



The revolutionary

Standing Chair

User Handbook



Helping Hand
Reablement

HH a division of The Helping Hand Company

SYMMETRIKIT
POSTURAL CARE

HH a division of The Helping Hand Company

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Welcome to your new Standing Chair

- It has been made **bespoke to fit you**, keeping you comfortable, supported, all day long. Ensuring you peace of mind every day to be able to get up and about. No slumping or perching on the edge of the seat as your feet are safely anchored to the floor.
- **Keeping active** – this is the first of its kind ‘Sit to Stand’ chair that replicates how you stand to enable you to keep moving. The supported standing action transfers weight through your legs as you rise, helping to maintain healthy joints.
- **Confidence to stand up** – lifting up from the bottom, maintaining forward eye contact and actively engaging in the standing process. Move at your own pace, stopping as you need, getting you up on your feet safely and securely, through a natural standing action.
- **Sit right every time** – as the chair is made to fit you, each time you sit down, you will be positioned to the back of the chair with no need to shuffle back/reposition to get comfortable. Maintenance of good posture and back support when seated.
- **Multi adjustable**: single function sit/stand button; separate handset to adjust back, seat and leg support individually to create your own snooze zone. Don't worry, if you can't reach the handset - to reset the chair to upright position, simply use the sit/stand button.

- ✔ Mobile and semi ambulant
- ✔ Maintaining independence and reablement
- ✔ Tilt in space, Postural support and Pressure care as standard
- ✔ Ability to weight bear
- ✔ Up to 160kg/23 stone

- ✘ Immobile/off feet
- ✘ Incompatible for transfer with hoist/drop down arms
- ✘ Dynamic postural support needs
- ✘ Moving room to room
- ✘ Bariatric

Your chair - tailor made, a perfect fit for you

Back rest with ***built in lateral support*** to help maintain good posture

Adjustable recline and tilt in space.

Dual arm rests: little extra support, the inner arm ***moves with you*** as you raise and lower; outer arms to ensure ***upper body support*** as you relax.

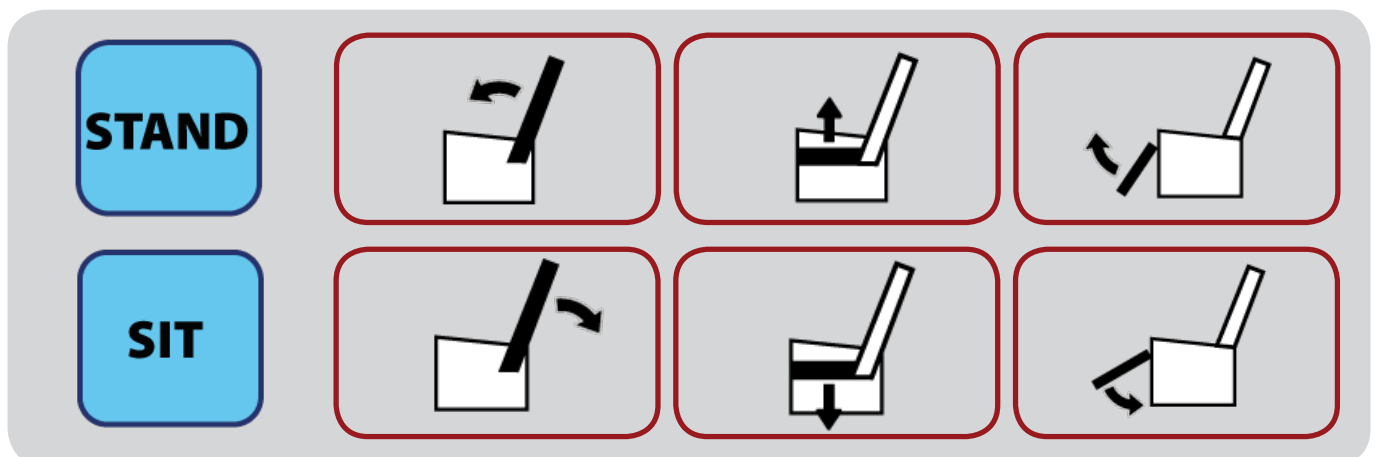
Cutting edge technology in ***Pressure Management*** ***built*** into every seat.



Glide feet with ***extra 40mm clearance*** to clean underneath.

Height adjustable leg rest, raise up to 90°; parallel to hip height.

Handset



Ready, set, go

We've included a helpful checklist prior to and on delivery of your chair

Home access

- Access to main entrance (ramp/steps) clear of obstructions/trip hazards for delivery vehicle*
- External doorway wide enough, minimum doorway width 730mm
- Confirmed access if delivery involves use of lift or carry up in internal stairs

**Home delivery via 2 person team as standard*

Room setting

- Internal door access width, minimum 730mm
- Power supply close enough to chosen location, avoiding trailing wires/trip hazard
- Adequate space around chair to allow back to fully recline
- Each function of chair checked and working
- Demonstration on how to use chair
- Test function and fit of chair

and relax...

Note: we have completed this for you during our final quality check

Serial Number:

Date of Manufacture:

*The serial number is located on the rear frame of the chair.
It is important to reference the serial number during all communication with your local supplier/The Helping Hand Company.*

Sit/Stand function



- The single function button enables you to stand up & sit down all at the touch of a button
- Raise and lower in a smooth action, at your own pace, you are in control
- If you can't reach your handset, use the single function button to bring you back to an upright position.
Remember, left-handed or right-handed - *you can choose which side of your chair*



Handset



- Personalise your seating position to suit you
- Powered function allows you to adjust angle of back rest, leg rest and tilt in space independently
- Ideal for a carer or partner too, the Sit/Stand function can also be operated through the handset

Sitting to standing



- The Standing chair has been designed to make standing up simple and effortless for you.
- Press the  button or  to begin rising up
- Hold down until you reach the optimum height to then walk off the chair

Standing to sitting



- Sit back on the raised edge of the chair . You dont need to lean back, the chair will position you automatically as you lower.
- Holding on to the inner arm rests, simply press



or



The chair will slowly lower you down into a relaxed seated position, snug into the back of the chair

- Use the handset to create your own comfortable seating position.



Charging

- The chair should be connected to mains power at all times when in use
- The chair comes complete with an emergency power back up, should there be a power failure. This will operate for a maximum of one hour/10 lifts - it should be used infrequently/only in case of emergency. An audible alarm will sound as the battery runs low.
- To recharge the battery, reconnect to the mains power and allow 4 hours for full battery charge

Troubleshooting

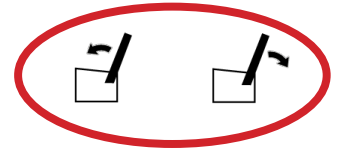
If your chair develops a mind of its own and does not operate as you expect it to, check the following:

- **Chair will not adjust** - check connected to mains supply and switched on
- **Chair will not go up** - check leg rest is not extended and back rest is fully upright
- **Chair will not recline** - ensure the chair has been fully lowered from the standing position
- **Chair will not go down** - make sure there is nothing behind or below the chair that is restricting it's movement
- If the SIT function does not return the chair to the default seated position, then it is advisable to reset the chair as detailed on page 9




Resetting your chair

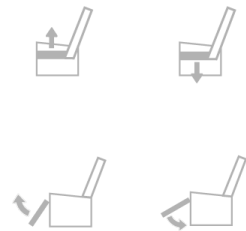
DO NOT SIT IN THE CHAIR DURING THIS PROCESS

1 Press the top two buttons and hold them for 10 seconds, the chair will enter manual mode and you will notice a change in the note of the beeping tone



2 Adjust each function as follows:

-  seat fully down
-  leg rest fully in
-  back rest fully reclined (down)



Do not push any buttons for 10 seconds

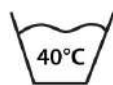
3 Normal function should now be resumed: test the chair by pressing 'STAND'



Should you still have an issue with your chair, please contact your local supplier.

Cleaning your chair

- Before cleaning the chair, remove the mains cable from the wall socket
- Dust and dirt can increase the wear and tear on the fabric, we recommend you brush/vacuum the chair regularly
- If the upholstery is exposed to direct sunlight for long periods of time it will likely fade, where possible use blinds/curtains for protection
- Fabric upholstery has practical Stain Guard finish. When using fabric/upholstery cleaner, always check manufacturers' instructions and test on an inconspicuous area first
- Cuero upholstery should be wiped down using a damp, clean cloth with a solution of mild detergent and lukewarm water
- The seat cushion is split into 2 sections and both covers are removable. They can be machine washed at 40°C using non biological detergent and air dried or tumble dried on a LOW setting



**DO NOT
IRON**



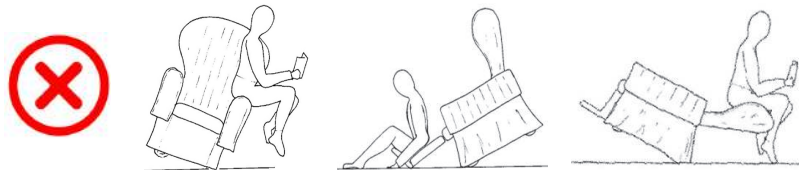
**DO NOT
BLEACH**

- The frame of the chair can also be cleaned with a damp cloth and mild detergent if required. Please take care to keep the power system dry; **ensure all electrical components are dry before reusing the chair**

Guarantee + Warranty

5 years	-	mechanical parts five years
1 year	-	electrical components
1 year	-	upholstery

- Normal wear and tear, soiling of covers and fabric shrinkage are excluded. We reserve the right to withdraw colours or materials from the range but will always endeavour to find the closest match available
- This chair is not intended for use outdoors OR within a vehicle
- Great care is taken in the design and manufacture of your chair, and to ensure it meets all safety standards - do not allow anyone to kneel, stand on the leg rest, arms or back, incorrect use of this product can cause accidents



Frequently asked questions

- **Do I qualify for VAT exemption**
If a Standing chair will help your illness or disability then you will not have to pay VAT.
- **Do I need to provide a medical certificate to get VAT exemption**
No, however you will need to complete a VAT exemption form at point of order
- **How long will I have to wait to get my chair**
All chairs are made to measure by our fine crafts team in Herefordshire, please allow 6-8 weeks.

- **When will I get my chair**

We will call to confirm date/time. The direct delivery team install and remove transit packaging. Disposal of your old furniture can be arranged - please discuss when placing your order.

- **What if I have a problem with my chair**

In the highly unlikely event of a problem, please refer to pages 8-9.

- **How will you use my personal details**

Your details are stored on a secure database and are protected by the Data Protection Act 1984. We only store your details to cover your guarantees etc, we never pass your details to third parties.

Credit or debit card details are never stored and online card payment details are processed by a regulated merchant service to protect you.

- **Can I move from room to room**

The chair should never be moved with someone sitting in it and is not designed to be moved around the house. The glide feet are to support cleaning around/underneath only.

- **How do I keep my chair in tip top condition**

We recommend an annual inspection to check for wear and tear, and test mechanical integrity. For further details please contact our Service team on 01531 634468 - remember to have your serial number handy.

- **I need new upholstery**

We reserve the right to withdraw colours or materials from the range but will always endeavour to find the closest match available. Please have the serial number of the chair to hand when you call.

- **How can I get in touch if I have a question**



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