



LAMBDA Instruction For Use

All Users

Lambda offers supportive seating with an unrivalled range of adjustments.

LA1 1 - 5 years Max weight 50 Kg	LA2 3 - 8 years Max weight 50 Kg	LA3 5 - 10 years Max weight 50 Kg
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Lambda 4 8 - 13 years Max weight 80Kg	Lambda 5 9 - 18 years Max weight 90Kg
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Section 1 All Users	Pages 2 - 8 Safety Information
Section 2 Technical User	Pages 9 - 20 Physiotherapist, Occupational Therapist.
Section 3 Home User	Pages 21 - 24 Home or School Carer.
Section 4 Re-Issue	Pages 25 - 29 Stores Personnel.


















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To be used only with the guidance of Therapist or Prescribing Practitioner. Please read these instructions carefully before use.**

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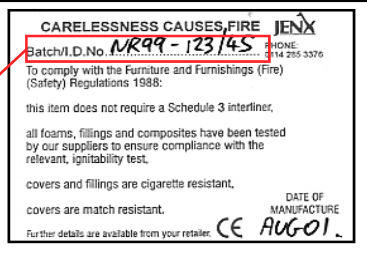
IMPORTANT SAFEGUARDS

	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 45° pelvic strap before you begin to make any other adjustments. Ensure the belt is adjusted for each child and for changes of clothing. Ensure the straps are routed under the hip pads.
	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 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 number on all correspondence.

Batch number



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



Warning / Attention. Please read Instructions



Please read Instructions



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 USE as a mobility device

Never use product on rough ground or uneven surface.



Only use indoors



Do not leave child unattended



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



Maximum user weight

CARE AND CLEANING INSTRUCTIONS

Fabrics, Vinyls 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

All Users

	Lambda 1	Lambda 2	Lambda 3	Lambda 4	Lambda 5
Seat to Floor	335 - 520	345 - 500	355 - 500	445 - 635	460 - 650
Back Height (From Floor)	575 - 650	550 - 645	550 - 645	710 - 810	690 - 790
Back Height (From Seat)	200 - 290	190 - 290	180 - 270	210 - 310	210 - 310
Tilt in space	15° - 25°	15° - 25°	15° - 25°	10° - 20°	10° - 20°
Hip Width	160 - 330	150 - 340	150 - 340	150 - 250	260 - 405
Lower Leg Length	160 - 260	160 - 300	220 - 400	210 - 460	210 - 370
Max Child weight	50kg	50kg	50kg	80kg	90kg
Product Weight	24kg	24kg	24kg	34kg	37kg

All sizes are in millimetres unless otherwise stated.

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



LAMBDA Instruction For Use

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

Lambda offers supportive seating with an unrivalled range of adjustments.

LA1
1 - 5 years
Max weight 50 Kg

LA2
3 - 8 years
Max weight 50 Kg

LA3
5 - 10 years
Max weight 50 Kg



Lambda 4
8 - 13 years
Max weight 80Kg



Lambda 5
9 - 18 years
Max weight 90Kg

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Making & Using the Adjustments

Thank you for choosing Lambda. Featuring a height adjustable base, the lambda is ideal for children that need less support, including those that can self-transfer, Lambda is easy to use in prone and can be used up to a desk or table, alternatively a tray can be fitted.

1. To attach the arms, slide the arm into the holder with the scale on the inside of the chair and with the broad section of the arm rest to the front. (fig 1)

2. To adjust the height of the arm loosen the knob and slide the arm to desired height. Retighten the bolt before use.

3. To change the angle of the arm. Loosen the arm adjustment thumb bolt, push the arm to the desired angle and tighten the thumb bolt.

4. The footplate flips down, when in the vertical position it is held in place by magnetic disc. (fig 2)

5. For angle adjustment turn the knob in the centre of the footplate.

6. For height adjustment use the Allen key provided, loosen the bolt. Set to desired height and tighten.

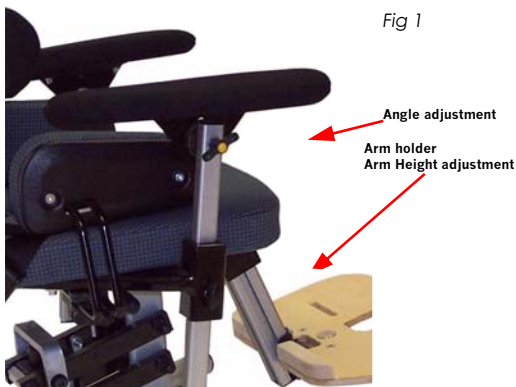


Fig 1

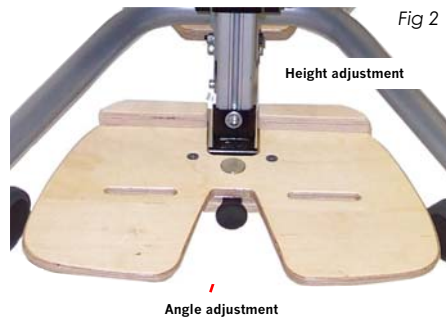


Fig 2



Fig 3

7. The back height can be changed by loosening the height adjustment screw (fig 3) using the Allen key provided. Loosen the screw move the back to desired position and tighten the screw to complete the operation.



If this product has been supplied with tooling to aid adjustments, the tools should only be used by technical users, follow the instructions very carefully. **Do not use** other manufacturers or DIY tools. **Keep tools away from children.**



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. Ensure the straps are routed under the hip pads.



Never Leave your child unattended while using this product



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Making & Using the Adjustments

Lambda 1, 2, 3. The chair height is adjusted using the foot pedal at the rear of the chair.

1. (Without an occupant in the chair) Depress the pedal (fig 5) and the chair will rise to the maximum height.
2. To lower the height (without an occupant in the chair) press the pedal apply pressure to the arms of the chair, to assist the lowering.



Tilt in Space adjustment.

The tilt in space is adjusted by pulling the lever in (fig 6). upwards. The chair seat will tilt forwards. To tilt back pull the lever upwards and apply pressure to the chair back, to reach desired angle.

When the chair is occupied:

To lower the seat hold the handle bars and depress the pedal. Gently guide the chair to the desired height. If the user is not heavy enough to cause the seat to lower unassisted, apply gentle pressure to the top of the hip pads.

Raising:

To raise the chair, press the foot pedal (fig 5) to slowly raise it to the desired height. Gently assist the chairs lift by pulling the handle bars upwards while pedal is depressed.

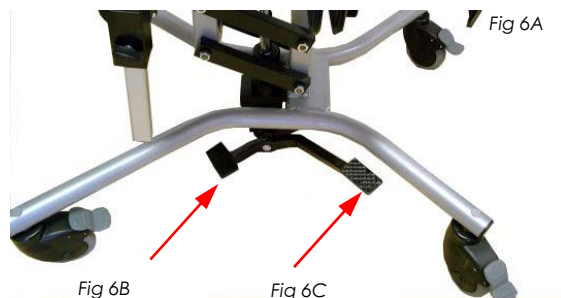
Lambda 4 & 5 (fig 6A)

To raise the chair:

Using the hydraulic lift (fig 6C) use the pedal to pump the Lambda to the desired height.

To Lower the chair:

Push down on the foot pedal (fig 6B), this will lower the chair release when desired height is reached.



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. Ensure the straps are routed under the hip pads.



Never Leave your child unattended while using this product



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Making & Using the Adjustments

45° pelvic strap

HOW?

Clip the buckle in the centre of the strap to secure your child. The strap length is altered by opening the swiss locks beneath the back the seat (fig 7) and pulling the two straps until the right length is achieved. Always make sure that you pull evenly from both sides, and that the buckle stays in the middle of your child, and is covered by the fabric pad. This helps to keep them sitting straight and comfortably.

Ensure a fingers width between the belt and the child to prevent over tightening or the child moving to an inappropriate position.

Note: Always route this strap under the hip pads

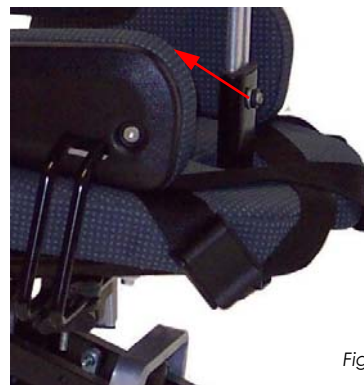


Fig 7



Fig 8

WHY?

The lap strap not only holds your child safely in the seat but also holds their hips in place in the back of the seat. This gives them a stable base for sitting. The position of your child's hips is important as it is the base of their posture. Weight should be evenly distributed on either side and their pelvis should be level and not rotated.



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. Ensure the straps are routed under the hip pads.



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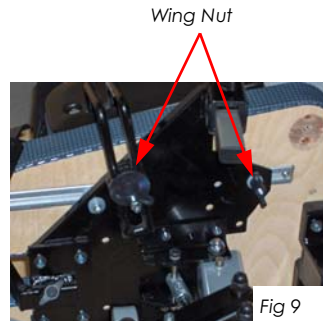
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Making & Using the Adjustments

The seat depth adjustment

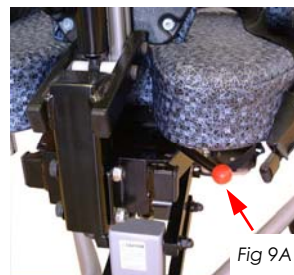
Sizes 1, 2 & 3

Loosen the two black wing nuts underneath the seat (fig 9). Slide the seat to the required position and re-tighten the wing nuts securely.



Sizes 4 & 5

The larger sizes of lambda have the seat adjustment via a lever. Push the red knob down slide the seat to the required position and release the red knob. Fig 9A



WHY?

Set the seat depth to suit your child's upper leg length. Ensure there is some space between the back of the knee and the front edge of the seat so that the sitting position is comfortable. As your child grows, adjust the seat depth accordingly.

The hip pads

HOW?

The width and angle of the hip pads can be adjusted by loosening the wing nut underneath the seat (fig 10).



WHY?

The width of the hip pads should be set depending on the size of your child. The angle of these pads will help to keep your child's hips in a position with the correct amount of abduction or adduction.



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. Ensure the straps are routed under the hip pads.



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Optional Accessories

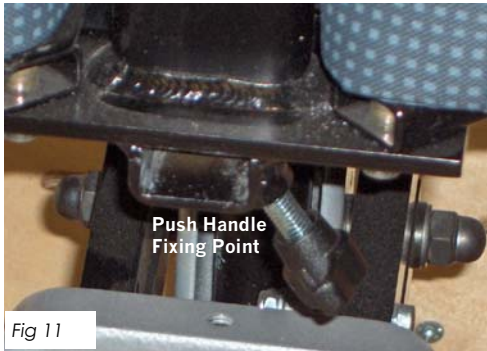


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Technical User

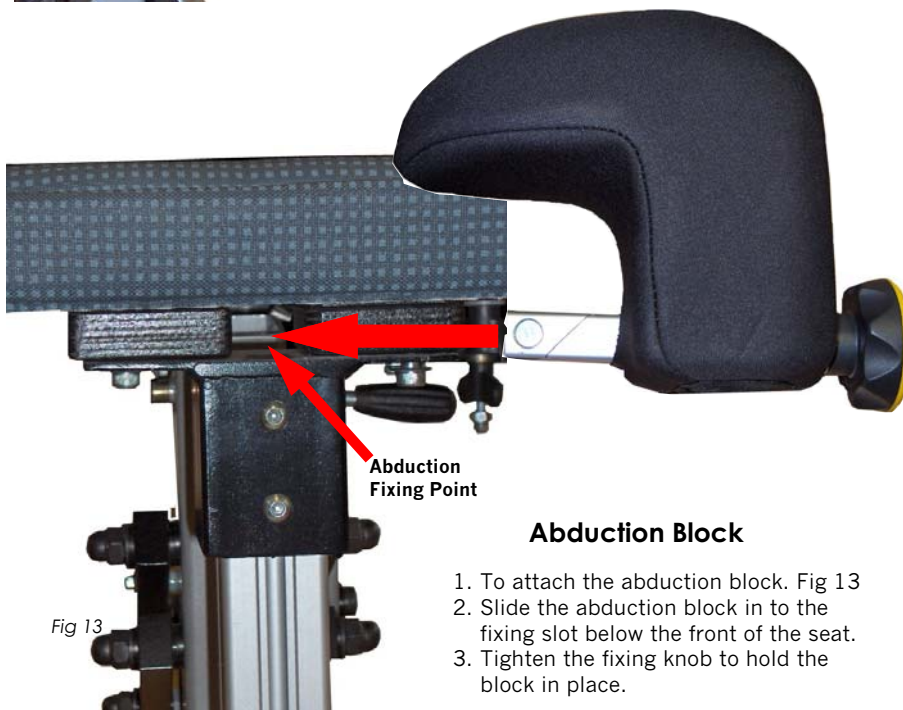
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Fitting Instructions for (Optional) Accessories



Push Handle

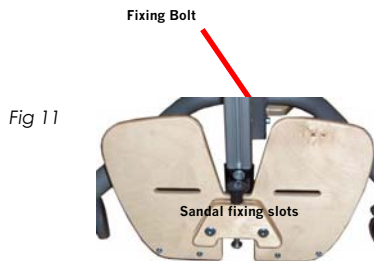
1. Locate the end of the push handle with the push handle fixing point. Fig 11
2. Slide the handle in to the fixing point.
3. Tighten the fixing bolt Fig 12 to hold the handle in place.



Abduction Block

1. To attach the abduction block. Fig 13
2. Slide the abduction block in to the fixing slot below the front of the seat.
3. Tighten the fixing knob to hold the block in place.

Fitting Instructions for (Optional) Accessories



Sandals

1. Insert fixing bolt to under side of foot plate. *Fig 11*
2. Marry T nut on the sandal slide, to the fixing nut, turn the bolt until sandal is attached, do not tighten at this point.
3. Attach other sandal. Adjust both sandals to desired positions and tighten.



Tray

1. Remove arm covers (fig 13)
2. Check both arm adjustments are level and at the same height. (fig 14)
3. Place the tray on to the arms positioning the tray at the desired distance to the occupant. (fig 15)
4. Align the location pins with the holes on the arms ensuring both sides are even.
5. Twist the turn buckles to lock the tray in place. (fig 16)





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Making & Using the Adjustments



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45° pelvic strap

HOW?

Clip the buckle in the centre of the strap to secure your child. The strap length is altered by opening the swiss locks beneath the back the seat (fig 1) and pulling the two straps until the right length is achieved. Always make sure that you pull evenly from both sides, and that the buckle stays in the middle of your child, and is covered by the fabric pad. This helps to keep them sitting straight and comfortable.

Ensure a fingers width between the belt and the child to prevent over tightening or the child moving to an inappropriate position.

Note: Always route this strap under the hip pads



Fig 1



Fig 2

WHY?

The lap strap not only holds your child safely in the seat but also holds their hips in place in the back of the seat. This gives them a stable base for sitting. The position of your child's hips is important as it is the base of their posture. Weight should be evenly distributed on either side and their pelvis should be level and not rotated.

Armrests (fig 8)

To adjust the height of the arm loosen the knob and slide the arm to desired height. Retighten the bolt before use.

To change the angle of the arm. Loosen the arm adjustment thumb bolt, push the arm to the desired angle and tighten the thumb bolt.



Fig 8

Angle adjustment
Arm holder
Arm Height adjustment

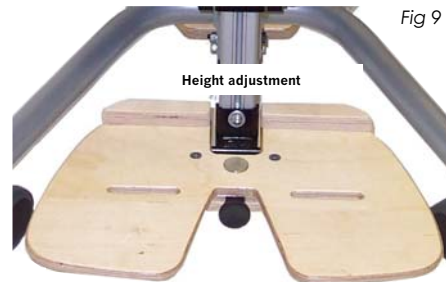


Fig 9

Height adjustment

Angle adjustment

Footplate

The footplate flips down, when in the vertical position it is held in place by magnetic disc. (fig 9)



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. Ensure the straps are routed under the hip pads.



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Height Adjustment

Lambda 1, 2, 3. The Chair height is adjusted using the foot pedal at the rear of the chair.

1. (Without an occupant in the chair) depress the pedal the chair will rise to the maximum height.
2. To lower the height (without an occupant in the chair) press the pedal apply pressure to the arms of the chair, to assist the lowering.



Tilt in Space adjustment.

The tilt in space is adjusted by pulling the lever in (fig 4). upwards. The chair seat will tilt forwards. To tilt back pull the lever upwards and apply pressure to the chair back, to reach desired angle.

When the chair is occupied:

To lower the seat hold the handle bars and depress the pedal. Gently guide the chair to the desired height. If the user is not heavy enough to cause the seat to lower unassisted, apply gentle pressure to the top of the hip pads.

Raising:

To raise the chair, press the foot pedal (fig 3) to slowly raise it to the desired height. Gently assist the chairs lift by pulling the handle bars upwards.

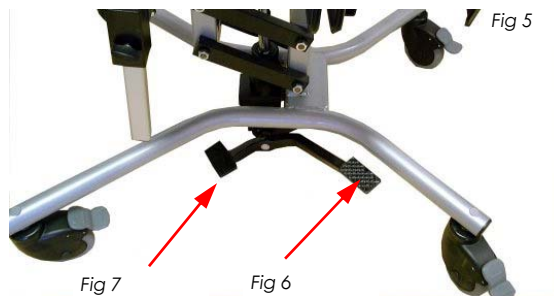
Lambda 4 & 5 (Fig 5)

To raise the chair:

Using the hydraulic lift (Fig 6) use the pedal to pump the Lambda to the desired height.

To Lower the chair:

Push down on the foot pedal (fig 7), this will lower the chair release when desired height is reached.



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. Ensure the straps are routed under the hip pads.



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

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

Fitting Instructions for (Optional) Accessories

Fixing Bolt

Fig 11



Sandals

1. Insert fixing bolt to under side of foot plate. *Fig 11*
2. Marry T nut on the sandal slide, to the fixing nut, turn the bolt until sandal is attached, do not tighten at this point.
3. Attach other sandal. Adjust both sandals to desired positions and tighten.

Fig 12



Tray

1. Remove arm covers (fig 13)
2. Check both arm adjustments are level and at the same height. (fig 14)
3. Place the tray on to the arms positioning the tray at the desired distance to the occupant. (fig 15)
4. Align the location pins with the holes on the arms ensuring both sides are even.
5. Twist the turn buckles to lock the tray in place. (fig 16)

Fig 13



Fig 14



Fig 15



Turn Buckles



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LAMBDA Instruction 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.

Lambda offers supportive seating with an unrivalled range of adjustments.

LA1
1 - 5 years
Max weight 50 Kg

LA2
3 - 8 years
Max weight

LA3
5 - 10 years



Lambda 4
8 - 13 years
Max weight 80Kg



Lambda 5
9 - 18 years
Max weight 90Kg

Section 1 All Users	Pages 2 - 8 Safety Information
Section 2 Technical User	Pages 9 - 20 Physiotherapist, Occupational Therapist.
Section 3 Home User	Pages 21 - 24 Home or School Carer.
Section 4 Re-Issue	Pages 25 - 29 Stores Personnel.



**Note: Lambda 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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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

