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# Owner's Handbook:

# Ride<sup>®</sup> Custom AccuSoft<sup>™</sup> Cushion

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## **Ride Designs<sup>®</sup>**

a branch of Aspen Seating, LLC

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**Supplier:** This manual must be transferred to the end user of this product as it contains important information for proper use of this product.

**User:** Carefully read this entire manual prior to using this product and keep for future reference.

### **Intended Use and Installation Instructions**

#### **Intended Use**

Your Ride Designs<sup>®</sup> Custom AccuSoft Cushion is a custom-made wheelchair cushion that has been carefully constructed to meet your posture and skin integrity needs and has been designed to be mounted to multiple wheelchair styles and sizes to aid in supporting and positioning of wheelchair users.

#### **Weight Capacity**

Maximum client weight capacity is 250 pounds for cushions 20" width or narrower; 300 pounds for 21" or wider.

## 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, notes, and instructions in this manual.

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. Always contact your nearest authorized Ride Designs supplier, distributor, or [www.ridedesigns.com](http://www.ridedesigns.com) for the latest literature and information.

**⚠ WARNING:** Failure to heed these instructions could result in damage to the product or injury to the user.

**📖** Please read this instruction manual before using this product.

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

**⚠** Installing a cushion on a wheelchair may affect the center of gravity of the wheelchair and may cause the wheelchair to tip backwards, 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.

**⚠** Improper placement or securement of the Ride Custom AccuSoft Cushion to your wheelchair may result in injury. Your wheelchair must have complementary hook fastener on the sling or solid seat to properly secure the cushion.

**⚠** Use of the Ride Custom AccuSoft Cushion without all components correctly assembled, including the covers, may result in injury to the user.

**⚠** The Ride Custom AccuSoft Cushion materials work optimally at room temperature. Do not leave the cushion in temperatures below 40° F (5° C) for prolonged periods of time.

**⚠** Always allow the Ride Custom AccuSoft Cushion to come to room temperature before use. Sitting on excessively warm or cold surfaces can cause skin damage.

**⚠** Wheelchair configuration and correct foot and back support fit are critical for successful use of any wheelchair cushion. Failure to properly attend to these items may result in injury to the user.

## Installation and Use Instructions

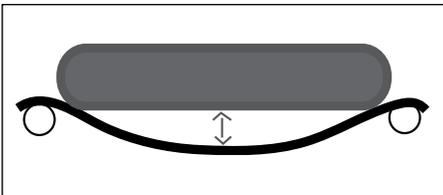
### Preparing the wheelchair for your Custom Cushion

NOTE: If your sling seat has a gap between the Cushion bottom and sling upholstery, the seat upholstery must be tightened or replaced to eliminate gapping and provide full support to the bottom of the Cushion.

CAUTION: The Cushion must not extend more than 1" (2.54cm) beyond the front of your wheelchair's sling or solid seat.

**⚠ WARNING:** Use of the Ride Custom AccuSoft Cushion without its cover in place can result in "bottoming out" resulting in risk for severe injury. Always use the Ride Custom AccuSoft Cushion with its cover in place.

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





### Install your Ride Custom AccuSoft Cushion

Your Cushion is designed to fit your specific anatomical shape. The fitting process is to be performed by your Ride-certified professional as outlined below.

1. Place the cushion on the wheelchair so that the rear corners are butted against the back canes of the wheelchair.
2. Transfer gently onto the Cushion. Lean forward at the trunk and scoot your bottom to the back of the Cushion. Ensure that the greater trochanters (hip bones) are in the relief on the sides of the Cushion and that the gluteal muscles are supported on the back corners of the Cushion. Your Ride Certified professional will adjust your wheelchair, back support, foot support and cushion position to ensure you can sit correctly on the Ride Custom AccuSoft Cushion.

### AccuSoft Cushion Covers

Your Ride Custom AccuSoft Cushion comes with 1) an inner, moisture-resistant cover, 2) an outer, spacer mesh fabric cover. An optional, outer incontinence cover is also available.

Do not remove the inner, moisture-resistant cover. Always use the outer spacer mesh and incontinent covers over the inner incontinent cover.

### Initial Wearing Schedule

Please make sure you have read, understand and signed the "You are responsible for your skin!" instruction insert located with your Cushion paperwork as an addendum to this owner's handbook.

It is advisable to perform a baseline skin check prior to sitting on your new Ride Custom AccuSoft Cushion.

Prior to prolonged sitting, it is advisable to sit on your Cushion for short periods of time. Make sure to visually check any area that contacts the Cushion after each period of use. Any reddened area should fade within 10-30 minutes.

⚠ Contact your doctor or therapist if the redness persists for greater than 30 minutes as this can be an indicator of initial skin breakdown and risk of injury.

As long as skin inspections do not show red areas persisting more than 30 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, comfortably, and functionally.

Laundry Care Symbols	
	Machine wash warm water (40° C)
	Do not bleach
	Drip dry
	Do not dry clean
	Do not iron

## Care and Maintenance of the your Ride Custom AccuSoft Cushion

### Cleaning the outer spacer fabric cover

- Remove your Ride Custom AccuSoft Cushion from the wheelchair by simply lifting the front of the Cushion until the hook and loop fastening patches detach.
- Remove the outer spacer fabric cover from the Cushion. Zip cover closed.
- Machine or hand wash the outer spacer fabric cover in warm water 40°C/104°F, regular detergent/no bleach).
- Hang dry.

### Cleaning the inner cover or optional outer incontinent cover

- The moisture-resistant inner cover is designed to protect the foam materials of the Cushion and should not be removed. If soiled, wipe clean with a damp cloth, or with any disinfecting solution if necessary.
- The optional, outer incontinence cover may be removed from the cushion for cleaning or left on the cushion. If soiled, wipe clean with a damp cloth, or with any disinfecting solution if necessary.

**⚠ WARNING:** Do not submerge, wipe, or spray the Cushion with water or other liquid.

- Once dry, replace the outer spacer fabric cover and, if applicable, the optional outer incontinence cover. NOTE: The Custom AccuSoft label will always be on the front, right side.
- Place the Cushion on your wheelchair and ensure that the back corners of the Cushion contact the back canes. Align the fastener patch on the cover with the fastener patch on the wheelchair.

#### CAUTION:

- Do not fold or bend your Cushion when placing in cover.
- When not in use, do not store heavy or sharp objects on your Cushion.
- Do not clean your Cushion with isopropyl alcohol or any other chemical solvent.

### Product Life

The maximum intended usage of this product is four years.

### Reuse

**⚠ RISK OF INJURY:** This is a custom product, unique to the original user, and must not be transferred to another user.

### Disposal

**♻** Recycle components and materials per local, state, and national regulations.

### **Warranty Policy**

Your Ride Custom AccuSoft 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 that is a result of mishandling, misuse, neglect, or not following the care and maintenance instructions.

Your cushion 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 (113kg) for cushions 20" (51cm) width or narrower; 300 pounds (136kg) for 21" (53cm) or wider.

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### **90 Day "Fit and Function" Guarantee**

Ride Custom Cushions and Backs are backed by a two year manufacturer's limited warranty.

Additionally, Ride Designs guarantees that Ride Custom Cushions and Backs are fabricated to the specifications contained in the original Ride Custom Cushion and Back Order Forms, and that the fit and function is satisfactory. If for any reason, within the first 90 days of delivery to you, the product outcome is not satisfactory, Ride Designs will work with the provider to modify and adjust the product to remedy the deficiency. If adjustments and modifications are unsuccessful, Ride Designs and the supplier will determine if a remake is appropriate or the supplier can choose to return the product for partial credit.

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

Ride Designs will not accept any returns without a Return Authorization Number supplied by Ride Designs Customer Service to the certified Ride Designs provider.



Ride Custom Back paired with the Ride Custom AccuSoft Cushion.

**Pair the Custom AccuSoft Cushion with a Ride Custom Back Support for optimal seating**

Consider Ride Designs' lightweight, thin-profile, and adjustable Custom Back support for the widest range of seating needs.

**Breathable**

The Brock Composite liner material and spacer fabric cover help to keep the sitter dry and comfortable in virtually any climate.

**Protection and comfort**

Supplementary padding and reliefs improve protection and comfort at sensitive areas.

**Easy to clean and adjust**

Removable and ventilated inner shell eases cleaning, maintenance, and adjustments.

**Mounting options**

Strong ventilated outer shell provides stability and surfaces for easy mounting of hardware and accessories.

More information at [www.ridedesigns.com](http://www.ridedesigns.com)

**Installation Notes**

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