

Carer Pro Chair

User Guide

Medical Treatment & Patient Care Chair



A User Guide, supplied for trained Healthcare Professionals

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Vivid Care, Rofa House, Rudgate, Thorp Arch, Wetherby, LS23 7AU

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1. Before First Use

Complete these checks before commissioning the Carer Pro Chair:

1. Inspect delivery Inspect and report any transport damage immediately after delivery. Claims may not be accepted after 7 days.	2. Connect power Plug the power cord into an approved power supply for the relevant country, as indicated by the label.	3. Charge battery If fitted, the backup battery must charge for at least 24 hours before first use.
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Important: This manual is supplied for trained healthcare professionals. Review all facility policies, product labels and service instructions before use.

The chair can be operated in the normal manner immediately after commissioning. The power cord should be left in the power supply and switched on so backup batteries, if fitted, can recharge automatically and trickle charge when full.

2. Safety at a Glance

The Carer Pro Chair has been purpose-designed to meet the specific needs of Healthcare Facilities, with a strong focus on comfort, safety, infection control, and serviceability.

- The chair must only be used indoors, on flat surfaces
- The patient must be supervised by trained healthcare professionals who have been instructed in safe operation of the chair.
- The chair must not be used in any manner for which it was not intended.
- Safe Working Load: 300 kg.
- To move the chair with no patient in it, ensure the backrest is fully elevated before moving the chair.
- To move the chair with a patient in it, place the chair in the Safe Transport position before moving the chair
- Before adjustment, confirm that walls, equipment, tubing and cords will not obstruct free movement.
- If the patient cannot safely operate the patient hand control, remove it from the patient's reach.
- In an emergency, the chair can be lowered to the Lay Flat position for CPR. Always follow site policy and confirm the chair position is suitable for the resuscitation method used.

Note: No responsibility or liability can be accepted for failure to adhere to the guidelines and instructions contained in this manual.

3. Operating the Care Chair

Routine operation

1. When the chair is stationary and positioned, lock all four brakes by depressing the central locking pedal accessible on either side of the chair.
2. Raise the seat height as required to minimise bending during procedures. It is best practice to cannulate while in this position, ensuring the patient's legs are elevated.
3. For armrest height adjustment release and lift the lever underneath the armrest. Release the pull-pin under the armrest to enable the swing-up padded tray to be angle-adjusted and/or brought to the level position. Refer to images below.
4. If an optional patient hand control is fitted, allow the patient to adjust the seat/footrest and backrest to achieve comfort and regularly alter position.
5. For safety, only nursing staff should operate the HI/LO functions available through the Carer handset or foot controls.
6. To allow the patient to exit the chair, lower the chair and return it to the upright position, by pressing the 'Entry/Exit' preset position on the handset.
7. Ensure procedural equipment is positioned to avoid tubing and cords becoming trapped in moving parts, including armrests. Disconnect procedural equipment before removing the patient from the chair.
8. Keep the power cord in the power supply socket and switched on while in use so batteries, if fitted, continue to charge.

Armrest Angle Adjustment



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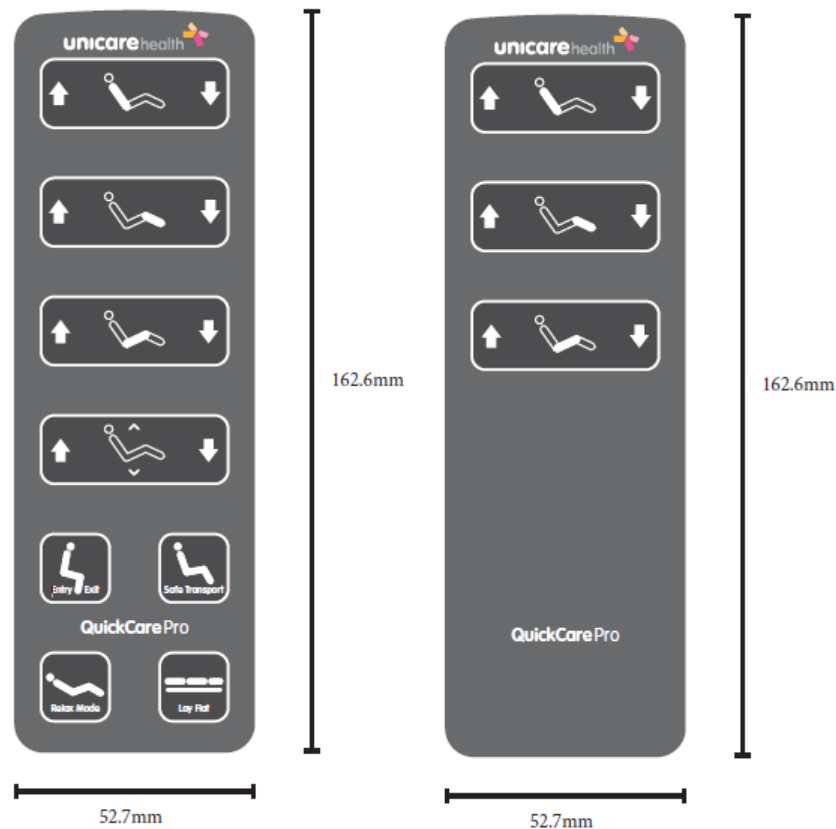
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4. Hand Controls

Each Carer Pro Chair is supplied with two handsets: one Carer-operated hand control and one Patient-operated hand control.

The Carer-controlled handset provides all chair functionality, while the patient control operates only the seat/footrest and backrest positions.

Safety: Keep the Carer handset out of reach of the Patient. A staff member should ensure the surrounding area is free from obstruction before adjusting the chair.

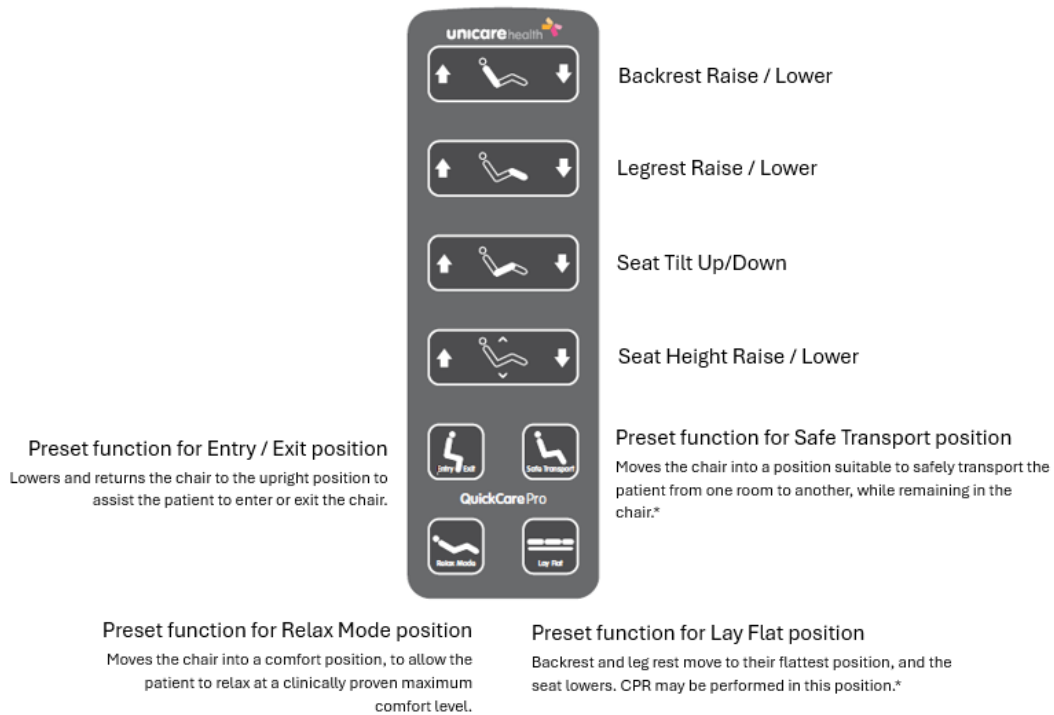


Handset Functions

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***Important:** These instructions do not override any site emergency or safety procedures / instructions.

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5. Installation

Note: Transport damage, if any, should be inspected and reported immediately after delivery. Claims for transport damage may not be accepted after 7 days from the delivery date.

At all times, when positioning the chair, take care to ensure that no part of the chair comes into contact with equipment or structures, particularly during emergency procedures.

Ensure staff members operating the chair have been provided appropriate instruction in use of the chair.

1. Position the chair.
2. Remove any temporary ties or packaging.
3. Plug the power cord into an approved power supply for the relevant country.
4. Test the chair through its complete range of movements.

Warnings and Precautions

Identified Hazard	Cause	Preventative Action
Cushion support frame wear and tear	Operator handling error; incorrect cleaning of upholstery.	Regular servicing. Ensure all operators are instructed in use of the chair. Regular inspection of upholstery for wear or damage. Regular inspection of the frame for deformities or damage.
Chair not responding to controls	Power cord damage; motor fault or handset fault.	Ensure power cords are cleared out of the way when chair is moved. Ensure no stress is placed on power cords. Only use approved parts and motors. Follow troubleshooting guide.
Contamination on upholstery	Ineffective cleaning of chair between treatments; damaged upholstery.	Repair or replace damaged upholstery immediately. Clean and decontaminate using appropriate agents and procedures.

Battery Backup

The battery should only be used when no power supply is available and should not be the main source of power. Keep the power cord plugged in and switched on while the chair is in use. The battery must be charged for at least 24 hours before use.

The battery automatically trickle charges until fully charged and should not be unplugged. If the battery fails to charge, contact Vivid Care. The battery is not user-replaceable. Connect the chair to power to recharge at least every three days.

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6. Maintenance & Cleaning

Inspection and Servicing

Servicing of the chair must be carried out by Vivid Care or an authorised agent.

Routine servicing at least annually is highly recommended to maintain safe operation. A visual inspection at least once a month is recommended. No liability can be accepted if the chair is operated while faulty and further damage occurs.

A basic visual inspection should ensure:

- Motors operate smoothly through cycle
- No broken welds
- Actuators connected properly
- Upholstery not worn or torn

For detailed servicing requirements, please contact Vivid Care Support using the Service Contact details provided in Section 7.

Cleaning

Cleaning should conform to site standards. Materials used in the manufacture of the chairs have been found suitable to clean with standard healthcare cleaning products.

Features of the chair ensure Infection Control and easy Cleaning:

- Continuous, easy-clean surfaces on backrest, seat, and legrest.
- Ergonomics at the backrest-seat junction maintain infection control performance.
- A One-Piece Plastic Base Cover protects against fluid ingress.

General Cleaning

Note: Cleaning information is a guide only. It does not replace the site's cleaning procedures and protocols. No liability or responsibility is accepted for damage caused by use of these guidelines.

For longevity, wipe the chair covers with a neutral detergent and a warm water solution. Dry with a soft, clean cloth. Stubborn grime may require gentle rubbing with a soft brush.

Cleaning of Frame and Electrical Components

Wipe down with a damp cloth.

Cleaners and Disinfectants

Cleaners and disinfectants should be:

- Neutral to low alkaline / acidic (pH value 6–8).
- Free of caustic agents
- Suitable for use with plastic surfaces, ensuring the surface structure and adhesion remain unaffected
- Non-degreasing

⚠ The chair and its controls must not be sprayed directly with a high-pressure cleaner.

7. Troubleshooting & Service

Troubleshooting Steps to Follow

- If the Chair fails to operate correctly, follow the Basic Troubleshooting Guide to determine the issue, if possible.
- Where the issue requires repair or servicing:
 - Note the chair's Serial number found on the manufacturer label
 - Contact Vivid Care using the below Service Contact details

Basic Troubleshooting Guide

Problem	Possible Cause	Solution / Action
Chair does not operate	Power supply Power cord damage Batteries not charged Handset fault Actuator fault	Conduct basic checks: Power point not active; chair not plugged in and/or switched on correctly. Power cord damaged or worn. Batteries not charged for at least 24 hours. Handset(s) damaged. Actuator cables damaged.
Specific movement not working	Faulty actuator / cable	Work through handset functions to determine which function is not working correctly, where possible.

Service Contact

To arrange a service or repair, contact Vivid Care. Please provide:

- Chair model
- Chair Serial number
- Troubleshooting finding (where applicable)

CONTACT INFORMATION

Vivid Care
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Email: enquiries@vivid.care
Online: www.vivid.care

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8. Warranty

Vivid Care will honour its manufacturer warranty, covering manufacturing fault for the period specified for each item, from the date of purchase, unless agreed otherwise.

The Carer Pro Chair (excluding fabric choice) has a Warranty of Three (3) years, including controls.

Fabric: Encore Studio warranty: Three (3) years.

Issues not covered by warranty include:

- Normal wear and tear
- Willful damage
- Errors or malfunctions in the product due to:
 - accident
 - abnormal electrical, mechanical or environmental conditions
 - use contrary to manufacturer operating instructions
 - misuse
 - neglect
 - alteration
 - mishandling
 - service, repair or alteration by any party other than an authorised Vivid Care Technician
 - improper installation or testing by any party other than an authorised Vivid Care Technician

9. Product Description

The Carer Pro Chair has been purpose-designed by Vivid Care to meet the specific needs of Healthcare Facilities, with a strong focus on comfort, safety, infection control, and serviceability.

Key features include:

Clinical Functionality

- **Fully Electric Operation:** All chair functions are controlled via an intuitive, accessible handset.
- **Four Preset Modes:** One-Touch Preset Positions – Entry/Exit, Safe Transport, Relax, and Lay Flat.
- **Dual Foot Pedals:** Located on both sides of the chair, allowing height adjustment when hands are occupied or sterile.
- **Second Handset:** Allows the nurse or carer to make adjustments from either side.
- **Handset Holders:** Dual-sided holders mounted to the armrests for convenience and accessibility.

Patient Comfort & Safety

- **Improved Seat Tilt:** Offers better patient positioning and entry assistance.
- **Lowest Seat Height:** At low height of 470mm, makes it easier for all patients to access the chair.
- **Extended Legrest:** An additional 40mm of length provides enhanced lower limb support.
- **Adjustable Headrest:** Dual-Contour Neck & Headrest Cushion With Velcro Retention Strip.
- **Comfort Armrest:** Armrest designed for enhanced patient comfort.
- **CPR Ready:** One-touch lay flat mode on the handset.
- **Safe Working Load:** 300kg

Infection Control & Cleanability

- **One-Piece Surfaces:** Backrest, seat, and legrest feature a continuous, easy-clean surface.

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- **Improved Seat Design:** Ergonomics at the backrest-seat junction maintains infection control performance.
- **One-Piece Plastic Base Cover:** Protects against fluid ingress and enhances hygiene.
- **High Quality Vinyl Upholstery:** High-durability upholstery tested to over 1,000,000 rubs (Martindale), ideal for high-use environments. 3-Year Warranty on Studio Encore Vinyl.

Mobility & Integration

- **Mobile Base:** High-performance 125mm Tente Linea twin castors ensure smooth, controlled movement.
- **Rear Push Handle:** Ergonomic design positioned at Australian Standard height of 1000mm.
- **Rear IV Pole Receptacle:** Eliminates the need for separate mobile IV poles.

Electronics & Support

- **Linak Electronics:** Featuring premium Danish Linak One Connect technology for reliability and remote diagnostics.
- **Cable Retractor:** Protects the power cable and reduces trip hazards.
- **Warranty:** 3-years