



Bulletin No: T1032
Date: 13 April 2006

TECHNICAL BULLETIN

REA ASSIST ARMREST ATTACHMENT FAULT

Dear Dealer

Please be aware that there is a potential fault to the welding of the armrest of the Rea Assist wheelchair.

This may affect all Rea Assists manufactured during the period 1 December 2005 to 7 February 2006. As a precaution we would like to replace the potentially faulty components as soon as possible.

We kindly ask you to inform your customers immediately who have purchased an Assist during the above period. To help you we have supplied the following information:

- A list of your customer orders
- Customer letters for you to send by recorded delivery
- Repair / assembly instructions
- A fax order form for replacement parts

To ensure this information is acted upon, we ask you to send letters to your customers by recorded delivery.

Invacare will reimburse you for the following:

Recorded delivery letters	£3.00 per letter
	(please send a copy of receipt to Invacare, Aftersales Dept)
Repair work	£35.00 per chair

These amounts will be credited to your account.

Our Aftersales & Technical department are available on 01656 647327 for any further information.

We thank you for your cooperation in this matter.



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REA ASSIST ARMREST REPAIR PROCEDURE

Please find below is an instruction on how to change the armrest attachment on the Rea Assist:

I. Start with removing the seat cushion and the seat plate and then swing the wheelchair backwards all the way to the ground. Remove the screw that the arrow points at in the picture below, which will allow you to pull the tube all the way out. Use a Phillips® screwdriver to unscrew it.



I.I Below is a more detailed picture on the screw that we are referring to above.





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2. Loosen the screw on the opposite side of the tube in relation to the screw in item number one above. Just loosen it a few turns using an Allen key and then it will be possible to pull the tube all the way out and replace it with the new one. The blue arrow in the picture below indicates the cover for the screw.



2.1 Below is a more detailed picture on the screw that you have to loosen with an Allen key.



3. Once the replacement parts have been attached, please ensure all screws are re-tightened.



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Date: 5 April 2006

REA ASSIST ARMRESTS

Dear Customer

Wheelchair Serial No:

Our records show that you have purchased a Rea Assist, unfortunately there is a possibility that part of the armrests may be defective. In order for your chair to be rectified you need to contact your local dealer as soon as possible so that replacement parts can be fitted.

Please contact your local dealer below to arrange a suitable time:

Dealer Name:

Address:

Tel No:

Yours sincerely

Dealer name



FACSIMILE

To: Aftersales Service- Invacare	From (Dealer Name):
Fax: 01656 753299	Pages:
Re: Rea Assist Replacement kits for armrests	Date:

Order form for Rea Assist replacement Armrest Kits

Serial number	Original Sales Order No	Qty	Date Sent (office use only)

Account No:

Delivery Address:

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If you require any further assistance, please contact Customer Services on 01656 647327.