



HUMPHREY

Instructions for use

Humphrey is a prone/upright stander with a wide range of adjustments.

DNH50
3 - 7 years
Max weight 35 Kg



Section 1 All Users	Pages 2 - 8 Safety Information
Section 2 Technical User	Pages 9 - 16 Physiotherapist, Occupational Therapist.
Section 3 Home User	Pages 17 - 19 Home or School Carer.
Section 4 Re-Issue	Pages 20 - 25 Stores Personnel.


















**Note: Humphrey is a Prescribed Medical Device.
To be used only with the guidance of Therapist or Prescribing
Practitioner. Please read these instructions carefully before use.**

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All Users

GB

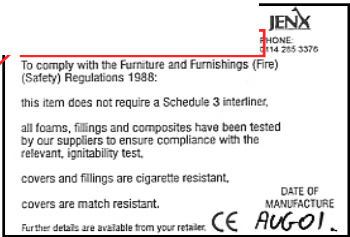
IMPORTANT SAFEGUARDS

	NEVER LEAVE CHILD UNATTENDED WHILE THEY ARE USING THIS PRODUCT.
	Failure to follow instructions, especially with regard to moving parts may pose a risk to the user. Always read instructions before use.
	Do not use this product if you suspect it is faulty or broken. Contact Jenx Limited immediately for advice. +44 (0) 114 285 3376
	This product should be used on a level floor and never on raised or uneven surface. Do Not use this product as a Mobility Device.
	This product contains small parts which could present a choking hazard to small children.
	All Jenx Limited products are tested to current fire regulations. Always keep products away from naked flames, cigarettes and sources of heat. E.g. Radiators, Heaters etc.
	Jenx supply tools to adjust certain products. The tools are supplied for adjustments to be made by the therapist only. Store in a safe place. Keep Away from children. Do Not make adjustments, other than instructed to do so.
	Secure the child by using the straps before you begin to make any other adjustments. Ensure the belt is adjusted for each child and for changes of clothing.
	Assemble product fully before use. Please contact Jenx Limited if you have any problems at this stage.
	Look after your product well, clean regularly and do not use abrasive cleaners.
	All belts and harnesses should be used at all times. For therapy purposes it may be necessary to deviate from this rule and any deviation should be fully documented as part of a Risk Assessment or Therapy Programme and all relevant staff and carers appropriately trained. Secure client with straps before adjusting product. Ensure finger's width between safety strap and client to prevent over tightening or client moving to inappropriate position. Adjust straps for each client and changes of clothing. Minimum Velcro overlap: 3 inches (7.5cm) on all straps. If strap is not long enough, DO NOT USE PRODUCT
	This product conforms to the European Medical Devices Directive. It has not been tested in conjunction with other manufacturers products. Do not add any accessories other than Jenx Limited accessories to this product. If in doubt, contact us for advice. +44 (0)114 285 3376
	When not in use store this product in a dry place that is not subject to extremes of temperature. E.g. Places not to store this product are attics or garden sheds.
	Any service or repair carried out by persons other than a Jenx authorised service person will invalidate the guarantee and Jenx can accept no liability for any injury or damage so caused.
	Ensure your Therapist has signed the inspection log as "Set Up" before using the product. If this product has not been set up by your Therapist DO NOT USE THE PRODUCT

SAFETY LABEL


The batch number is Maximum user weight written on the fire label (see picture below) which is located on the inside of the product body. Or in some instances on the underside of the seat. Please quote this

Batch number




JENX
 PHONE: 0114 285 3376
 To comply with the Furniture and Furnishings (Fire) (Safety) Regulations 1988:
 this item does not require a Schedule 3 interliner.
 all foams, fillings and composites have been tested by our suppliers to ensure compliance with the relevant, ignitability test.
 covers and fillings are cigarette resistant.
 covers are match resistant.
 Further details are available from your retailer. **CE** DATE OF MANUFACTURE **AUG-01**


Each Jenx product has a pictorial safety label attached. Refer to explanation below.




Warning / Attention.




Please read Instructions




Only use indoors




Always fasten and adjust positioning straps and belts to suit the child. Adjust to suit changes in clothing. Allow one fingers width between the belt and the child.




Do not leave child unattended



DO NOT USE as a mobility device
Never use product on rough ground or uneven surface.



25KG



Conforms to CE Marking Regulations
Medical Devices Directive (MDD) 93/42 EEC

CARE AND CLEANING INSTRUCTIONS

Fabrics, Vinyl's and Cloth covers

1. Minor spills can be removed with kitchen roll and the area wiped with clean water.
2. Staining should be removed as quickly as possible after contact.
3. Do not rub, rubbing will spread the stain over a larger area and may distort the surface texture of the fabric.
4. For water based spills such as food, drink and vegetable oils, blot up the spill by applying pressure with non-coloured paper towels, tissues or dry absorbent cloths. Soak a small piece of cloth in a solution of mild detergent and warm water (use cold water for blood), using a small amount of the solution at a time and with a dabbing or blotting motion, work inwards from the edge of the stain to prevent it spreading. Do not over wet. Excessive soaking may cause rings on the surface spreading the stain further and may also damage the fabric or foam.
5. This step may need to be repeated and is dependent on the nature of the stain and the amount of staining present. Continue treatment until stain is removed, always remembering to remove excess moisture from the fabric prior to the next treatment.
6. Rinse by applying clear tepid water using a small piece of non-coloured sponge or clean white cloth, again working inwards from the edge of the treated area.
7. Disinfectants which do not contain organic solvents may be used according to the manufacturer's directions. Antibacterial spray or wipes can be used, be sure to dry the product before use.
8. Do not soak the fabric.
9. **Do not use organic solvents or dry cleaning fluids. Do not use abrasive cleaners.**
10. For disinfectant purposes, a small quantity of household bleach diluted with water (no more than 3% bleach) can be used, take care to rinse with water.
11. **Do not use** industrial bleaches such as Caustic Soda or Sodium Hypochlorite
12. Always ensure that the product is dry before use.

Wooden Products and Parts

1. For deep cleaning a low pressure Steam Cleaner can be used.
2. **Do Not** use solvents of any kind to clean Jenx Products.
3. Soap and water or antibacterial spray can be used.
4. Check for breaks or splintering of the wood before re-issuing.
5. Daily cleaning: Spray polish or wax polish can be used.

Metal Frames and Coated Parts.

1. For deep cleaning a low pressure Steam Cleaner can be used.
2. **Do Not** use solvents of any kind to clean Jenx Products.
3. Soap and water or antibacterial spray can be used.
4. Daily cleaning: wipe framework down with a damp cloth.

MAINTENANCE

Daily Checks of the equipment should be carried out by carers. These checks are not technical but a basic understanding of the product is needed. Multiple daily checks may be needed in schools or therapy rooms where the products are used by multiple users.

Daily Checks

- Replace any lost or worn washers or bolts.
- Check tray for damage. Ensure that the tray edging is secure and that the tray is clean and free of any rough or sharp corners.
- Check all upholstery for any signs of wear and tear.
- Brush Velcro® to remove fluff.
- Check wooden parts for splitting or splintering.
- Check straps for fraying and missing or broken buckles.
- Clean any stains or spillages.
- Contact Jenx Limited if any accessories not manufactured by Jenx Limited have been attached to the product. Unauthorised accessories may affect the safety of this product and invalidate your warranty.

We recommend that on a monthly basis a competent person who is familiar with this piece of equipment and who has been trained in its use should carry out a more detailed check

Monthly Checks

- Check all nuts and bolts are secured and that none is missing.
- Check all mechanical movements operate fully.
- Check the structure of the product for signs of fatigue or splintering.
- Castors: Lift base and check each wheel to ensure it is not loose or worn. Remove any grease or dirt that has built up on the wheels, check that the brake stops the wheels rotating (where applicable).
- Check gas springs for creep by placing a weight on the chair at the highest setting, (simulating the child) and leave for 1 hour. If the product has reduced significantly in height contact our Customer Service Department for advice.

Please ensure the name of the therapist who recommended the equipment is noted on the check/inspection log, along with the competent person who has been trained in the use of the equipment. Please also ensure that this is updated for changes in staff. Please note any "Set up" procedures should always be recorded.

PRODUCT INDUCTION and HAND OVER

This product is a Prescribed Medical device as such it is important that all users understand the use and adjustments this product offers. This booklet shows the range of adjustments and gives guidelines for each type of user to follow.

Technical users

This section refers to Physiotherapist, Occupational Therapist.

Ensure you read all sections in this booklet and are fully familiar with all adjustments. As well as the selection, prescription and set up of the product to suit the child's needs. The technical user has the responsibility for the induction of the Home User or Carer, ensuring that the Home user has:

- Familiarity with the product. What to use and what not to use.
- Understanding of the care and cleaning procedures.
- Understanding the safety aspects of the product.

A formal handover procedure should be adopted for this product. Use the recording sheet at the rear of this booklet to record set ups and changes to the product. Jenx Limited offer **Product Courses** for Technical Users please contact us for more information.

Home User

This section refers to Home or School Carer.

This product is a Prescribed Medical device it should only be used with the guidance of a Physiotherapist or OT.

Do not perform any other adjustment than instructed to do so.

The Home User section of this guide gives the adjustments needed to aid the daily use only. Any other adjustments are only to be performed by the therapist.

Re-Issue

This section refers to Stores Personnel.

Stores personnel must follow the checks and maintenance guide before re issue. The MHRA release regular bulletins regarding product updates and issues, these should be regularly monitored.

- Records should be kept on all products serviced or re-issued. Repairs or replaced parts should be traceable.
- The batch number identifier should always stay with the product and never be removed.
- Instructions should always be issued with the product. Copies are available from Jenx limited or can be downloaded from www.jenx.com
- Technical users should always be informed when a product is issued to a home for set up purposes.
- If the product is to be redelivered ensure adequate and secure packaging is used.
- If in any doubt to the safety of this product do not issue, contact Jenx Limited for advice.

Jenx Limited offer **Stores Courses** for Stores Personnel. The course gives guidance for:

- Maintenance
- Inspection the products
- Regulatory information
- Cleaning

Please contact us for more information.

SPECIFICATIONS

Size Guide	
Max weight of child	35kg
Overall min height of Humphrey	1060mm
Overall max height of Humphrey	1170mm
Floor space required	890mmx550mm
Tray size (work area)	560mm x 420mm

Descriptions	Min	Max
Hip width	140mm	260mm
Chest Width	140mm	260mm
Chest pad to footplate	660mm	860mm
Hip pad to footplate	500mm	700mm
Kneeblock to footplate	nil	430mm

WARRANTY

Jenx Limited warrants that the goods manufactured by Jenx Limited will be free from defects in material and workmanship for a period of 24 months* from the date of purchase.

Jenx Limited has sole obligation under this warranty to repair or replace, at our discretion for any part or goods proving defective within the terms of this period. The buyer must provide immediate notice of the claimed defect.

Jenx Limited reserves the right to inspect the part or goods at the buyer's premises.

In the event of an exchange or return, where a certain model under this warranty is discontinued, Jenx Limited reserves the right to replace with a new model of a similar quality and price.

The warranty does not cover the product for repair or replacement due to failure or damage through; abuse, neglect, accident, improper repair, exposure to corrosive or abrasive material, weather, failure to follow care and cleaning instructions or alterations or modifications carried out by any person other than a Jenx Limited authorised person.

*For purchases placed on or after the 1st January 2006. Previous purchases will have 12 month warranty from date of purchase



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Read the All User Section first. The adjustments contained in the Red Section of this booklet should only be carried out by a suitably trained Therapist or Prescribing Practitioner.

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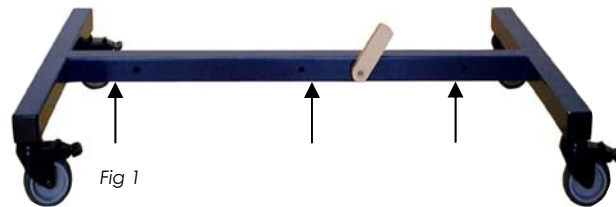
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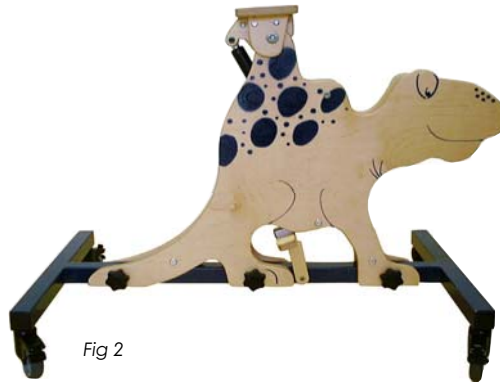
Assembly

Thank you for choosing Humphrey. For shipping purposes Humphrey is partially disassembled, the following steps will show you how to assemble him fully.

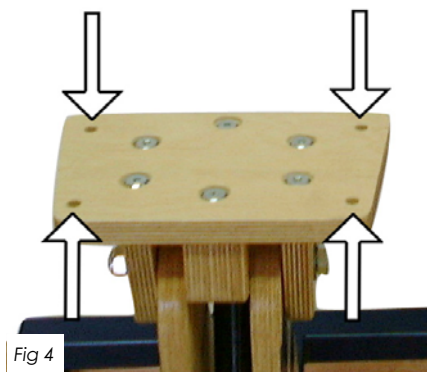
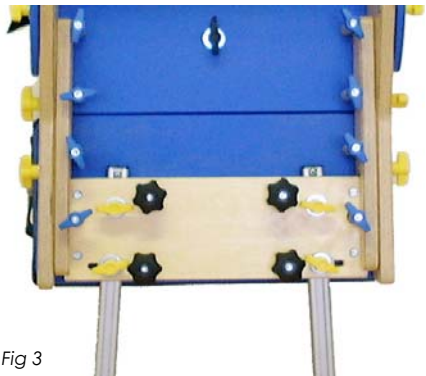
Place the metal base on the floor and apply the brakes on the castors Fig 1. Remove the 3 hand wheels and bolts which are in the metal base.






Position Humphrey's body over the metal base and replace the bolts through the body and base Fig 2. **Note** that the head of Humphrey should be above the end of the frame nearest the pedal lock. Place hand wheels on the end of the bolts and tighten securely.



Underneath the main stander there are four black hand wheels Fig 3. Unscrew these and remove from the stander. Place the stander onto the body by inserting the four bolts through the four receiving holes Fig 4. The tray should be over the head of Humphrey. Replace the hand wheels and tighten securely.



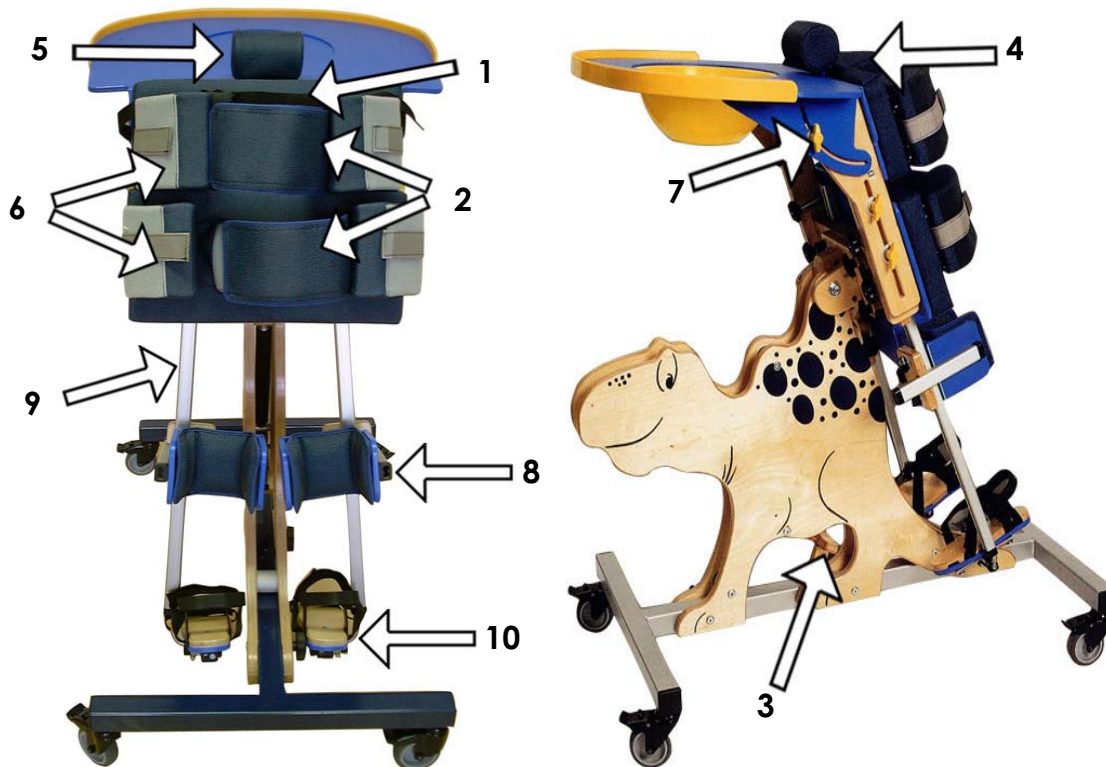
-  **Always secure the child by using all of the positioning straps and safety straps provided. Velcro should overlap by at least 3 inches (7.5 cm) on all straps before you begin to make any other adjustments. Ensure the safety strap and positioning strap are adjusted for each child and for changes of clothing.**
-  **Never Leave your child unattended while using this product**
-  **Do not use** this product if you suspect it is faulty or broken. Contact Jenx Limited immediately for advice. +44 (0) 114 285 3376

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Main Areas of Adjustment

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1. **The safety strap:** adjusts for length.
2. **Hip and thoracic straps:** these can also be adjusted for length.
3. **The angle:** Humphrey can go from vertical to horizontal and anywhere in between.
4. **Main chest pad:** this can be raised or lowered in conjunction with the tray to increase the overall length of Humphrey.
5. **Small chest roll:** this can be raised or lowered.
6. **The side pads:** can be angled individually as well as moved sideways.
7. **The tray:** this can be tilted to the correct angle.
8. **The knee cups:** these can be moved up or down the leg and also adjusted in depth and angle.
9. **The legs:** these can adjust to a maximum abduction angle of 45° degrees.
10. **Sandals:** these can move in all directions and can be rotated.



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Making & Using the Adjustments

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The safety strap

HOW?

The safety strap can be adjusted by the tri-glide and secured by the clip buckle Figs 5 and 6.

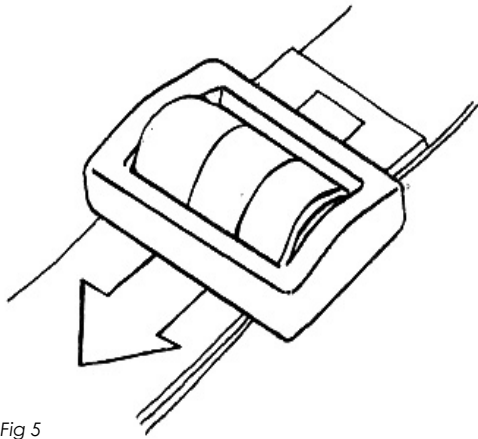


Fig 5

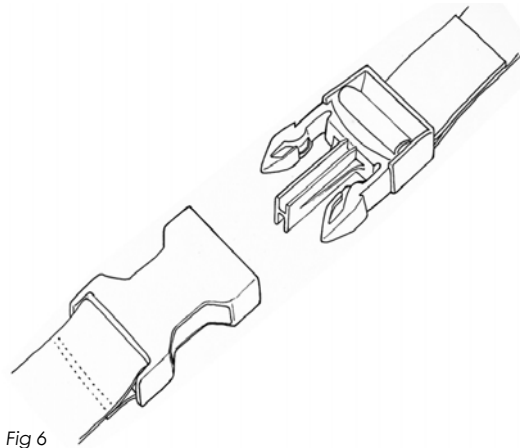


Fig 6

WHY?

The safety strap helps prevent your child from throwing backwards out of Humphrey and also prevents other children loosening the Hook and Loop tape allowing your child to fall.

Hip & thoracic straps

HOW?

Thread the webbing parts of the strap under the side pads and attach by Velcro to the top of the side pads. Tighten the straps simply by pulling the Velcro ends Fig 7 and 8.



Fig 7



Fig 8

WHY?

Adjust the straps so that your child is supported in a secure and comfortable position. Take care to ensure that your child cannot sit on the hip strap as this encourages hip flexion and can contribute to your child slipping down over the hip strap and falling out of Humphrey.



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The angle

HOW?

To adjust the angle, release the pedal lock by turning it from a vertical to a horizontal position Fig 9, and press the foot pedal Fig 10. You can now guide the angle of Humphrey to the required position. Release the foot pedal to stop the stander moving but remember always apply the wooden brake to secure the position.

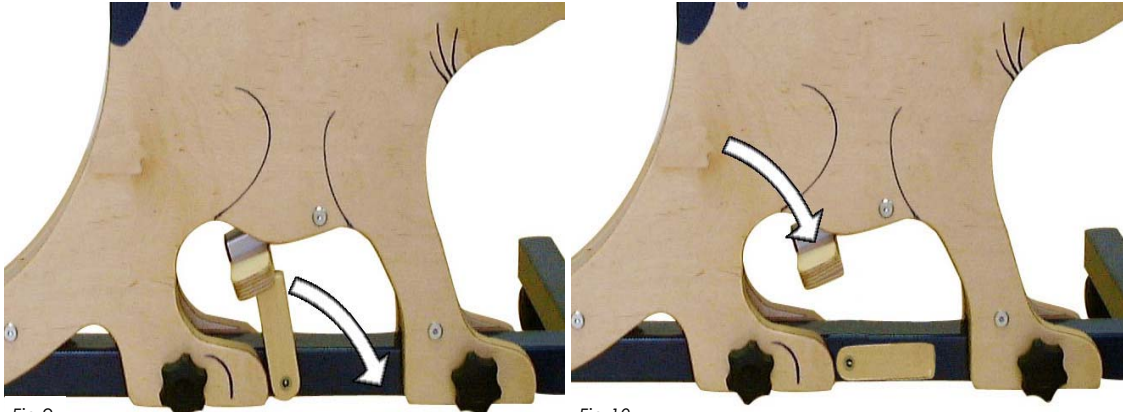



Fig 9


Fig 10


 **PLEASE NOTE:** Always guide Humphrey with both hands and do not let it move freely, especially when your child is using it.

WHY?


The angle of the stander should be positioned to suit your child's specific needs. If you are unsure of the correct standing position, please consult your therapist or medical practitioner for advice. Prone standing can be used for various therapeutic purposes: for children who do not tolerate standing, you can set Humphrey at a slightly lower angle and gradually increase it with time to encourage weight-bearing. Altering the angle of the stander will directly affect the amount of weight-bearing your child experiences.

 **Always apply the wooden brake to secure the position.**

 For easier movement when adjusting the angle, hold the tray and leg.

 **Always secure the child by using all of the positioning straps and safety straps provided. Velcro should overlap by at least 3 inches (7.5 cm) on all straps before you begin to make any other adjustments. Ensure the safety strap and positioning strap are adjusted for each child and for changes of clothing.**

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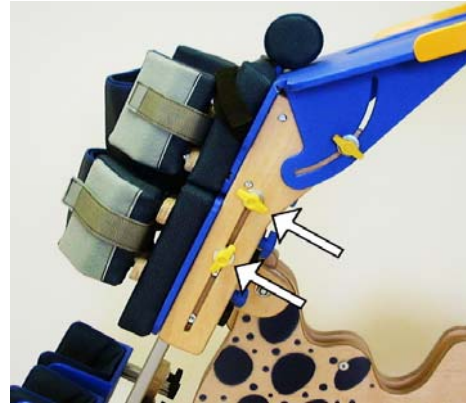
The main chest pad

HOW?

To alter the height of the chest pad loosen the two yellow wing nuts in the wooden slots in each side of the stander Fig 11. Slide the chest pad up or down to the required position and re-tighten the wing nuts securely. The height of the tray moves with the chest pad.

WHY?

You should adjust the height of the chest pad depending on the height of your child. Make sure the chest pad is set to the correct position to provide firm support for your child's chest as when Humphrey is in prone, this will be one of the main areas of weight-bearing.



The small chest roll

HOW?

To set the height of the chest roll, loosen the wing nut underneath the tray, adjust and then re-tighten the wing nut.

WHY?

The small chest roll can be used to give more weight-bearing through the sternum which helps to increase head control and shoulder protraction in many children.

The side pads

HOW?

These adjust individually. Loosen the two blue wing nuts behind each pad Fig 12, adjust the pad as necessary and re-tighten the wing nuts.

WHY?

You can set the height as well as the angle of the side pads to make sure the spine of your child is kept in a straight line.

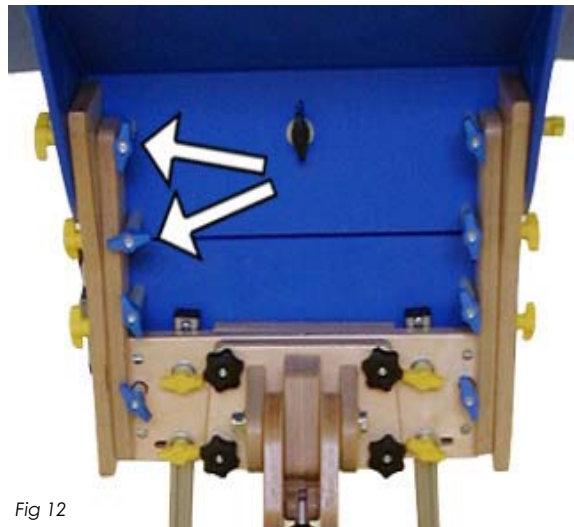


Fig 12



Always secure the child by using all of the positioning straps and safety straps provided. Velcro should overlap by at least 3 inches (7.5 cm) on all straps before you begin to make any other adjustments. Ensure the safety strap and positioning strap are adjusted for each child and for changes of clothing.



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The tray

HOW?

To adjust the tray angle, loosen the yellow wing nuts in the curved slots underneath the tray Fig 13 and move to required position. Tighten wing nuts again. The tray height moves with the chest pad.

WHY?

Adjust the angle of the tray according to the angle of Humphrey.

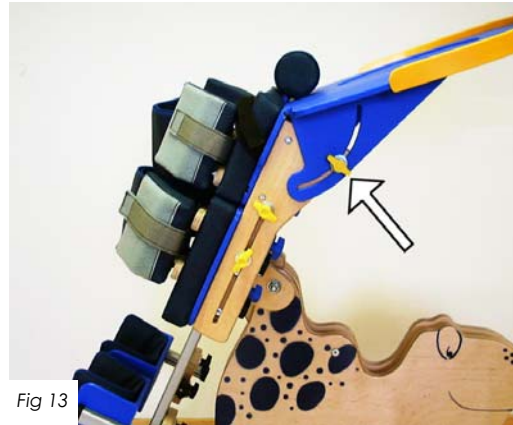


Fig 13

The knee cups

HOW?

These adjust individually. Loosen the two black wing nuts behind each pad Fig 14, adjust the pad as necessary and re-tighten the wing nuts.

WHY?

The knee cups help to achieve the correct positioning of the legs.

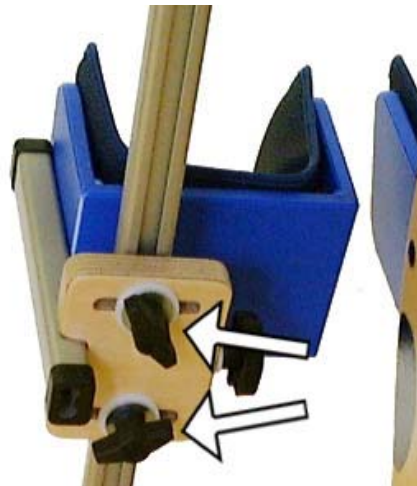


Fig 14



Always secure the child by using all of the positioning straps and safety straps provided. Velcro should overlap by at least 3 inches (7.5 cm) on all straps before you begin to make any other adjustments. Ensure the safety strap and positioning strap are adjusted for each child and for changes of clothing.



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The legs

HOW?

The aluminium legs offer a maximum of 45 degrees abduction. To adjust the height and angle of the leg, loosen the two yellow wing nuts at the top of each leg Fig 15. Loosen these to move the legs to the required position and tighten.

WHY?

You should set the height and angle of Humphrey's legs to suit your child's leg length. As each leg can be adjusted individually, Humphrey is ideal for children with leg length discrepancies.

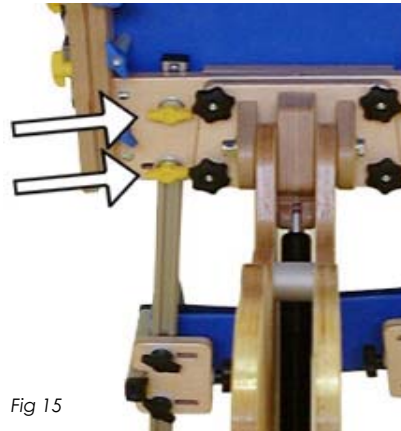


Fig 15

The Sandals

HOW?

The sandals can be moved forwards and backwards, sideways, tilted up and down and can also be put into inversion/eversion. To move the sandals forwards and backwards, and put them into inversion/eversion, Using Allen key loosen nut A Fig 16. To move them sideways and to tilt them up and down Using Allen key loosen nut B Fig 17.

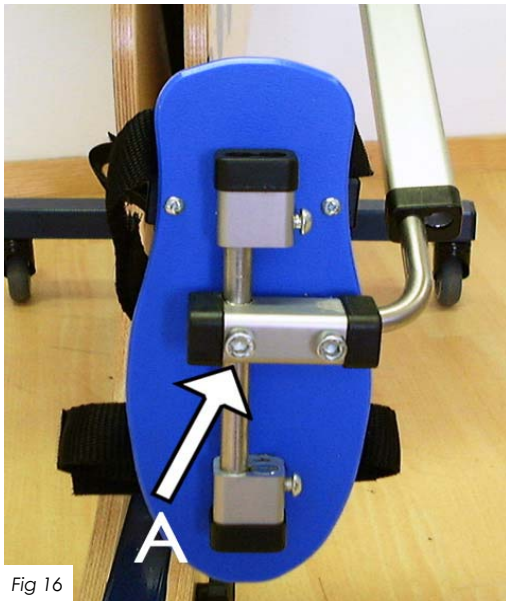


Fig 16

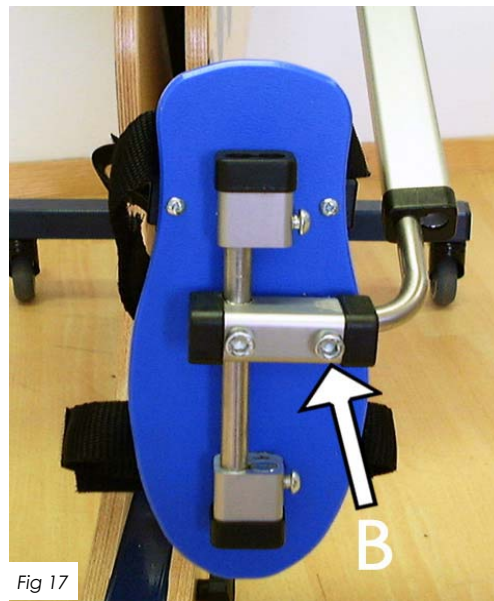


Fig 17

WHY?

You can set the sandals to suit your child's specific therapeutic needs. You can create plantar flexion/dorsi flexion, inversion/eversion and thereby correct the position of the feet.



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Contact Jenx Limited immediately for advice. +44 (0) 114 285 3376

FOR FREE ADVICE ON THE USE OF THIS PRODUCT, PLEASE CONTACT OUR SALES SUPPORT TEAM
Jenx Limited, Wardsend Road, Sheffield, S6 1RQ. Tel: +44 (0)114 285 3376. Fax: +44 (0)114 285 3528. info@jenx.com www.jenx.com



HUMPHREY

Instructions for use

Read the All User Section first. The adjustments contained in the Light Blue Section of this booklet should be carried out by a competent person.

Humphrey is a prone/upright stander with a wide range of adjustments.

DNH50
3 - 7 years
Max weight 35 Kg



Section 1 All Users	Pages 2 - 8 Safety Information
Section 2 Technical User	Pages 9 - 16 Physiotherapist, Occupational Therapist.
Section 3 Home User	Pages 17 - 19 Home or School Carer.
Section 4 Re-Issue	Pages 20 - 25 Stores Personnel.



**Note: Humphrey is a Prescribed Medical Device.
To be used only with the guidance of Therapist or Prescribing Practitioner. Please read these instructions carefully before use.**

Making & Using the Adjustments



Your Therapist has set the adjustments for this product to suit your child.
The adjustments given in this section are to aid the daily use only.
Your therapist will make any adjustment necessary. **Do not make any other adjustment.**

The safety strap

HOW?

The safety strap can be adjusted by the tri-glide and secured by the clip buckle Figs 1 and 2.

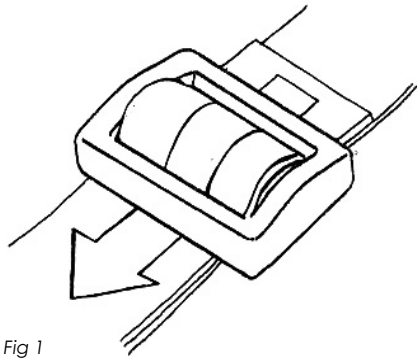


Fig 1

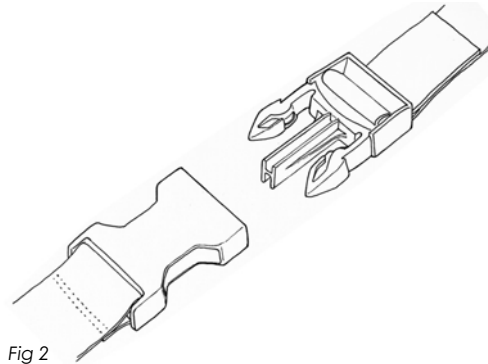


Fig 2

WHY?

The safety strap helps prevent your child from throwing backwards out of Humphrey and also prevents other children from loosening the Hook and Loop tape, allowing your child to fall.

Hip & thoracic straps

HOW?

Thread the webbing parts of the strap under the side pads and attach by Velcro to the top of the side pads. Tighten the straps simply by pulling the Velcro ends Fig 3 and 4.



Fig 3



Fig 4

WHY?

Adjust the straps so that your child is supported in a secure and comfortable position. Take care to ensure that your child cannot sit on the hip strap as this encourages hip flexion and can contribute to your child slipping down over the hip strap and falling out of Humphrey.



Always secure the child by using all of the positioning straps and safety straps provided. Velcro should overlap by at least 3 inches (7.5 cm) on all straps before you begin to make any other adjustments. Ensure the safety strap and positioning strap are adjusted for each child and for changes of clothing.



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Making & Using the Adjustments



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The angle

HOW?

To adjust the angle, release the pedal lock by turning it from a vertical to a horizontal position Fig 5, and press the foot pedal Fig 6. You can now guide the angle of Humphrey to the required position. Release the foot pedal to stop the stander moving but remember always apply the wooden brake to secure the position.

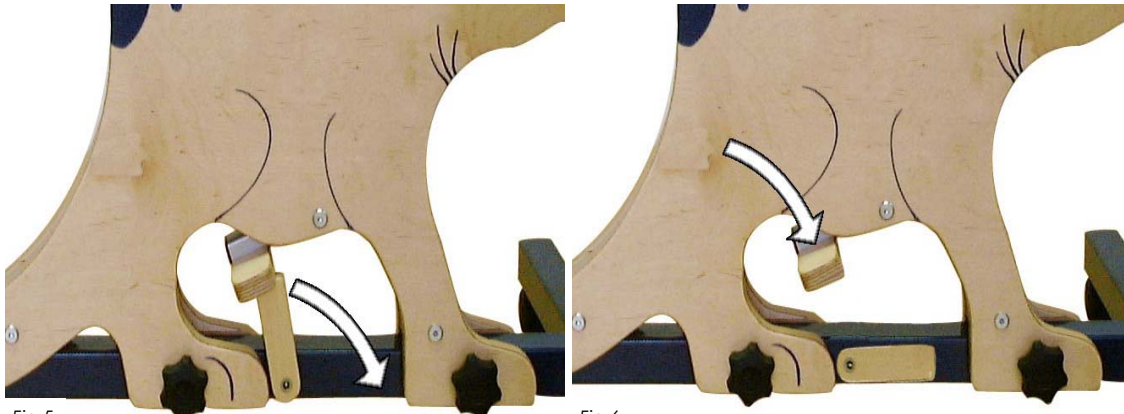


Fig 5

Fig 6



PLEASE NOTE: Always guide Humphrey with both hands and do not let it move freely, especially when your child is using it.

WHY?

The angle of the stander should be positioned to suit your child's specific needs. If you are unsure of the correct standing position, please consult your therapist or medical practitioner for advice. Prone standing can be used for various therapeutic purposes: for children who do not tolerate standing, you can set Humphrey at a slightly lower angle and gradually increase it with time to encourage weight-bearing. Altering the angle of the stander will directly affect the amount of weight-bearing your child experiences.



Always apply the wooden brake to secure the position.



For easier movement when adjusting the angle, hold the tray and leg.



Clear all items from the tray before adjustment.
Do not use hot or cold drinks on the tray while in the angled position.



Always secure the child by using all of the positioning straps and safety straps provided. Velcro should overlap by at least 3 inches (7.5 cm) on all straps before you begin to make any other adjustments. Ensure the safety strap and positioning strap are adjusted for each child and for changes of clothing.



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Making & Using the Adjustments



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The tray

HOW?

To adjust the tray angle, loosen the yellow wing nuts in the curved slots underneath the tray Fig 7 and move to required position. Tighten wing nuts again. The tray height moves with the chest pad.

WHY?

Adjust the angle of the tray according to the angle of Humphrey.

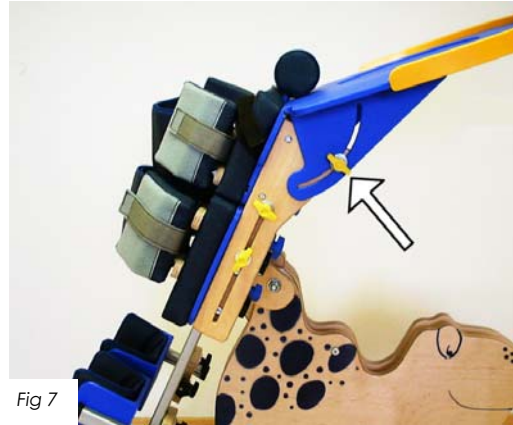


Fig 7



Clear all items from the tray before adjustment. **Do not use** hot or cold drinks on the tray while in the angled position.



Always secure the child by using all of the positioning straps and safety straps provided. Velcro should overlap by at least 3 inches (7.5 cm) on all straps before you begin to make any other adjustments. Ensure the safety strap and positioning strap are adjusted for each child and for changes of clothing.



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HUMPHREY

Instructions for use

The maintenance contained in the Dark Blue Section of this booklet is to be carried out by competent stores personnel.
Fitting and adjustments have not been included in the section if needed refer back to the Red Technical User section.

Humphrey is a prone/
upright stander with a wide
range of adjustments.

DNH50
3 - 7 years
Max weight 35 Kg



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Practitioner. Please read these instructions carefully before use.**

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INSPECTING AND RE-ISSUING

Jenx Limited products are usually assessed for an individual client therefore the following points must be adhered to prior to re-issuing of any Jenx products.

1. Check with issuing Therapist that the Product is standard and no Special attachments or modifications have been made.
If modifications have been made contact Jenx Limited for advice.
2. Check that the product has been fully cleaned, taking into account the condition of the fabric and the foam inside.
3. Check that all hand wheels and levers are in good condition and fitted securely.
4. Check the product and any accessories fully for any sign of wear and tear, or distortion.
5. Check that all the functions of the product are working correctly e.g. tilt, height adjustment or back recline, etc
6. Always ensure that the Instruction for Use stay with the product and are passed onto the new user. For new sets of instructions please contact our Sales Support Department on 0114 285 3376 or visit www.jenx.com
7. If the product is being delivered, always ensure that the product is packed securely.

Follow the inspection guide on the opposite page.

Fill in the Inspection/Check Sheet to record all services and repairs to the product. Use extra pages if required, extra sheets are available from Jenx Limited website. www.jenx.com

Consider Jenx **ServiceLine** as an alternative to in house maintenance and repair prior to reissue. Details are included in this booklet.

INSPECTING AND RE-ISSUING

Stores should follow the Medicines and Healthcare products Regulatory Agency (MHRA) guidelines for the recording, issuing, servicing or repairing of products in their charge. Check the MHRA website for the latest bulletins, www.mhra.gov.uk

1. Structure

Is the product Structurally sound, no wobbles or lose parts?

2. Safety

Is the Product safe and fit for use?

3. Straps

Are the straps in good condition and not showing signs of wear?

4. Stability

Is the product stable on an even surface, no rocking?

5. Screws, Nuts and Bolts

Are there nuts and bolts missing or damaged?

6. Swivels, castors

Are the castors in good order? Do swivels and brakes work?

7. Springs

Do all gas springs work and hold pressures and weight?

Test by weighting the product with the maximum user weight and leaving for one hour.

8. Sandals

Are the sandals in good condition? Do straps and Velcro show no signs of wear?

9. Seats, backs and upholstery

Is the upholstery in good clean condition with no rips, wear or gaping of the cushions?

10. Steel and wood work

Is the steel and wood work in good order? Check for bends splinters or breaks.

If there is any doubt about the safety of a Jenx Limited product, do not hesitate to contact our Sales Support Department for advice.

SERVICELINE

What is Serviceline?

Serviceline is the answer to the re-issue question, giving extra life to products from user to user guaranteed.

What are the benefits of the Serviceline Package?

Products re-issued through Serviceline will receive a further guarantee, along with a certificate of re-issue. This means that the pressure upon Loan Stores to guarantee that the products re-issued are safe, is removed by gaining the original manufacturer's certified approval for re-use.

To maintain our high level of service and ensure all products conform to our stringent quality systems, products returned to Serviceline must have a clearly visible batch number.

All Serviceline products are returned to Jenx for thorough tests and inspections that include: Structure, Mechanics, Mobility, Upholstery and Fixings.

If inspection shows missing or broken parts other than those covered by the Serviceline package as shown below, we will submit a quotation for approval to cover the extra work.

Jenx Limited is committed to providing a prompt service via Serviceline and asks that customers approve quotations rapidly to ensure return of a product within 10 working days. When the work is completed the product will be returned with the new guarantee.

Prices are available on request
(Inspection, testing, replacement of missing fixings, six month guarantee)

Example of quoted items, not covered by the Serviceline package:
Wood or steel structure, Gas springs, castors, upholstery and covers, pads and supports

Please note:

- **For Safety and Hygiene, Products must be cleaned before they are returned to Jenx Limited.**
- **We cannot collect from private addresses.**
- **Products over 10 years old are not covered by Serviceline.**

SERVICELINE

How does it work?



You provide an order to Serviceline for your product



We send you packing materials



You pack product and call us when it is ready



We send couriers to collect your product and bring it back to Jenx Limited



We will give it a full mechanical overhaul including: replacement of any missing **Bolts/Screws/Washers**



If necessary, we will quote you for any other repairs or replacements that are required. The quote will be broken down into '**Mandatory**' work, which has to be done to make the product safe, cosmetic work, and work required to bring the product to original specification



When the quotation is approved the product will be returned via courier on completion of the work.



You will receive the product, an additional instruction booklet, a signed and dated 'work done' checklist and a guarantee that the product is complete and suitable for use

