



HiBack Bedside Chair

Instruction Manual

Fixed Backrest and Reclining Backrest versions

Vivid Care, CoreCare Global Ltd

June 2026 | Version 1.0 | Fixed back: VCSGHS100001 | Adjustable back upgrade kit:
VCSGHS100003

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video*

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1. Introduction

The HiBack Bedside Chair is a height-adjustable, portable, and infection-control-friendly bedside chair designed for use in hospitals and other multi-user healthcare environments. It was developed over more than two years in close collaboration with NHS Trusts to solve long-standing problems with traditional high-back bedside chairs, including patient discomfort, deconditioning, pressure injuries, awkward cleaning, and the manual-handling strain placed on staff.

Unlike a traditional high-back chair, the whole HiBack raises and lowers on a single turn handle, so the correct seat height can be set in seconds without tipping the chair. Pressure care is built into the seat, the back, and the arms beneath a soft, breathable fabric. The arms flip back for side transfers and the chair works with standing aids such as the Sara Steady and ReTurn. The one-piece welded polymer frame is antimicrobial throughout, so scratches and dents do not reduce its protection, and worn parts can be replaced individually rather than replacing the whole chair.

Two versions of the HiBack

This manual covers both versions of the HiBack Bedside Chair. Read the section that applies to your chair, in addition to the shared instructions:

- Fixed backrest (VCSGHS100001). The back is held at a set angle, determined by the backrest bracket fitted to the chair. Bracket changes are carried out by a Vivid Care engineer.
- Angle-adjustable (reclining) backrest. Available as an upgrade kit (VCSGHS100003), which allows the back angle to be changed to provide additional positioning options for the Patient.

This is a patented design (UK Registered Design No. 6428360 and No. 6431527, with a patent pending under application 2500863.2). It is designed and made in Britain and is fire certified to BS 7176:2007+A1:2011, Medium Hazard.

All instructions must be read and understood before the chair is used. If you are unsure about any adjustment or function, contact Vivid Care before use.

2. Terminologies

Patient

The person sitting in the HiBack chair. The chair has been assessed as suitable for the Patient's individual needs by a competent healthcare professional.

User

A competent person with responsibility for the safe operation of the HiBack chair and for the wellbeing of the Patient whilst seated. The User must be trained in the use of the chair and must carry out checks to confirm the chair is safe before use.

Competent Person

An individual with sufficient knowledge, training, and experience to set up, adjust, and maintain the HiBack chair safely, either as a suitably qualified healthcare professional or under their direct guidance and instruction.

3. Technical Specification

Product	HiBack Bedside Chair. Fixed-back version: VCSGHS100001. Angle-adjustable back: upgrade kit VCSGHS100003
Intended Use	Hospitals and other multi-user healthcare environments
Safe Working Load	160 kg (25 stone)
Seat Height	16 to 22 inches, continuously variable via a single turn handle
Seat Depth	19 to 21 inches, adjustable (undo the toggle fixings at the back, slide the seat cushion, and do up the toggle fixings in the new holes)
Seat Width	19 inches
Overall Depth	540 mm
Overall Width	490 mm
Overall Height	1130 mm
Product Weight	23 kg
Backrest	Fixed backrest at a chosen angle set by the bracket, or angle-adjustable (reclining) backrest via upgrade kit
Frame	One-piece, plastic-welded Polypropylene Copolymer (PPC), antimicrobial throughout, made in Britain
Cushioning	Levitex foam as standard in seat, back, and arms (medium pressure care); higher-risk foams and gel cushions available
Upholstery	Dartex four-way stretch, vapour-permeable, antimicrobial and anti-fungal fabric; PVC-free; covers unzip for machine washing. Range of colours available on request
Arms	Padded and covered; flip back fully for side transfers; space underneath for wider patients or abducted legs
Movement	Castors with an ergonomic cut-out push handle
Stand-Aid Compatibility	Compatible with the Sara Stedy, ReTurn, Stand Assist, and other standing aids
Drive Type	Fully manual (no electrical or battery components)
Fire Certification	BS 7176:2007+A1:2011, Medium Hazard
Warranty	2 years on frame and column; 12 months on upholstery (excludes misuse and accidental damage)
Patents	UK Registered Design No. 6428360 and 6431527; patent pending 2500863.2

4. Setting Up the Chair for the Patient

The HiBack is designed to be simple to set up. Wherever possible, all adjustments should be made before the Patient is seated. Set the chair up for the individual Patient as follows:

1. Set the seat height. Measure the distance from the back of the Patient's knee to the bottom of their foot, and set the seat height to match (see Seat Height Adjustment).
2. Centre the Patient. With the Patient sitting in the chair, check that their trunk is central and their elbows are close to the body, resting comfortably on the arms with the shoulders relaxed.
3. Check the feet and legs. Confirm the Patient's feet are flat on the floor and their legs rest at the same angle as the seat, with the cushion touching the back of the knees.
4. Fit any personal pressure cushion. If the Patient has been provided with their own pressure cushion, remove the seat cushion and place the personal cushion in its place. Do not place it on top of the existing cushion.



Limit Sitting Time

Always limit the time the Patient spends in the chair, and re-adjust their position periodically to help prevent pressure injuries. With a new chair, start with short sitting sessions and increase them gradually over the course of a week.

5. Operating Instructions

The HiBack is a fully manual chair. All adjustments are made by hand. There are no electrical or battery components. Make all adjustments with the chair unoccupied, and confirm every adjustment is secure before the Patient is seated.

Seat Height Adjustment

The seat height adjusts continuously between 16 and 22 inches using the back winding handle. Rotate the handle to the left to raise the chair, or to the right to lower it.



Fig. 1. Seat height range, 16 to 22 inches



Fig. 2. Turn handle for height adjustment



Warning

Always warn the Patient before making any adjustment.

Seat Depth Adjustment

To increase the seat depth for a taller Patient, undo the toggle fixings at the back of the seat cushion, lift the seat cushion and pull it forward by up to a maximum of 2 inches, giving a seat depth of 19 to 21 inches. Then put the relevant slots in the back of the cushion onto the toggle fixings at the back, and twist them 90 degrees so it is held securely in position.



Confirm the Cushion Is Secure

The seat cushion must be located firmly before the Patient is seated. Confirm the cushion is secure after any depth adjustment.

Seat Width

The seat width is fixed at 19 inches and is not adjustable. The arms can be flipped back and removed for transfers and cleaning, as described below, but this does not change the seat width.

Arms: Flip-Back

The arms flip fully back for side transfers and remain attached to the chair, so nothing is lost or works loose. To flip an arm back, pull out the spring loaded pin on the side, and lift the arm to rotate it rearward. There is space beneath the arms to accommodate a wider Patient or legs that fall outwards.



Fig. 3. Arms flipped back for a side transfer



Fig. 4. Seat cushion removed, showing the seat base for placing a custom cushion

Using a Patient's Own Pressure Cushion

If the Patient has their own prescribed pressure cushion, remove the standard seat cushion and place the personal cushion directly onto the seat base in its place. Never place a personal cushion on top of the existing seat cushion, as this raises the Patient too high and reduces stability and pressure relief. Be aware that custom cushions won't have the toggle fixing slots at the back, so always risk assess for sliding before using.

6. Backrest Versions and Adjustment

The HiBack is supplied with either a fixed backrest or a reclining backrest. Identify which version you have before use, and follow the relevant instructions below.

Fixed Backrest

The standard HiBack (VCSGHS100001) is supplied with a fixed backrest. The back angle is determined by the backrest bracket fitted to the chair, and is set to suit the clinical requirement. The fixed back angle is not adjusted during day-to-day use. If a different fixed angle is required, the backrest bracket must be changed by a Vivid Care engineer. Contact Vivid Care to arrange this and to confirm the bracket options available for your chair.

Reclining Backrest

The angle-adjustable (reclining) backrest is available as an upgrade kit (VCSGHS100003), which allows the back angle to be changed to give the Patient additional positioning options. To change the backrest angle, lift the bar at the back of the chair and the back angle will adjust. Choose a slot to lock the backrest at the angle you want, and confirm it is securely located in the slot before the Patient places their weight against it. Always warn the Patient before adjusting the backrest, and do not adjust it while the Patient is leaning fully against the back.



Confirm the Back Is Locked

After adjusting a reclining backrest, confirm it is securely located in the chosen slot before the Patient relies on it for support.

Removing and Refitting the Backrest Cushions

To remove a backrest cushion, twist the top toggle fixings at the back by 90 degrees to release them, and pull the black flap off the fixings. Carry out the reverse operation to refit the backrest cushion, and always confirm the cushion is secure before use.



Fig. 5. Rear backrest fixing and cut-out push handle

7. Moving the Chair and Transfers

Moving the Chair

The HiBack moves on back castors. Use the ergonomic cut-out push handle to rock the chair back towards you, and then wheel the chair in a natural walking position. The seat height can be set to bring the handle to a comfortable height for you. The wide base keeps the chair stable when a Patient sits or transfers, with no protruding wheel to trip on.



Fig. 6. Rear view, showing the cut-out push handle, height handle, and castors

Transfers and Stand-Aid Compatibility

The set-back base and recessed front let standing aids get right up to the Patient, and the arms flip fully back to clear the transfer. The HiBack is compatible with the Sara Stedy, ReTurn, Stand Assist, and other standing aids. The recessed front also lets the Patient tuck their feet back for better leverage when standing.



Fig. 7. The HiBack used with a Sara Stedy standing aid



Safe Transfers

Flip the arms fully back and confirm the chair is stable before any transfer. Follow your local moving and handling policy, and use the standing aid in accordance with its own instructions.

8. Cleaning Instructions

The HiBack is designed for easy and effective cleaning. The frame is a one-piece welded polymer with no seams or crevices, fluid runs off rather than in, and all materials withstand regular wiping with standard hospital detergents. The Dartex cushion covers can also be removed for machine washing. Follow the steps below, and always follow your local infection prevention and control policy and the cleaning product manufacturer's instructions.

Preparation

1. Gather your cleaning supplies: hospital-grade disinfectant that is compatible with healthcare equipment and effective against bacteria, viruses, and fungi; disposable gloves; clean microfibre cloths or disposable wipes; and a bucket of warm water with mild detergent if needed.
2. Put on the appropriate PPE: disposable gloves, and any other PPE required by your hospital's infection control policy.
3. Inspect the chair: remove any items on the chair, such as patient belongings or cushions, then remove loose debris and dirt using a vacuum cleaner or a dry cloth.

Cleaning the External Surfaces

1. Remove the seat cushion and backrest cushions, raise the chair to full height, and wipe down the frame with a cloth or disposable wipe soaked in hospital-grade disinfectant. Focus on high-touch areas such as the armrests, and clean the inside of the frame underneath the seat, which is easily accessed at full height.
2. Clean the cushion upholstery with a disinfectant wipe or cloth, paying attention to seams and edges. The covers can be removed for machine washing at 90 degrees if desired.
3. Clean all moving and adjustable parts, including the height adjustment mechanism and the castors. Use a soft brush to remove dirt from crevices if necessary, followed by a disinfectant wipe. Spin the castors to ensure full coverage.
4. For scuffs or marks that do not respond to disinfectant, use acetone. The chair can also be fogged if required.

Drying and Reassembly

1. Allow surfaces to air-dry, leaving the disinfectant in contact for the time recommended on the product label. Avoid wiping surfaces dry unless the product specifies it.
2. Once dry, check for any streaks or residue and re-clean if necessary with a damp microfibre cloth, then allow to dry.
3. Refit the backrest cushions and place the seat cushion back onto the seat base. The chair is then ready for use.



Do Not Use

Do not use any cleaning product that is not compatible with the Dartex upholstery. Refer to the Dartex cleaning information and the HiBack frame chemical resistance chart, both available from Vivid Care, before using any agent you are unsure about.



Blood and Bodily Fluids

Following contact with blood or bodily fluids, decontaminate in line with your local infection prevention and control policy. Rinse and dry thoroughly before returning the chair to use.

9. Safety Instructions



Contraindications

This chair must not be used by any person exceeding the Safe Working Load of 160 kg, nor without prior clinical assessment of suitability for the Patient. It is not designed for outdoor use or for transporting a Patient in a vehicle while seated.



General Warning

This chair must only be set up, adjusted, and operated by a competent person.

Key Safety Points

- Do not exceed the Safe Working Load of 160 kg.
- Do not move or adjust the chair while the Patient is seated in it.
- Confirm the seat cushion is firmly located and locked using the back toggle fixings before the Patient is seated.
- On reclining-backrest chairs, confirm the back is securely locked before the Patient relies on it.
- Use the chair on a level, hard floor, and keep the area around the chair clear when moving it or carrying out transfers.
- Inspect the chair before each use and do not use it if any component is damaged, loose, or incorrectly fitted.
- Limit the Patient's continuous sitting time and re-position periodically to reduce the risk of pressure injuries.

10. Assembly, Installation, Warnings & Hazards

- A competent person trained in the use of the HiBack must set up and adjust the chair to the Patient's individual requirements before use. Where possible, all adjustments should be made before the Patient is seated.
- This product must be used in accordance with local and regional guidelines.
- Before each use, inspect the chair to confirm all components are secure, the upholstery is undamaged, and the seat cushion is located on the back toggle fixings. Do not use the chair if any component is damaged, loose, or incorrectly fitted.
- Keep body parts clear of the height adjustment mechanism and any moving parts during adjustment, and warn the Patient before making any adjustment.
- Repairs and maintenance must only be carried out by persons trained in Vivid Care products, using only approved Vivid Care replacement parts.
- Pressure injury reduction is not guaranteed by this equipment. The User must ensure the Patient has adequate periods out of the chair to allow tissue recovery. Local guidelines typically recommend a maximum of two hours continuous sitting.
- Use the chair on a level, hard surface. Do not use it outdoors or expose it to prolonged moisture, direct sunlight, or extreme temperatures.
- The chair must not be transported in a vehicle while the Patient is seated in it.
- Do not stand on the chair, and do not apply excessive load to the footplate area or armrests. The Safe Working Load of 160 kg applies to the seat.
- If any fault is identified with the height mechanism, the arms, the castors, or a reclining backrest, remove the chair from service immediately and contact Vivid Care.
- This chair must not be used by any person exceeding the stated Safe Working Load of 160 kg.

11. Maintenance & Servicing

Regular servicing prevents untimely breakdowns, reduces repair costs, and extends the working life of the chair. Parts may only be changed by service persons trained in Vivid Care products, using only approved Vivid Care replacement parts. We recommend the chair is serviced annually by a Vivid Care approved provider. The schedule below is a recommended routine for the HiBack and should be read alongside your own organisation's equipment policy.



Important

If any nuts, bolts, or fixings require attention, or if any structural damage is found, remove the chair from service immediately and contact your Vivid Care approved provider before further use. Do not attempt structural repairs without authorisation.

Maintenance Schedule

Frequency	Check Required
Daily	Check that all castors are undamaged and rotate freely.
Daily	Inspect all upholstery panels and covers for damage, contamination, or wear. Clean or replace as necessary.
Daily	Confirm the seat cushion and back cushion are located on the back toggle fixings before the Patient is seated.
Weekly	Check the height adjustment turn handle and pull-up handle operate smoothly through the full range, with the chair unoccupied.
Weekly	Check castors for hair, debris, or other material that could restrict movement, and remove as necessary.
Weekly	Check the arm locking pins for wear, and confirm they lock securely.
Weekly	On reclining-backrest chairs, confirm the recline adjustment operates smoothly and locks securely.
Monthly	Confirm all castors run freely. Replace damaged castors via Vivid Care.
Monthly	Inspect the full frame for cracks, splits, dents, or weld damage. Do not use if structural damage is found, and contact Vivid Care.
Monthly	Check the cushion toggle fixings for wear, and confirm the cushion locates securely.
Monthly	Confirm all nuts, bolts, and fixings are present and secure.
Annually	Arrange a full service by a Vivid Care approved provider.

12. Versions & Replacement Parts

The HiBack is modular by design. Arms, arm pads, cushion covers, and wheels can be removed and replaced, so a single damaged part does not condemn the chair. Order replacement parts and the codes below from Vivid Care. Only approved Vivid Care replacement parts may be used.

Code	Description
VCSGHS100001	HiBack Bedside Chair, fixed backrest
VCSGHS100003	Angle-adjustable backrest upgrade kit

Replacement arms, arm pads, cushion covers, and wheels are available from Vivid Care, along with higher-risk foams, gel cushions, and a range of cushion thicknesses to suit different patients. A range of Dartex upholstery colours is available on request. Contact Vivid Care to confirm the options and codes for your chair.

13. Warranty

Product	Frame & Column	Upholstery
HiBack Bedside Chair	2 years	12 months

The frame and column warranty covers the structural integrity of the one-piece welded polymer frame, the height adjustment column and mechanism, the arm mountings, and the welded joints. The upholstery warranty covers the cushions and covers where a clear manufacturing defect is present.

The warranty excludes misuse and accidental damage, and does not cover damage resulting from failure to follow these instructions, unauthorised repair or modification, or the use of non-approved replacement parts. For full terms and conditions, visit www.vivid.care or contact the Vivid Care team.

14. Contact & Support

For any questions about your HiBack Bedside Chair, including demonstrations, ward trials, servicing, and replacement parts, please contact our team:

Telephone	01423 799960
Email	enquiries@vivid.care
Website	www.vivid.care
Address	Vivid Care, Roftha House, Rudgate, Wetherby, LS23 7AU, UK



Scan for online resources



15. Recycling Policy

Vivid Care is committed to responsible end-of-life disposal of its products. The HiBack is a fully manual chair and contains no battery or electrical components. The one-piece Polypropylene Copolymer frame is recyclable, and the chair's modular construction means individual components can be replaced rather than discarding the whole chair, extending its service life.

Please contact Vivid Care or your local authority for guidance on responsible disposal and recycling options in your area.