



# COMFORT C O M P A N Y

USER GUIDE  
& MANUAL

*General Care Guide  
for Seating Surfaces*





Thank you for choosing **COMFORT COMPANY®**

## ABOUT US

At *Comfort Company* we are dedicated to creating and manufacturing seating and postural support systems designed for people with a wide range of rehabilitation needs. Whether pediatric, geriatric, or bariatric needs we are committed to providing our customers with quality products designed for comfort, durability and ease of use. Our vision is to lead in the development, manufacturing and delivery of the most innovative seating and positioning products which provide the highest level of comfort, functionality and quality of life for the user. With your purchase, you are helping us to reach that goal and we promise to provide you with the support you need for reaching your own personal care goals.

## CONTACT INFORMATION



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Only the original purchaser should contact Comfort Company with issues concerning our Lifetime Guarantee. See complete warranty information on page 7.

## BEFORE USE

Using the appropriate *Comfort Company* cushion may reduce the risk factors that contribute to pressure ulcer development. However, prior to using a *Comfort Company* cushion it is important that each individual be assessed by a healthcare professional for other risk factors including, but not limited to, mobility, nutrition, circulation and previous history of pressure ulcers. In addition to this initial assessment, individuals using cushions should be monitored by a health care professional for any changes in their condition.

This user guide and manual is for reference purposes only and is not intended to substitute for advice given by a physician or other licensed healthcare professional. You should not use this information for self-diagnosis or self-treatment of a health problem or disease. Contact your health-care provider immediately if you suspect you have a health problem or disease or that your health problem or disease has changed or worsened.

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NOTE: "We," "Us" and "Our" refers to *Comfort Company*. "You" refers to the product purchaser or user.

# SAFETY GUIDELINES

## SYMBOLS



### Warning!

Without following the specified procedure, this indicates potentially hazardous conditions that could lead to personal injury, inadequate performance, product damage or malfunction.



### Prohibited!

Indicates actions that should NOT be performed at any time under any circumstance. These actions could result in personal injury and/or damage to the product or equipment being used.



### No Smoking

Although this product meets flammability requirements, we do not recommend smoking while using this product. Damage from smoke and flame is not covered by the lifetime warranty. You must consider additional safety precautions when choosing to smoke while using this product.



### Excessive Heat

Do not expose to sources of excessive heat such as open flame or spark.



### Do Not Cut or Puncture

Avoid sharp objects. Do not modify the product. Doing so will void its warranty and may lead to personal injury or alter the effectiveness of the product by increasing the risk factors for skin breakdown and/or instability.

## GENERAL WARNINGS



You must **READ and FOLLOW** all instructions, notes and warnings included in this manual. Understanding how to care for your product is the key to safe and proper use. Share this information with all caretakers to help them meet your healthcare needs and ensure your safety.



*Comfort Company* cannot be held responsible for damages or injury due to misuse of the product or failure to follow instructions provided in this manual. Please contact us if you require further assistance in understanding cautions, warnings or instructions for using or maintaining your product.



Installing alternate parts to your wheelchair may change the intended structure and function of the equipment. Be sure to assess the need for additional safety features for your chair such as anti-tip bars or other available options in order to maintain stability during use. Use this manual in conjunction with the user manual that came with your chair to ensure safety guidelines are being met.



Check packaging and inspect all parts for damage before use. **DO NOT USE** if damaged and contact *Comfort Company* immediately for further instruction.



During the first few hours of use, a healthcare professional should be available to observe skin condition and assess the likelihood of skin breakdown. During regular use, periodically check for skin discoloration and/or irritation. If discoloration should occur and not disappear after 30 minutes of non-use, discontinue use and consult with your healthcare provider immediately.



**DO NOT** place anything in between the user and the product. Additional materials may reduce the effectiveness of the product and increase risk factors for skin breakdown and instability.



Always use the cover and base with any inserts as a complete assembly. Never use a cover other than one intended for your specific product and size.

**NOTE:** The information in this manual was gathered and recorded with the latest specifications available at the time of publication. Due to our continued effort to reassess and improve our products, information found in this manual such as drawings and notes may vary slightly from the product that you purchased. We reserve the right to make changes to products as they are deemed necessary. To check for the latest version of this manual please visit us at [www.comfortcompany.com](http://www.comfortcompany.com).

The directions provided will help to maintain and extend the life of your product and ensure it is covered by the *Comfort Company* Lifetime Guarantee. See complete warranty information on page 7.

*Frequent heat drying and bleaching naturally cause fabric break down. Air drying and cleaning without bleach are recommended whenever possible to help extend the life of the cushion.*

## SURFACE CLEANING COMFORT-TEK FABRIC ONLY\*

\*Instructions also apply to Vicair® Liberty PT insert.



Spray with common household or commercial antibacterial cleansers or disinfectants.



Wipe with damp, water-only cloth after disinfecting and let dry before use.

## COMPLETE CLEANING

Unzip cover and slide cushion components out. Remove and do not wash any metal, plastic or foam components. Machine wash cover using any common laundry detergents. Let dry completely before use.



**Machine Wash** any temperature  
Maximum 66°C/150°F



**Tumble Dry Low Temperature Only**



**Air Dry** when possible



**Do Not Steam Clean or Autoclave**  
**Do Not Tumble Dry High Temperature**



**Do Not Iron**

## DISINFECTING COMFORT-TEK and STRETCH-AIR FABRIC

Wash with water and bleach followed by thorough rinse. Follow directions on bleach container. May be washed in hot water to disinfect. Let dry completely before use.



**Machine Wash** any temperature  
Maximum 66°C/150°F



**Bleach**

## VICAIR® X-SERIES CUSHIONS

Unzip cover and slide cushion components out. Remove and do not wash any plastic or foam components. Machine wash cover and liner containing air cells as described in cleaning and disinfecting sections. Let dry completely before use.



**DO NOT submerge foam in any liquid including water.**

## CLEANING & MAINTENANCE

### INSPECTION

It is recommended that you should perform a visual inspection of your cushion for wear every 3 months. In the case of serious damage, discontinue use immediately and contact your supplier for further instruction.



**DO NOT attempt to make repairs of any failing parts.**

### REUSE

Before transferring cushion to a new user, the cushion must be completely cleaned and disinfected as outlined on page 5.

Make sure cushion is around room temperature, approximately 65-75°F (18-24°C), before reusing.

### STORAGE

Cushion should be stored as an assembly. Do not store in extreme hot or cold temperatures. Only store in a clean and dry place at room temperature.

Do not allow exposure cushion to direct sunlight for prolonged periods of time. This could age the cushion more rapidly and decrease its effectiveness.

Prolonged exposure of foam components to any type of light causes discoloration. The foam is still usable if this happens; discoloration is purely cosmetic.

Do not store where there is risk of open flame or spark.

### DISPOSAL

Please contact your local authorities for regulations on the proper disposal of your cushion and its components.



**DO NOT incinerate cushion as a means of disposal.**

### WARRANTY

#### ***The Comfort Company Lifetime Guarantee.***

If a manufacturing defect should occur, the product\* will be replaced at no cost to the buyer.

Wear from regular use is not considered a manufacturing defect.

Any alterations made to the product or defects caused by irregular use voids the warranty.

\*Express Comfort cushion line is not covered by Lifetime Guarantee.



### WARRANTY REPLACEMENT PROCEDURE

If manufacturing defects should occur, discontinue use immediately.

Warranty claims should be filed by the original purchaser. End-users will need to contact the DME Supplier, Distributor or Retailer from whom the product was purchased. In the event the original dealer is not available, any authorized Comfort Company DME Supplier, Distributor or Retailer will provide assistance.

DME Suppliers, Distributors or Retailers with warranty issues will need to contact Customer Service by phone or email and provide original purchase order number, sales order number, or invoice number whenever possible. A Return Merchandise Authorization (RMA) will be issued by Customer Service so a warranty replacement order or quote can be processed.

Register your product at [www.comfortcompany.com/registration](http://www.comfortcompany.com/registration) to activate Lifetime Guarantee.

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