



Ride Custom Cushion 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 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 for cushions 20" width or narrower; 300 pounds for 21" or wider.



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► Ride Custom Cushion 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.

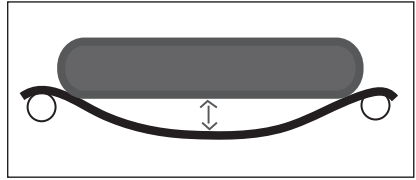
 **WARNING:** All Ride Designs cushions are designed to help reduce the incidence of pressure sores. However, no cushion can completely eliminate sitting pressure or prevent pressure sores. Ride Designs cushions are not a substitute for good skin care including proper diet, cleanliness, and regular pressure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

► Installation and Use Instructions

Preparing the wheelchair for your Ride Custom Cushion

The seat support surface:

- If your wheelchair has a solid seat insert/pan, then ensure that your Ride Cushion has a flat bottom.
- If your wheelchair has upholstery, ensure your Ride Cushion has a radius bottom to accommodate the sling of the seat.



NOTE: If your sling seat continues to present with a gap between the Cushion bottom radius 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" beyond the front of your wheelchair's sling or solid seat.

- ⚠ **WARNING:** 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.
- ⚠ **WARNING:** Improper placement or securement of the Ride Custom Cushion to your wheelchair may result in serious injury. Your wheelchair must have complementary hook fastener on the sling or solid seat to properly secure the Cushion.
- ⚠ **WARNING:** Use of the Ride Custom Cushion without its cover in place can result in "bottoming out" resulting in risk for severe injury. Always use the Ride Custom Cushion with its cover in place.
- ⚠ **WARNING:** Failure to accurately assess and adjust the fit of the Ride Custom Cushion may result in serious injury to the user.

Install, evaluate, and adjust your Ride Custom Cushion

Your Cushion is designed to off-load or suspend your bony prominences and isolate forces to areas of your body tolerant of shear and pressure. Two Ride Gauges are included with your Ride Custom Cushion to test for “bottoming out.” The Ride Gauge™ is a one-time-use assessment tool and will be used by your Ride Certified professional as outlined below.

The fitting process below is to be performed by a Ride Certified professional:

1. Unzip the cover of the Ride Custom Cushion. Do not remove the cover.
2. Place the cushion on the wheelchair so that the rear corners are butted against the back canes of the wheelchair.
3. Fold the top/rear of the cover forward and place one Ride Gauge in the ischial well of the Cushion. Replace the cover over the top/back of the Cushion.
4. 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 Cushion.
5. Ensure that the sacrum and tail bone are not contacting the back of the Cushion. There should NOT be pressure in the area of the sacrum and tailbone. A finger width, approximately $\frac{1}{2}$ ", of clearance is the recommended minimum clearance between the coccyx/sacrum and the Cushion.
6. Carefully transfer out of the wheelchair without disturbing the Gauge. The Ride Certified professional will roll the top/rear of the cover forward and locate the impression left in the Gauge by your ischial tuberosities and tailbone and use their finger to press into the lowest impression of the Gauge to ensure that there is at least $\frac{1}{2}$ " of foam remaining which indicates off-loading of these bony prominences has been achieved.
7. If there is less than $\frac{1}{2}$ " of clearance, it will be necessary for the Ride Certified professional to adjust the Ride CAM™ (Contour Adjustment Mechanism) straps. The professional will remove the Cushion from the wheelchair and tighten all four Ride CAM straps approximately $\frac{1}{2}$ " (located one on each side, and two on the back) and place the Cushion back in the wheelchair and repeat steps 2–6. This process can be repeated up to two times although the Ride CAM straps must never be tightened more than 1" maximum.

⚠️ WARNING: If you are unable to achieve adequate off-loading of bony prominences OR optimal postural stabilization in the Ride Custom Cushion, then cease use of your Cushion and contact Ride Designs or your authorized Ride Designs supplier for assistance in improving the fit of your Ride Custom Cushion.

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.

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 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.

► Care and Maintenance of Your Ride Cushion

Cleaning the Ride Cover

- Remove your Ride Custom Cushion from the wheelchair by simply lifting the front of the Cushion until the hook and loop fastening patches detach.
- Remove the cover from the Cushion. Turn the cover inside out, zip closed, and wash in warm water (regular detergent/no bleach). Hang dry or tumble dry on low heat.

Cleaning the Ride Custom Cushion

- Submerge and swish your Cushion in a sink or tub of warm soapy water (using a mild detergent) or a diluted bleach solution (~ ¼ cup bleach per gallon of water). As an alternative, pour cleaning solution prescribed above into a sturdy plastic bag large enough to hold your Cushion. Put your Cushion in the bag and gently shake and roll the bag to ensure that the cleaning solution passes through the Cushion. Ensure that Cushion remains fully saturated in cleaning solution for a minimum of 5 minutes. Remove the Cushion from the bag.
- Rinse your Cushion thoroughly with clean water using a hand held shower or sink sprayer. CAUTION: DO NOT USE A HIGH PRESSURE HOSE.
- Gently shake or tap excess water from your Cushion. Place Cushion level and upright on an absorbent material such as a terry cloth towel and allow moisture to drain from Cushion, preferably overnight. To accelerate the drying process you may place your Ride Cushion in front of a fan.
- Once dry, replace the cover. Ensure that the cover is placed correctly front to back. NOTE: The deep contour of the Cushion will always be at the back.
- 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 rub your Cushion surface vigorously with a cloth or brush when cleaning.
- 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.

NOTE: The occasional sloughing (peeling off) of a few foam beads is normal. If sloughing is felt to be excessive, then return your Cushion to your rehab technology supplier for evaluation. The Ride Cushion must be used with the breathable zip cover supplied by the manufacturer.

► Ride Custom Cushion 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.

