

**Direct Healthcare
Group**

Advancing Movement & Health®

Florien Elite

User Manual



Important:

Read carefully before use and retain for future reference.

It is the carer/user's responsibility to ensure they are fully aware of and have understood all the safety and other instructions contained in these pages before installing or using the chair.

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1. Introduction to the Florien Elite Chair

Thank you for purchasing a Direct Healthcare Group Florien Elite chair.

The purpose of this chair is to provide effective posture and pressure care management to meet a range of different and very individual user needs through its configurability.

The Florien Elite has been designed for those with moderate to complex seating requirements, for those seated for lengthy periods and for those undergoing rehabilitation or treatment.

1.1. Why is There a Need for this Type of Chair?

The ability of a seated person to function efficiently and perform activities is dependent on their ability to adopt an appropriate posture. All activity is posture dependent. If a person cannot move or has problems adjusting their posture, it may be necessary to use seating to provide assistance externally due to physical limitations.

The Florien Elite helps fulfil the need to maintain an individual's seated posture yet reorientate and redistribute pressure by utilising the tilt-in-space, back angle recline and legrest elevation functionality combined with the integration of pressure relieving materials.

1.2. Florien Elite Product Range

SEA0910001	Florien Elite Contoured Backrest Elevating Legrest
SEA0920001	Florien Elite Waterfall Backrest Elevating Legrest
SEA0930001	Florien Elite Contoured Backrest Articulating Legrest
SEA0940001	Florien Elite Waterfall Backrest Articulating Legrest

2. Warranty Guidelines

2.1. Warranty and Liability

Direct Healthcare Group provides a warranty to the buyer that the goods supplied will be free from defect of workmanship, design or materials for a period of twelve (12) months from date of delivery. The Florien Elite chair frame has a ten (10) year warranty excluding damage to castors and upholstery. An annual maintenance service is recommended but not essential.

Each Direct Healthcare Group product is designed to a high specification for a particular type of use. It is important therefore that the correct product is purchased by the buyer. If the buyer intends to purchase goods for a non-approved use the buyer must use their own skill and judgment. No employee or agent of Direct Healthcare Group is authorised to recommend non-approved uses, and the buyer should not rely on such recommendations. User instructions should be followed in all respects.

2.2. When the Warranty will not Apply:

- a) Use of incorrect cleaning products that may damage the surface material.
- b) Incorrect maintenance not approved by Direct Healthcare Group.
- c) Alterations by the buyer to the original goods.
- d) Incorrect means of transportation of the goods.
- e) Normal wear and tear.
- f) Non Approved uses:
 - Sitting on the arms of a chair.
 - Sitting on the legrest or footrest of a chair.
 - Hitting the chair against other objects: walls, doors, beds, people, tables, chairs, etc.
 - Spilling food, urine, excrement and other matter on the chair and not cleaning it off within a very short time of spillage (2 minutes) often causes the chair to smell and become a health hazard. Also, matter penetrates covering material, seams and foam.
 - Excessive force is often applied to the moving parts of chairs thereby breaking or bending metal and wood parts.
 - Bumping chairs up or down stairs or over obstructions with a person seated in the chair causes damage to wheels, framework and upholstery.

2.4. When the Warranty Does Apply:

Direct Healthcare Group will:

- a) Rectify the defect
- or
- b) Where in the opinion of Direct Healthcare Group, rectification is impossible, the product will be replaced.

2.5. Statutory Rights

Nothing contained in our Terms and Conditions nor in these guidelines shall affect the statutory rights of the consumer.

2.6. Warning

In this manual, warnings are indicated by symbols. The warning symbols are accompanied by a heading that indicates the severity of the danger.



WARNING

Indicates a hazardous situation that could result in serious injury or death if it is not avoided.



CAUTION

Indicates a hazardous situation that could result in minor or slight injury if it is not avoided.



IMPORTANT

Indicates a hazardous situation that could result in damage to property if it is not avoided.

3. Clinical Applications

3.1. Intended Use

The Florien Elite chair has been designed for the purpose of relieving/ preventing pressure ulcers and aiding postural management. Is intended for the following user environments:

- Care facilities such as nursing and residential care homes.
- Hospital environments.
- Hospice care.
- Community living.
- Private residences.

3.2. Who is the Florien Elite Suitable for?

The Florien Elite is appropriate for the following users:

- Semi-ambulant and non-ambulant users who require assistance getting in and out of the chair.
- Users requiring moderate postural support when seated.
- For users that side transfer.
- Users at medium to high risk (Waterlow scale) or with up to a Grade II pressure injury (on chairs fitted with an Intelli-Gel® seat) following a clinical assessment.

- Users at high risk (Waterlow scale) or with up to a Grade IV pressure injury (on chairs fitted with an Intelligent Air seat) following a clinical assessment.
- Users with high risk pressure injury also could use the Dyna-Flex® or Dyna-Tek® Posture Visco seat options.
- Users with mild to severe cognitive impairment.
- For users undergoing rehabilitation, therapy or treatment.
- For users needing postural support when being moved.

3.3. Who is the Florien Elite not Suitable for?

The Florien Elite is not suitable for the following users:

- Fully ambulant users unless fully supervised by a healthcare professional in a treatment setting and following a clinical assessment.
- Users with complex postures requiring significant support.
- Users exhibiting violent behaviour, unless a user risk assessment deems this to be of low risk.

4. Product Information

4.1. Product Identification

Each chair has a unique number to enable swift identification. This number can be found on the underside of the seat module of the chair.

4.2. Key Features

- Manual tilt-in-space.
- Independent manual back angle recline with lock-off capacity.
- Legrest elevation.
- Swivel-back armrests.
- Multi-positional integral headrest.
- Negative angle legrest.

- Forward tilt.
- Adjustable seat width and seat length.
- Ergonomically positioned push handle with 100mm/4” castors, braked at rear.
- Modular back, arm, seat and legrest components.

4.3. Key Options

4.3.1. Backrest Styles

Backrests are interchangeable by removal of the push handle.

The Contoured Back is a sculpted backrest with built-in lateral and lumbar supports produced from supportive Reflexion™ foam providing comfort for the user.



Sales Order No.	 Direct Healthcare Group Ltd, Withey Court, Western Industrial Estate, Carrphilly, UK, CF83 1BF Tel: +44 (0)800 043 0881
Date of Manufacture.....	
Client's Name.....	
Product	
Meets B.S. 5852 for cigarette and match, also crib 5 over CMHR foam. Meets 'The Furniture & Furnishing (Fire) (Safety) Amendment Regulations 1993'	

Designed to easily clean in areas demanding a high level of infection control.

The Waterfall Backrest offers soft, immersive, fibre-filled back support and cushioning to accommodate a variety of postures.



4.3.2. Pressure Management

Pressure management is critical for those who are seated for long periods or for those at risk of tissue damage. The Florien Elite has pressure relieving foams on all contact surface areas of the chair and further options are available for the seat module in accordance with the occupant's needs.

If you are unsure about the suitability of your pressure care, please seek advice and input from a qualified Occupational Therapist, Tissue Viability Nurse, healthcare professional and/or Direct Healthcare Group representative/retailer before purchasing.

4.4. Accessories

NG501	Florien Lateral Supports (Pair)	DU705	Easicare Large 4 Point Lap-Belt with Fixings
NG401	Florien Headrest	KB724	Lap-Belt (Requires D-Ring Straps)
NG586	Florien Flip-Up Footrest (Double Strut)	KB705	Large Pelvic Positioner (Requires D-Ring Straps)
NG402	Florien Universal Headrest in Dartex	KB726	Large Padded Vinyl Pelvic Positioner (Requires D-Ring Straps)
NG403	Florien Universal Headrest in Chair Upholstery Fabric	KB719	Large Fleecy-Faced Pelvic Positioner (Requires D-Ring Straps)
NG637	Height Adjustable Flip Up Footboard	KB313	Universal Mobile Tray
NG636	Articulating Legrest	UL706	D-Ring Straps (Long)
DU701	Easicare Medium 4 Point Lap-Belt with Fixings	103000	Directional Locked Castors
DU703	Easicare Medium 2 Point Lap-Belt with Fixings	NG990E	Annual Maintenance Visit
DU704	Easicare Large 2 Point Lap-Belt with Fixings		



CAUTION

Only use accessories recommended by Direct Healthcare Group with the Florien Elite chair.

5. Guidelines for Best Practice

To ensure good practice when purchasing a Florien Elite chair, and effective use post purchase, we advise that the following guidelines are considered:

- Seek advice and input from a qualified Occupational Therapist, healthcare professional and/or Direct Healthcare Group representative/retailer at the initial prescription of the chair.
- If unsure when ordering the chair and any accessories, contact either the Occupational Therapist involved, your Direct Healthcare Group representative/retailer or Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881**.
- All care-givers that will be supervising the user(s) should be trained in operating the chair to ensure correct positioning of the user is achieved.

6. Instructions for Use

The purpose of these user instructions is to ensure the safe operation and maintenance of your Florien Elite chair.

The chair is ready for use once fully installed in the correct position and all carers/users have read and understood the operating instructions.

Safety warnings are included within these user instructions and it is the operator's responsibility to ensure these are read and fully understood.

If you have any questions or concerns, please contact your Direct Healthcare Group representative, retailer or the Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881**.

Please retain these instructions for future reference.

6.1. General Operation

Products must **never** be modified or altered after purchase other than by Direct Healthcare Group authorised personnel.

It is extremely important that Florien Elite chairs are used appropriately, if there is any doubt as to the suitability of the product for a user, professional advice should be sought from a qualified healthcare professional such as an Occupational Therapist, Physiotherapist, Tissue Viability Nurse or a moving and handling specialist.

Consideration should be given to matching the basic dimensions of the chair to the body size of the user to ensure good posture, support, comfort and safety. Any pressure care, moving and handling, incontinence or infection control issues should be considered and appropriate advice taken from qualified healthcare professionals.

Environmental factors should also be considered and assessed and any potential risks or hazards should be identified and taken into consideration to ensure user safety.

When any chair is specified we recommend that a risk assessment is conducted to ensure it will be safe and appropriate for the user(s) of the chair and for all who may find themselves in the vicinity of the chair.

Regular reassessment as to the suitability of the product for the user is important.

If you wish to discuss safety issues in more detail please telephone our Customer Service Team on **Freephone 0800 043 0881**.



CAUTION:

When the chair is in use, always ensure the user is checked regularly for safety and is not left unattended for long periods of time.



WARNING

Do not push the chair up or down steps or a steep incline as this could result in loss of control.



WARNING

The Florien Elite is not suitable for use by children. Any children present in the vicinity of the chair must be supervised at all times.



WARNING

Ensure there is nothing present to obstruct the free movement of the chair before attempting to use the chair.



CAUTION

Do not sit on the arms of the chair at any time.

6.2. Setting up the Florien Elite for Use

Upon delivery of the chair the wrapping should be removed carefully in order not to damage the upholstery.

The user instructions must be fully read by all involved with using the chair and ensure the chair is set up correctly before use.

It is recommended that the chair is adjusted to accommodate each occupant's specific requirements in terms of seat length, footboard height and angle, back recline and tilt-in-space.

Begin by sitting the user in the chair, most adjustments can be easily made with the occupant in the chair, with the exception of the seat length and seat height adjustment which are easier to facilitate when the chair is unoccupied.



IMPORTANT

Do not use sharp scissors or blades to cut the plastic wrapping from the chair as this could accidentally damage the upholstery.

6.2.1. Seat Height Adjustment

Achieving the correct seat height for the chair occupant allows the feet to be positioned firmly on the floor or footrest to ensure even weight distribution and assist the ambulant user to stand from the chair more readily. Too high or too low a seat can lead to pressure injuries and discomfort.

The seat height of the Florian Elite should preferably be set at the time of manufacture, however, this can be adjusted post-purchase by a Direct Healthcare Group trained engineer.

Seat height option (from floor): 550mm (22") as standard; 575mm (22.5") or 600mm (23.5")



IMPORTANT

Seat height adjustment must only be undertaken by a Direct Healthcare Group trained engineer.



WARNING

The occupant should not stand on the footrest, if attached, when exiting the chair. The footrest should either be removed or fully retracted under the seat and flipped up out of reach.

6.2.2. Seat Depth Adjustment

The seat depth should be adjusted for each occupant. If the seat depth, from the front of the seat cushion to the backrest of the chair, is too deep the occupant will slide forward, losing posture and increasing localised pressure; and if it is not deep enough, pressure will be concentrated on a smaller area of the body and poorly distributed.

If the person is slumped in the chair when being measured it will give an inaccurate seat depth measurement. Correct this position before measuring provided it is safe to do so.

The chair back or the back of the seat cushion should be the starting point for measuring seat depth. To measure, squat to the occupant's side to avoid stooping and hold the tape measure end against the chair back or the back of the seat cushion and bring the tape forwards until it is level with the back of the knee. Record the measurement.

If the legrest is regularly used at 90° to the seat then a minimum clearance of 25mm or one inch between the front of the seat cushion and the calf is desirable when the occupant is seated against the back of the seat.

If the legrest is generally used elevated, then the optimum seat length is when the calf lightly touches the legrest cushion.



To adjust the seat length, ensure the chair is unoccupied. Go to the rear of the chair and undo the butterfly knob under the seat module.



The butterfly knob is located underneath the chair at the front section of the seat, both left and right sides.



Take hold of the handle at the rear of the seat module and slide the complete assembly backwards and/or forwards to the desired length.

Tighten the butterfly knob ensuring the seat is fully secured after adjusting.

Position the user in the chair to ensure the seat length is correct. If it needs adjusting further ensure the chair is unoccupied and repeat the adjustment steps.



IMPORTANT

Only adjust the seat length when the chair is unoccupied.

6.2.3. Seat Width Adjustment

Achieving the correct seat width, the internal width of the seat between the armrests, ensures arms sit comfortably on the armrest and contributes to pelvic stability and security of the user. If too wide, it can be difficult to hold good posture, if too narrow the occupant may not be able to sit right back in the chair.

To measure the seat width, seat the occupant in the centre of the chair, measure across the widest area of the bottom/hips and add 5cm or two inches each side.

The Florian Elite has a standard seat cushion and when used with the Upholstered dynamic arm modules, these float across the seat to achieve the correct seat width for the occupant. The arm modules on both sides of the chair adjust and should be set at the same colour code on either side of the chair.

Florien Elite seat width options with the Upholstered Dynamic arm modules: 400mm (16") to 500mm (19½") in 12mm (½") increments on each arm module denoted by a colour guide.

Hole 1 (Red) – 400mm (16") seat width

Hole 4 – 463mm (18") seat width

Hole 2 – 413mm (16½") seat width

Hole 5 (Blue) – 500mm (19½") seat width

Hole 3 (Green) – 450mm (17½") seat width



CAUTION

Always ensure the snap is LOCKED after the seat width is adjusted, before using the chair.

To adjust the seat width, ensure the chair is in an upright position. Locate the snap adjusters underneath the front of the arm modules.

Pull the snap forward and twist 90° to lock in an open position.



Stand at the side of the chair holding the arm at the rear and the front where the arm meets the seat. Slide the arm towards or away from the seat cushion to alter the seat width in accordance with the colour indicators.



CAUTION

Both arm modules must be assigned the same seat width colour indicator to ensure an even seated posture for the occupant.



Ensure both snap locks at the front of the arm modules are rotated back 90° to lock in a closed position.



CAUTION

After adjusting the seat width check both arm modules are secure and the snaps for each arm are in the locked position.



6.3. Castors

The Florien Elite is fitted as standard with four 100mm (4") castors with two swivel castors at the front and two locking castors at the rear that will not roll or swivel when the brakes are activated.



To **apply** the brakes on the braked castors, press down on the **red** front edge of the ridged pad on each castor.

To **unlock** the brakes on the braked castors, push down on the raised top of the **red** ridged pad until it is level with the rest of the castor housing.



WARNING

Ensure the castor brakes are applied at all times when the occupant is left unattended in the chair.



WARNING

Ensure castor brakes are applied when the occupant is being transferred in or out of the chair to avoid any unexpected movement of the chair.



CAUTION

Always check that the castors are unlocked before moving the chair.



CAUTION

Ensure there is nothing present to obstruct the free movement of the chair before releasing the brake and attempting to move the chair.

Direction Lock Castor (Optional Accessory)

The back right wheel is generally assigned as the directional locking castor identifiable by the **green** tab. It enables the castor to be locked in the "straight ahead" position making it easier to push the chair in a straight line.

- To activate press down on the **green** front edge of the ridged pad. Then push the chair forwards to activate the directional lock. It will "click" when in the straight ahead position.
- To deactivate the directional castor, press down on the top edge of the **green** ridged pad until it is level with the top edge of the rest of the wheel.
- Ensure the directional lock castor is deactivated before manoeuvring the chair in tight spaces.
- The remaining three castors will be fully locking castors (**red** tab) that will not roll or swivel when the brake is activated.



6.4. Tilt-in-Space

What is Tilt-in-Space?

Tilt-in-space is a pivoting system that provides a reclined, resting position enabling the occupant of the chair to be tilted forward or backwards whilst maintaining posture and pelvic stability.

By keeping the angle between the chair seat and the back at around 110°, the occupant will not slide forwards into an uncomfortable slumped position. Tilting the chair redistributes the occupant's weight over a larger contact surface area, making a simple yet effective way to combat the build-up of pressure.

Operating the Tilt-in-Space

It is recommended that the tilt-in-space angle is changed at regular intervals to redistribute pressure and minimise the risk of the occupant developing pressure hotspots which could lead to pressure injuries.

The tilt-in-space operating lever is located on the right hand side of the push handle at the rear of the chair.

- Squeeze the lever towards the push handle to release the tilt lock. Apply firm downward pressure with both hands on the push handle to tilt the chair backwards, alternatively lift the push handle upwards to raise the chair to an upright position.
- At any point during the upward or downward tilt motion the lever can be released and the chair will lock in the selected position.
- The chair can achieve a forward tilt position to facilitate a standing transfer from the chair. Ensure that the occupant is assisted during this transfer to avoid falls.
- It is always advisable to adjust the positioning of the legrest once the tilt-in-space positioning has been chosen, to ensure a correct and comfortable posture.



CAUTION

It is recommended to use a lap belt or pelvic positioner (optional accessories) with occupants with poor postural sitting ability.



WARNING

Ensure the occupant's hands are clear from the back of the chair whilst the chair is being tilted, to avoid any risk of pinching within the tilt mechanism.



CAUTION

Ensure any tray used with the chair is removed before tilting the chair; otherwise the contents of the tray could spill onto the user.



WARNING

Never leave an occupant with poor postural sitting ability in a fully upright position without supervision as they may tip or slide forward into an inappropriate position or out of the chair completely.



WARNING

Ensure nothing is present to obstruct the free movement of the chair (e.g. children, pets or solid objects) before operating the tilt-in-space.

6.5. Back Recline

The backrest of the chair can be reclined independently from the tilt-in-space motion in order to provide comfort and facilitate appropriate positioning for the occupant.

If you are unsure about the positioning of the occupant in the Florian Elite chair, please seek advice and input from a qualified Occupational Therapist, healthcare professional and/or Direct Healthcare Group representative/retailer before adjusting.

The back recline lever has a safety spigot incorporated to avoid well-meaning yet unspecified adjustment of the back angle. This safety spigot once locked in place prevents the back recline lever from operating.

Operating the Back Recline

The back recline operating lever is located on the left hand side of the push handle at the rear of the chair.

- To adjust the back recline position, untwist the safety spigot on the lever on the left hand side of the push handle, labelled “**recline**” so the lever can be squeezed.
- Gently squeeze the lever and apply firm downward pressure with both hands on the push handle to recline the chair backwards, alternatively lift the push handle upwards to raise the back to an upright position.
- At any point during the upward or downward recline motion the lever can be released and the chair will lock in the selected position.
- It is important that an occupant’s recline position is in line with postural capabilities. Once the correct seat and back recline angle has been established for the occupant it can be locked in place by twisting the spigot on the recline lever so it can no longer be squeezed.



IMPORTANT

Use the back recline in conjunction with tilt-in-space to avoid the occupant slumping or sliding into an uncomfortable and inappropriate position.



WARNING

Ensure nothing is present to obstruct the free movement of the chair (e.g. children, pets or solid objects) before operating the back recline.

6.6. Elevating and Articulating Legrests

The Florien Elite has the option of either an Elevating Legrest or an Articulating Legrest.

The **Elevating Legrest** can assist with the lymphatic and blood circulation. Lifting and straightening the knees has the effect of allowing the blood to circulate more freely, reducing the effort required by the heart and arterial systems. Raising the legs can also help alleviate leg oedema, a build-up of fluid in the legs.

The Elevating Legrest motion is -10° negative retraction to 70° elevation from a neutral down position.

The **Articulating Legrest** extends forward as it elevates and is ideal for chairs with footrests as it maintains the positioning of the footrest and comfort for the user, in both the raised or lowered positions.

The range of motion is -10° negative retraction to 75° elevation from a neutral down position.



Operating the Legrest

Both the Elevating and Articulating Legrests raise or lower utilising the same operating system. Locate the legrest release lever at the bottom of the right hand arm, towards the front castor (when viewed from the rear).



The legrest can be elevated or retracted by pulling the lever with the left hand whilst moving the legrest with the right hand and then releasing the lever to lock the legrest in position. This enables the carer to retain some eye contact with the occupant.

A negative legrest angle can be achieved with the legrest to accommodate occupants with fixed contractures as well as to aid exiting the chair.

Lower the legrest before returning the chair to its fully upright position to allow the user to stand up from the chair with ease.



! **IMPORTANT**
Do not sit on the legrest.

! **WARNING**
When retracting the legrest, ensure the occupant's legs are in the middle of the legrest to avoid the risk of trapping the occupant's legs or feet between the legrest and chair frame.

! **WARNING**
When retracting the legrest, keep hands clear of the seat cushion, to avoid any risk of pinching fingers.

! **WARNING**
Ensure nothing is present to obstruct the free movement of the chair (e.g. children, pets or solid objects) before operating the legrest elevation.

! **IMPORTANT**
When lowering the legrest, or returning the chair from a tilted to upright position, it is advisable to adjust the (optional) footrest to the shortest position or remove it entirely to prevent damage to the footrest or floor. If left extended, it will fall on the floor when the chair is tilted forward and could be damaged.

6.7. Built-in Headrest

The headrest is an integral part of the back of the Florian Elite chair. The pivot point is located approximately 30cm (12 inches) from the top of the chair.

To adjust the headrest:

Stand behind the chair and place one hand on the push handle. Use the other hand to push firmly on the top of the backrest forward until the headrest is in the desired position.

The friction lock will ensure this position is maintained and will not move when the chair is occupied.

! **CAUTION**
The headrest must always be adjusted by a carer or someone else, never by the user of the chair whilst in the chair.



6.8. Arm Modules

Either arm module can be rotated back to facilitate a side transfer or improved hoist access. Ensure all moving and handling advice is taken and if unsure how to transfer safely please speak to your Occupational Therapist or healthcare professional.

! **IMPORTANT**
Ensure the chair is in an upright position and any lateral supports used on the chair are removed before attempting to rotate the arm. Before attempting a side transfer, the chair must be in an upright position, with the arm fully rotated back.

Locate the snap adjuster underneath the front of the arm module. Pull the snap forward and twist 90° to lock in an open position.

Take hold of the front top of the arm rest and pull up and back.

The arm module will rotate back out of the way to enable an obstacle-free side transfer.

! **WARNING**
Always ensure the arm is repositioned and the snap also locked in position to ensure safe use.





WARNING

Do not remove arm if occupant has poor sitting balance.



WARNING

Ensure there is nothing present to obstruct the free movement of the chair before rotating the arm module.



WARNING

Only perform a side transfer if capable and safe to.



WARNING

Do not sit on the arms of the chair at any time.



WARNING

Check for obstructing objects to the side and behind the chair before and while swivelling the arm rest back.



WARNING

Do not apply pressure, such as leaning or resting, on the arms when in the rotated back position.



CAUTION

Take care to ensure the rear nut screw is not loosened at any time so as not to affect the functionality of the arm rest.



WARNING

Always apply the brakes to the chair before rotating the arms or attempting a side transfer into or out of the chair.

7. Accessories

7.1. Lateral Supports

Lateral supports help to maintain an individual's posture and encourage an appropriate midline position.

Lateral Supports are generally used as a pair with one fitted to either side of the chair. They adjust independently but operate in the same way.

The lateral supports attach to the chair through the lateral support bar at the back of the chair.

To attach or detach the lateral supports, simply unscrew the "triangular" handle and slide each support into or from the bracket at the back of the chair.

- The two lateral supports can be moved horizontally (wider or narrower) or rotated vertically (up and down) to support the occupant of the chair.
- When appropriate positioning has been found then the "triangular" handles should be tightened to provide stable and secure support.



IMPORTANT

Both lateral supports can be completely removed when required or rotated to the back of the chair. This is essential during the removal or rotation of the arm modules.

7.2. Height Adjustable Flip-Up Footrest

The height adjustable footrest provides added support and positioning for the feet and is highly recommended to aid foot-drop and other similar conditions.

The footrest can be raised to lie against the legrest when entering or exiting the chair and folds down when in use.

When lowered, the footrest sits at 90° to the legrest.



CAUTION

The carer should keep hands clear of the footrest hinge whilst operating the flip-up footrest to avoid risk of pinching fingers.



The footrest is height adjustable:

- Raise the legrest to the desired angle (refer to section 5.6).
- The complete footrest height should then be adjusted by releasing two spring-loaded snaps which engage in holes in the metalwork of the legrest.

The snaps are located behind the legrest framework. Reach around the legrest and pull out both pins and turn them to 90° to enable the footrest to be positioned.

- Slide the footrest up or down as required and turn the snaps back through 90° allowing the snaps to click into the required hole.



Only when the snaps audibly click into place will the footrest be secure.



WARNING

Ensure the snaps are fully locked and the footrest is secure before leaving the occupier unattended.



UNLOCKED



LOCKED

7.3. Headrests

Removable Contoured Headrest

(for Florian Elite chairs with waterfall back only)

The removable contoured headrest can be used with the Florian Elite chair to provide additional comfort, support and positioning for the occupant's head.

Place flap over the top of the backrest to secure the headrest to the chair. This will be fitted to the chair upon delivery if ordered with the chair.

If the contoured headrest is ordered at a later date, remove the top waterfall cushion and replace this with the contoured headrest.



Cushioned Headrest

(for Florian Elite chairs with contoured back only)

A cushioned headrest with a wrap-around Velcro fastening is available for added comfort and positioning.

The headrest can be removed if required by loosening the Velcro attachment straps at the rear of the chair and sliding off.

Reattach by fastening the Velcro at the rear of the chair as tightly as possible in the appropriate position for the occupant.



7.4. Lap-Belt and D-Ring Fixing

The Lap-Belt helps stabilise the pelvis and position the occupant in the back of the chair to achieve a good sitting posture and reduce the risk of tissue damage through the effects of shear which can occur if the occupant has an unstable posture.

When using a Lap-Belt a level of supervision appropriate to the occupants abilities must be applied at all times.



All Lap-Belts need to be correctly adjusted to adequately support the occupant without restricting breathing or causing discomfort.

It is essential the Lap-Belt does not fit loosely around the occupant and is not allowed to work loose over time as this will allow the pelvis to tilt backwards, encouraging the occupant to slide down and forward in the chair, particularly if in an upright position.

Ideally the D-Ring fixings for the Lap-Belt and the Lap-Belt itself will be fitted at time of manufacture, however, it can be fitted retrospectively by a trained representative (refer to D-Ring fixing).

To use the Lap-Belt effectively, undo the buckle joining the two halves of the strap by depressing the button on the central console and place the straps over the arms or to the side of the seat before transferring the occupant into the chair.

When the occupant is seated correctly, bring the two sides of the buckle together and fasten.

To adjust the Lap-Belt, pull on the plastic loop to give firm control but take care not to restrict the occupant's movement. The Lap-Belt is designed to pull back over the hips at an angle between 45° and 60°.

This angle helps to maintain a vertical pelvis by simultaneously positioning the hip joint down and back.

D-Ring Fixing

The chair may come pre-fitted with D-Ring straps if ordered at the time of manufacture.

If so, these will normally be visible near the interface between the seat module and the back cushion.

In this case, the Lap-Belt can be fixed to the D-Rings by simply snapping the spring clip on the end of the Lap-Belt onto the visible D-Ring.

If the chair is not already fitted with D-Rings, these should be attached to a rigid part of the chair's metal framework on either side of the seat module in order they can feed through between the seat and arm modules.



WARNING

If the Lap-Belt is too loose there is a risk of the occupant sliding underneath or into an inappropriate position. The Lap-Belt should be checked for correct tightness, regularly. Care should be taken not to over tighten the Lap-Belt in order to reduce the risk of harm to the occupant.



WARNING

The webbing and plastic fittings should be checked at least weekly for any signs of damage. If damaged, the Lap-Belt should not be used.



WARNING

The occupant is at risk if the Lap-Belt is not properly specified and adjusted to their particular requirements.



WARNING

Thrusts, spasms and strong movements, for example, as well as partial loosening of the Lap-Belt could cause injury to the occupant.

7.5. Pelvic Positioner

The Pelvic Positioner is used to help position occupants securely in the back of the chair for those with low muscle tone or control in their pelvis.



Fitting the Pelvic Positioner to the chair

Ensure the chair is unoccupied before fitting the Pelvic Positioner.



Place the Pelvic Positioner in the seat of the chair with the buckles pointing towards the chair front and the clips on the buckles facing down.



Feed the lengths of the straps through the D-rings on either side of the seat module.



Place the ends of the straps over the arms of the chair ready for the occupant to transfer to the chair.

Sit the occupant into the chair with their pelvis firmly back in the seat and their buttocks on the back edge of the Pelvic Positioner.



Place the Pelvic Positioner in the seat of the chair with the buckles pointing towards the chair front and the clips on the buckles facing down.



Feed the lengths of the straps through the D-rings on either side of the seat module.



CAUTION

Take care when adjusting positions to avoid trapping or pinching of body parts.



WARNING

The occupant should be regularly checked and the Pelvic Positioner adjusted to ensure optimum positioning and safety.



WARNING

Only a trained individual or a responsible person should adjust the product.



WARNING

Due to the risk of cross infection, this product should not be used by more than one person.

8. Re-Use and Re-Issue

While the Florian Elite chair has been tailored specifically for the planned occupant's needs at the time of manufacture, with some alterations and adjustments, the chair can be re-issued and re-used in a multi-user healthcare environment.

Please seek advice from a qualified Occupational Therapist, healthcare professional and/or Direct Healthcare Group representative/retailer before using the Florian Elite chair with another user for whom the chair was not originally specified.



WARNING

Consideration to cross infection risks must be given when reusing or reissuing chairs.



CAUTION

If using the Florian Elite chair in a multi-user environment, conducting an *in situ* risk assessment is recommended.

8.1. Modularity

The Florien Elite chair has a durable frame with modular back, arm, seat and legrest components. These components can be purchased separately as required, whether to replace a worn module or to re-issue to another user.

Contact the Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881** or your local retailer for current pricing and availability.

8.1.1 Seat Height Options

The Florien Elite is available in three seat height options, set at the time of manufacture. These can only be altered at a later date by a trained Direct Healthcare Group engineer. The seat height options are as follows: 550mm, 575mm & 600mm.

8.1.2. Tilt-in-Space Range

The Florien Elite has a tilt-in-space range of 40°, relative to the selected seat height the chair is set at, and allows for some forward tilt to be achieved. The chair can be set to various optional forward tilts, however, the greater the forward tilt requested, the less backwards tilt the chair can achieve. Please note that the required configuration should be requested at the time of purchase, as this can only be changed at a later date by a trained Direct Healthcare Group Engineer.

The following configurations can be achieved:

Seat Height	Degrees of Forward Tilt
600mm	0°
575mm	0°, 10°
550mm	0°, 10°, 15°

8.1.3. Seat Modules

The Florien Elite seat module is one standard size across all Florien Elite chairs.

The pressure management seat options for the Florien Elite chair include:

- Dyna -Tek® Intelligent Air seat cushion (for those at high risk or up to a grade IV pressure injury).
- Dyna-Flex® Cushion (for those at medium to high risk of pressure injuries).
- Dyna -Tek® Posture Visco (for those with high risk of pressure Injuries).
- Intelli-Gel® seat cushion (for those at high risk or with up to a Grade II pressure injury).
- Seat board for insertion of own pressure cushion as advised by a healthcare professional.

To replace the seat module:

- Rotate both arm modules back (See section 6.8 of this manual).

The seat module is attached to the chair via an 'envelope' of material on both sides.

Slide the envelope of material off the frame on each side of the seat module.

- Remove seat module.
- Fit replacement seat module, sliding the envelopes of material back onto the frame work on both sides of the chair.
- Rotate both arm modules forward to return to the standard position.



8.1.4. Back Modules

A replacement Contoured or Waterfall back module can be purchased for the Florien Elite chair, please contact Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881** for further information or your local retailer.

A visit from a Direct Healthcare Group trained engineer will be required to fit the replacement back module.

8.1.5. Arm Modules

Replacement arm modules can be purchased for the Florian Elite chair, please contact Direct Healthcare Group Customer Care Team on Freephone 0800 043 0881 or your local retailer for further information.

8.1.6. Legrest Cushion

A replacement legrest cushion can be purchased for the Florian Elite chair. Please contact Direct Healthcare Group Customer Care Team on Freephone 0800 043 0881 or your local retailer for further information.

8.2. Disposal of the Chair

The Florian Elite chair consists of mostly metal, plastic, wood, foam and fabric components.

Disposal of each individual material must be carried out in with the environmental and disposal regulations in the relevant country, and may only take place after the chair has been dismantled fully.

9. Care and Maintenance

Every time the chair is used, check for signs of damage or excessive wear and tear.

If the chair displays signs of excessive wear and tear take out of service immediately and contact Direct Healthcare Group Customer Care Team on Freephone 0800 043 0881 or your local retailer for advice about repair and refurbishment.



WARNING

Failure to repair damage or wear and tear could put the occupant at risk of injury.

9.1. Service Life

The service life of the chair in normal daily use is 10 years. The framework, excluding castors and consumables, is warranted for 10 years. Upholstery and other consumables which are warranted for 12 months, such as castors, may need to be replaced within this time frame.

It is recommended that the chair is inspected by a trained service technician every year, to ensure safe operation of the product (refer to 2. Warranty Guidelines).



WARNING

There are no serviceable parts on the chair. If the chair develops a fault, STOP using the chair, and contact Direct Healthcare Group Customer Care Team on Freephone 0800 043 0881 or your local retailer for further advice.

9.2. Periodic Checks

The chair should be checked every time it is used for signs of damage or excessive wear and tear to ensure safe and reliable operation.

Monthly checks should include, but are not limited to:

- Any damage to the cables or adjustment levers.
- Any loose or detached parts.
- Check castors for damage and a build-up of fluff and dirt particles.
- Any damage to the fabric of the chair including any soiling of the fabrics.

If any damage is present, STOP using the chair, and contact Direct Healthcare Group Customer Care Team on Freephone 0800 043 0881 or your local retailer for further advice on repair and refurbishment.

9.3. Cleaning

The chair should be kept clean to preserve the life and appearance of the chair.

Regular cleaning is essential to minimise risk of cross infection between users and carers particularly in a multi-user healthcare environment.

**WARNING**

Check the chair for correct functioning after cleaning.

**WARNING**

Regular cleaning is essential to minimise the risk of infection transmission between users and carers.

**IMPORTANT**

To reduce the risk of infection transmission to the carer, always use protective gloves when decontaminating and cleaning the chair.

9.3.1. Frame Cleaning

The metal framework of the chair can be cleaned with a mild detergent and a soft cloth.

**IMPORTANT**

To reduce the risk of infection transmission to the carer, always use protective gloves when decontaminating and cleaning the chair.

9.3.2. Upholstery Cleaning**IMPORTANT**

To reduce the risk of infection transmission to the carer, always use protective gloves when decontaminating and cleaning the chair.

Cadet, Venture, Berkshire and Brookland Vinyl Cleaning Instructions (External surfaces)

These vinyls have high scratch resistance and a colour solid to the base cloth.

Anti-Microbial and Anti-Fungal Protection. Tested to AATCC147.

- Clean and care for the fabric on a regular basis and it will maintain its condition and appearance. Most stains can be removed by wiping clean.
- The new generation of microfibre cleaning cloths are extremely effective with or without soap for general care and maintenance.
- Wipe clean regularly with a damp cloth to remove dust particles and light soiling.
- Remove spillages promptly (within 15 minutes) with an absorbent dry cloth.
- For heavier soiling, use a soft brush with care to avoid abrasive damage to surface and tepid soapy water (non-alkaline). Rinse clean with clear water. Dry with an absorbent cloth.
- Bodily fluids should be removed promptly (within 15 minutes) with cold water and then cleaned as above.
- Extreme soiling/infection control use a 5% sodium hypochlorite (bleach) solution.
- Do not machine wash or dry clean.
- Do not use polish or solvents.

Enduratex® Vinyl Cleaning Instructions (External Surfaces)

Enduratex® contact materials are protected by Produratec-C® lacquer coating and are resistant to every day wear and contact with mild acids, alkali, drinks, household stains.

- Use warm soapy water and/or Haz-tab or Clor-clean solution and a household cloth.
- Rub evenly in the direction of the grain of the material.
- Rinse with clean water afterwards.
- Can also be steam cleaned.

DO NOT USE bleaches, solvents, abrasives, wax polishes or aerosol sprays.

Dartex Cleaning Instructions (User Contact Surfaces)

General Guidance

- Attention must be paid to the properties of any other materials, which may be combined with Dartex Coatings fabrics in the final article (e.g. dimensional stability, colour fastness, washing instructions).
- Some surface wrinkling may result from cleaning procedures. This has no adverse effect on the fabric's properties.
- Abrasive cleaning agents should not be used.

Washing and Disinfection

- Superficial dirt on the coating may be removed by wiping with a soft cloth moistened with water containing a neutral detergent. More persistent contamination may be treated by wiping with alcohols or turpentine substitute, followed by hot water and detergent.
- Cleaning and disinfection *in situ* may be carried out on the coating with hand hot water and a neutral detergent or with a sodium hypochlorite solution (0.1% or 1000 parts per million available chlorine).
- Proprietary disinfectants may be used provided manufacturer's instructions are followed.
- All cleaning agents, and disinfectants, must be thoroughly rinsed off and the item dried before storage. Failure to do this may result in the accumulation of reagent that could damage the polyurethane coating, react with the chair frame, or negate the biocompatibility results of the Dartex fabric.

Drying

- It is essential that articles be thoroughly dried after all cleaning procedures and before storage.

Storage

- Store in a cool, dry area. Avoid excessive pressure and contact with non-colourfast materials.

10. Technical Data

10.1. Manufacturing Address

Direct Healthcare Group Withey Court, Western Industrial Estate, Caerphilly, UK, CF83 1BF

Telephone: +44 (0) 800 043 0881 **Email:** info@directhealthcaregroup.com

10.2. Maximum User Weight

Maximum user weight limit 160kg (353lbs) or 25 stone

Please adhere to the user weight limit for the Florian Elite chair and note your warranty will be void and user safety may be compromised should the weight limit be exceeded.

10.3. Weight and Dimensions of the Chair

Item	Weight (kg)	Dimensions (mm)
Florien Elite with Upholstered Arms	56	1300 x 668 x 930
Florien Elite with Upholstered Arms + Box + Pallet	73	1000 x 800 x 1450
Cardboard Box	7	1000 x 800 x 1450
Pallet	10	1000 x 800 x 150

10.4. Environment Condition for Use

Transport.....	-25°C - +70°C
Storage	-25°C - +70°C
Usage	+5°C - +40°C
Humidity.....	10% - 93%
Atmospheric Pressure	700hPa – 1060hPa
Operational Altitude	≤200m

10.5. Product Standards

MHRA Registration CA000105

10.5.1. Flammability Testing

- BS 7176:2007+A1:2011 (Specification for resistance to ignition of upholstered furniture for non-domestic seating by testing composites).
- BS EN 1021-1:2014 (Furniture. Assessment of the ignitability of upholstered furniture. Ignition source smouldering cigarette).
- BS EN 1021-2:2014 (Furniture. Assessment of the ignitability of upholstered furniture. Ignition source match flame equivalent).
- BS 5852:2006 (Methods of test for assessment of the ignitability of upholstered seating by smouldering and flaming ignition sources).

10.5.2. Strength, Stability, Durability, Risk and Safety

- BS EN 1022:2005 (Domestic furniture. Seating. Determination of stability).
- BS EN 16139:2013 (Furniture. Strength, durability and safety. Requirements for non-domestic seating).
- BS EN ISO 14971:2012 (Medical devices. Application of risk management to medical devices).

10.5.3. Quality and Environmental



11. Customer Support

Should you have any concerns or are experiencing any problems regarding the set up or maintenance of your Florien Elite chair please contact our Customer Service Team on:
Freephone 0800 043 0881



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IFU-103 Issue 1
Date: June 2018

DIRECTHEALTHCAREGROUP.COM

