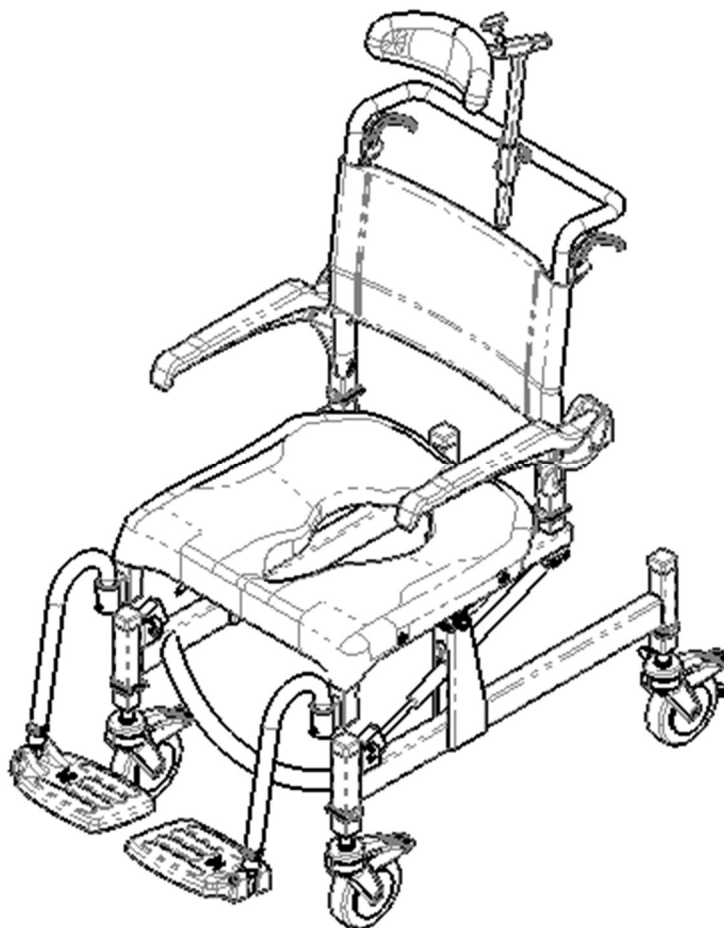




Mobile Shower Commode Chairs

E郑Z-AT (EZ305)

User and Dealer Manual



Advena Ltd. Tower Business Centre,
2nd Flr., Tower Street,
Swatar, BKR 4013 Malta



BASIC UDI-DI: 628758RAZDESIGNINC2004V9

SAFETY PRECAUTIONS

Failure to comply may cause injury or damage!

It is important that the EZPZ-AT Mobile Shower Commode Chair be properly assembled and that all adjustments be made carefully. Please ensure that the user(s), dealer(s) and attendant(s) have read this manual and thoroughly understood the safe operation of the EZPZ-AT Shower Chair. Up-to-date manuals are available online at www.razdesigninc.com. For clarification of any section of this manual, contact your distributor or the manufacturer.



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CHAIR CLASSIFICATION BASED ON MAXIMUM USER WEIGHT	
EZPZ-AT	150 Kg (331 lbs)

SAFETY WARNINGS TO CONSIDER FOR USER PURPOSES

THIS DEVICE IS SUITABLE FOR TYPE A: HIGH USAGE (e.g. INSTITUTIONS) AND SHOULD NEVER BE USED FOR ANY PURPOSE OTHER THAN ORIGINALLY INTENDED

Forward Stability

The casters on all models are equipped with dual-locks. The step-on pedal activates both the roll lock and the swivel lock. It is essential that all casters on the shower chair be in an outward position before engaging the locks for optimal forward and lateral stability. If so equipped, disengage the optional directional caster lock before rotating the rear caster to the rearward position and applying the caster's dual-locks.



USERS MUST NOT lean forward while sitting in the EZPZ-AT Mobile Shower Commode Chair as this may cause the chair to tip forward.

USERS MUST NOT wheel down a ramp without an attendant who can hold onto the chair during the descent.



CASTER LOCKS ARE NOT BRAKES! Never use caster locks to slow down the shower chair when descending inclines as this could cause the chair to tip in the direction of travel.

Lateral Stability

USERS MUST NOT lean over the edge of an EZPZ-AT Mobile Shower Commode Chair as this could cause the chair to tip.

USERS MUST NOT attempt to pick up objects from the floor by leaning over and reaching – use a reacher or ask for assistance from an attendant.

USERS MUST NOT position the EZPZ-AT Mobile Shower Commode Chair on a side slope as this could cause it to tip.



Ramps and Other Inclines

Ramps and other surfaces that are not level (such as slopes into wheel-in showers) must be tested with an attendant to ensure that they don't compromise the chair's stability. A qualified healthcare professional should be consulted to assist with this process.

DO NOT push or pull the EZPZ-AT up or down an incline or ramp that exceeds a 1:12 grade (5° slope).

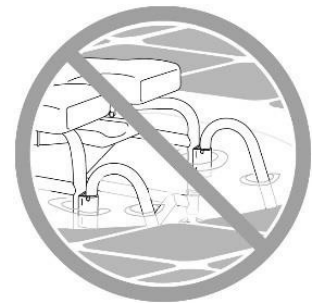
DO NOT allow any user to be propelled (pushed or pulled) in an EZPZ-AT except by an attendant.



ALWAYS CHECK THAT THE EZPZ-AT SHOWER CHAIR IS STABLE BEFORE IT IS OCCUPIED BY ANY USER AT ANY TIME.

Immersion

The EZPZ-AT Shower Chair is not designed to be used as a pool chair. Do not immerse the shower chair in whole or in part, in water or any other liquid. Immersion may result in damage to the shower chair.



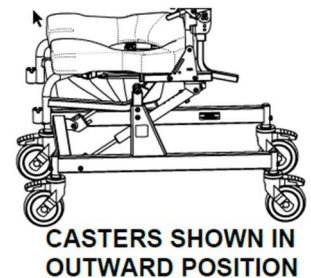
Chlorine Exposure

Suitable for use in wet areas, but not pools and similarly corrosive environments.

DO NOT store the device near pools because chlorine in the air can cause rust to form on some of the chair's stainless steel components.

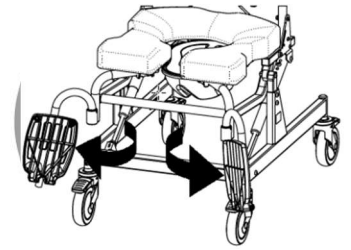
Transfers

The most dangerous part of using any shower chair is the transfer. Since every chair has different stability characteristics, it is essential to carefully review and test the transfer technique to ensure that the procedure is safe. Test transfers should be performed with an attendant who can prevent the chair from tipping or moving during the transfer. If you feel that the transfers cannot be repeatedly performed safely, contact a healthcare professional who is familiar with transfer techniques and options. Individuals who have not learned safe transfer skills must seek assistance during transfers and may require the use of a mechanical lift.



Transferring onto an EZPZ-AT Shower Chair

ALWAYS lock all four casters in an outward position (front casters positioned in the forward position/rear casters positioned to the rear) for maximum chair stability.



Transfers should never be attempted with the shower chair positioned on slippery surfaces. It is recommended that transfers be performed on clean, dry, non-slippery surfaces. Hard surface flooring such as tile, wood or concrete may not provide sufficient grip to keep locked casters from sliding. A fully-carpeted surface is optimal. Be aware that area rugs and shower mats can slide on floors and thereby present a hazardous surface.

DO NOT stand on any part of the frame of the EZPZ-AT Shower Chair.

Tilt Function

ALWAYS check the tilt function and ensure both locking gas springs and release cable assemblies are fully operational **BEFORE** the chair is occupied by the user.

A pelvic strap can act as an additional safeguard for the user. A pelvic strap may be ordered as an option with the EZPZ-AT.

DO NOT attempt to tilt an occupant if the attendant is physically incapable of safely and smoothly operating the tilt function.

NEVER leave the user unattended in an EZPZ-AT.

The EZPZ-AT is NOT intended for use as a transportation device or a long-term seating system.

IMPORTANT !

USERS SHOULD NEVER BE LEFT UNATTENDED IN A RAZ MOBILE SHOWER COMMUNE CHAIR.

IMPORTANT !

DO NOT LIFT A RAZ MOBILE SHOWER COMMUNE CHAIR AND OCCUPANT BY THE ARMRESTS OR FOOTRESTS!

IMPORTANT !





THE EZPZ-AT IS INTENDED FOR THE FOLLOWING USES:

- **AS AN AID FOR SHOWERING/BATHING, GOING TO THE TOILET, AND FOR OTHER ACTIVITIES ASSOCIATED WITH PERSONAL CARE AND PERSONAL HYGIENE;**
- **AS A SUPPORT FOR THE BODY OF THE USER IN A SEATED POSITION;**
- **WITH OR WITHOUT THE ASSISTANCE FROM A CAREGIVER;**
- **TOILETING OVER A STANDARD TOILET, OR AS A COMMUNE WITH THE COMMUNE PAN IN INDOOR ENVIRONMENTS ONLY;**
- **FOR TOILETING AND SHOWERING IN HOME ENVIRONMENTS**

THE EZPZ-AT DOES NOT PERFORM ANY THERAPEUTIC OR DIAGNOSTIC FUNCTIONS, AND IS NOT INTENDED FOR USE FOR ANY THERAPEUTIC OR DIAGNOSTIC PURPOSES. ALL PRODUCTS WITHIN THE RAZ FAMILY ARE NON-STERILE, REUSABLE, NON-INVASIVE, AND NON-IMPLANTABLE.

THE EZPZ-AT IS INTENDED TO BE USED BY PEOPLE WITH MOBILITY IMPAIRMENTS, WHO MAY HAVE DIFFICULTY IN STANDING OR KEEPING THEIR BALANCE WHILE COMPLETING ACTIVITIES SUCH AS SHOWERING, TOILETING, OR PERSONAL HYGIENE. TYPICAL USERS HAVE LIMITED ENDURANCE AND POSTURAL CONTROL, AND MAY REQUIRE ASSISTANCE FROM A CAREGIVER FOR ACTIVITIES SUCH AS SHOWERING, TOILETING, OR PERSONAL HYGIENE.

LABELS OR SYMBOLS ON THE PRODUCT

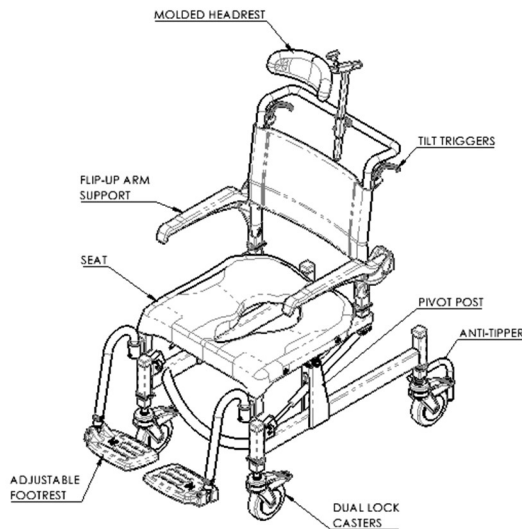
PRODUCT DESIGNATION	<h2 style="margin: 0;">EZPZ-AT</h2>
MANUFACTURER ADDRESS	 <p style="margin: 0;">Raz Design Inc. 135 Railside Road Toronto, ON Canada M3A 1B7</p>
EC-REP DETAIL	<div style="display: flex; align-items: center; justify-content: center;"> <div style="border: 1px solid black; padding: 2px; margin-right: 5px;">EC</div> <div style="border: 1px solid black; padding: 2px; margin-right: 5px;">REP</div> <div style="margin-left: 10px;"> <p style="margin: 0; font-size: small;">ADVENA Ltd. Tower Business Centre, 2nd Flr, Tower Street, Swatar, BKR 4013, Malta</p> </div> </div>
PRODUCT IDENTIFER (PI)	<div style="border: 1px solid black; padding: 2px; display: inline-block; margin-bottom: 5px;">SN</div> EZAT-XXXXXX
UDI-DI	<div style="border: 1px solid black; padding: 2px; display: inline-block; margin-bottom: 5px;">REF</div> 628758003052
MEDICAL DEVICE	<div style="border: 1px solid black; padding: 5px; display: inline-block; font-weight: bold; font-size: 1.2em;">MD</div>
EUROPEAN CONFORMITY	CE
DATE OF MANUFACTURE	 YYYY-MM
MAXIMUM USER WEIGHT	 XXX Kg XXX Lb
READ USER MANUAL	

USER & DEALER MANUAL TABLE OF CONTENTS

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1.0 GENERAL INFORMATION

1.1 EZPZ-AT Mobile Shower Commode Chair Overview



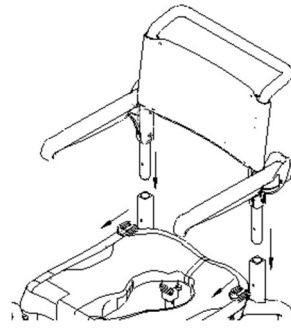
1.2 EZPZ-AT Mobile Shower Commode Chair Specifications

EZPZ-AT SPECIFICATIONS	
WEIGHT CAPACITY	150 kg / 331 lbs
FRAME WIDTH (seat and back frames)	50 cm (19.75")
OVERALL WIDTH	58 cm (23")
OVERALL LENGTH (with footrests and not tilted)	108 cm (42.5")
SEAT WIDTH (commode seat)	50 cm (19.75")
SEAT DEPTH (front of back post to front of seat)	43 cm (17")
CLEARANCE HEIGHT (over toilet)	
with pan brackets:	42-52 cm (16.5"-20.5")
without pan brackets:	44-52 cm (17.5"-20.5")
with anti-tippers	Increase 2.5 cm (1")
ARMREST HEIGHT ABOVE SEAT (without Soft Seat)	23 cm (9")
SEAT-TO-FLOOR HEIGHT	
With anti-tippers	51-61 cm in 25mm increments (20"-24" in 1" increments)
Without anti-tippers	54-64 cm in 25mm increments (21"-25" in 1" increments)
PRODUCT WEIGHT (with footrests)	18 kg (40 lbs)
FRAME AND HARDWARE MATERIAL	Aluminum and Stainless Steel (Lifetime warranty against corrosion)
MINIMUM TURNING CIRCLE	109 cm (43")

2.0 EZPZ-AT Assembly: INTENDED FOR DEALER USE ONLY

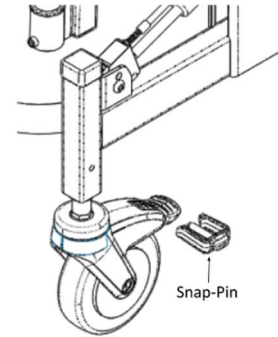
2.1 Back Support Installation

1. Remove the shower chair from the shipping carton.
2. Remove both snap-pins from base frame.
Easier to remove optional soft seat first to access snap-pins
3. Insert backrest frame into base frame receivers.
4. Line up the hole on the backrest to the base frame.
5. Insert the snap-pins into the holes.



2.2 Caster Installation

1. Remove the casters from the accessory box.
 2. Insert the caster extension stem into the lower frame receiver tube at the desired position.
 3. Line up the hole on the frame and to the caster extension stem.
It may be necessary to rotate the caster extension stem in order to line up the holes.
- TIP: Locking the caster first makes this easier.*
4. Insert the snap-pin through the frame receiver and the caster extension stem. Ensure that the pin is inserted completely through the stem and that the green plastic clip is snapped securely around the outside of the frame receiver.
 5. Repeat steps 2 to 4 for all casters in the assembly.



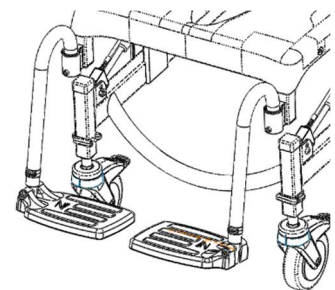
IMPORTANT !

TELESCOPIC CASTER EXTENSION STEMS ALLOW FOR A HEIGHT ADJUSTMENT RANGE OF 4". HOWEVER, THE HIGHER THE CHAIR IS ADJUSTED, THE MORE PRONE IT WILL BE TO TIPPING. CASTERS MUST NEVER BE ADJUSTED TO DIFFERENT HEIGHTS. AN UNLEVEL CHAIR IS EXTREMELY DANGEROUS FOR ANY USER.

CASTERS SHOULD ALWAYS BE INSTALLED AT THE LOWEST POSITION POSSIBLE WHILE MEETING THE USER'S NEEDS. ANY POSITION ABOVE THIS WILL RESULT IN A CHANGE IN THE CENTRE OF MASS, WHICH COULD CAUSE INJURY OR PRODUCT DAMAGE. IT IS HIGHLY RECOMMENDED THAT A QUALIFIED HEALTHCARE PROFESSIONAL ASSIST IN DETERMINING IF THE USER WILL BE STABLE IN THE SHOWER CHAIR.

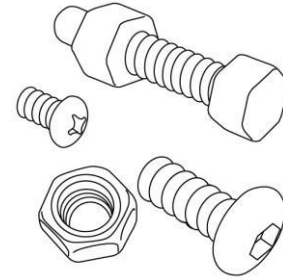
2.3 Adjustable Footrest Installation

1. Remove footrests from the inner accessory box.
2. Place the footrest hanger tubes into the receivers, welded at the front of the chair frame.



2.4 Fastener Installation – Dealer Use Only

All fasteners should be installed securely. Locknuts that are removed for any reason may need to be replaced rather than re-used. Check performance of nyloc nuts when re-attaching to screw. There should be significant detectable resistance when tightening. If not, replace the nyloc nut with a new one. It is advisable to check annually that all fasteners are secure.



IMPORTANT !

ADJUSTMENTS SHOULD NEVER BE ATTEMPTED WITH THE USER IN THE CHAIR.

3.0 ADJUSTMENTS:

3.1 Seat-To-Floor Height Adjustment – EZZPZ-AT

The EZZPZ-AT Model has four telescopic caster extensions that provide a height adjustment range of 4”.

1. Remove the snap-pin holding the caster extension in place, from the chair frame.
2. Slide the caster assembly to the desired position.
3. Align the holes in the caster extension with the frame holes and insert the snap-pins.

TIP: Locking the caster makes this easier.

4. Ensure that the pins are completely through the frame receivers and that the plastic clips are snapped securely around the frame receivers.
5. Repeat steps 1 to 4 for all other casters on the chair.

IMPORTANT !

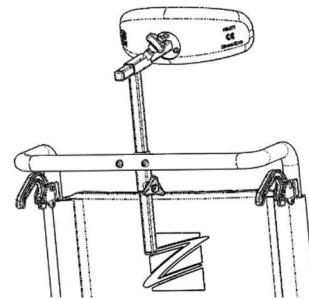
ALL CASTER STEMS MUST BE ADJUSTED TO THE SAME HEIGHT. NEVER ATTEMPT TO CHANGE THE FRAME ANGLE BY ALTERING THE CASTER POSITION. UNEQUAL CASTER POSITIONS WILL REDUCE THE CHAIR’S STABILITY AND MAY RESULT IN TIPPING.

3.2 Molded Headrest Adjustment

A Molded Headrest is included with all EZZPZ-AT Shower Chairs. The Molded Headrest is shaped to cradle the head comfortably and is easy to clean. The Molded Headrest can be adjusted infinitely forward and backwards within a 5” range and vertically within a 11½” range.

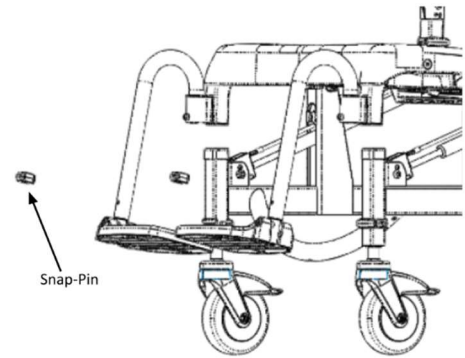
To adjust the Molded Headrest:

1. Loosen the bottom tri-lobe knob and adjust the headrest vertical bar.
2. Loosen the top tri-lobe knob and adjust the headrest horizontally for a fore/aft change in position.
3. Ensure that all knobs are tightened securely for the user’s safety.



3.3 Adjustable Footrest Adjustment

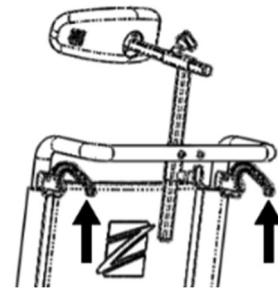
1. Remove the plastic snap-pin from one footrest hanger tube.
2. Adjust the footplate extension tube vertically to achieve the desired height in the footrest hanger tube.
3. Insert the snap-pin through the footrest hanger tube and the extension tube. Ensure that the snap-pin is completely through the tube and that the plastic clip is snapped securely around the outside of the hanger tube.
4. Repeat steps 1 to 3 for the other footplate.



4.0 USE AND OPERATION

4.1 Tilt Function

The EZPZ-AT Shower Commode tilts up to 35° to provide comfort and reduce pressure for the user. Two gas spring struts facilitate this action and make the tilt smooth for the user and facilitate the tilting function for the attendant. To tilt the chair, the attendant must squeeze both tilt triggers and move the chair to the desired angle. To lock the chair in place, the triggers are simply released. Directly after purchase, the triggers and springs may seem stiff. This stiffness is normal and diminishes with use. The tilt function must only take place when the casters are locked.



IMPORTANT !

DO NOT ATTEMPT TO TILT AN EZPZ-AT SHOWER CHAIR IF THE ATTENDANT IS PHYSICALLY INCAPABLE OF SAFELY AND SMOOTHLY OPERATING THE TILT MECHANISM WITH A USER OCCUPYING THE CHAIR. ANY ATTENDANT MUST BE FAMILIAR WITH PROPER TILTING TECHNIQUES PRIOR TO ASSISTING A USER IN THE SHOWER COMMUNE. A PELVIC STRAP IS RECOMMENDED FOR ANY USER AS AN EXTRA SAFETY PRECAUTION.

4.2 Soft Foam Overlay Seat

The EZPZ Shower Chairs may be optioned with a soft foam overlay molded seat designed to help stabilize the pelvis and are contoured for pressure reduction. The overlay seats are made from soft, integral-skin foam and are meant to fit with the plastic seat standard to the EZPZ chairs.

To install the optional EZPZ Soft Seat overlay, simply align the overlay seat aperture hole to the plastic seat aperture hole and press down on the front and rear to ensure the overlay is secure.

4.3 Adjustable Footrests

Adjustable Footrests are standard on all EZZ Shower Chairs. For transfers, the footrests can be flipped up, rotated away or removed entirely.

To insert the Adjustable Footrests:

1. Place the footrest hanger tubes into the footrest receivers.
2. Notches in the hanger tubes sit over a pin in the receiver to align the footrests in a forward orientation.

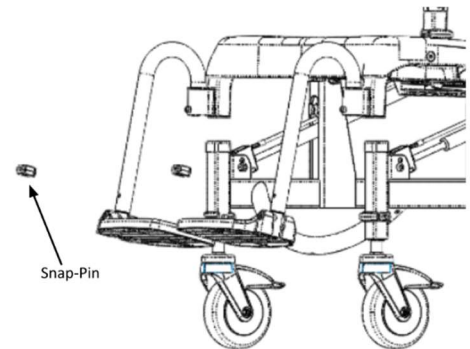
To adjust the length of the Adjustable Footrests:

1. Remove the snap-pin from one footrest hanger tube.
2. Reposition the footplate to a length suitable for the user.
3. Insert the snap-pin through the footrest hanger tube and through the inner tube.

To rotate the Adjustable Footrests:

1. Lift the footrest hanger tubes to disengage the pin.
2. Rotate the footrests outward or inward.

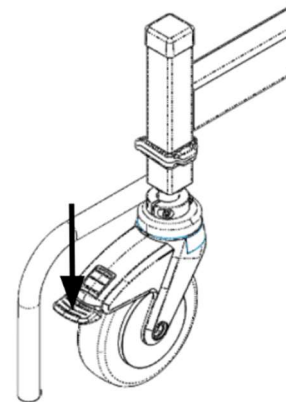
To remove the Adjustable Footrests, lift the footrests out of the receiving sleeves on the frame.



4.4 Casters

Each EZZ Shower Chair caster is equipped with a dual-lock feature, which stops the caster from swiveling and rolling simultaneously. To engage the dual-lock, step on the end of the caster brake lever until it latches in the “on” position. To deactivate the dual-lock, step on the raised end of the dual-lock until it latches in the “off” position.

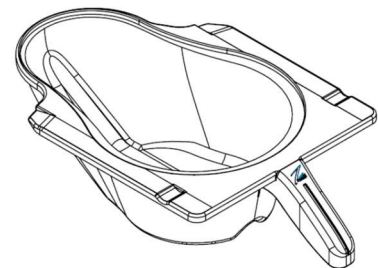
ALWAYS swivel all four casters to their outward position for maximum stability and engage the locks before transferring or tilting a user.



4.5 Commode Pan

The Raz Commode Pan is designed with an elongated shape that fits directly under the seat to minimize back splash. A unique splash-reduction ridge is located at center of the pan. The high gloss surface facilitates cleaning and rinsing, while the pouring spout and handle facilitate emptying. Removal of the Commode Pan is achieved by sliding the pan rearward.

NOTE: When re-inserting the pan, ensure that the pan is guided into the grey plastic brackets and pushed forward until it hits the stops.



IMPORTANT !

ANY ATTENDANT MUST BE FAMILIAR WITH PROPER TILTING TECHNIQUES PRIOR TO ASSISTING A USER IN THE SHOWER COMMODORE. A PELVIC STRAP IS RECOMMENDED FOR ANY USER AS AN EXTRA SAFETY PRECAUTION.

5.0 CLEANING AND MAINTENANCE

5.1 Cleaning After Each Use

5.1.1 Commode Pan

1. Remove the commode pan and empty contents.
2. Wash the pan with a multi-purpose disinfectant cleaning solution. Use a soft brush if needed.
3. Rinse well before storage or re-use.

NOTE: A soapy hot water wash followed by a disinfectant spray can be substituted for a multi-purpose disinfectant cleaning solution.

5.1.2 Plastic and Soft Seat Overlay (Optional)

1. Spray with a multi-purpose disinfectant cleaner and scrub with a soft brush as required.
2. Rinse with a water spray before storage or re-use.
DO NOT IMMERSE the seat in water or cleaning solutions.
3. If the optional Soft Seat Overlay is included, remove it from the shower chair to allow better access to the underside of the seat and around the opening of the seat for a more thorough cleaning.

5.2 Cleaning As Needed

5.2.1 Frame, Armrests, Adjustable Footrests, and Other Components

1. Spray the frame and components with a multi-purpose disinfectant cleaner, scrub with a soft brush and rinse with water.
2. If necessary, spray the frame and components with a diluted (10 parts water to 1 part solution) calcium/lime remover (such as CLR), scrub with a soft brush and rinse thoroughly with water. **DO NOT** mix a calcium/lime removal solution with any other liquid as toxic fumes may result.

Several times each year the shower chair and its components should be wiped down with a diluted calcium/lime removal solution to reduce deposits, followed by a hot water rinse.

To reduce the risk of mildew buildup, the entire chair should be wiped down with a soft dry cloth after the final rinse and before storage or use.

5.3 Suggested Cleaning Products

Task	Recommended Products
General Cleaning	Antibacterial Detergent
Tuberculocidal Surface Cleaner	Oxiver TB (Virox Technologies Inc.)
Intermediate Level Disinfectant	SepteFX 7D-11 (Titan Worldwide Inc.)
Calcium and Lime Deterrent	CLR

6.0 LIMITED WARRANTY

This warranty is extended only to the original purchaser/user for Raz E郑Z Shower Chairs that have been purchased from a qualified Raz dealer.

This warranty gives you specific legal rights, but you may have additional legal rights depending on your region and country.

This warranty shall be extended to comply with state/provincial laws and requirements.

With regards to the original purchaser/user only, Raz Design warrants its base and back frame components to be free of defects in materials and workmanship for a period of two (2) years from the date of purchase. All other components on the E郑Z Mobile Shower Commode Chair are covered for a period of one (1) year and are subject to normal wear and tear exclusions. If within such warranty period any such product shall be proven to be defective, the part will be repaired or replaced, at Raz Design's discretion. This warranty does not include any labor or shipping charges incurred in replacement, part installation, or repair of any such product.

For warranty service, please contact the dealer from whom you purchased your E郑Z Mobile Shower Commode Chair. In the event that you do not receive satisfactory warranty service, please contact Raz Design directly using the contact information located in either the beginning or the end of this manual. In your correspondence, please provide your dealer's name and address, the product type, the date of purchase, the chair's serial number (on a grey label located on the chair frame), as well as the nature of the product issue. Do not return products to the manufacturer without prior authorization.

Limitations and Exclusions:

The foregoing warranty shall not apply to serial numbered products if the serial number has been removed or defaced, and to products subjected to negligence or an accident. Improper operation, maintenance, or storage may void the warranty coverage on the E郑Z Mobile Shower Commode Chair. The warranty does not apply to products modified without Raz Design's express written consent. This includes, but is not limited to, modification through the use of unauthorized parts or attachments, products damaged by reason of repairs made to any component by an individual or individuals who are not employed by a qualified Raz dealer, or to a product damaged by circumstances beyond Raz Design's control. Only Raz Design will have the authority to determine whether or not the circumstances are eligible for warranty coverage. The warranty will not apply to problems arising from normal wear or failure to adhere to the instructions contained in this manual.

The foregoing warranty is exclusive and in lieu of any other warranties, whether express or implied, including the implied warranties of merchantability and fitness for a particular purpose. The sole remedy for violations of any warranty whatsoever will be limited to repair or replacement of the defective product in compliance to the terms contained in this document.

The application of any implied warranty shall not extend beyond the duration of the express warranty provided herein. Raz Design will not be liable for any consequential or incidental damages to part or the whole of a E郑Z Mobile Shower Commode Chair.

Raz Design Inc. frame and hardware material are made of aluminum, for which we offer a lifetime warranty against corrosion. Please be advised this lifetime warranty is only extended to the original purchaser/user of E郑Z Shower Chairs that have been purchased from a qualified Raz dealer. Failure to comply with proper cleaning instructions may cause corrosion to the frame thereby voiding this warranty. Additionally, all claims of corrosion are subject to review and a request may be made for the return of the device in question, for thorough examination, before a replacement order can be processed.

IMPORTANT !

DO NOT USE ABRASIVE POWDERS OR SCOURING PADS ON THE E郑Z SHOWER CHAIR.

DO NOT SUBMERGE THE E郑Z SHOWER CHAIR IN WATER.

RINSE THOROUGHLY AFTER CLEANING TO ENSURE THAT ANY SOAP OR DETERGENT RESIDUE IS REMOVED.

DO NOT USE CLEANING PRODUCTS WITHOUT CONSULTING THE PRODUCTS' INSTRUCTIONS AND TAKING APPROPRIATE PRECAUTIONS FOR HUMAN EXPOSURE TO CHEMICALS.

7.0 CONTACTS

It is important that the EZPZ Mobile Shower Commode Chair be properly assembled and all adjustments be made carefully. Up-to-date manuals can be downloaded from www.razdesigninc.com. For clarification of any section of this manual, contact the distributor or manufacturer.



MANUFACTURER

U.S.A. AND WORLDWIDE

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info@razdesigninc.com



IMPORTANT !

PRODUCTS THAT CAN NO LONGER BE USED ARE TO BE DISPOSED OF SEPARATELY FROM HOUSEHOLD WASTE. THIS MUST BE DONE ACCORDING TO THE LOCAL AND NATIONAL REGULATIONS FOR ENVIRONMENTAL PROTECTION AND RAW MATERIAL RECYCLING.

PLEASE LOOK AT YOUR LOCAL GOVERNMENT WEBSITE FOR FURTHER INFORMATION ON THE CORRECT DISPOSAL.

IF IT IS EVER FELT THAT ANY ASPECT OF THE EZPZ SHOWER CHAIR IS IN NEED OF MAINTENANCE, CONTACT YOUR DEALER. ANY PROBLEMS THAT COULD AFFECT THE SAFE USAGE OF THE CHAIR MUST BE ATTENDED TO IMMEDIATELY. THE DEALER THAT PROVIDED THE SHOWER CHAIR MUST BE CONTACTED SO THAT REPAIRS CAN BE MADE PRIOR TO RESUMING USE OF THE CHAIR. IT MUST BE MADE CLEAR TO THE DEALER THAT THE SHOWER CHAIR IS IN NEED OF MAINTENANCE AND IS UNAVAILABLE FOR USE UNTIL REPAIRS HAVE BEEN UNDERTAKEN AND ALL PROBLEMS RESOLVED.

IF FOR ANY REASON, YOUR DEALER DOES NOT RESPOND TO YOUR SATISFACTION, PLEASE CONTACT RAZ DESIGN:

BY EMAIL info@razdesigninc.com

BY PHONE 1.877.720.5678 (North America)

+1.410.751.5678 (Rest of World)