

How to:

Use an alternative shape capture system/scanner* to order a Ride® Custom product

Ride Designs strongly recommends the use of the Ride shape capture tools, scanner and RideWorks app for capturing and submitting shapes for Ride Custom Cushions and Backs.

However, if Ride tools are not available, it is possible to utilize other seating manufacturers' shape capture simulators and scanners* to order Ride Custom products.

Shape Capture

- Capture the user's shape per normal methods based on the simulator being used.
- Ensure the simulator base or frame is visible from the front and sides in photos and scan to indicate orientation of the seat and back shapes. Tuck any overhanging flaps in as necessary.
- Take a minimum of:
 - three photos of the user in the shape
 - and three photos of the shape without the user
- It is not necessary to add tape to cover or smooth out wrinkles.
- On the captured back shape, using highly contrasting putty, washable marker or tape, mark the back bag to:
 - indicate desired trim lines
 - indicate the "up" position with an arrow
 - define any areas needing enhanced relief or axillary support.
- Mark the trim line at the bottom of the back if ordering a back only. It is not necessary to mark the bottom of the back if ordering both a Custom Back and Custom Cushion.
- On the captured cushion shape, using highly contrasting putty, washable marker or tape, mark:
 - cushion depth
 - lateral and medial thigh support heights if different than captured
 - the apex of the greater trochanters

Marking the greater trochanters allows visibility of pelvic rotation and allows for improved application of off-loading contours.

Scan

*Any Structure Sensor brand scanner can be used to submit scans.

- Scan the shape via the Structure Sensor App.
- Once the shape is scanned, select "Color View," and after the scan is processed, select "Email".
- Email the scan, photos, and completed Ride order form to: customerservice@ridedesigns.com.

Order Form Completion

Fill out the Ride order form (available at <https://www.ridedesigns.com/order-forms>) normally, EXCEPT:

- Indicate Shape Capture Base Size Used: Select "None"
- Cushion Length: As no Ride Shape Capture Base is being used, this section will be relative to the shape that was captured rather than the Ride Shape Capture Base. If "equal to the shape capture base" is selected, the length will be equal to the length of the captured shape. Select "add" or "subtract" if changes are needed to the shape that was captured. Desired length of the cushion in inches can be specified on the order form under "Missed This Step?"
- Targeted final front cushion height: Measure the front height of the bag at the distal thigh troughs to the simulator frame below, and enter the measurement in the section for Targeted Final Front Cushion Height. These results can not be guaranteed when not using a Ride Shape Capture System, however we will do our best to match them.

Contact Ride at 866.781.1633 for any assistance needed, including to request a quote and/or place an order for Ride Shape Capture tools.