GRANDORA SNUG

WATCH NOW

Scan me on your phone camera to watch our assembly video.

USER MANUAL

PRODUCT CODE: FN01020040

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CareCo

INTRODUCING THE GRANDORA SNUG

The Grandora Snug Riser Recliner has been expertly crafted to provide you with optimum support and customizable positions to suit your individual needs.

Due to CareCo's commitment to continuous product improvement, product information and designs are subject to change without notice. No claims can be made based on the data and illustrations in this user manual.

The latest/current version of this user manual is available on our website.

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Thank you for choosing CareCo.

This manual can be viewed in PDF format at the following URL: **www.careco.co.uk**

Proud partners of the Furniture Industry Research Association.

BEFORE USE

This user manual contains all the necessary information you need to safely operate and care for your Grandora Riser Recliner, ensuring you'll be able to enjoy all its features for years to come.

Before attempting to operate your riser recliner, complete the following:

- Read and follow all instructions within this user manual.
- Take the time to understand the recliners operation and controls.
- Ensure the recliner has been correctly assembled and is safely positioned with enough space to rise and recline without obstruction.

If any additional assembly, disassembly and/or operation assistance is required, please contact CareCo.

Keep this user manual is in a safe place for future reference.

KEY DEFINITIONS

This user manual contains warnings and suggestions marked with the following symbols:

WARNING! Highlights a potentially hazardous condition/situation for the user and/or product.

SUGGESTION General suggestions and advice for operating the product.

Need help with assembly?

We've put together a step-by-step assembly guide to help you get your product set up safely and correctly. Just scan the QR code with your phone camera to play the video.

WATCH NOW

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GETTING STARTED

CARTON CONTENTS

ITEM NUMBER	DESCRIPTION	QUANTITY
1	Backrest	1
2	Seat Base	1
3	Transformer	1
4	Mains Plug	1
5	Castor Assembly	2

We strongly recommend that you keep the box and internal packaging for the duration of your warranty period.

PRODUCT COMPONENTS

1. Backrest
2. Armrest
3. Seat Base
4. Footrest
5. Side Pocket
6. Handset
7. Mechanism

SETTING UP YOUR RISER RECLINER

1. Remove all riser recliner components from the outer packaging, then place them onto a level surface.

2. Tilt the chair base forwards, then attach the castor assemblies to the rear of the mechanism.

3. Lift the power cable away from the seat base prong and place to one side.

4. Lower the backrest onto the seat base prongs, then firmly press downwards.

   An audible “click” will confirm the backrest is secure.

5. Move the chair into a suitable position with plenty of space to rise and recline.

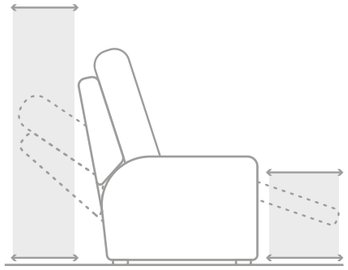
6. Connect the power cable to the transformer and mains plug.

7. Connect the mains plug to a nearby wall socket and switch [ON].

> **SUGGESTION** Ensure all electrical connections are secure before use.
>
> Continue reading this user manual before operating the chair for the first time.

HOW TO USE YOUR RISER RECLINER

USER INSTRUCTIONS



Position the chair on a level surface with enough space to rise & recline.

If required, ask for assistance from an attendant when positioning the chair to avoid personal injury and product damage.

SITTING DOWN

Ensure the riser recliner chair's backrest is in the upwards position and the footrest is in the downwards position.

Gradually move backwards, using the armrests for support if needed before lowering into the seat.

STANDING UP

Place feet flat on the floor and use the chairs lift function to gradually rise.

Use the armrests for support if needed before lifting upwards to leave the chair.

USER CONTROL

Adjust the chairs angle using the Rise & Recline Handset.

CHILDREN & PETS

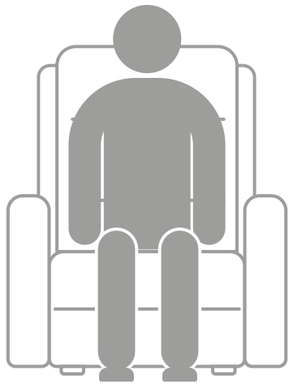
Keep children and pets away from all moving parts when operating the riser recliner.

BODY POSITIONING

SITTING

Sit centrally within the chair and maintain a neutral posture.

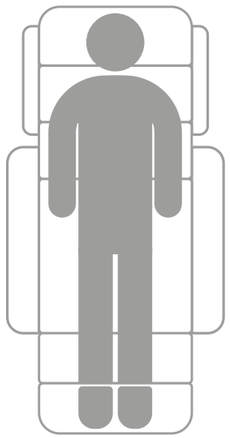
Avoid leaning forwards and sideways.

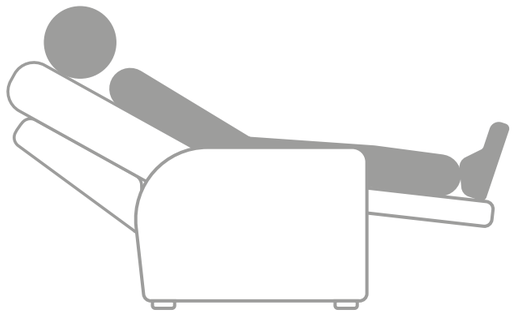


LAYING

Lay on your back, centrally within the chair.

Do not lay on your side.

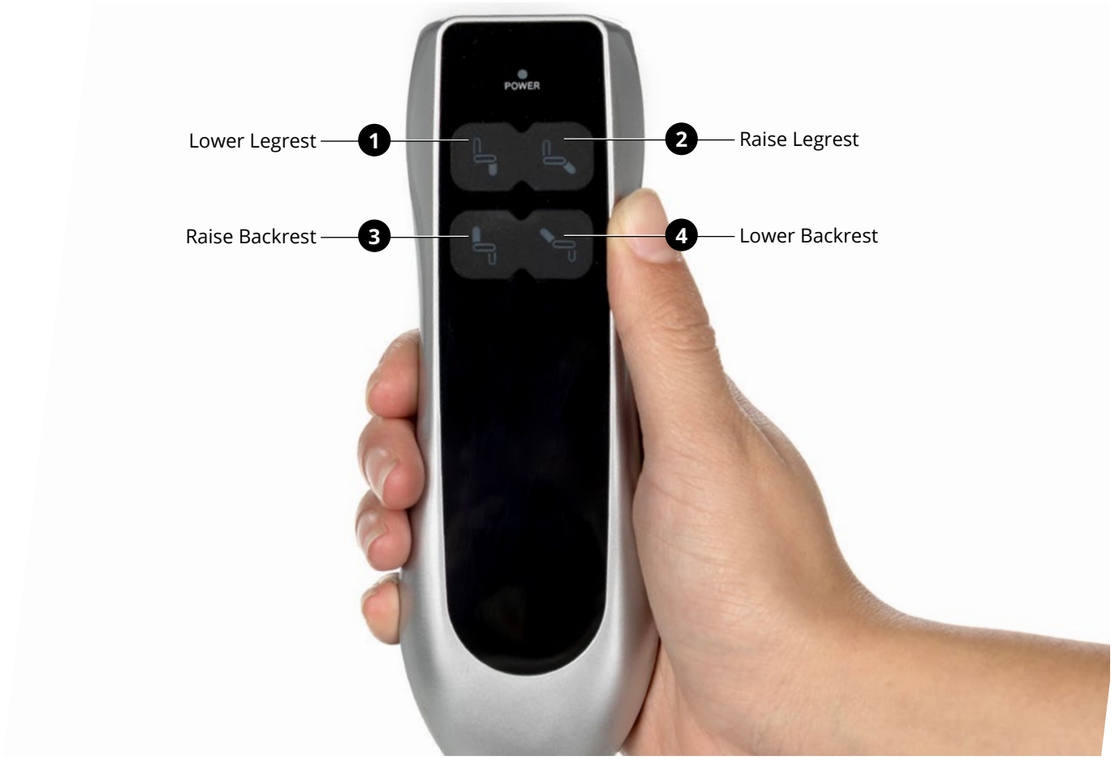




RISE & RECLINE HANDSET CONTROLS

PRESS & HOLD – Initiate action

RELEASE – Stop action



1 - LOWER LEGREST / RAISE CHAIR

Lowers the chair's legrest, then raises and tilts the chair forwards to assist the user when standing.

2 - LOWER CHAIR / RAISE LEGREST

Lowers the chair, then raises the leg rest to assist the user when relaxing.

3 - RAISE BACKREST

Lifts the chair's backrest.

4 - LOWER BACKREST

Reclines the chair's backrest.

TRANSFORMER

The riser recliner chair transformer is fitted with an LED indicator that indicates when the power is [ON] and when the power is [OFF].

LED Indicator	Power Status
GREEN	ON
NONE	OFF

⚠ **WARNING!** Do not place the transformer directly under the recliner chair.

SUGGESTION Place the transformer in a well-ventilated area.

OPTIONAL EXTRAS

ARM & HEADREST COVERS

Keep your recliner looking as good as new with the additional arm & headrest covers.

CARECO FABRIC CARE KIT

Remove stubborn stains and odours with the CareCo Fabric Care Kit.

DISASSEMBLY & TRANSPORTATION

If for any reason the riser recliner chair needs to be transported via motor vehicle, ensure the disassembled components are properly secured before transport to avoid transit damage.

1. Ensure the recliner is returned to a seated position before disassembly.

2. Disconnect the chair from the wall socket, then place the transformer and power cable into the chair's side pocket.

3. Release the locking clips on either side of the backrest whilst pulling the backrest upwards.
   An audible "click" will confirm the backrest is unlocked.

4. Lift the chair backrest away from the base.

5. Store/transport the chair components.

> **SUGGESTION** Place the chair back into its original packaging or in a protective cover to prevent damage.

> ⚠ **WARNING!** Lift the chair with a minimum of two persons to avoid injury.

LOOKING AFTER YOUR RISER RECLINER

⚠ **WARNING!** Personal injury or fire damage can occur if the chair comes into direct contact with a heat source. (e.g., cigarette, heater)

We recommend that the user does not smoke whilst using the riser recliner chair however if the user wishes to do so, please adhere to the following safety guidelines:

- Never leave a cigarette unattended.
- Keep the ashtray a safe distance away from the riser recliner.
- Ensure the cigarette is extinguished before disposal.

UPHOLSTERY CARE

GENERAL CLEANING

1. Use a vacuum cleaner or soft brush to remove dust and grime from the chair's upholstery.

SPOT CLEANING

2. Blot the area with a clean absorbent cloth or sponge.
3. Pat dry with a towel or leave to air dry.

STUBBORN SPOT CLEANING

1. Apply shampoo foam to the area using a soft brush.
2. Use circular motions to cleanse the area.
3. Wait for the area to dry thoroughly.
4. Vacuum the area.

DEEP CLEANING

Contact a professional cleaning service if the chair becomes soiled.

⚠ **WARNING!** Do not use solvent-based cleaners. Do not saturate the recliner in cleaning solution.

SUGGESTION Use mild detergent(s) or non-solvent upholstery shampoo(s) when spot cleaning to avoid product damage.

Inspect the chair's upholstery regularly for pulls and tears.

SCISSOR MECHANISM CARE

Check for dirt and debris build-up regularly following the maintenance schedule found within this user manual.

Avoid sitting or standing on the footrest or other moving parts of the scissor mechanism.

Ensure that the area around the scissor mechanism is clear of obstacles that could affect its movement, including cables and other items.

If there are unusual grinding noises, jerky movements, or persistent problems with the recliner's scissor mechanism, contact CareCo.

Do not exceed the weight limit specified.

⚠ **WARNING!** Take care when adjusting positions to avoid trapping or pinching of body parts.

ELECTRONICS CARE

Check for damage regularly following the maintenance schedule found within this user manual.

If there is damage to the electronics, unplug the riser recliner from the wall socket and contact CareCo.

Keep all electronics away from moisture and extreme temperatures.

Ensure any wires leading to the transformer are clear of pinch points and scissor mechanism linkages.

Keep electrical connections away from sources of dampness, including direct exposure to water, bodily fluids, and incontinence.

⚠ **WARNING!** This is an electrical item and should be treated with caution.

MAINTENANCE

Your riser recliner is made up of components which over time will become susceptible to wear and tear.

Knowing how to properly care for and maintain your product will not only ensure peak performance and safe operation but will also help maintain operation for years to come.

MAINTENANCE SCHEDULE

Carry out regular inspections to keep your riser recliner in optimum condition.

COMPONENT	INSPECTION DESCRIPTION	AT ANY TIME	WEEKLY	MONTHLY	QUARTERLY
HANDSET CONTROLS	Ensure the handset is responsive and works as intended.	○			
FUNCTIONALITY	Ensure the riser recliner moves and operates as intended.	○			
CONNECTIONS	Ensure the recliner's connections are free from damage and are secure.	○			
FRAMEWORK	Ensure the framework is clear from debris and damage.	○			
UPHOLSTERY	Check for wear and tear.		○		
OVERALL	Overall check for wear and residue build-up. Cleaning if required.			○	

REPAIRS

Certain riser recliner components can be repaired by the user with guidance provided by CareCo.

Other components can only be repaired/replaced by a service technician.

If for any reason the riser recliner requires repair due to a defect, contact CareCo immediately.

TROUBLESHOOTING

The below table is to be used as a guide to make the recliner chair operational again.

If after troubleshooting the recliner chair still does not operate, contact CareCo.

SYMPTOM	POSSIBLE CAUSE	POSSIBLE REMEDY
THE RISE/RECLINE HANDSET WORKS INTERMITTENTLY	The handset and/or its associated wiring has a fault.	Check for any loose connections and tighten if required.
		Contact CareCo.
NO POWER	The mains plug is switched [OFF].	Switch [ON] the mains plug.
	The wall socket is not working.	Connect the chair to an alternative wall socket.
	The transformer and/or its associated wiring has a fault.	Check for any loose connections and tighten if required.
		Ensure the transformers LED indicators is lit GREEN, if there is no LED indicator, contact CareCo.
		Contact CareCo.
	The handset and/or its associated wiring has a fault.	Check for any loose connections and tighten if required.
		Contact CareCo.
JUDDERING/NOISY WHEN OPERATING	The mechanism requires lubricating.	Contact CareCo.
	The mechanism is being obstructed.	Check for any obstructions and remove if required.
	The mechanism has a fault.	Contact CareCo.
	The motor(s) and/or their associated wiring have a fault.	Check for any loose connections and tighten if required.
		Contact CareCo.
THE BACKREST DOES NOT LIFT/LOWER	The backrest motor and/or its associated wiring has a fault.	Check for any loose connections and tighten if required.
		Contact CareCo.
THE FOOTPLATE/SEAT DOES NOT LIFT/LOWER	The footrest motor and/or its associated wiring has a fault.	Check for any loose connections and tighten if required.
		Contact CareCo

SUGGESTION It is normal for the Riser Recliner to make audible noise during action. If you notice an unusual noise, please contact CareCo.

WARNINGS & TECHNICAL INFORMATION

SPECIFICATIONS

OVERALL CHAIR LENGTH (SITTING) (MM)	985
OVERALL CHAIR LENGTH (RECLINED) (MM)	1800
OVERALL CHAIR HEIGHT (SITTING) (MM)	1120
OVERALL CHAIR HEIGHT (LIFTED) (MM)	1450
OVERALL CHAIR WIDTH (MM)	1070
SEAT WIDTH (MM)	685
SEAT DEPTH (MM)	530
SEAT HEIGHT (MM)	510
FOOTREST MAXIMUM HEIGHT (MM)	510
MAXIMUM USER WEIGHT (KG)	250
MAXIMUM LEGREST WEIGHT (KG)	35-40
CHAIR MAXIMUM RISE DEGREE (°C)	30
MAX/MIN STORAGE & OPERATING TEMPERATURE (°C)	-10 / 50
DEGREE OF PROTECTION AGAINST ELECTRIC SHOCK	CLASS II

The maximum weight limit for this product includes both the user and any other accessories fitted to the powerchair.

Due to manufacturing tolerances and continued product improvement, this specification can be subject to a variance of (+ or -) 3%.

ELECTROMAGNETIC INTERFERENCE (EMI)

Riser Recliner chairs may be susceptible to electromagnetic interference (EMI).

Electromagnetic energy (EM) is emitted from sources such a radio stations, TV stations, amateur radio (HAM) transmitters, two-way radios, and cellular phones.

The interference (from radio wave sources) can cause the riser recliner to move by itself or cause permanent damage to the riser recliner's internals.

The user can help to 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 riser recliner chair and any hand-held equipment emitting 10W or more of output power.

This product has passed immunity testing and is rated as a Group 1, Class B product. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment making the riser recliner chair suitable for use in all establishments, including domestic, 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 riser recliner chair.

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

DEGREE OF PROTECTION AGAINST ELECTRIC SHOCK

CLASS II

STORAGE TEMPERATURE

-10°C to 50°C

OPERATING TEMPERATURE

-10°C to 50°C

PRODUCT RE-ISSUING

Ensure the product is safe and functions as intended before re-issuing.

RECYCLING & DISPOSAL

When disposing of the riser recliner and/or its components, users should follow local disposal/ recycling regulations.

Contact CareCo if further advice is needed regarding recycling & disposal.

INTENDED USE

To assist an individual when sitting, standing, and resting.

INTENDED ENVIRONMENT

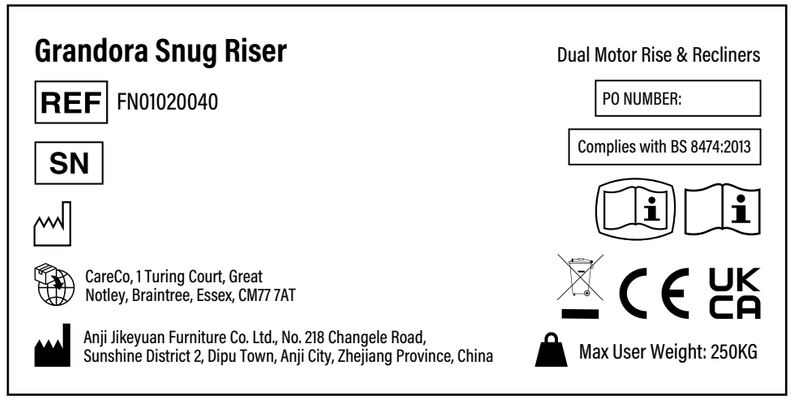
This chair is suitable for indoor use only.

MODIFICATIONS

Unauthorized modifications and/or installation of unapproved 3rd party components and accessories can result in personal injury and product damage. Do not modify the riser recliner chair as this will void your warranty.

PRODUCT IDENTIFICATION

The product identification label is located on the scissor mechanism at the rear of the recliner chair.



DEFINITIONS

#	Model number
LOT	Batch code
	Date of manufacturer
	Manufacturer's address
	Product expiry date
UK REP	UK responsible person
UKCA	UKCA Mark
NON STERILE	Non sterile
	Refer to instruction manual
	Caution
	Indicates electrical / electronic equipment must be disposed of in accordance with the WEEE regulation.
	Keep away from rain
	Keep away from sunlight

GENERAL WARNINGS

- Do not disconnect the plug from the wall outlet by pulling the power cable.
- Periodically check the handset and power leads for visible damage.
- Keep the handset away from heated surfaces.
- Do not operate the handset with wet hands.
- Keep children and pets away from all moving parts when operating the riser recliner.
- Do not allow children to play on or operate the riser recliner.
- Keep hands and feet away from pinch points.
- Place the chair in an upright and closed position when not in use.
- Do not sit or stand on the footrest.
- Do not suddenly drop into the chair when sitting.
- Do not place objects under the chair.
- Ensure the area is clear of obstructions before operating the chair.
- Do not expose the chair to heaters, stoves, or direct sunlight.
- This chair is suitable for indoor use only.
- Do not use the chair in a humid or dusty environment as it may cause electric shocks and/or mechanical problems.
- Beware of pinch/crush points.

EXPECTED LIFETIME

The Expected Lifetime is the estimated period of time for which the riser recliner is expected to function according to its intended use.

Various items such as weight capacity, user behaviour, and intensity of use can affect the expected lifetime.

WEIGHT CAPACITY:

If the user exceeds the weight limit specified, it may affect the riser recliner's expected lifetime.

USER BEHAVIOUR:

Using excessive force, rough handling or dropping components can significantly shorten the recliner's expected lifetime.

INTERNAL CONDITIONS:

Exposure to direct sunlight, humidity and extreme temperatures can impact the recliner over time. Ensure the chair is kept in a suitable environment to minimize these effects.

USAGE:

A riser recliner that is used daily may experience more wear and tear compared to a riser recliner that is used occasionally.

The expected lifetime for the riser recliner is 5 years providing the instructions and information within this user manual are followed.

Regular cleaning, lubrication of moving parts, and tightening of loose fixings will prevent premature wear and damage and extend the product's lifetime.

The expected lifetime is not related to the product warranty.

WARRANTY

If a component requires repair or replacement due to a specific manufacturing or material defect within its warranty period, it will be repaired or replaced free of charge by CareCo.

- **METAL FRAME: 5-YEAR WARRANTY**
- **ELECTRONIC COMPONENTS: 2-YEAR WARRANTY**

Consumables are not covered under normal warranty circumstances unless they have clearly suffered excessive wear or damage as a direct result of a manufacturing defect.

Parts that have been previously replaced that require subsequent repair or replacement due to manufacturing defects will be honoured for the remainder of the riser recliner's warranty period.

Parts that have been purchased by the end user after the original warranty period has expired have a warranty period of 12 months.

CareCo is not responsible if the riser recliner requires repair or replacement as a direct result of:

- Changes or modifications made to the product that fall outside of the manufacturer's specifications
- The product not being serviced or maintained according to the manufacturer's recommendations contained in this user manual.
- Negligence, Accidental Damage, and Improper Use.
- Repairs attempted before CareCo have been notified.
- The product being purposely damaged or mistreated.

In the unlikely event that this product is recalled, CareCo will notify the user.

Please ensure that your contact information is up to date.

Alternatively, please visit our website for any product alerts: www.CareCo.co.uk

NOTES

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