



CAN SEAT Custom Seating Owner's Handbook

Warranty Policy

CAN SEAT Custom Seating has been carefully molded to meet clients' individual postural and skin integrity need. The Limited Warranty is effective for 36 months from the date of delivery to the designated vendor and/or client. If any defect in material or manufacturing process is found, CAN SEAT will repair or replace the entire seating system or modify the existing seating system to meet clients' needs, at our discretion. This limited warranty does not cover daily wear and tear or damage that is a result of mishandling, misuse, neglect, or not following the care and maintenance instructions.

The cushion cover is under warranty for 120 days. The warranty includes damage due to manufacturing process, material defects or errors caused by CAN SEAT DESIGNS. This warranty does not apply to cigarette burns, damage to the cover by sharp objects that may cause tears, or damage as a result of not following the washing instructions.

Claims and repairs should be processed through CAN SEAT DESIGNS approved vendor or directly by CAN SEAT DESIGNS. A copy of the purchase receipt may be requested to process warranty claim.

Maximum client weight capacity is 250 pounds for standard size seating system (max. 20" width X 20" Depth); 400 pounds for Heavy duty Cushion.

CAN SEAT Custom Designs

235A, 32 WESTWINDS
CREACENT NE, CALGARY,
AB, T3J 5L3, AB, CANADA
Phone: 403-708-0045
www.canseatcustomdesigns.ca

CAN SEAT Custom Seating General Product Safety

Safe application of the product depends on your judgment and common sense, where applicable as well as that of your provider, caregiver, and/or healthcare professional in following the warnings, cautions, notes, and instructions in this manual.

CAN SEAT Custom Designs is not liable for damage to property or personal injury arising out of unsafe use of this product.

CAN SEAT Custom Designs is also not liable for any property damage or personal injury arising out of the failure of any individual and/ or user to follow the instructions or recommendations by supplier and/or healthcare professional as directed in the manual.

CAN SEAT Custom Designs have compiled this manual from the latest specifications and product information available at the time of publication. We reserve the right to make changes as they become necessary. Any changes to our products may cause slight variations between the illustrations and explanations in this manual and the product you have purchased.

CAN SEAT Custom Designs seating systems are designed to help reduce the incidence of pressure sores. However, no seat cushion and/or back cushion can eliminate sitting pressure or prevent pressure sores. CAN SEAT Custom Designs seating systems are not an alternative to good skin care including proper diet, cleanliness, and regular pressure relief techniques.

Installation and Use Instructions

Custom Seating should be installed by a qualified technician and healthcare professional as recommended. The seat cushion needs to be either installed on a firm base or need to order with solid seat insert and mounting. The back cushion needs to be installed using recommended mounting hardware or existing installed hardware (Need to confirm with CAN SEAT Designs).

Warning: Installing the seating system on a wheelchair may affect the center of gravity of the wheelchair and may cause the wheelchair to tip backwards, potentially resulting in injury. Healthcare professional and technician to assess for the potential need for accessories to improve stability of wheelchair.

Warning: Improper placement or securement of the CAN SEAT Custom seating system to wheelchairs may result in serious injury. The seating system must be secured in the wheelchair using CAN SEAT DESIGN mounting hardware.

Warning: Use of the CAN SEAT Custom seating system without its cover can result in skin breakdown or injury. Always use the provided cover and do not use any other cushion cover.

Warning: Failure to accurately assess and adjust the fit of the Custom Seating Systems may result in serious injury to the user.

Care and Maintenance of Your Ride Cushion

Cleaning the Custom Seating Cover

- Remove your Custom Cushion from the seating system by simply removing the cover by loosening draw string.
- Turn the cover inside out and wash in cold water (regular detergent/no bleach). Hang dry.

Cleaning the Custom Cushion

- Wipe clean the cushion with disinfectant wipes.
- Once dry, replace the cover. Ensure that the cover is placed correctly front to back. The contour of the Cushion will always be at the back and pommel will be at the front. Backrest cover – the lateral support, top and bottom will always be marked.
- Do not rub your seating system surface vigorously with a cloth or brush when cleaning.
- Store seating system always in room temperature, as moisture and temperature will affect the cushion integrity, durability, and warranty.
- Do not clean Seating System with isopropyl alcohol or any other chemical solvent.

CAN SEAT Custom Seating System Cushion 120 Day 'Fit and Function' Guarantee

CAN SEAT Custom Seating Systems are backed by a three year manufacturer's limited warranty.

Additionally, CAN SEAT Custom Designs guarantees that CAN SEAT Cushions and Backs are fabricated to the specifications contained in the original Custom Seating Order Forms, and that the fit and function is satisfactory. If for any reason, within the first 120 days of delivery, the product outcome is not satisfactory, CAN SEAT Designs will work with the provider to modify and adjust the product to suit clients' clinical needs. If adjustments and modifications are unsuccessful, CAN SEAT Designs will remake the seating system.

Please note that the fit and function guarantee does not cover errors by the provider or health professional during the ordering process.

CAN SEAT Designs will not accept any returns without a Return Authorization Number supplied by CAN SEAT Custom Designs Inc.