobile phones, mobile two-way radios (such as walkie-talkies), radio stations, TV stations, amateur radio (HAM) transmitters, wireless computer links, Wi-Fi, microwave signals, paging transmitters and medium-range mobile transceivers used by emergency vehicles. In some cases, these waves can cause unintended movement or damage to the control system of electrically-powered devices. The lift chair user can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment. It is recommended that at least 3 metres (9 feet) of distance be maintained between the lift chair and any hand-held equipment emitting 10 W or more of output power. Refer to the manufacturer's literature for the hand-held device to determine the maximum output power of that device.

Every electrically-powered device has an immunity (or resistance) to EMI. The higher the immunity level, the greater the protection against EMI. Per EMC standards, this product has passed immunity testing and is rated as a Group 1, Class B product, meaning the lift chair uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment making the lift chair suitable for use in all establishments, including domestic establishments and hospitals.

Be aware that mobile phones, two-way radios, laptops and other types of radio transmitters may cause unintended movement of your electrically-powered device due to EMI. Exercise caution when using any of these items while operating your lift chair.

The addition of accessories or components to the lift chair can increase the susceptibility of the chair to EMI. Do not modify your lift chair in any way.

Your lift chair itself can disturb the performance of other electrical devices located nearby, such as alarm systems. If unintended motion occurs, discontinue use of the lift chair. Contact CareCo to report the incident.

DELIVERY .....

Before using your lift chair, make sure your delivery is complete as some components may be packaged individually. If you do not receive a complete delivery, please contact your authorised Orford Dealer immediately. Where damage has occurred during transport, either to the packaging or content, please contact the delivery company responsible.

MOTOR VEHICLE TRANSPORT .....

If you will be transporting your lift chair in a motor vehicle, individual components (external transformer, etc.) should be secured. The lift chair itself must also be secured (a possible hazard during vehicle braking).

# COMPONENTS

This section describes the features of your lift chair. Carefully review the function and location of each item described and note that the illustrations and option locations shown in this manual may not reflect the type of lift chair that you own.

## ELECTRICAL COMPONENTS .....

Your Orford Lift Chair is equipped with a low voltage DC motor system that reduces the standard household alternating current of 90V AC - 264V AC to direct current (24/39V DC). The electrical components include the external transformer, batteries and hand control. Keep these areas free from moisture at all times.



### WARNING!

Keep all electrical components free from moisture at all times to prevent shock and/or electrical hazard.

**External Transformer:** Connects to a standard electrical outlet to provide power to the lift chair. The transformer may be equipped with an LED indicator, which shows green when power to the transformer is on.

Batteries provide the power needed to return the lift chair to an upright or semi-upright position in the event of a power failure. Batteries are not included and must be installed into the external transformer. See "Assembly".

The batteries will provide power for only a short period of time after power is removed from the system, so it is important to act quickly in the event of a power failure. Engage and hold the up/down switch in the UP position as soon as possible. Maintain a steady pressure on the switch to avoid excessive draw from the battery and achieve the most amount of lift. Keep in mind that the amount of lift the batteries will be able to provide is affected by user weight and battery condition.

# ASSEMBLY

Your lift chair will require some assembly before initial use.

## LIFT CHAIR SET-UP .....

The chair is packed in two pieces consisting of the back and the base to make transport and delivery easier. Assemble the chair as per the assemble instructions below.



## FOLLOW THESE STEPS TO ASSEMBLE THE LIFT CHAIR .....

1. The back of the chair has a receiver bracket on each side as per below image (A).



(A)



(B)



2. The rear of the base of the chair has a vertical flat bar on each side as per above image (B).
3. To assemble the chair simply lower the back receiver brackets onto the vertical flat bars until they are fully seated on both sides.

*NOTE:* Both back receivers need to be lowered onto the flat bars at the same time and evenly to prevent binding.

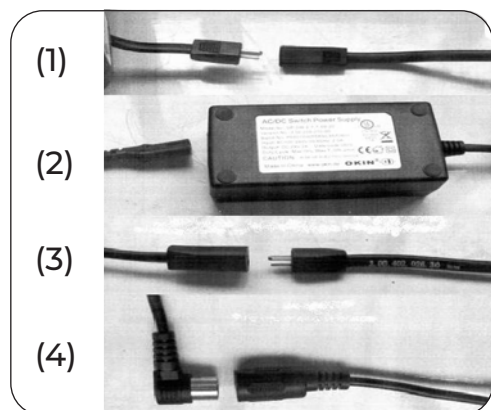


**WARNING!**

Do not assemble the chair if the upholstery or any of the parts of the chair are damaged. Check all parts carefully before assembling the chair. If any problem is apparent contact the vendor.

**ELECTRICAL CONNECTIONS** .....

*NOTE:* Make sure all the wires are properly connected to ensure proper function.



- (1) Connector for the motor and wiring
- (2) Connector for wiring and adaptor
- (3) Connector for adaptor wiring and plug wiring
- (4) Hand control connection

**LIFT CHAIR PLACEMENT** .....

Your lift chair should be placed near a standard electrical outlet on dry, level ground where there is ample room to allow for proper operation. It is recommended that you have the assistance of an attendant when positioning the lift chair to avoid the possibility of injury when lifting.

## **FOLLOW THESE STEPS TO POSITION THE ..... LIFT CHAIR IN A SAFE MANNER**

1. The back of the lift chair should be positioned with sufficient clearance to avoid any obstructions, particularly behind the chair after reclining.
2. To allow for unimpeded reclining make sure there is a minimum of 65cm behind the chair
3. Ensure there is at least 40cm in front of the chair.
4. Place the chair on a flat surface/floor in a dry room.
5. Make sure there is no obstruction behind or in front of the chair for a safe recline and lift during operation.
6. The area between the seat and the footrest should be kept clear to avoid pinching hazard while the chair is operating.

If you discover a problem at any point during the set-up and positioning of your lift chair, stop and contact your authorised Orford Dealer immediately. To avoid personal injury and/or product damage, do not plug the unit into the electrical outlet until the problem is corrected and do not attempt to fix electrical problems by yourself.

## **BATTERY BACK UP SYSTEM .....**

Your lift chair is equipped with a battery backup system that will activate during a power failure. Two 9-volt batteries are required and not supplied with the chair. In the event of a power failure the chair will automatically switch over to battery power but only run for one cycle before the batteries are replaced after each emergency use.

Always make sure the external transformer is equipped with two fresh 9V batteries. The battery backup system does not recharge itself. Fresh batteries are defined as 9V alkaline batteries that are replaced every time the battery backup system is activated during a power failure, or once a year if the battery backup system has not been activated

*NOTE:* If you unplug your lift chair for an extended period of time (more than one hour), remove the batteries from the external transformer. The lift chair will draw power from the batteries even when it is not in use.

# OPERATION

## SAFE OPERATING PRECAUTIONS .....

There are certain precautions that should be taken during the operation of your lift chair. Read and follow these precautions carefully in order to ensure safe lift chair operation and to prevent injury and/or product damage.

- Plug the power lead directly into the electrical outlet. Do not use an extension lead!
- Do not disconnect the plug from the electrical outlet roughly or unplug by pulling on the cord.
- Check that the voltage corresponds with the specifications
- Periodically check the hand control and all power leads for visible damage.
- Keep the hand control away from all heated surfaces.
- Ensure the hand control is out of the way before sitting in the chair.
- Do not operate the remote control with wet hands and avoid dropping.
- Keep children and pets away from all moving parts while operating the lift chair.
- Do not allow children to play on or operate the lift chair. Only the intended user should operate the lift chair.
- Avoid pinch points, such as the lift and scissor mechanisms. Keep hands and feet clear of these areas.
- Always leave the lift chair in an upright and closed position when not in use.
- Do not sit or stand on the footrest.
- Do not “drop” into the lift chair when sitting if it is in a partially raised position, this will damage the seating and void warranty.
- Do not place objects under the lift chair. Make sure area is clear of obstructions, including pets and small children during operation.
- Prevent the risk of electrical shock, fire, falls and/or being pinched. Follow all instructions and precautions provided.
- Do not expose your chair to heaters, stoves or direct sunlight to protect the upholstery.
- Do not use the chair outdoors.
- Do not use your chair in an excessively humid or dusty environment, as it may cause electrical shock or mechanical problems. The chair must be in a dry room.

## HAND CONTROL OPERATION .....

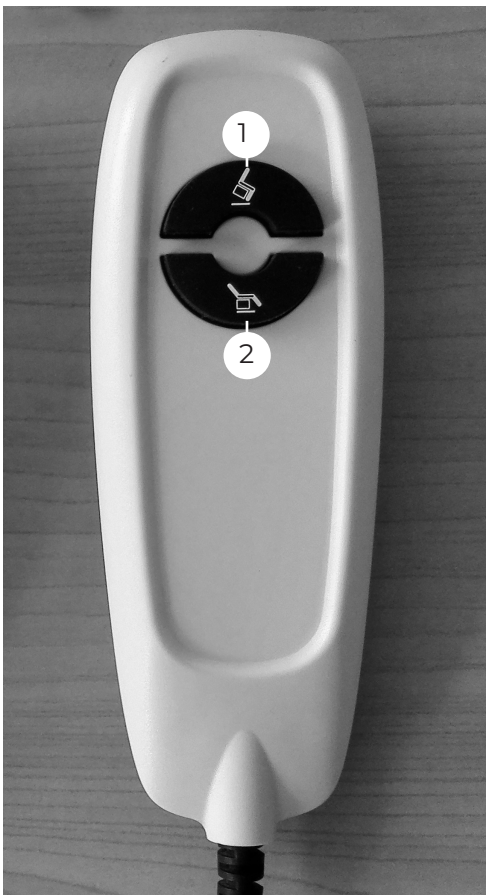
The hand control is equipped with switches that control the movement of the chair-back, chair base and footrest

Do not lean on or apply downward force to the chair-back when the lift chair is in the fully reclined position. Doing so could cause the lift chair to tip, resulting in personal injury and/or product damage.

Do not use the footrest as a seat, or for purposes outside its intended use. Doing so could cause instability in the lift chair and place undue stress on lift chair components, resulting in personal injury and/or product damage.

Be sure to lock or disconnect the hand control when the lift chair is not in use.

## HAND CONTROL OPERATION .....



1 - Raises the chair

2 - Reclines the chair

## **FOLLOW THESE STEPS TO SIT IN YOUR LIFT CHAIR** .....

1. Ensure the chair back is UP and footrest is DOWN engaging the Chair Back UP and Footrest DOWN positions.
2. Engage and hold the up/down switch in the UP position to raise your lift chair to the standing position.
3. Back into the lift chair and sit in the centre of the seat, using the armrests for support if needed.
4. Engage and hold the up/down switch in the DOWN position to lower your lift chair to a comfortable seated position.

## **FOLLOW THESE STEPS TO RECLINE YOUR LIFT CHAIR FROM THE SEATED POSITION** .....

1. Engage and hold the Chair Back switch in the DOWN position until comfortably reclined. Engage and hold in UP position to raise chair back up.
2. Engage and hold the Footrest switch in the UP position until a comfortable leg position is reached. Engage and hold in DOWN position to lower footrest back down.

## **FOLLOW THESE STEPS TO RAISE OR LOWER THE FOOTREST WHILE IN THE SEATED OR RECLINED POSITION** .....

1. Engage and hold the footrest switch in the UP position until footrest reaches a comfortable height.
2. Engage and hold the footrest switch in the DOWN position to lower the footrest.

## **FOLLOW THESE STEPS TO STAND UP FROM YOUR LIFT CHAIR FROM THE SEATED POSITION** .....

1. Ensure the chair back is UP and footrest is DOWN by engaging the chair back UP and footrest DOWN position.
2. Engage and hold the up/down switch in the UP position to raise your lift chair to the standing position.
3. With your feet firmly on the ground stand slowly out of the lift chair, using the armrests for support if needed.

# TROUBLESHOOTING

Your Orford Lift Chair is a state-of-the-art product designed to enhance your mobility. Your lift chair should bring you years of trouble-free service, however, it may require occasional troubleshooting. The following troubleshooting tips and FAQs should summarise what you need to know about your lift chair. If at any time you do not feel comfortable performing the troubleshooting steps listed in this manual, contact your authorised dealer for service. Please have the model number, serial number and nature of the problem when calling.

## FREQUENTLY ASKED QUESTIONS .....

### *What if my lift chair does not operate at all?*

- Ensure the external transformer is plugged into a properly wired electrical outlet.
- Check the circuit breaker box connected to the electrical outlet to ensure the outlet is receiving power.
- Ensure the low voltage connection cable is plugged into the external transformer.
- Ensure that all cables are connected properly.
- Check all cables for signs of damage (cuts, flattened areas).

### *What if my lift chair operates in one direction only?*

- Check the up and down buttons or toggle switch on the hand control to make sure they do not stick. If the buttons or switch are sticking in either position, the hand control may need to be replaced.
- Contact your authorised Orford Dealer for further assistance.

### *What if my lift chair stops during a lifting cycle?*

- Your lift chair is equipped with an internal thermal shut-off switch located inside the external transformer that prevents the motor control box from overheating. If the thermal shut-off activates, allow the lift chair to remain in a stationary position for 10 minutes to allow the motor to cool, then resume normal operation. If you notice the motors overheating frequently, contact your authorised Orford Dealer.
- There may have been a power failure and/or there are no batteries in the external transformer or the batteries have no charge. Always make sure there are fresh 9V batteries in the external transformer if equipped with battery backup.
- Check the circuit breaker box connected to the electrical outlet.

### *What if my lift chair is rocking from corner to corner after I position the chair?*

- The floor may be uneven or the carpet may be affecting chair position. Adjust the leg levellers in the area where the chair is rocking.

### *Who do I call for service?*

- Contact your authorised Orford Dealer for service

## CARE & MAINTENANCE

Your Orford Lift Chair will require routine maintenance checks. You can perform some of these checks, but others may require assistance from an authorised Orford Dealer. By following the maintenance checks in this section as scheduled, you can help ensure your lift chair gives you years of trouble-free operation. If you have any questions regarding your lift chair's care, contact your authorised Orford Dealer.

### FABRIC CARE

- Inspect the fabric on a regular basis for any pulls, tears or gaps
- Fabric care instructions can be found on the tag under the headrest cushion.

Fabric should not be allowed to come in direct contact with any type of heat source (e.g., a space heater or cigarette). Personal injury or fire damage may occur.

It is strongly recommended that you do not smoke cigarettes while seated in or using your lift chair, although the lift chair has passed the necessary testing requirements for cigarette smoking. You must adhere to the following safety guidelines if you decide to smoke cigarettes while seated in or using your lift chair.

- Do not leave lit cigarettes unattended.
- Keep ashtrays a safe distance from the lift chair.
- Always make sure cigarettes are completely extinguished before disposal.

Do not use solvent-type cleaners to spot clean. Do not saturate the fabric. Prevent damage to the fabric; do not expose the lift chair to direct sunlight.



## ELECTRONICS CARE

- Inspect all wiring harnesses to make sure they are not damaged or frayed.
- If damage is present, unplug the lift chair and contact your authorised Orford Dealer for service.
- Keep all electronics free from moisture and temperature extremes.
- Orford Lift Chairs are intended for indoor use only

Even though the lift chair has passed the necessary testing requirements for ingress of liquids, you should keep electrical connections away from sources of dampness, including direct exposure to water or bodily fluids and incontinence. Check electrical components frequently for signs of corrosion and replace as necessary.



### WARNING!

Plastic bags are a suffocation hazard.

# SPECIFICATIONS

Factory Model Name	<b>Orford</b>
Factory Model Number	<b>FN01010005</b>

	cm	inch
Seat Width	<b>46</b>	<b>17.94</b>
Seat Depth	<b>49</b>	<b>19.11</b>
Seat Height	<b>50</b>	<b>19.50</b>
Chair Width	<b>65</b>	<b>25.35</b>
Backrest Height	<b>70</b>	<b>27.30</b>
Chair Height(Sitting)	<b>114</b>	<b>44.46</b>
Chair Height(Lifted)	<b>141</b>	<b>54.99</b>
Armrest Height(Sitting)	<b>63</b>	<b>24.57</b>
Chair Length(Reclined)	<b>167</b>	<b>65.13</b>
Footrest Maximum Height	<b>57</b>	<b>22.23</b>
Chair Maximum Rise	<b>59</b>	<b>23.01</b>

Package Size	cm	inch
Height	<b>65</b>	<b>25.35</b>
Width	<b>66</b>	<b>25.74</b>
Depth	<b>76</b>	<b>29.64</b>

Chair Maximum Rise Degree	<b>30°</b>
Max User Weight	<b>135 kg</b>

# WARRANTY

## QUALITY / WARRANTY DECLARATION

Products are to be fit for purpose and of excellent quality and performance. For valid warranty claims Orford will, at their discretion, replace / repair / refund items mutually agreed to be defective.

The lift chair's warranty is as follows:

- Whole Chair: 1 year warranty (including the adaptor and controller)
- Motor: 2 years warranty

Warranty Exclusion: The following items are not covered by warranty:

- Motor Brushes / Arm Pads
- Seat Cushion / Fuses
- Consumable Parts

Any damage or defect of any nature occurring from the misuse, abuse of the product, improper operation or improper storage is not covered. The warranty starts from the date of arrival of our products.

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**CareCo**

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