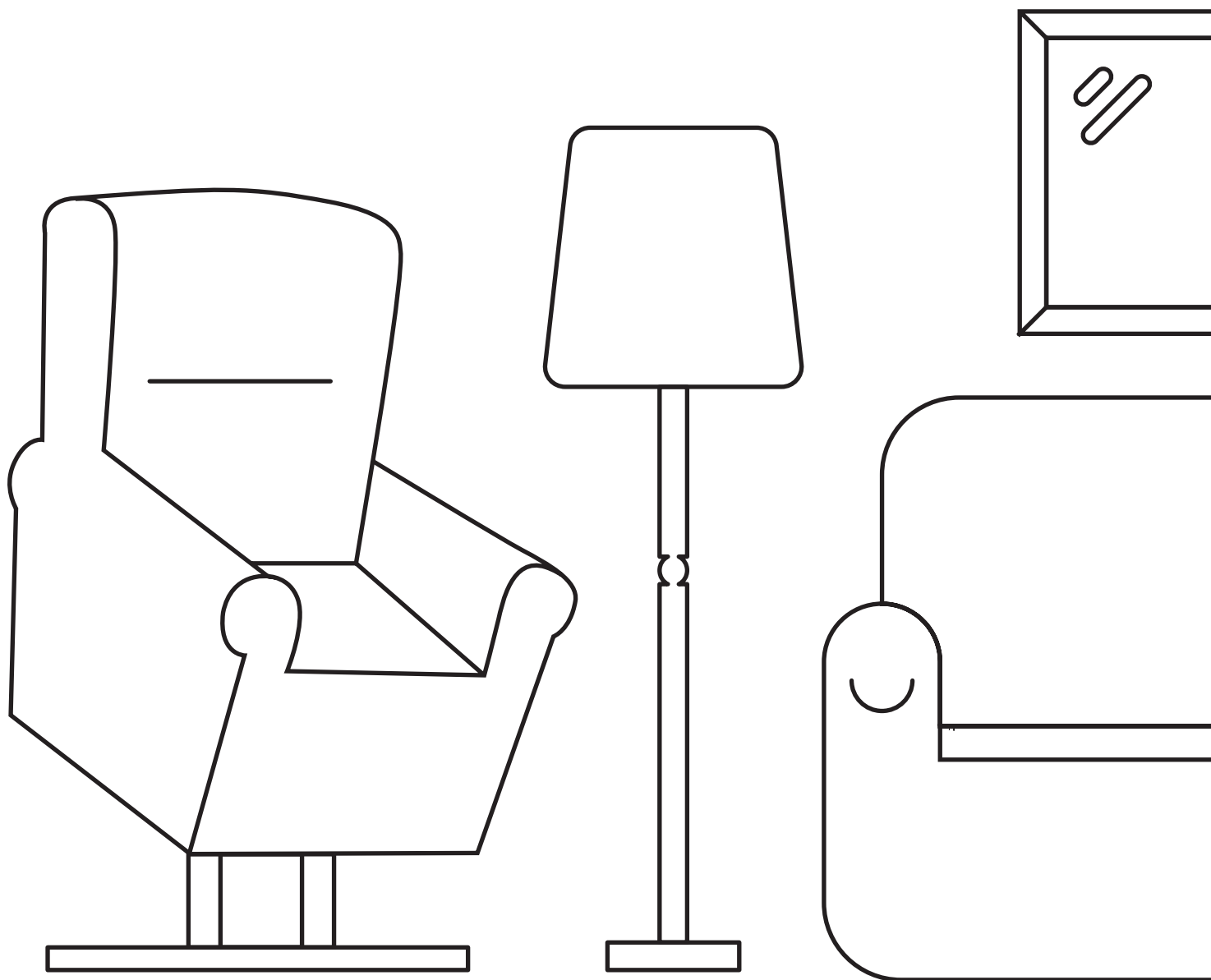


Riser Recliner User Manual



1 Person Assembly

Welcome

Congratulations on the purchase of your new CareCo Riser Recliner Chair.

We have combined cutting edge technology with attractive design to create the most comfortable rise recliner chair available.

Provided your chair is maintained and operated in accordance with this manual, it should last for many years and will assist you, with comfort, when sitting or rising to stand.

The positioning of a recliner chair is important. The moving parts must not be obstructed by walls or other objects. The optimum distance from walls or furniture is set out in this manual however, should you require any assistance, please contact our Customer Services Department on 0333 015 5000 or email: productsupport@careco.co.uk.

Please read this manual thoroughly before using your chair. If you have any doubts about warnings or instructions, or do not understand the controls, contact our Customer Services Department via the contact details above for a full explanation.

If you think your chair may be damaged, do not use it and contact CareCo for advice.

We suggest that you keep this manual in a safe place. It contains essential information regarding the operation of your chair.

Contact

CareCo (UK) Ltd.
1 Turing Court,
Great Notley,
Braintree,
Essex,
CM77 7AT

Customer Services: 0333 015 5000

www.careco.co.uk

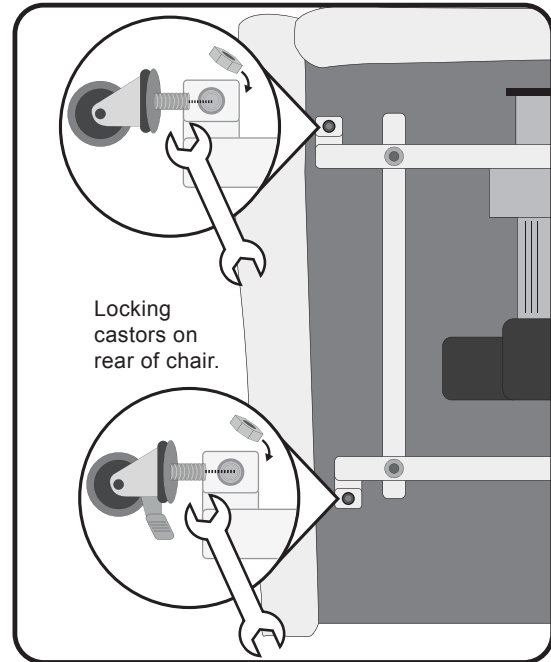
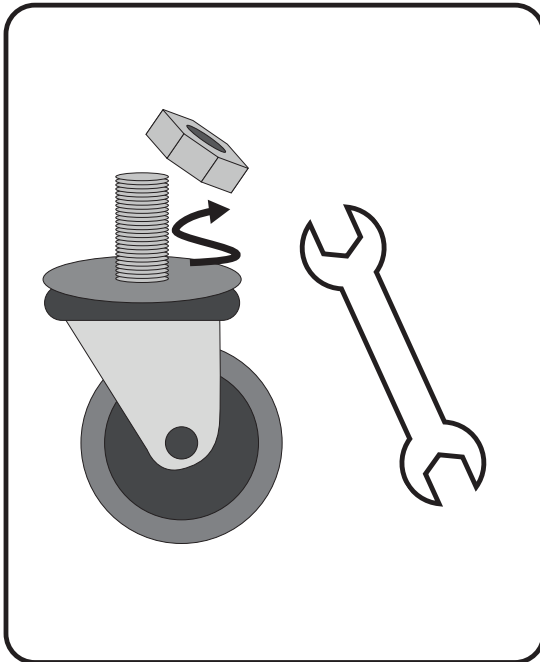
For more information about our products and services or to send us your comments, please visit our website at www.careco.co.uk or email: productsupport@careco.co.uk

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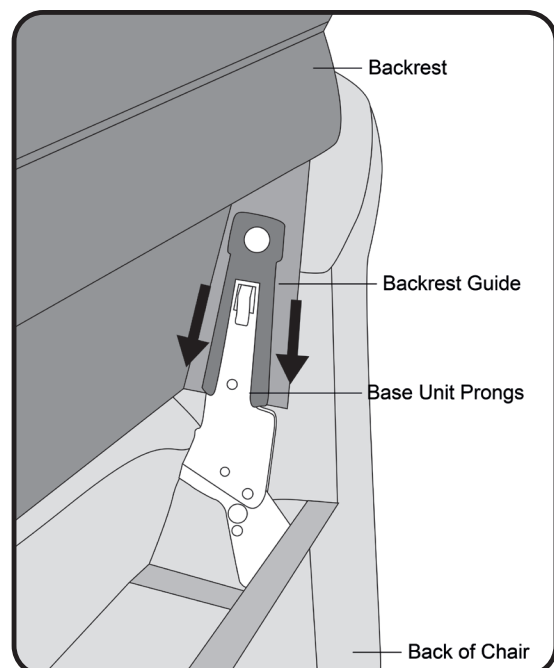
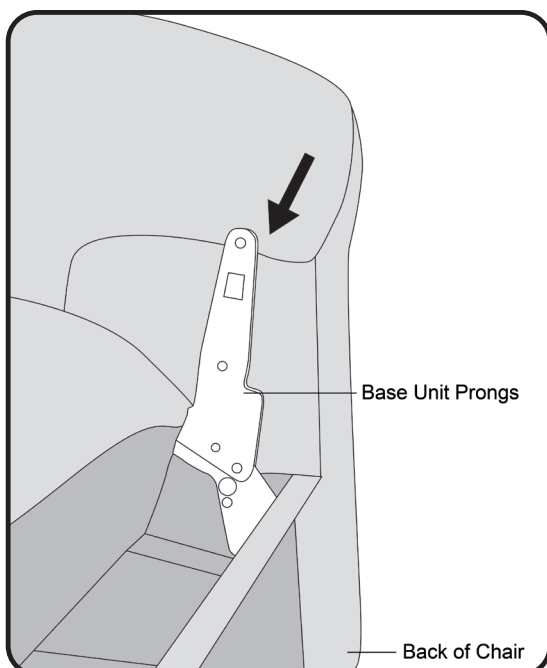
1. ASSEMBLY INSTRUCTIONS – SINGLE MOTOR

- a) Remove all packaging from the chair base unit and backrest. Carefully unpack all other items and ensure all parts are there.
- b) If castors are required: two lockable castors (for rear of chair) and two normal castors (for front of chair) are provided. Remove from packaging. Unscrew the locking nut from the top of the castor and feed through the designated hole on the underside of the chair. Re-apply the locking nut and fasten securely

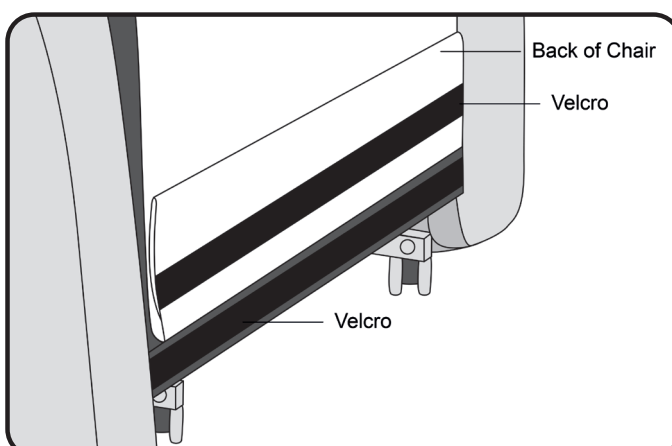
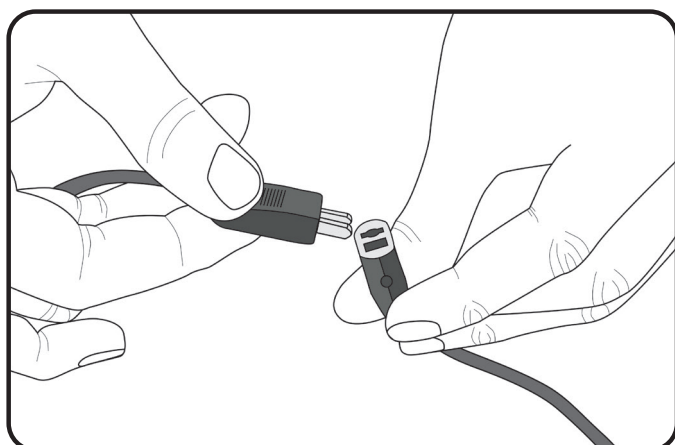


Warning! Castors secure the chair but do not lock the chair in place. Castors may not work as well on carpets or rugs with heavy tufting.

- c) Slide the backrest into the base using the guides on the sides of the backrest. When the base unit's protruding prongs are in the guides on either side of the backrest, push down on the backrest to 'click' this into place.



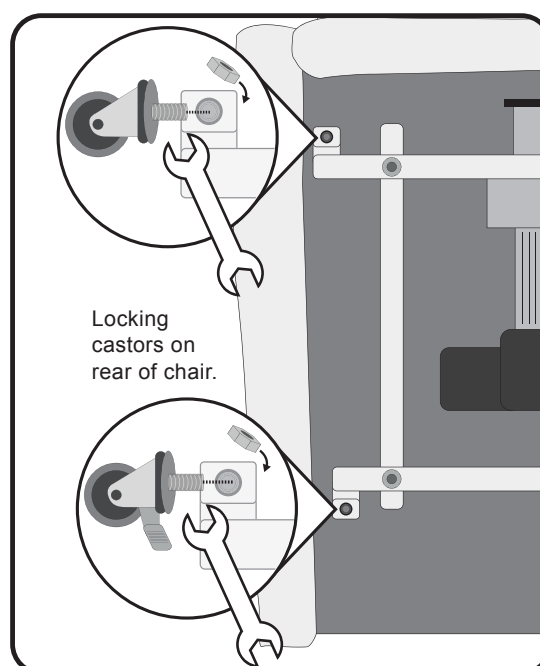
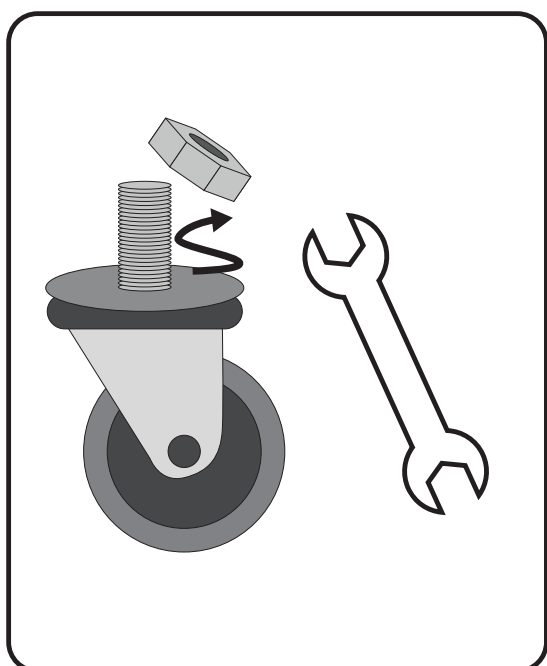
- d) Check that the handset is plugged into the motor. If not, connect as per diagram below.
- e) Seal fabric from the bottom of the backrest to the base of the chair using the Velcro strips.



- f) Move the chair in the desired position within the room (see section on 'Positioning Your Chair') then put your feet up, relax and enjoy!

1. ASSEMBLY INSTRUCTIONS – DUAL MOTOR / 4 MOTOR

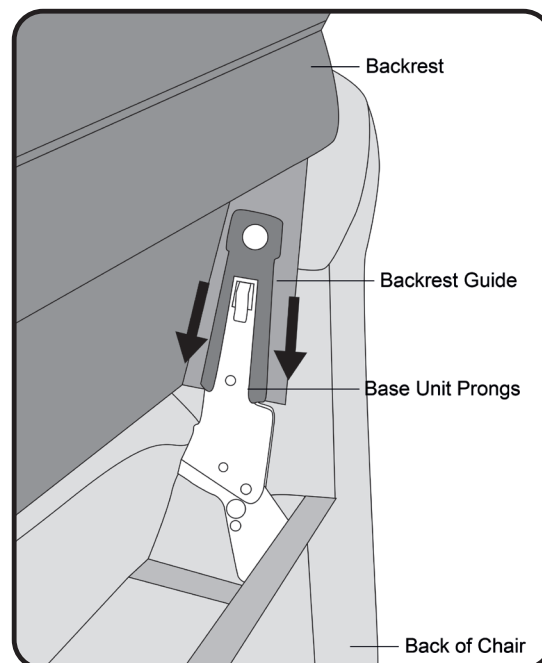
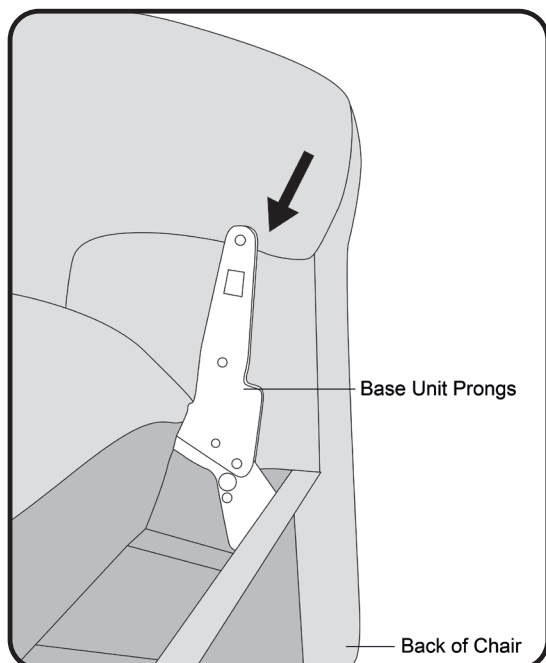
- a) Remove all packaging from the chair base unit and backrest. Carefully unpack all other items and ensure all parts are there.
- b) If castors are required: two lockable castors (for rear of chair) and two normal castors (for front of chair) are provided. Remove from packaging. Unscrew the locking nut from the top of the castor and feed through the designated hole on the underside of the chair. Re-apply the locking nut and fasten securely



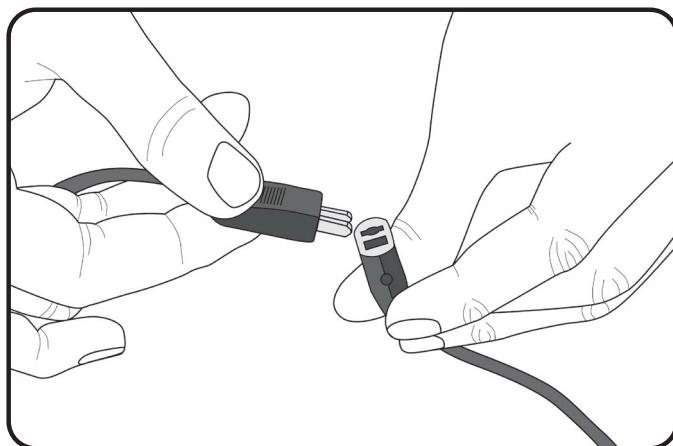
Warning! Castors secure the chair but do not lock the chair in place. Castors may not work as well on carpets or rugs with heavy tufting.

- c) Slide the backrest into the base using the guides on the sides of the backrest.

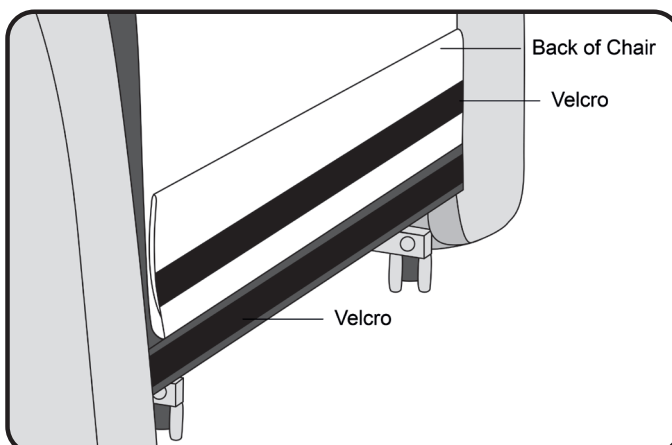
When the base unit's protruding prongs are in the guides on either side of the backrest, push down on the backrest to 'click' this into place.



- d) Check that the handset is plugged into the motor. If not, connect as per diagram below.



- e) Seal fabric from the bottom of the backrest to the base of the chair using the Velcro strips.

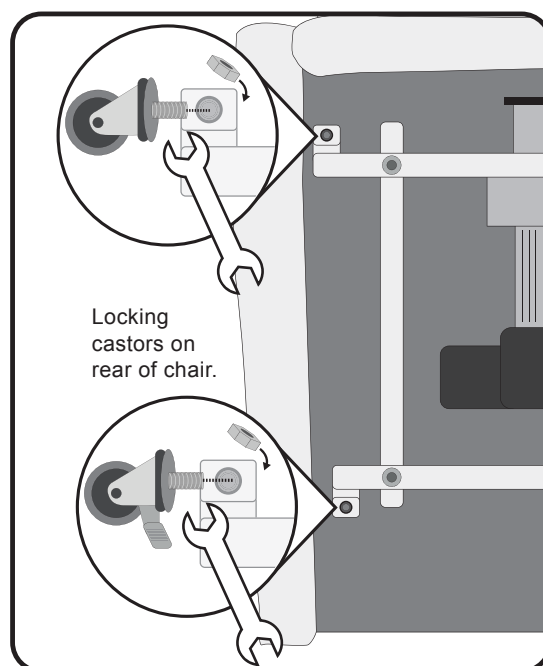
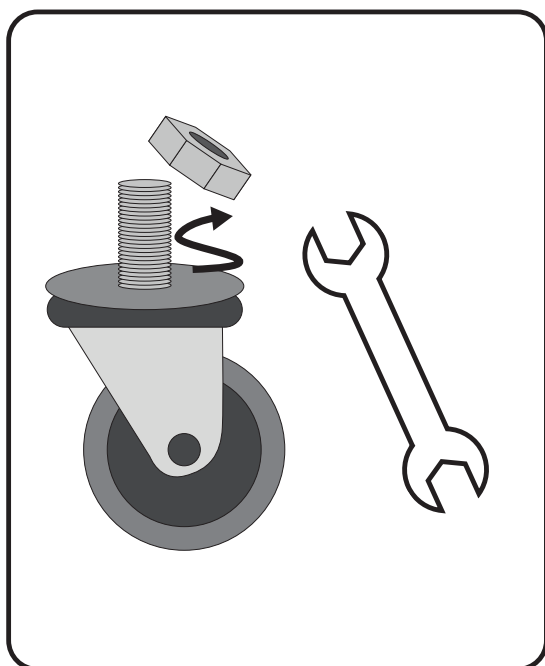


- f) Move the chair in the desired position within the room (see section on 'Positioning Your Chair') then put your feet up, relax and enjoy!

1. ASSEMBLY INSTRUCTIONS – HEAT & MASSAGE

- a) Remove all packaging from the chair base unit and backrest. Carefully unpack all other items and ensure all parts are there.

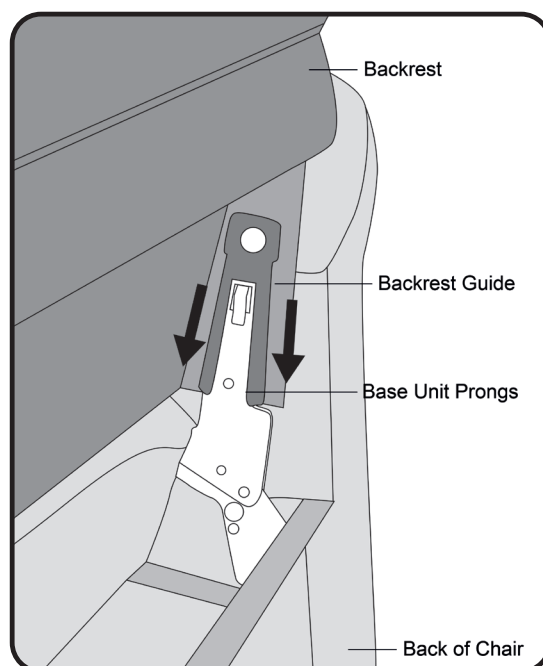
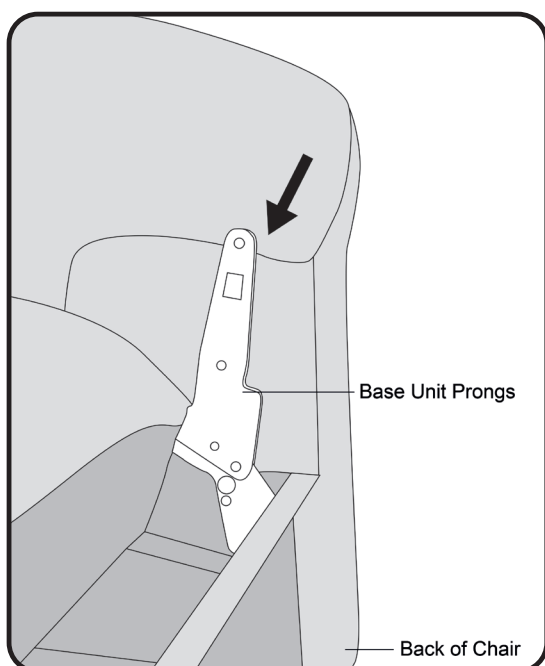
- b) If castors are required: two lockable castors (for rear of chair) and two normal castors (for front of chair) are provided. Remove from packaging. Unscrew the locking nut from the top of the castor and feed through the designated hole on the underside of the chair. Re-apply the locking nut and fasten securely



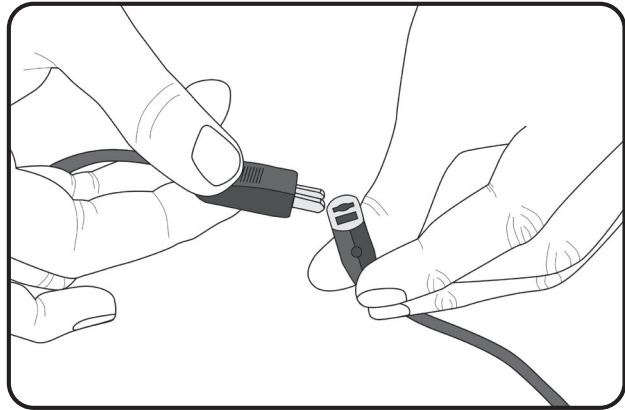
Warning! Castors secure the chair but do not lock the chair in place. Castors may not work as well on carpets or rugs with heavy tufting.

- c) Slide the backrest into the base using the guides on the sides of the backrest.

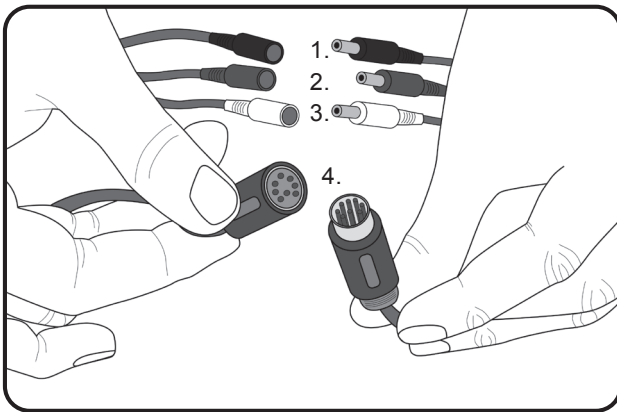
When the base unit's protruding prongs are in the guides on either side of the backrest, push down on the backrest to 'click' this into place.



- d) Check that the handset is plugged into the motor. If not, connect as per diagram to the left.



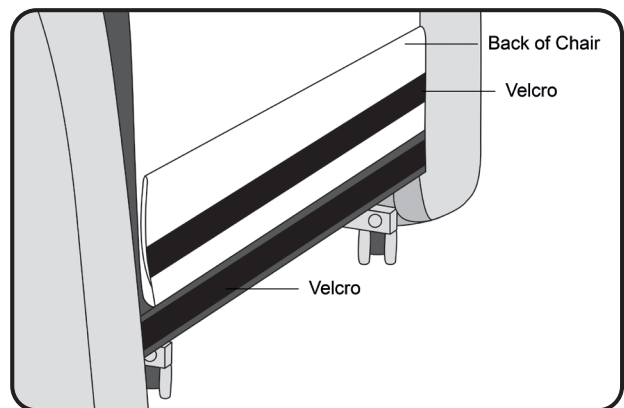
- e) At the rear of the chair, connect the base and backrest heat and massage functions together by connecting the internal wires (these wires will be loosely protruding from the bottom of the backrest and will be at the rear of the base).



Cable Functions

1. Small Black: Power
2. Red: Heat
3. White: Massage
4. Large Black: Heat & Massage Handset

- f) Seal fabric from the bottom of the backrest to the base of the chair using the Velcro strips.

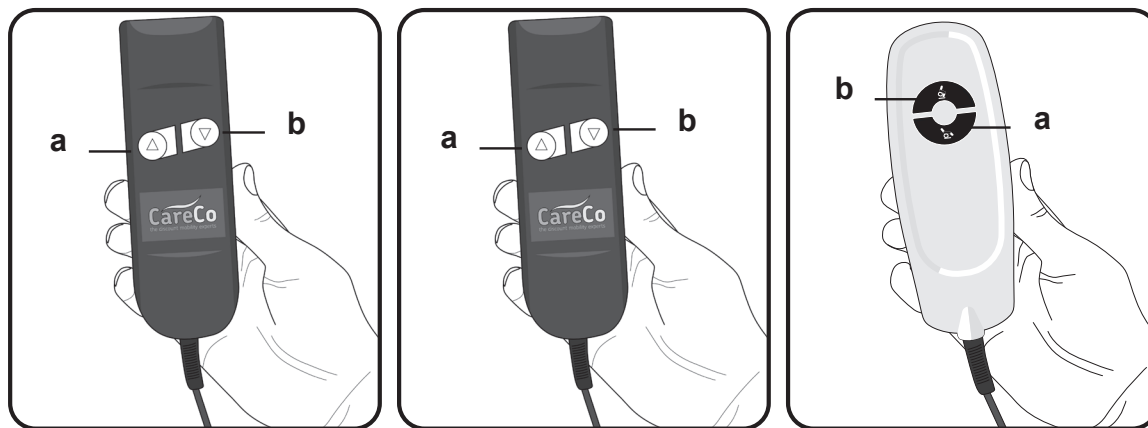


- g) Move the chair in the desired position within the room (see section on 'Positioning Your Chair') then put your feet up, relax and enjoy!

2. REMOTE CONTROL – SINGLE MOTOR HANDSET

There are various types of hand controls depending upon the model of chair you have chosen. Before using the controls please read this important information.

PLEASE NOTE: THE KYOTO CHAIR WILL HAVE A SEPARATE INSTRUCTION SHEET FOR THE HANDSET.



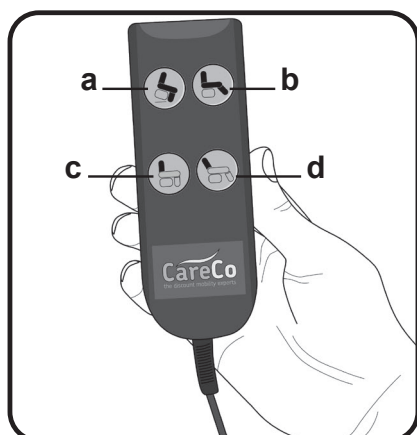
- a** Opens Footrest/
Lowers Backrest/
Lowers Chair
- b** Closes Footrest/
Lifts Backrest/
Lift Chair

Push the left-hand button and the chair will rise and automatically stop. Push the right-hand button and the chair will lower. When the chair reaches the sitting position it will automatically go into the recline position. If you continue to press this button the backrest will lower and the footrest will rise. The chair will automatically stop.

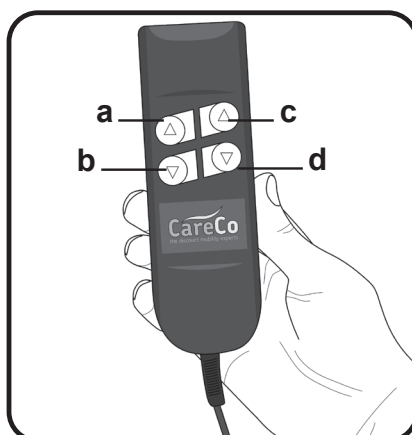
To stop the chair at any time simply release the button that is being pressed.

Warning! Never press both buttons together as this will damage your chair

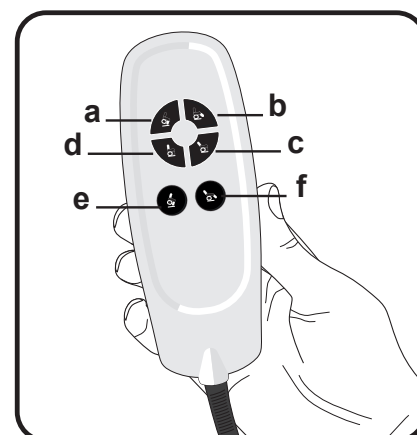
2. REMOTE CONTROL – DUAL MOTOR HANDSET



**Dual Motor Controller
Design 1**



**Dual Motor Controller
Design 2**

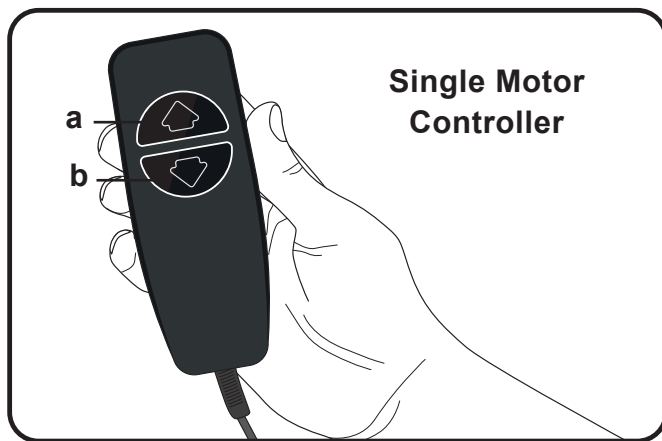


**Dual Motor Controller
Design 1**

- a)** Lowers/Closes footrest and lifts chair.
- b)** Lifts/Opens footrest and lowers chair.
- c)** Lowers/Opens backrest.
- d)** Lifts/Closes backrest.
- e)** Raises the chair
- f)** Reclines the chair

Warning! All handsets are fitted with a Quick Release cable connection (located in the pocket of your chair) that enables the handset to be removed if faulty, or if you wish to prevent unauthorised use of your chair. Take care when re-connecting the handset to ensure the locking cap is in place and the cable is secure.

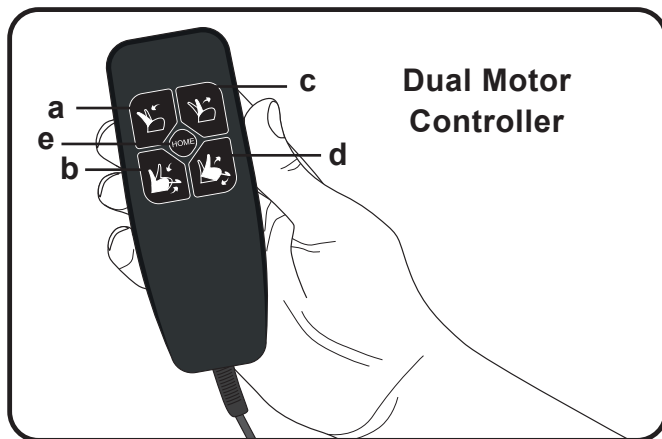
2. SINGLE MOTOR REMOTE CONTROL



a) Opens Footrest / Lowers Backrest / Lowers Chair

b) Closes Footrest / Lifts Backrest / Lift Chair

DUAL MOTOR REMOTE CONTROL



a) Opens/reclines backrest.

b) Opens/lifts footrest and lowers chair.

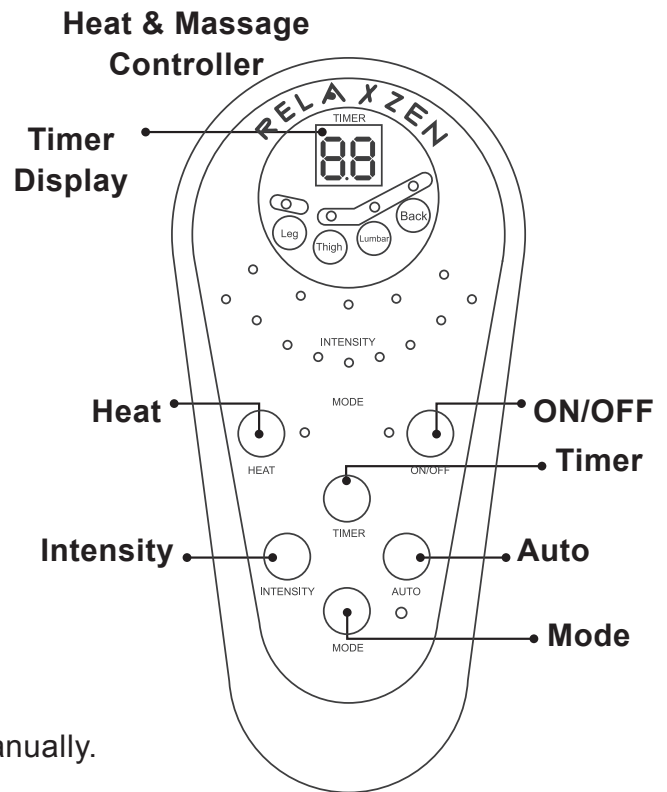
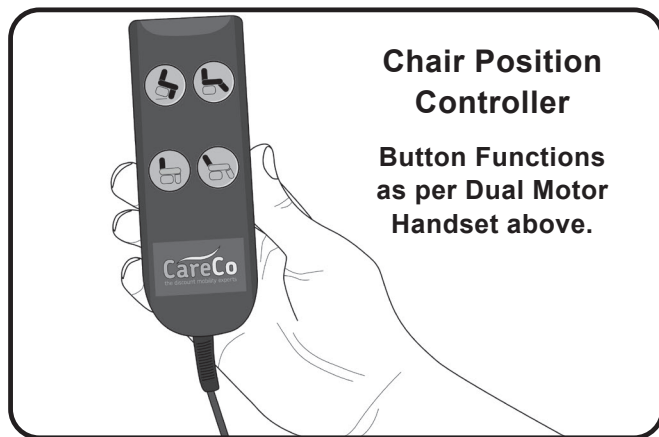
c) Closes/lifts backrest.

d) Closes/lowers footrest and lifts chair.

e) Home - Returns chair to normal seating position and then lifts to the upright risen position. If the chair is in a normal seated position this will lift the user to the upright position.

Please Note: Do not expose the handset to heat. This may cause the rubber to break down.

2. REMOTE CONTROL – HEAT & MASSAGE HANDSET



1. **ON/OFF** – Turn the power on and off.
2. **TIME Setting** – Select the massage period of 5/10/15/20/25 minutes.
3. **MODE** – Select any of the nine (9) programs manually.
4. **HEAT** – Turn the heat on and off.
5. **INTENSITY** – There are five (5) intensities that can be selected.
6. **BACK / LUMBAR / THIGHS / LEGS** – Select a massage zone individually: Back / Lumbar / Thighs / Legs. To turn off a zone, press the button again.

Warning! Massage & Heat function should only be used for a maximum of 25 minutes at a time with a minimum of 15 minutes resting period in between. Should the handset or functions begin to over heat turn off and unplug the device and call CareCo's customer service.

Warning! Never leave the chair unattended with the power on.

Warning! Should the heating become uncomfortably hot even when on the LO setting, switch off at the mains and contact CareCo Customer Services.

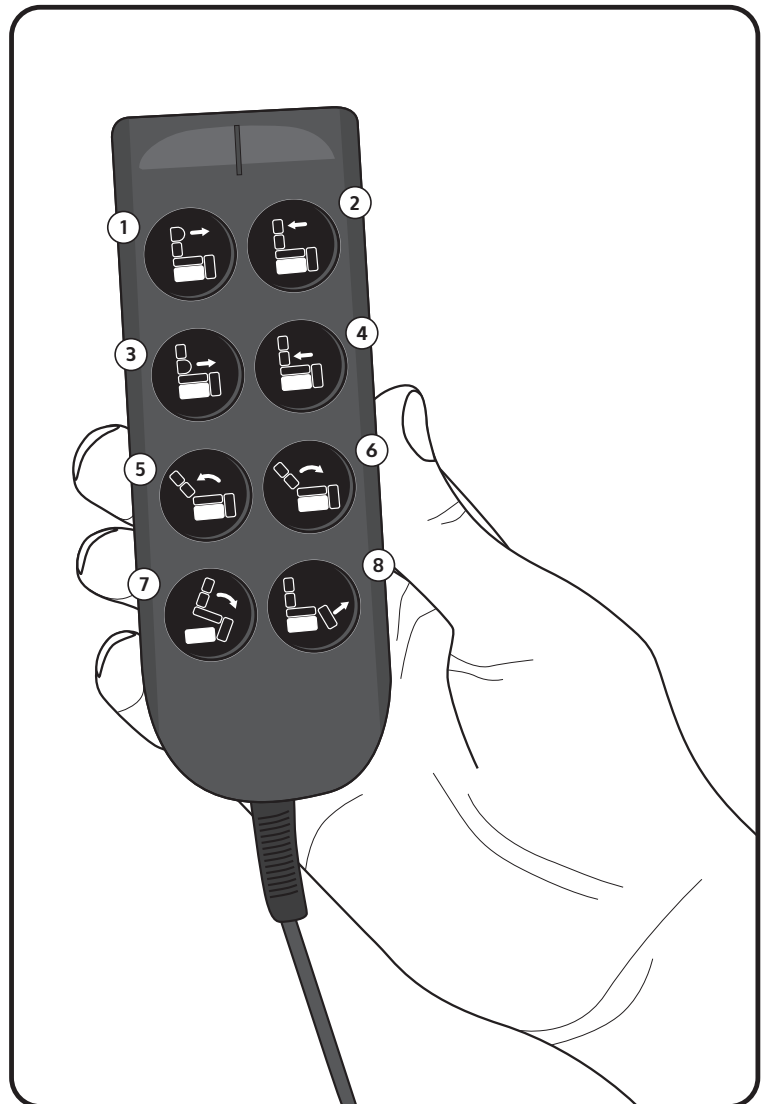
Warning! Should the vibration not stop when commanded or malfunction in any way switch off at the mains and contact CareCo Customer Services.

Please Note: The massage functions are simulated by a relaxing and gentle vibration. To feel the full benefit of these functions the heat and massage mechanism is placed close to surface under the fabric, this is to maximise the features which the Heat & Massage system provide.

2. REMOTE CONTROL – 4 MOTOR HANDSET

The premier feature of the Relaxor 4 Recliner is that you have the ability to adjust your feet and back independently to achieve your perfect position. For example, the seat back can recline until it is horizontal to the floor. To achieve this, press and hold button “5” until it is fully reclined.

- ① HEADREST UP BUTTON
Press and hold to move headrest up.
- ② HEADREST DOWN BUTTON
Press and hold to move headrest down.
- ③ LUMBAR SUPPORT OUT BUTTON
Press and hold to move lumbar support out.
- ④ LUMBAR SUPPORT IN BUTTON
Press and hold to move lumbar support in.
- ⑤ SEATBACK RECLINE BUTTON
Press and hold to recline the seatback.
- ⑥ SEATBACK INCLINE BUTTON
Press and hold to raise the seatback.
- ⑦ UP BUTTON
Press and hold to return all chair power options to the neutral position, while putting the legrest down and lifting you into an upright position.
- ⑧ LEGREST UP BUTTON
Press and hold to bring the chair from upright to seated and raise the legrest.



3. POSITIONING YOUR CHAIR

If you wish to move the chair for cleaning or for a more comfortable position, please follow the instructions below. Remember to position a telephone within reach so you can call for help in an emergency.

- Make sure there is enough space behind the headrest for it to fully recline.
- If the backrest hits an object such as a wall it will damage the mechanism.
- Beware of trip hazard when positioning the power lead. A lead protector should be used where it is exposed.
- Level the chair by adjusting the feet.
- If the pile of the carpet is thick ensure that the footrest does not catch on the carpet. If it does, raise the chair by using the foot adjusters.

Before using your chair ensure that the cable appears undamaged and it does not pose a trip hazard.

Ensure all cables are clear of the mechanism and that the chair isn't situated on top of any cables prior to use.

4. GETTING SEATED

Before you operate the controls, ensure that children and pets will not be trapped, and that the chair is not obstructed in any way.

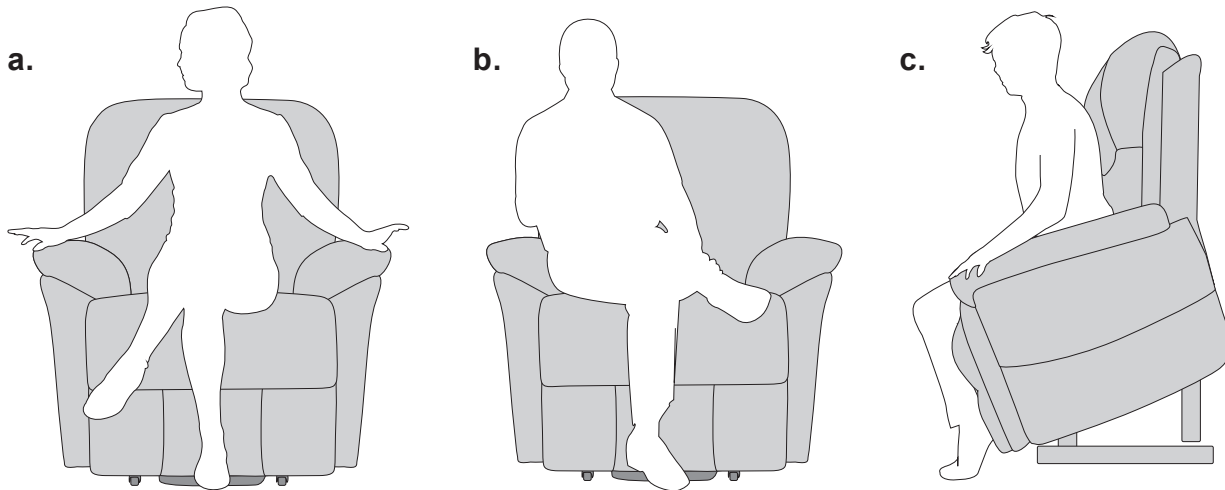
- Stand close to the chair – press the UP/RISE button on the remote control and raise the chair to a comfortable height.
- Position yourself in the centre of the chair, ensure you are stable then reach back until you feel both armrests. Then lower yourself into the seat.
- Once you are supported by the chair, press the DOWN/LOWER button and lower yourself to a sitting position. When the chair has stopped moving release the button.

Warning! Always ensure that the castors (if fitted) are in the correct position before getting in or out of the chair.

Warning! When the chair is in the raised position, do not drop heavily onto it but lower yourself gently. A severe impact could damage the mechanism.

5. SAFE SEATING POSITION

The chair is a lifting device and it is important that you are positioned correctly in the chair when rising and lowering. If the correct body position is not maintained there is a risk of injury or damage to the chair. The central position should be used either in the standing or sitting mode.



- a) Correct position: Sit centrally with arms on the chair.
- b) Incorrect position: This will place excessive strain on the mechanism plus the body is unstable.
- c) Using the chair to stand.
 - Press the UP/RISE button and the chair will raise. Remember to keep in the central position in the chair.
 - When you have reached a position which is easy for you to stand or get out of the chair, release the button.
 - Press the DOWN/LOWER position to lower the chair back to its conventional position.
 - Store the control in the pouch provided.

If you are not using the chair, it should not be left in the UP or RECLINED position. When the chair is in the sitting position it can of course be used as a normal piece of furniture.

Warning! Before operating the controls ensure that children and pets will not be trapped and that the chair is not obstructed in any way. Do not attempt to get out of the chair with the footrest in the raised position – the mechanism may be damaged by putting too great a weight on it.

6. HAZARD AREAS

Warning! When the chair and footrest are raised, keep the indicated areas clear of pets, children, bags or any obstruction (see images above). Always ensure that cables or tubes are not trapped in any part of the moving mechanism. When positioning supporting medical devices, make sure they cannot be damaged by the movement of the chair, or displaced in such a way to result in damage to cables or tubes.

7. UPHOLSTERY CARE & MAINTENANCE

Caring for Leather & Bonded Leather Upholstery

Do not over expose leather or bonded leather to sunlight.

Leather and bonded leather furniture must be properly cleaned to keep free of dust and dirt. Please dust frequently and occasionally wipe over with a damp, soft cloth. Let the furniture dry thoroughly before use.

Never use a coloured cloth to clean leather or bonded leather. Colour may transfer from the cloth to the furniture.

Never use any type of harsh cleaner – especially alcohol-based products.

Spots & Spills

Blot excess liquid immediately with a clean absorbent cloth or sponge. If necessary, use clear, lukewarm water and gently wipe the spill. Dry with a clean cloth and allow to air dry. Do not dry wet areas with hair dryers etc.

Stubborn Spots & Stains

For most leather or bonded leather furniture, use a mild solution, such as Neutrogena or Ivory liquid soap, with lukewarm water on a soft cloth. Always clean a small hidden sample area first and clean gently (no firm pressure).

After cleaning, rinse and dry naturally. For natural leather, blot excess liquid immediately with a clean absorbent cloth. Stains should disappear eventually.

Do Not Use

Saddle soaps, oils, abrasive cleaners, soaps, furniture polish, oils, varnish or ammonia water should not be used on leather or bonded leather. The leather has already been permanently preserved in the tanning process and needs no maintenance other than the simple cleaning recommended.

Note: Please be aware that certain household chemicals and personal care products can have an adverse effect on the leather. This includes the products listed above and also hair preparations, some skincare preparations, room sprays etc., plus some strong medications.

Cleaning Fabric Upholstery

In all cases remove excess spillage immediately using a clean white absorbent cloth or paper roll. Blot the stained area so that the fabric is as dry as possible. If the fabric is stained, use a damp cloth moistened with a diluted disinfectant cleaning agent. Clean a small hidden sample area first in case it discolours the fabric.

Warning! Always disconnect the chair from the mains before cleaning it, and do not reconnect it until you are sure it is completely dry. Never allow water to get into the electrics.

Maintenance: The chair is designed to be virtually maintenance free but we do advise that it is checked once every 12 months. Contact CareCo Customer Services on 0333 015 5000 or email: productsupport@careco.co.uk to arrange a service. On no account should an unqualified person attempt any repairs or maintenance.

8. GENERAL TROUBLE-SHOOTING GUIDE

- **Chair will not lift**

1. Check the chair is plugged into an electrical outlet and that the outlet is switched on.
2. Check the cable is not damaged. Check the fuse in the plug. Check the house fuse is in order. If fuses blow after being replaced, do not use the chair but unplug it and contact CareCo Customer Services.
3. Continuous use of the chair mechanism over a short period will overheat the motor. This will trip the safety switch and the chair will not work. Wait for 10 to 15 minutes and the switch will reset. The chair will now operate again. If it fails to operate contact CareCo Customer Services.

- **Noises**

All motors hum and vibrate slightly, this is normal. There are many moving parts and you may hear noises when operating the chair. However, if the noise is excessive, contact CareCo Customer Services.

- **Motor hums but will not lift**

Contact CareCo Customer Services as there could be a mechanical failure.

- **Motor keeps running and will not shut off**

Turn off the power and contact CareCo Customer Services.

- **Hot smells or smoke**

Disconnect the chair by unplugging at the mains, take fire safety precautions and contact CareCo Customer Services.

Warning! If you are uncertain about your chair and the way it is working, unplug it and contact CareCo Customer Services (productsupport@careco.co.uk) 0333 015 5000.

9. ENGINEER'S CHECK LIST

Warning! Always disconnect the chair from the mains before disassembling to avoid an electrocution hazard.

Warning! Springs can cause injury. Be aware that the exposed parts of the mechanism may move quickly and trap fingers or limbs.

- Inspect all wiring and connections in the transformer/mains unit and remote control.
- Check mechanism is working correctly and is level when raising/lowering.
- Ensure the chair is on level ground and the feet are adjusted correctly.
- Check the footrest does not touch the carpet or rug as it retracts.
- Check there are no signs of spillage on the chair – if contamination is suspected inspect the electrical system below the seat.
- Check whether the seat cushion is worn on one side – this indicates the incorrect positioning of the person when raising/lowering.
- Check the motor is quiet.
- Check the runners are lubricated and running true.
- If there is stickiness of the mechanism when operating this could indicate damaged bearings.
- Ensure nothing has been left down the sides of the armrests which may cause the chair to jam.
- Check that there are no obstructions under the chair. Check the functioning of the Hazard Sensor system (if fitted).
- If the backrest is marked this indicates that the chair has been in contact with a wall or obstruction.
- If the chair is fitted with the heating and massage option, check the safety of the electrical system before checking for correct functioning. In particular check for any cable damage and signs of over-heating and replace parts as necessary.
- Check all functions of the remote control work correctly, including the battery back up. Replace the back-up batteries with those meeting the specification.

Before signing off the maintenance check, correct all deficiencies, replacing covers and parts as necessary.

10. DISPOSAL & RECYCLING

When you dispose of your chair, contact your local waste disposal agency for advice. The chair must be disposed of in accordance with the local and national statutory regulations.

11. TECHNICAL SPECIFICATION

Weight limits of the CareCo range of Lift and Recliner Chairs is shown below. Do not exceed these limits either by the weight of the person or by having pets, children or other items on your lap when operating the chair.

For battery back-up use two high quality batteries such as Duracell Plus 9v Alkaline MN 1604 or equivalent)

Model	Weight Limit in kg	Weight Limit in st	Footrest Weight Limit in kg
Augusta	150 kg	23 st 9 lbs	25 - 30 kg
Bergen	150 kg	23 st 9 lbs	25 - 30 kg
Cromwell	150 kg	23 st 9 lbs	25 - 30 kg
Lynton	150 kg	23 st 9 lbs	25 - 30 kg
Oslo	150 kg	23 st 9 lbs	25 - 30 kg
Sofia	150 kg	23 st 9 lbs	25 - 30 kg
Wellington	150 kg	23 st 9 lbs	25 - 30 kg

All chairs are for domestic use only. CareCo (UK) Ltd can offer certain chairs for contract use / medium hazard. Please contact Customer Services (productsupport@careco.co.uk) 0333 015 5000. The footrest is designed to support up to a maximum weight of 45lbs (20kg) for models with a maximum weight capacity of up to 375lbs (170kg).

12. GUARANTEE INFORMATION

12 Month Guarantee

CareCo (UK) Limited (the 'Company') guarantees its products against defects in materials and workmanship under normal use for a period of one year from the date of purchase by the original retail purchaser (the 'Guarantee Period'). If a defect arises and a valid claim is received with the Guarantee Period, at its discretion, the Company may:-

- 1 Repair the defect at no charge, using new or replacement parts; functionally equivalent to, the original product; or
- 2 Replace the defective part with a new part or a part that is either the same as, or functionally equivalent to, the original part;
- 3 Replace the product with a new product which is the same as, or at least functionally equivalent to, the original product; or
- 4 Refund the purchase price of the product.

A replacement product or part assumes the time remaining on the Guarantee Period of the original product or 30 days from the date of replacement or repair, whichever provides longer coverage. When a product or part is exchanged, any replacement item becomes the property of the consumer and the replaced item becomes the Company's property. When a refund is given, the product for which the refund is provided must be returned to the Company and becomes the Company's property.

Exclusions & Limitations

The Guarantee does not apply to the following:-

- 1 Damage caused by accident, abuse, misuse, flood, fire, earthquake or other external cause;
- 2 Damage caused by operating the product outside the permitted or normal use of the product;
- 3 Damage caused to products that were not operated, maintained or serviced in accordance with the Owner's Manual;
- 4 To a product or part that has been modified or repaired otherwise than in accordance with the Owner's Manual or with the express written authority of the Company; or
- 5 To normal wear or tear, normal maintenance, service or periodic adjustments necessitated by normal use.

In addition to the above, the Company shall be under no liability in respect of any defect arising from wilful damage, negligence, or misuse.

The Guarantee only applies to the original purchaser and is non-transferable.

Except in respect of death or personal injury caused by the Company's negligence, the Company shall not be liable by reason of any representation (unless fraudulent), or any implied warranty, condition or other term, or any duty at common law or under the terms of the Guarantees, for any indirect, special or consequential loss or damage (whether for loss of profit or otherwise), costs, expenses or other claims for

compensation whatsoever (whether caused by the negligence of the Company or its employees or otherwise) which arise out of or in connection with the supply of the product(s) or their use or resale, and the entire liability of the Company under or in connection with the products and the Guarantees, shall not exceed the price paid for the products.

Any descriptions, specifications, samples, models, bulletins or similar materials used in connection with the sale of products by the Company are only for information and should not be construed as warranties.

The consumer's statutory rights are not affected by the Guarantees.