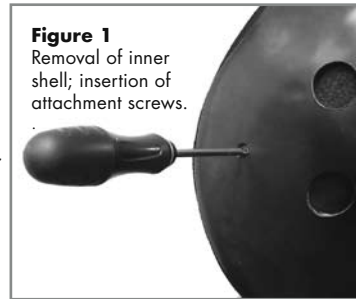


## Care and Maintenance of your Ride Custom Back

### Cleaning the Ride Custom Back Cover

- Remove your Ride Custom Back inner support shell with foam insert and cover by removing the two Phillips head screws located on the sides of the back support as shown in Figure 1.
- Remove the cover from the foam and inner shell. Wash the cover in warm water (regular detergent/no bleach). Hang dry or tumble dry on low heat.
- Wipe inner foam surface with a damp cloth and mild disinfectant if needed.
- Replace cover over inner shell and foam insert. Ensure small holes in cover align such that the threaded inserts in the inner shell are exposed.
- Secure inner shell with foam insert and cover with the two screws previously removed.



**Figure 1**  
Removal of inner shell; insertion of attachment screws.

### Ride Custom Back Guaranteed Fit

Ride Designs guarantees that your Ride Custom Back has been fabricated to the specifications contained in your original Ride Custom Back Order Form. If for any reason, within the first 90 days of delivery, you are not completely satisfied with your back support, it may be returned for modifications and adjustments. If within those first 90 days the adjustments and modifications are unsuccessful, then you and your provider can choose to re-do the back support or return it for full credit. In order to take advantage of this Guaranteed Fit Program, your Ride Custom Back must be returned to your place of purchase for assessment. Your provider will contact Ride Designs Customer Service for recommendations and/or Return Authorization.

This Guarantee of Satisfaction does not cover errors in ordering.

Ride Designs will not accept any returns without a Return Authorization.



## Ride Custom Back Owner's Handbook

### ► Warranty Policy Installation and Use Instructions Care and Maintenance

#### Warranty Policy

Your Ride Custom Cushion has been carefully handcrafted to meet your unique posture and skin integrity needs. This Limited Warranty is effective for 24 months from the date of delivery to the original purchaser. If any defect in material or workmanship is found, Ride Designs® will repair or replace the component, at our discretion. This limited warranty does not cover daily wear and tear or damage due to accidents, neglect, misuse, operation beyond capacity, parts damaged by improper installation, substitution of parts not approved by Ride Designs, not following these care and maintenance instructions, or any alteration or repair by others that, in Ride Designs' judgment, materially or adversely affects your Ride Custom Back.

Your back support cover is under warranty for 90 days. The warranty includes damage due to workmanship, material defects or errors caused by the manufacturer. 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 your nearest authorized Ride Designs rehab technology supplier. A copy of the Bill of Sale issued to the purchaser of the product may be required prior to processing a warranty claim.

Maximum client weight capacity is 250 pounds for Ride Custom Backs attached to wheelchair using one Multi-axial Hardware or Dynamic Strap Mount. Maximum client weight is 300 pounds for Ride Custom Backs attached to wheelchair using two (2) Multi-axial Hardware kits.

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## Ride Custom Back General Product Safety

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

**NOTE:** Denotes important things to remember when using this product.

**WARNING:** Indicates a potentially dangerous situation which, if not heeded, could result in serious injury.

**CAUTION:** Failure to heed cautions may result in damage to your product.

**NOTE:** Ride Designs is not liable for damage to property or personal injury arising out of unsafe use of this product. Ride Designs is also not liable for any property damage or personal injury arising out of the failure of any person and/or user to follow the instructions or recommendations set forth in 1) this manual, or 2) any other instructions or recommendations contained in related literature issued by Ride Designs, or 3) contained on the product itself.

**NOTE:** We 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.

**WARNING:** All Ride Designs cushions and back supports are designed to help reduce the incidence of pressure sores. However, no cushion or back support can completely eliminate sitting pressure or prevent pressure sores. Ride Designs cushions and back supports are not a substitute for good skin care including proper diet, cleanliness, and regular pressure relief techniques.

## Installation and Use Instructions

### Install your Ride Custom Back

**WARNING:** Improper attachment of the Ride Custom Back to your wheelchair may result in serious injury. Your Ride Custom Back must be attached with Ride Designs approved interface hardware and mounts.

Follow the instructions provided for the chosen method of wheelchair interface.

Ride Designs offers two choices:

#### 1. Adjustable and Removable Multi-axial Hardware

**WARNING:** If your weight exceeds 250 pounds, or if your back height exceeds 28", or if you have severe extensor tone or spasticity, then two hardware sets are needed, one mounted in the lower 1/3 of the back height, the second in the upper 1/3 of the back height. Failure to double up on hardware mounting could lead to product failure and possibly severe injury.

#### 2. Dynamic Strap Mount

Intended for the more active user, the strap mount is a lightweight alternative to the heavier duty Adjustable and Removable Multi-axial Hardware. The Dynamic Strap Mount safely secures the Ride Custom Back to the wheelchair, but allows for a limited amount of dynamic trunk movement, thereby reducing the impression of restriction so often associated with custom back supports. It is intended for use on lightweight rigid and folding wheelchairs.

**WARNING:** Installing a back support on a wheelchair may affect the center of gravity of the wheelchair and may cause the wheelchair to tip backwards or forwards, potentially resulting in injury. Always assess for the potential need for anti-tippers or amputee axle adapter brackets to be added to your wheelchair to help increase stability.

**WARNING:** Failure to accurately assess and adjust the fit of the Ride Custom Back may result in serious injury to the user.

### Adjust your Ride Custom Back

1. Initially adjust the Ride Custom Back mounting system so that the reference tab, extending below the padded and covered insert, is parallel to the back of your Ride Custom Cushion.
2. If your back support was ordered without a reference tab, then initially adjust the back height and orientation so that the contours of the back support match and flow correctly into the seat contour.
3. Transfer into the seating system, and with the assistance of your Ride Certified provider, adjust the back height and orientation to achieve optimal balance, stability, comfort and control.

**WARNING:** Ensure all fasteners and hardware are securely tightened and Loc-Tite applied, as outlined in the mounting system instructions. Failure to do so could result in loss of adjustment or accidental detachment of back from wheelchair potentially causing severe injury.

### Initial wearing schedule

Prior to prolonged sitting, it is advisable to sit in your new seating system for short periods of time. Make sure to visually check any area that contacts your cushion and back support after each period of use. Any reddened area should fade within 10-20 minutes. Contact your doctor or therapist if the redness persists for greater than 20 minutes. As long as skin inspections do not show red areas persisting more than 20 minutes, extend the length of sitting time gradually (½ to 1 hour each day). Continue skin checks after each increased sitting time. Two to four hour periods are the general recommended maximum time in the sitting position. Skin checks should be made no less than daily, even after skin tolerance is established. Continue to perform routine intermittent pressure relief techniques (either manual lifts or weight shifts using power tilt) as advised by your healthcare professional.

### Follow-up

It is recommended to have your seated posture and skin integrity checked by your healthcare professional at least annually, or whenever you experience a change in your weight, posture, or general condition that could impact your ability to sit safely.