

FSN JCM CB 01

Urgent Field Safety Notice

Dear Customer

Notification of Compact Base updated user/instruction manual

This letter is to inform you of a product literature update and inform our customers where to obtain the latest user information relating to the JCM Compact Base. In order to ensure that all our customers have the latest information we have made the revised Compact Base user manual available on our website

<http://www.jcmseating.co.uk/downloads>

Note: The instruction manual is compiled from the latest specifications and product information available at the time of publication. We reserve the right to make changes as they become apparent & necessary.

Content of Update

JCM have received report of isolated incidents involving the instability of our Compact Base when used in certain conditions. Whilst the Compact Base design in itself is structurally sound and has no mechanical issue, we have identified the following revised guidelines for safe use:

- The Compact Base should be used with the Neptune Size 1 and Triton Size 0 chairs only
- Maximum user weight to Compact Base should not exceed 40kg.
- Any seating system larger than the Neptune Size 1 and Triton Size 0 should be used with a Multi Height & Tilt Base or other approved JCM base/wheelchair base to ensure complete stability. JCM are happy to assist you with any reviews or re-assessments necessary.

Reminder: General Guidelines for Use of Compact Base

- All JCM seating systems should only be size adjusted by qualified professionals or suitably trained individuals.
- The compact base is intended to be used on a level flat floor only
- The compact base can be moved from one working area to another but before moving:
 - The seat back should be returned to the vertical or slightly reclined position
 - The seat tilt should be returned to the horizontal position
 - The seat should be in the upper height position
 - Heavy items on the tray and hanging items from the push handle may affect stability and should be removed whilst moving the seating system whenever possible
- The Compact Base is intended for indoor use only although it is acceptable to take the base externally if transferring from one indoor area to another (Note: this is subject to your own risk assessment (slope angles, thresholds, surface roughness should be considered)
 - If the base is to be moved down a slope then to avoid tipping forward or running away then the base must be reversed down.
 - If the base is to be moved over a threshold then to avoid tipping the base must be reversed over the threshold.
- After moving and during use, the seating system should be in a static position with the brakes applied.
- Whenever the user transfers themselves or is assisted to transfer forward out of the seat the brakes must be applied and an assistant must hold the push handle to avoid forward tipping.
- The handle fitted to any Compact Base will likely to have been specified in accordance with the size of the seat/depth of the seat. Customers must ensure that the handle is positioned to enable the seat to be fully latched back onto the seat frame.

- When re-issuing equipment, it is the customer's responsibility to ensure that the equipment being supplied is appropriate for the needs of the user taking age, weight, ability, diagnosis, growth and any other factors into account. JCM are happy by appointment to assist with review or re-assessment of any client against intended equipment provision.
- Periodic Re-Assessment. Many of the features of JCM Products are designed to be adjustable
- Healthcare providers/prescribers should consider the need for periodic (re)assessment of users and their equipment to ensure that the settings of any adjustable features or the complete product where changes in the user e.g. growth or other changes, or the intended use are still effective
- Please note the stability is affected by the following, all of which should be considered during use and when undertaking a risk assessment:
 - User weight
 - Seat depth
 - Recline angle
 - Seat tilt angle
 - Seat height
 - Environment (slopes and thresholds).
 - Tipping forward in extreme circumstances can be counteracted by an upgrade kit which is available from JCM

If you have any concerns regarding stability of your compact base then please contact Gillian Fryer of JCM.

We offer our apologies for any inconvenience this product update may cause you or your clients. JCM are committed to ensuring that we provide you with high quality products alongside a responsive & pro-active after sales service. We thank you in advance of your continued support and custom in the future.

We confirm that this notification has been communicated to the appropriate Regulatory Agency

JCM Contact Reference

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Notification of Updated User/Instruction Manual Information

Customer Name	
Customer Address	
Signature	
Print Name	
Date	
Chair Model/Type	
Serial Number	
Customer Comments	

Note:

1. Please ensure that the acknowledgement of this Field Safety Notice is completed & returned to JCM using our free post address or to customerservice@jcmfactory.co.uk
2. All sections of the above form are mandatory.