

# KAYE WALKER

USER MANUAL - ALL SIZES



# INTRODUCTION

**The Kaye Walker is designed to make walking less energy consuming, improve postural alignment and maximise the potential for walking.**

These instructions include a guide to maintenance and general care and if followed, the Kaye Walker will provide trouble free service. However, in the event of any severe deterioration in performance, take the product out of service immediately and contact RMS, or your equipment provider.

These instructions must be kept in close proximity to the equipment. Should they become soiled or illegible, or if further copies are required for circulation, please contact RMS or your equipment provider.

Practitioners, therapists, parents and carers must make themselves conversant with the contents of these instructions. Advice may also be sought from your equipment provider. If you are unsure of any of the contents herein, please do not proceed to use or adjust the equipment.

In order to ensure safe and effective use of the product, a number of means of adjustment are provided and are described in detail in the following pages.

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# INTENDED USE

**The Kaye Walker (Posture Control Walker) is intended to be used as part of a walking development programme and where appropriate, as a means of assisting personal mobility in the community.**

The design and function of the walker encourages hip and trunk extension in order to develop muscle tone and balance necessary for walking.

The Kaye Walker has been developed in 6 sizes plus a heavier duty version of the W4 model. This is together with a variety of optional fittings, to meet the needs of individual users.

This equipment should only be issued or set up by a qualified clinician who understands the clinical context in which the product should be applied.

This manual contains important information concerning the setting up procedure to be observed before allowing the use of the equipment, and should be read in full by those responsible for the user's care.

The product is designed to be used within the weight and dimensional constraints detailed in the table on page 9, as failure to do so may lead to equipment instability.

The design and function of the equipment is kept under constant review and minor alterations to the description and diagrams given in this manual may occur.

A level of supervision appropriate to the user's abilities should be applied at all times.

# DECLARATION OF CONFORMITY

Rehabilitation Manufacturing Services Limited, as manufacturer with sole responsibility, declares that the Kaye Walker from RMS, conforms to the requirements of European Guidelines 93/42/EEC and BS EN12182:1999 Technical aids for disabled persons - General requirements and test methods.

**This product is registered as a Class 1 Medical Device.**

Rehabilitation Manufacturing Services Limited is a BS EN ISO 9001:2005 registered firm applicable to: The design, manufacture and personal adaptation of therapy, mobility and rehabilitation equipment for people with special needs.



# WARRANTY

The manufacturer warranty is only valid when equipment is used in accordance to the conditions specified in this manual.

 Does not cover accidental damage, including damage caused by misuse or neglect, or failure to maintain the walker in accordance with instructions given in this manual.

 Does not extend to non-durable parts, which are subject to normal wear and tear and need periodic replacement, for example wheels, castors, ferrules and hand grips.

 Warranty is null and void if non-original RMS parts/ accessories are used, or if the product is repaired or altered by a non-authorized person.

 RMS reserve the right to inspect the claimed for product and the relevant documentation, before agreeing to the warranty claim, and to decide upon whether to replace or repair the defective product.

# LIFE CYCLE

RMS have introduced designated Life Cycles for each of its products, based on the likelihood of equipment reissue, and that infant walkers (for example sizes such as the W1/2 and W1) retain their functionality for longer as user weights are much less than someone who is using one of the larger sizes (W3 or W4).

SIZE	WARRANTY	LIFE CYCLE
W1/2 FRAME	2 years	7 years
W1 FRAME	2 years	5 years
W2 FRAME	2 years	5 years
W3 FRAME	2 years	5 years

SIZE	WARRANTY	LIFE CYCLE
W4L FRAME	1 year	3 years
W4H FRAME	1 year	3 years
W5 FRAME	1 year	3 years
ALL WHEELS	1 year	1 year

RMS recommends that walkers issued to larger children with Ataxia or challenging behaviours, must be treated as having a single user life with disposal after use as it is not easy to assess damage from the irregular stresses and strains placed on equipment in such cases. Walkers known to be used for activities outside of the parameters for the walkers intended use, should also be disposed of after use.

# SAFETY INFORMATION

 Do not use the product on steps and stairs. The walker may be used on very slight gradients, however, this depends upon the user's ability and levels of supervision.

**RMS recommends that a risk assessment be carried out by therapists and or carers to assess the suitability of routes and terrain before allowing a supervised user to use the walker in a community setting (i.e. outside of the gymnasium).**

 Do not use on uneven ground. If the Kaye Walker is used outdoors in wet weather, wipe off all mud and dry the frame immediately. There are accessories specifically designed for outdoor walking.

**See 'activity wheels' on page 8.**

 Take care when using the walker around low level furniture as protuberances could push in leg poppers in extremely rare circumstances, causing the leg/wheel to drop inside the frame.

 Do not store the product where it may block access to doors, walkways or fire exits.

 The product has been tested and checked by RMS staff. Any adjustments or alterations which are not listed in this manual should not be made without the authorisation of RMS as any such adjustments will affect the product's warranty and more importantly, may compromise user safety.

**RMS does not take any responsibility for any product which has been modified, adapted or affected by actions not described in these instructions by any individual not authorised by RMS.**

 Do not allow the user to use the rear tubes of the walker as a seat or to perch on as this will cause undue stresses on the frame for which it is not designed. Users may be discouraged from sitting on the tubes by fitting an anti-perching loop.

**See 'anti-perch loop' on page 1.**

**Further details on product safety, maintenance and cleaning can be found on pages 18 - 20.**

# UNPACKING

**This section details the process required for adjustment and the unpacking and initial assembly of your product.**

**Upon receipt of your product, carefully remove the contents from the packaging. Please be careful not to score or scratch the contents whilst removing card or bubble wrap protection.**

 To avoid the risk of suffocation, please remove plastic bags and bubble wrap from the vicinity of small children and babies.

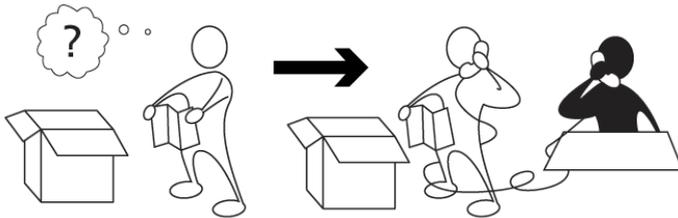
 Please ensure all parts are retrieved from the packaging before disposal.

If possible, collapse the packaging and store for a short period of time (two weeks) to facilitate return of the product, if the product has been wrongly prescribed or is unsuitable. Charges may be levied for equipment ordered incorrectly.

## RETURNS

Your equipment supplier will have their own return procedures so it is important to contact them before returning any product.

 Should you suspect that any parts or accessories are missing, please contact your local equipment supplier or RMS as soon as possible.



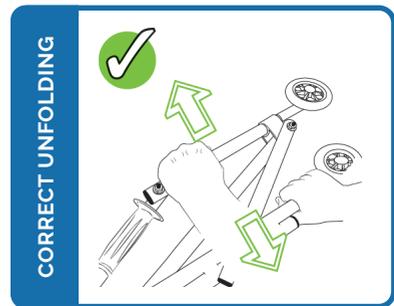
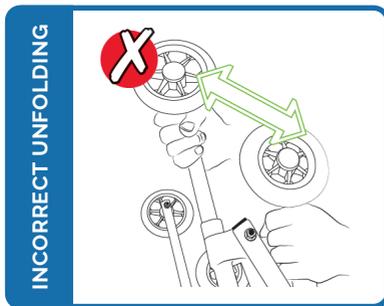
**If you have any queries concerning product assembly please contact 01795 477280 and select 'technical support' or contact your local service provider.**

# FOLDING & STORING

## UNFOLDING THE WALKER

To unfold the walker, rest it on its side so that it resembles a 'C' on the floor. Hold the joint in front of the handgrip and the end of the back leg tube and pull these points apart and the walker will begin to open up.

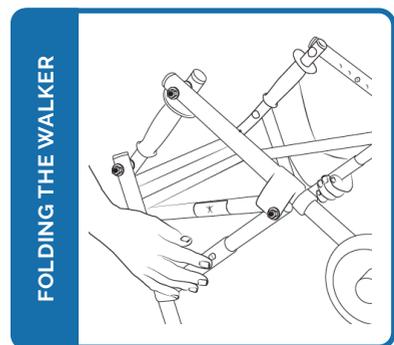
Keep pulling these points apart until the popper pins on the telescopic tubes in the front and back legs click into the holes in the outer telescopic section. Should the walker be difficult to unfold, do not force the frame.



## FOLDING THE WALKER

To fold the Kaye Walker squat behind the walker and rest the rear wheels on the floor. Simultaneously press in the poppers on the telescopic tubes either side of the frame. Once the poppers are released, apply pressure to the front legs and close the frame.

If you need to fold the walker for transportation you may wish to reduce the leg height and make the walker more compact. Make a note of the hole position before doing this.



**Caution must be taken through use, transport and storage not to drop or knock the product. Do not store other equipment on top of the product or accessories.**

# WHEEL OPTIONS

The legs govern the stability and running of the walkers. The legs always come in pairs and should always be referred to as left and right hand when using the walker, i.e. standing in the walker with the cross rails behind. The left hand aluminium legs have a yellow sticker attached. Legs fit into the leg tubes and are held in position with spring poppers mounted in the legs.

## W4L & W4H Walkers:

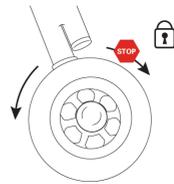
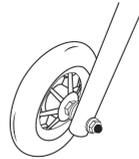
W4Ls are for light duty youth and adult use and have aluminium legs. W4Hs are for heavy duty use and they have steel legs and reinforced joints for added strength. Please refer to the table on page 9 for walker sizes and weight limits.

## STANDARD REAR WHEELS (W#OR)

These wheels have a fluted tread and a silent one way bearing incorporated into the hub of the wheel to prevent rolling backwards.

They can be used indoors and on outdoor surfaces such as asphalt and concrete, although regular use on these surfaces will cause the tread to wear more quickly when compared to solely indoor use.

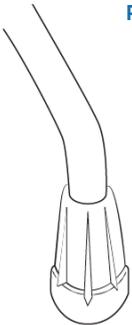
These wheels require greater care following use in wet weather and may need to be lubricated from time to time. The Kaye rear wheels prevent rolling backwards.



## REAR LEGS WITH RUBBER FERRULES (W#L)

These are only suited for indoor use and must not be used in conjunction with directional locking swivel front wheels.

They are the basic option for those with sufficient control to pick up or lightly drag the walker to change direction. They are fitted so that the kink at the bottom of the leg points down and in, keeping the ferrule flat against the floor.

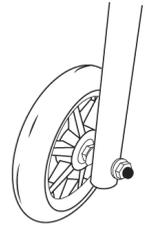


Not available on W4H type walkers. Alternatively wheel dampers can be used.

# WHEEL OPTIONS

## FIXED FRONT WHEELS (W#OF)

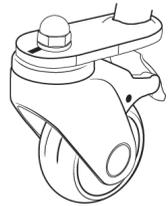
These wheels have a plain hard wearing surface with no tread, and are ideal to "skid steer" the walker when the user cannot use swivel wheels.



## DIRECTIONAL LOCKING SWIVEL FRONT WHEELS (W#DLS)

These have two uses:

- 1) In clinic during assessment, or walker use by several users, the swivel wheel direction can be locked to run in line with the walker so that the wheel behaves as a standard front wheel. The lock can be quickly removed for 'community walkers'.
- 2) Single users who want manoeuvrability indoors but who would like to lock wheel direction when walking any distance.



## ACTIVITY WHEELS (SIZES W1-W5)

The success of the Kaye Walker in the gymnasium has resulted in more widespread use of the walker outdoors and on surfaces such as grass and gravel paths.

They feature an oversize front pair of wheels and a "gear" style rear braking system on the rear wheels. Therefore rear wheels can be cleaned of dirt more easily.

The front activity wheels are 6" in diameter and are designed to roll over stone chippings and thresholds without interruption.

Despite their height, it is recommended that you dry and lubricate the front

wheels with WD40 (or similar) if they become wet at hub level.

The rear activity wheels have a similar diameter in order to maintain the walkers stability and reduce sway.

 The Kaye Activity Wheels are not an invitation to use the Kaye Walker for extreme sports, however they are designed to take some of the discomfort and effort out of walking over rough ground.



# DIMENSIONS

In order to establish the correct product size, you should measure from the floor to the crease of the user's palm with their arms placed at their side. Allow for a few degrees of flexion (or bend) at the elbow. You can then compare the measurements to the ranges in the chart. It is important to allow for growth.

All dimensions are based on four-wheeled walkers. Frame weight is calculated based on the frame with wheels but excludes accessories. Activity wheels will affect the adjustment range of each walker.

**Sizes are calculated in Centimetres (cm), weights in Kilograms (kg).**

SIZE	STANDARD WHEELS	ACTIVITY WHEELS	HAND GRIP WIDTH	FRAME WIDTH	FRAME LENGTH	HEIGHT OF USER	MAX USER WEIGHT	FRAME WEIGHT
W1/2	37 - 46	N/A	34	58 - 60	52 - 59	up to 95	27 kg	3.00 kg
W1	41 - 55	45 - 59	34	60 - 62	56 - 62	91 - 122	27 kg	3.00 kg
W2	48 - 64	52 - 68	34	58 - 60	69 - 83	107 - 137	39 kg	3.85 kg
W3	59 - 78	63 - 82	38	62 - 64	77 - 89	129 - 152	60 kg	4.85 kg
W4L	72 - 92	76 - 96	40	65 - 67	84 - 97	150 - 179	82 kg	5.50 kg
W4H	81 - 100	N/A	40	67 - 69	90 - 102	150 - 185	95 kg	7.00 kg
W5	90 - 105	94 - 109	47	65 - 67	102 - 108	175 - 192	113 kg	9.75 kg



Figure 1 > There are two different wheel sizes, so there are certain measurements for each wheel type.



Figure 2 > showing the hands at the same height as the hips (consistent for both wheel types).

# ADJUSTMENTS

## HEIGHT ADJUSTMENTS

Height adjustment is controlled by sliding each leg up or down in the frame leg tubes. The walker height is adjusted in 25mm (two finger) increments. Measure the necessary adjustment required. Heavy duty walkers may feature two sets of poppers in each leg.

The walkers have been designed so that the user stands with their back to the cross rails looking out of the open front. All references to the left and right side of the walker are made in relation to this position. The walker should be used to develop a standard walking posture and pattern.

This involves an upright trunk and limited flexion (bending) at the hips. The position of the hands and arms is also an important factor. The hands should be at the same height as the

hip with slight flexion (bending) at the elbow. The top cross rail is designed as a step prompt, so when the user moves the walker forwards, the cross rail gently nudges their buttocks to encourage the next step. With this in mind, walker height should be set so that the top cross rail is aligned with the middle of the user's buttocks. This should also provide the appropriate height for the hand grips.

To check this, stand the user in the walker with their back to the cross rails and compare the height of the cross rail to the centre of the user's buttocks.



Ensure that all legs are adjusted to the same height and that the popper pins engage fully through the holes on the leg tubes before use.

## WEIGHTS AND REINFORCEMENTS

Weights are sometimes used to counteract and stabilise any tendency by the user to lift the walker. Fitting weights will not slow the walker's movement. The amount of weight which can be fitted into a walker is limited (4kgs maximum).

Other approaches, such as the use of vertical hand holds, may prevent lifting of the walker. Increasing the

height of the walker is not a viable solution to this problem.



Leg weights will add 2kg to the weight of the walker (depending on size). Putting weights in the 'U' tubes will increase the weight further by 2kg.

**Instructions for fitting leg weights are shown overleaf.**

# ACCESSORIES

## FITTING LEG WEIGHTS

To fit weights into the walker legs you will need a pair of long nosed pliers. Remove the legs from the walker and push in the spring popper which holds the leg in place in the walker.

Using the long nosed pliers, pull the spring popper out of the leg as shown in Step 1 and store in a safe place. Push a small piece of bubble wrap in to the leg tube and push it down the leg using the weight.

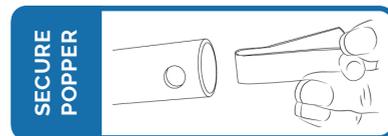
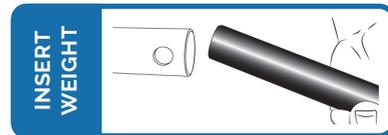
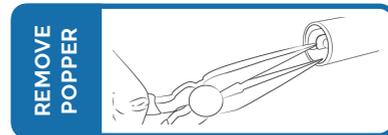
Push another piece of bubble wrap into the tube and ram it down to hold the weight in place and stop it rattling.

Replace the spring popper by holding the two legs of the popper together as shown in Step 3 and sliding it in to the tube. Push the popper down until the button on the popper fits through the hole at the top of the leg, facing in the opposite direction than the wheel on the leg.

Repeat the process for the other legs. Further weight can be added to the

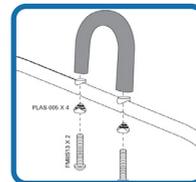
'U' tubes of the walker. This is a more complicated process and requires the joints at the bottom of the front walker legs being dismantled.

The weights are slid up the diagonal 'U' tube and held in place in the same way as the weights in the legs. The joints are then re-assembled.



## ANTI-PERCHING LOOP

The anti-perching loop is designed to discourage children who like to perch on the rear tubes of the walker. Sitting on the walker in this way will cause stresses to the walker frame. If a seat is required, you can purchase an additional pull-down seat unit.



# ACCESSORIES

## SEATING KIT

From 2008, the Seated Kaye Walker, which existed as a special frame, was replaced by a retrofit seat system that can be fitted to the conventional Kaye Walker design (with the exception of the W5).

This can be easily fitted at the point of manufacture. If you would like an upgrade to an existing walker, this requires RMS to attend site and fit the seating system.



## SEAT SAFETY GUIDE

-  Do not use the seat on any incline or on soft or uneven ground.
-  Please make sure to engage the front wheel brakes before sitting.
-  Un-braked front wheels may be used in some circumstances. Please inform RMS of any special requirements and ensure that adequate supervision is provided at all times.
-  The walker frame may need to be supported by the professional / parent / carer as the user sits and stands.
-  The seated walker is not designed to be used in place of a seat or chair but it provides an opportunity for the user to rest. Remember - always fold the seat away when walking.
-  Do not allow anyone to stand on the seat and always observe the maximum user weights as described on page 10 of this manual. Also observe warning labels. If you have any concerns over the seat's function and/or stability, take the walker out of use and contact RMS and your healthcare professional.

# ACCESSORIES

## HIP GUIDE / SYMMETRY PADS

Posture Control Walkers supplied from January 2002 have two holes in the handrail 'U' tube. These holes allow for the fitment of the new hip pad assembly.

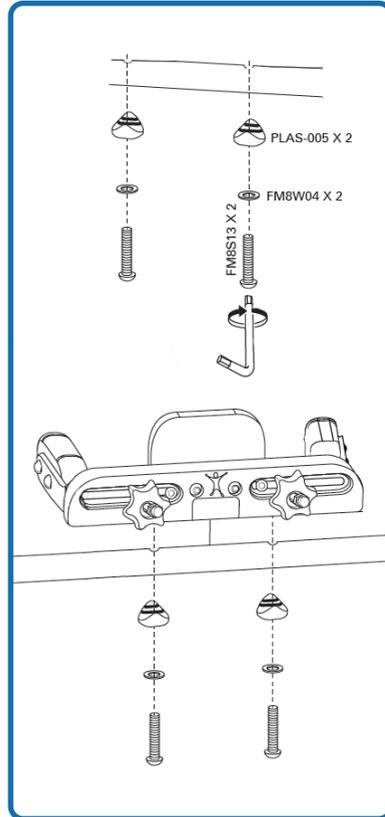
The assembly consists of two hip guides, the guide plate and fixings. To attach the guide plate to the handrail 'U' tube, insert two threaded stems through the holes in the handrail 'U' tube.

Fit washers and nuts onto the stems and tighten the nuts until the guide plate is held firmly in position. Each hip guide is attached to the guide plate with a screw and a handwheel.

Once the hip pads are in the desired position, tighten hand wheels to hold the hip pads in place. Do not overtighten!

 **NOTE:** Aim to position the hip pads symmetrically. Leave a two finger gap between the user and the hip pads so that movement is not overly restricted. Guided hip pads are not suitable for those users with ataxic movements.

 Should you suspect that any parts or accessories are missing, please contact your local equipment supplier or RMS as soon as possible.



**IF YOU ARE CONCERNED ABOUT IF YOU HAVE AFFIXED ANY OF THESE PARTS CORRECTLY PLEASE CONTACT RMS LIMITED ON 01795 477280**

# ACCESSORIES

## PELVIC BELT BRACKETS TO BE FITTED TO HIP GUIDES

Please follow these instructions if you have purchased the optional pelvic belt accessory for your hip location pads. The screws that are supplied replace the existing width adjustment screws in your Hip Location Pads.

 **NOTE:** This pelvic belt accessory is not a restraining strap, and should only be prescribed for gym-based training.

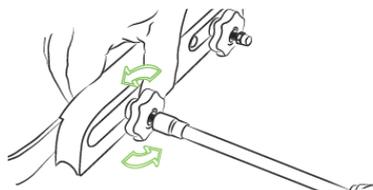
 **NOTE:** Remember to reattach all screws, washers and knobs.

Test all functions by adjusting the Hip Pad width and tightening knobs. Make sure you are satisfied that the tightening knobs hold the Hip Pads in the desired position. Pull each side of the Pelvic Belt against the newly fitted Pelvic Belt Brackets and ensure that they are secure.

Below is a label that is affixed to the pelvic belt. Please remember that the belt is to be used for gait training positioning only.



This device is **NOT** for use as a safety restraint.



**1.** Untighten all screws & knobs at the back of the hip guide with a 10mm spanner or nut runner.



**2.** Retain existing Hip Pad width adjustment screws and store in a safe place should you wish to remove the Pelvic Brackets in the future.



**3.** Insert new longer width screws through the belt bracket, ensuring the screw shoulder locates in the square holes on the bracket.

# ACCESSORIES

## FOREARM GUTTERS

These are suitable for users who cannot achieve forearm extension (e.g. hemiplegia/rheumatoid). They can be used if the user cannot weight bear through their arms, locking the elbows into the shoulders.

The frame of the walker should not be set so that the top rail is higher than the centre of the pelvis in order to set the gutters at elbow height.

Forearm gutters for walker sizes W3, W4, and W5 feature an additional supporting bracket at the rear of the assembly which can be adjusted to rest on the handrail behind the handgrip. (see fig.1)

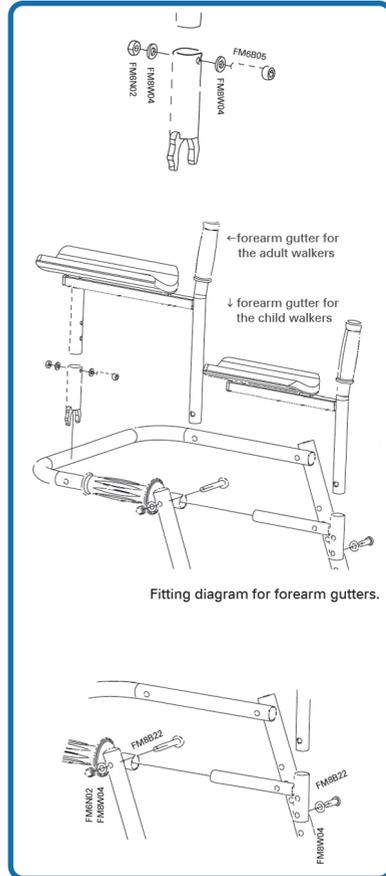
## FOREARM RETENTION STRAPS



Forearm gutters can be used singularly or as a pair.

Optional forearm straps are available from RMS and are intended to help locate and maintain the position of the user's arms on the gutters. They effectively attach the user to the walker, so supervision must be increased accordingly to guard against accidents.

The straps fit through the gap between the gutter and the square tube which supports it. Feed the straps through this gap. When the user is positioned in the walker, fit the loose end of the



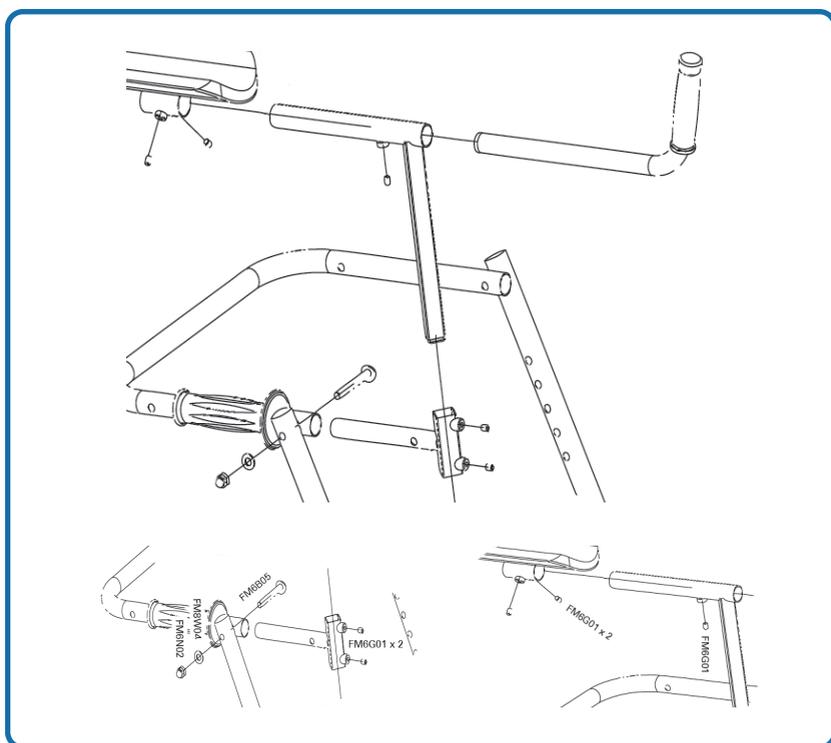
strap through the 'D' ring and back over on itself so that the two different types of velcro fit against each other.

# ACCESSORIES

## MULTI-ANGLE FOREARM GUTTERS

This brand-new accessory is designed to offer the therapist and user a wide range of adjustment.

The hand grip can be adjusted in angle and distance away from the gutter sleeve. This accessory can also be adjusted in height, the gutter sleeve can also be rotated.

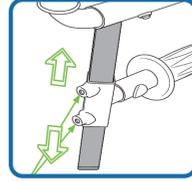


# ACCESSORIES

## MULTI-ANGLE FOREARM GUTTER ADJUSTMENT

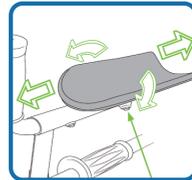
### Height Adjustment of the Gutter

To adjust the overall height of gutter sleeve and hand hold combined, use a 3mm Allen key to release the two retaining grub screws in the gutter receptor (do not remove screws). Slide the unit up or down to the required height and secure with the screws.



### Angle and Depth Adjustment of the Gutter Sleeve

The padded gutter sleeve can be adjusted in two ways: 1) rotate the gutter sleeve by undoing the 3mm grub screw on the underside of the sleeve. 2) use the same method to adjust the sleeve along the length of the accessory. Secure the grub screw with a once you have the desired position.



### Angle and Depth Adjustment of the Gutter Grip

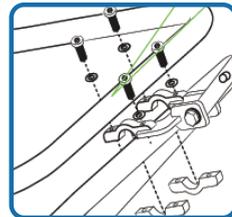
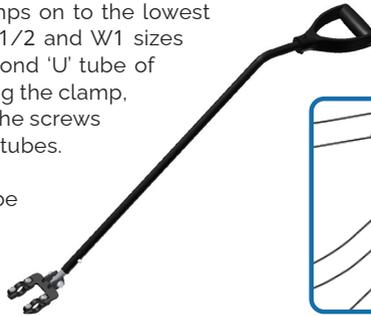
You can adjust the handhold segment of the accessory in a similar way, by releasing the 3mm grub screw nearest the handhold. Then you can rotate the handhold or space it away from the gutter sleeve as required and secure the grub screw with a once you have the desired position.



## ASSISTANT ROD

The restraint/assist rod clamps on to the lowest or second 'U' tube of the W1/2 and W1 sizes and on to the middle or second 'U' tube of all other sizes. When attaching the clamp, take care not to overtighten the screws as this may crush the walker tubes.

This item is designed to be used for guidance and training, and removing back strain for carers and health care professionals.



# MAINTENANCE

## INSPECTION

Therapists who have used the Kaye Walker for many years will be familiar with a number of enhancements which may: 1) improve the functionality of the product with a particular user, 2) prolong the products useful life.

These include: weighted inserts, double poppers in leg extensions, welded frames or fixed/bolted frames

(i.e. they cannot fold), reinforced joints and other wheels. Products used by heavier or more erratic users will need checking far more regularly.

We suggest the following schedule therefore, as a minimum requirement. Please see below for Maintenance Checks and page 22 for Further Safety Advice (for more detailed information).

KAYE WALKER SAFETY CHECKS	WEEKLY	MONTHLY	ONGOING
Check adjustment holes on legs and folding tubes.	X		
Check / replace worn wheels, also check for uneven wear.		X	X
Check that size is still appropriate for the user.			X
Check bolts, nuts are not loose or missing.		X	
Check folding function and walker stability. (Does it wobble?)		X	
Check that walker runs in a straight line by rolling it unladen.		X	X
Check for <b>ANY</b> damage and report any causes for concern.	X		X
Check that all 4 wheel/legs are set at the same height.		X	
Check RMS website for updates and safety bulletins.			X

## MAINTENANCE CHECKS

 Check height adjustment holes and holes on the telescopic tubes for signs of wear. If poppers are deformed or damaged, or if the holes are elongated or deformed to more than 1.5 times their original size, take the walker out of service immediately and contact RMS for replacement.

 Rubber ferrules (crutch tips) should be replaced immediately if worn through.

 Replace damaged or worn wheels in pairs as quickly as possible. Do not allow the tread of the wheels to be worn away completely. Fitting new wheels is easy.

# CLEANING AND HYGIENE

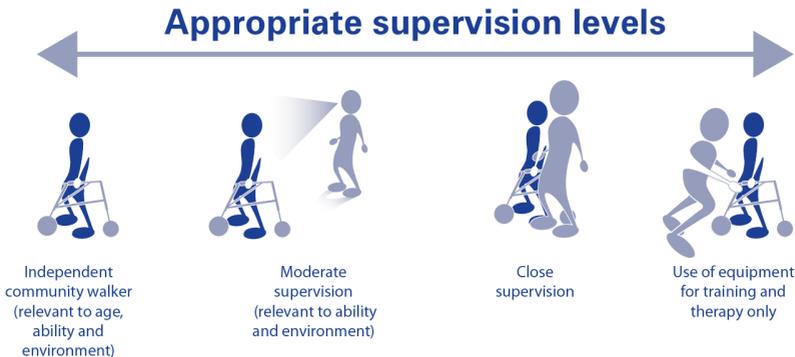
 Do not clean any part of the walker with bleach or solvent cleaners. Clean metal-work with a slightly damp cloth or disposable anti-bacterial wipes. Fabric accessories and these can be cleaned with a damp soapy cloth and wiped/ rinsed with clean water. A soft brush can be used for heavy soiling. Most materials have some abrasion and stain resistant properties, however, should wear or staining be excessive, replacement covers can be purchased from RMS

 Do not use solvents, bleaches, synthetic detergents or wax polishes on your product. Disinfectants may be used in dilution as specified by their manufacturers. These include Haz-Tabs and other disinfectants commonly used in hospital infection control programmes.

**If you are unsure about any of the above cleaning instructions please contact RMS on 01795 477280.**

# FURTHER SAFETY ADVICE

Please use the following diagram as a stimulus for discussion about levels of supervision required for a user. Supervision levels for an individual may vary according to the environment and /or weather.



## FURTHER SAFETY ADVICE



Regularly check nuts and bolts and tighten as necessary. Except for bolts marked with a yellow sticker, tighten nuts so that the washers between tubes do not rotate.



RMS strongly recommend that you inspect your product annually and with even greater frequency according to user weight and walking style. (SEE PAGE 18 FOR MINIMUM INSPECTION REQUIREMENTS)



Inspections must be carried out by a technically competent person who has received training in the use of the product. If you have any doubts over your product's continued suitability for an individual because of growth or deterioration in ability, please contact us, as there may be a suitable accessory available.



Before re-issuing a product, RMS suggest that equipment prescribers ensure that the product does not have bespoke items attached and that the product is entirely suitable for the new recipient/user. If you would like RMS to run a check on the product's serial number and it's original specification please contact our offices.



Neither initial product assessments nor user manuals negate the need for carefully considered product prescription or environmental risk assessment, especially in a product re-issue situation.

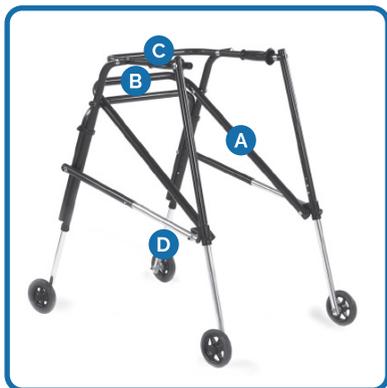


If you have any concerns about the suitability of a product for a particularly challenging individual with a heavy or irregular gait, please contact RMS as we may have an appropriate accessory or a custom made solution.



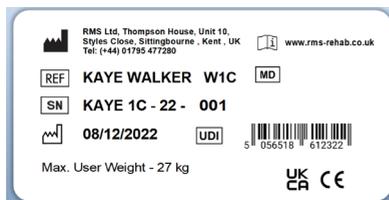
Under no circumstances should the product frame be fitted with or used in conjunction with third party components or accessories, in particular wheel extensions. All products are designed and manufactured to exacting standards and specification and are CE/UKCA marked accordingly. Using third party components will invalidate product warranty and more importantly will compromise user safety.

# PRODUCT IDENTIFICATION



## A) Serial Number Label

The RMS serial label and serial number is important for product identification and traceability and should not be removed. If the serial number has faded through cleaning, please contact RMS immediately for replacement, as not having a serial number can complicate or invalidate any warranty claims.



## B) Walker Size Label

The walker size label clearly displays the size of the walker and its maximum user weight for easy reference.



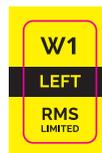
## C) Do Not Sit Label

This RMS do not sit warning label clearly displays that the rear bars of the walker should not be used for seating. It also shows our email address and phone number in case contact is required.



## D) Wheel Label

This label can be found on one of the supplied wheels and denotes that the labelled wheel should be on the left hand side of the walker.



**ALL WORN OR DAMAGED LABELS CAN BE REQUESTED FROM RMS AND SUPPLIED FREE OF CHARGE. DO NOT ALLOW LABELS TO WEAR OUT!**

# TROUBLESHOOTING

## REPAIRS

**Q** I don't know who is classed as qualified to inspect products?

**A** The purchasing authority has a duty under the MHRA guidelines DB2006 (05) to address training for Medical Devices Management. Check with your authority.

**Q** Who should I report a faulty item to?

**A** You should contact RMS immediately should a product fail or in the event of an incident or near miss occurring.

**Q** Can you service our existing products?

**A** RMS provides equipment servicing at a cost, providing an opportunity for each product to be assessed for damage and wear.

## INCIDENTS

**Q** Can I request replacement stickers and labels?

**A** Should these be worn or damaged, product stickers and warning labels can be obtained from RMS Limited free of charge, including re-issued equipment.

**Q** In the case of an incident what do I do?

**A** It is vital that you take the product out of use and label it accordingly. Inform users of your findings so that the incident is not repeated.

**If the fault or incident involves what is classed as a medical device, you may also be required to report it to the Medicines and Healthcare product Regulatory Agency or MHRA. Contact your supervisor for guidance and in any event please contact RMS immediately!**

## ASSESSMENT

**Q** Who can I contact to arrange an assessment?

**A** Contact RMS on 01795 477280 at [sales@rms-rehab.co.uk](mailto:sales@rms-rehab.co.uk) or by submitting an enquiry form on our website:

[www.rms-rehab.co.uk](http://www.rms-rehab.co.uk)

**Q** How can I find out which product is the most suitable?

**A** You can simply arrange a demo! There is no obligation to buy and it is the best way to establish the exact size, support requirements and accessories you will need. This can be arranged at a mutually convenient date and venue and gives you the opportunity to see and try the equipment first hand.

**RMS believes in delivering the best equipment solutions for the individual and so trying equipment is important. 'Straight out of the box' solutions can deprive children from having the best start.**



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Sittingbourne, Kent, ME10 3BF.

**Tel:** +44 (0) 1795 477280

**Fax:** +44 (0) 1795 229692

**Email:** [sales@rms-rehab.co.uk](mailto:sales@rms-rehab.co.uk)

**[www.rms-rehab.co.uk](http://www.rms-rehab.co.uk)**