

SANFORD

User Manual



Motion

CE UK
CA

IMPORTANT SAFETY INFORMATION

Before you operate your device, please read and understand all of the information provided for your safety. As with operating any device, only use with full alertness to ensure safety. Please observe the warnings below to avoid any damage or injury resulting from improper use of your device. You are responsible for taking proper safety measures and we will not be held liable for personal injury and/or product damage resulting from improper use of the device.

- Please consult your doctor routinely to ensure there are no health or physical conditions that may limit or impair your ability to safely operate your device.
- Consult your doctor if you are taking prescription or over-the-counter medications to see if any side effects may limit or impair your ability to safely operate your device.
- Do not operate your device while you are under the influence of alcohol, as this may impair your ability to operate it safely.
- Do not use the device other than for its original purpose. Avoid any use, such as weight training, sports, athletics, hauling, moving or towing anything, that may lead to safety hazards and undue stress on the device.
- Your device is designed for one person only. Do not carry passengers.
- We strongly recommend that you do not smoke cigarettes using your device. You must adhere to the following safety guidelines if you decide to smoke cigarettes while using your device: do not leave lit cigarettes unattended. Keep ashtrays at a safe distance from the seat covers. Always make sure cigarettes are completely extinguished before disposal.
- Be aware that washing of any upholstered items may reduce the fabric's fire resistance.
- Replace worn or damaged upholstery immediately to reduce the risk of flammability.
- Do not modify your device. For any accessories, please contact an approved company for installation.
- The addition of accessories to your device may change certain specifications such as overall weight, size, and /or the centre of gravity. Please take note of how some of the changes may damage any objects around you.
- To prevent the device from rolling uncontrollably on its own, lock the breaks.
- Keep yourself, clothing, and all other objects away from the wheels while moving. Do not allow any objects to drag behind the device when moving. Loose-fitting clothing or other objects can get caught in the wheels.

Keep this manual in a safe place for future reference.



WARNING Highlights potential hazards for the user and/or product.



SUGGESTION/TIP General suggestions and advice for operating this product.

**CHECK OUT THIS
PRODUCT**

For more information,
scan the QR code



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INTRODUCTION

Thank you and congratulations on purchasing your new Motion Healthcare Sanford Riser Recliner.

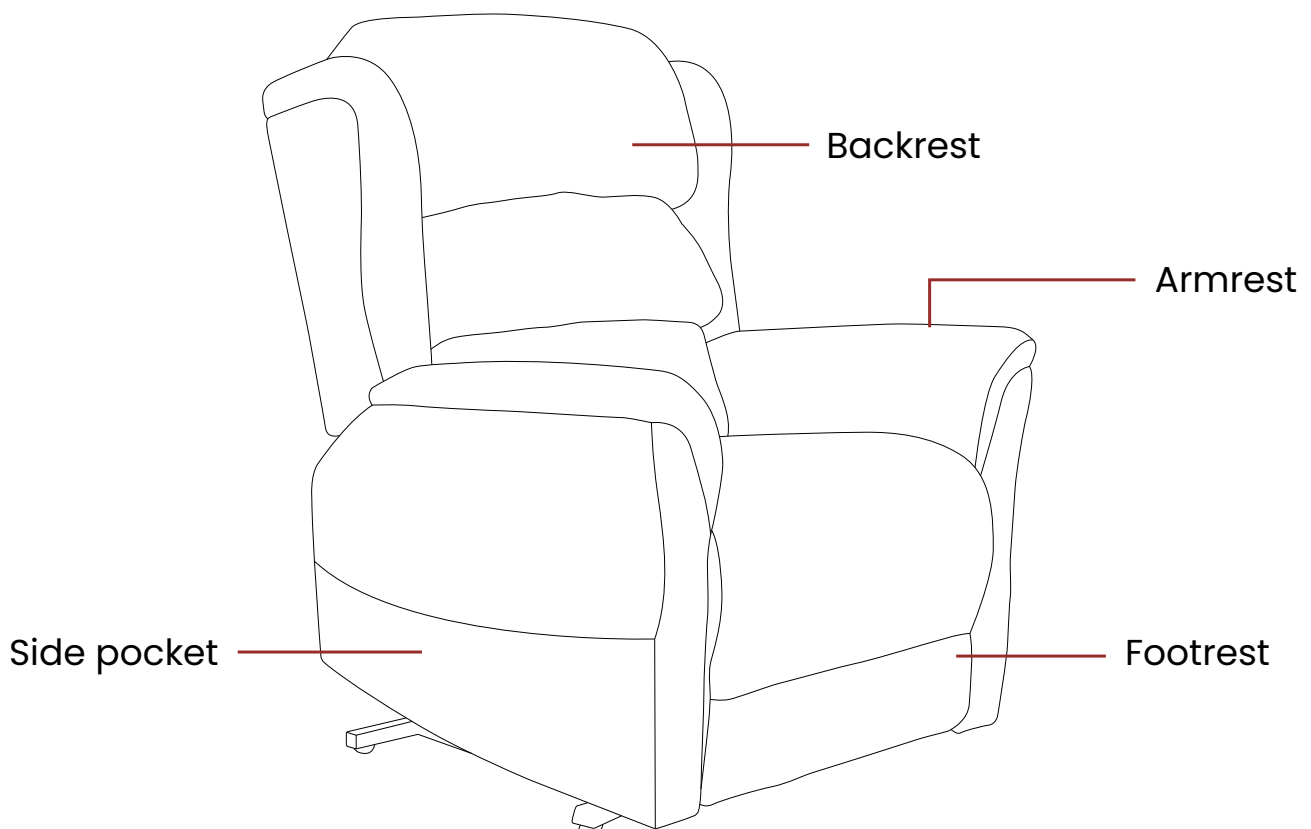
Your new device is designed to provide you with quality support and comfort to suit your needs.

We pride ourselves on providing safe, comfortable, and high-quality products and our goal is to ensure your complete satisfaction, we sincerely hope we achieve that, and you enjoy your Motion Healthcare device.

Please read and observe all warnings and instructions provided in this user manual before you operate the various functions of your device and please retain this user manual for future reference.

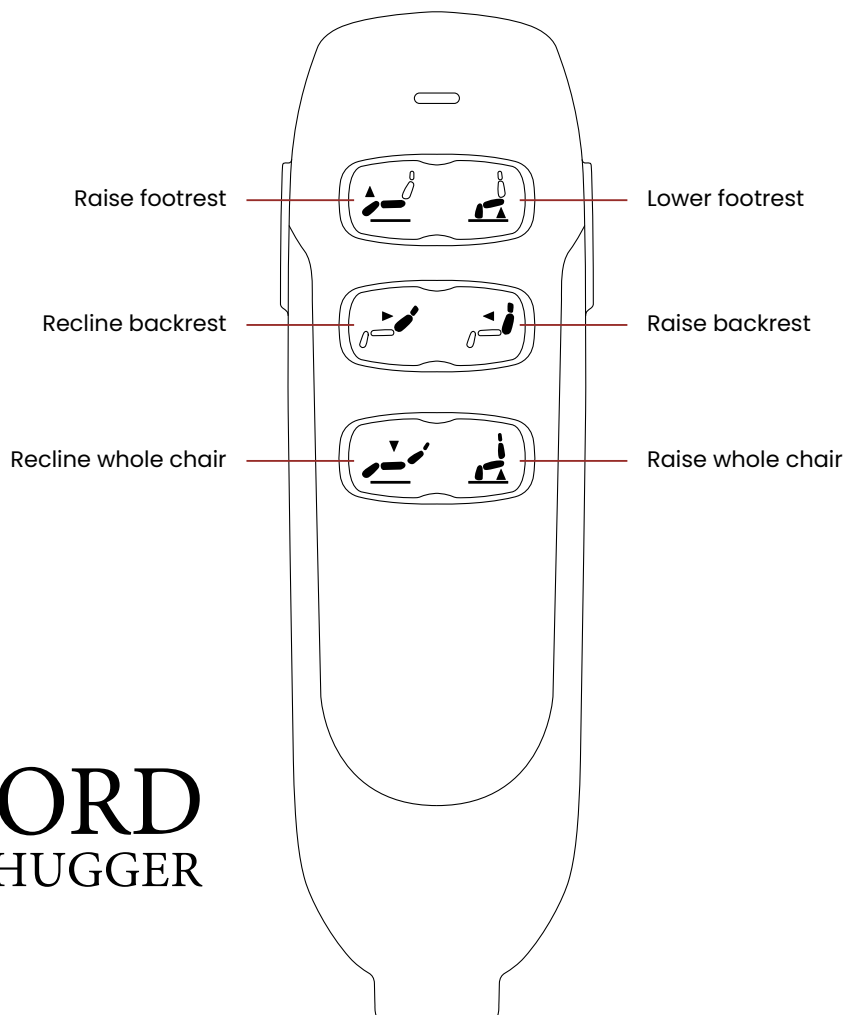
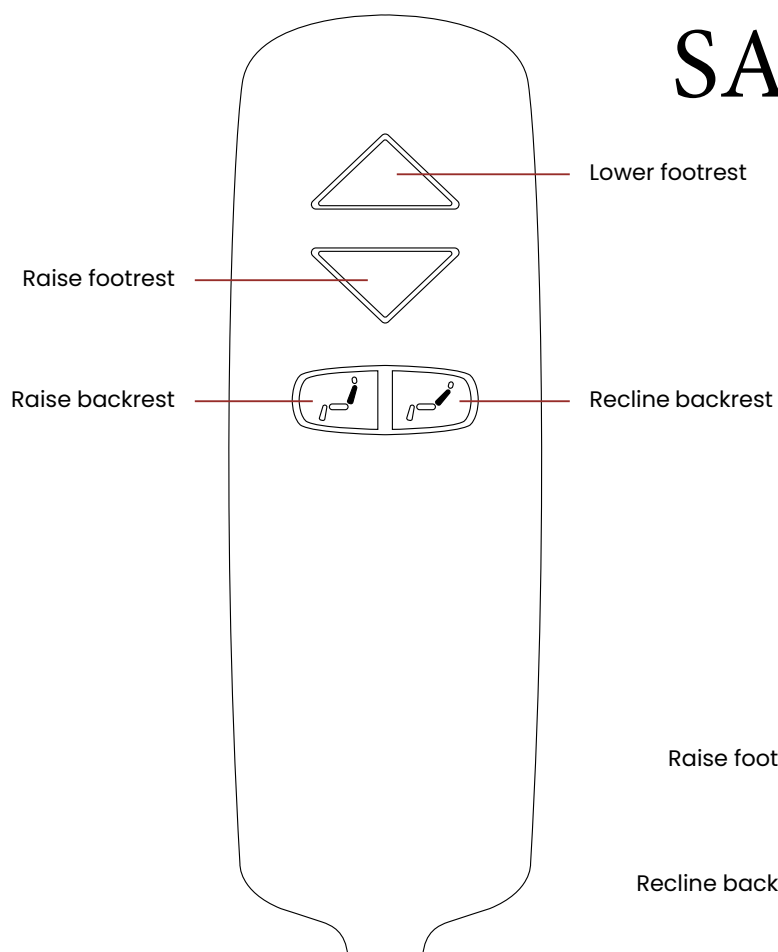
If you have any questions, please contact the company you purchased from.

GETTING TO KNOW YOUR RISER RECLINER



RISE & RECLINE HANDSET CONTROLS

SANFORD



SANFORD

WALL HUGGER



WARNING Never press two buttons together as this can damage your chair.

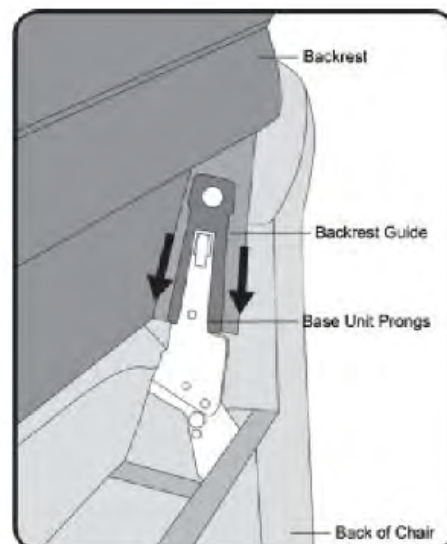
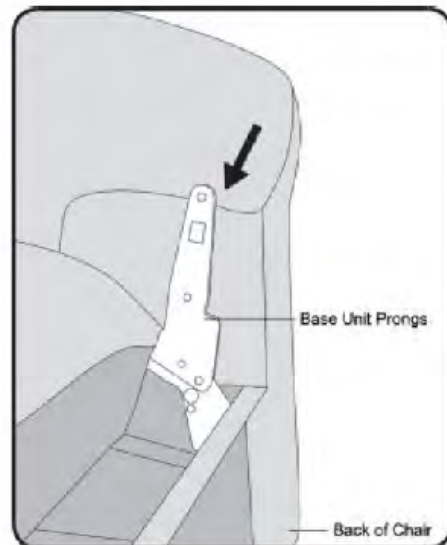


WARNING Do not expose the handset to heat. This may cause damage.

ASSEMBLY

1. Remove all packaging from the chair base unit and backrest. Carefully unpack all other items and ensure all parts are accounted for.

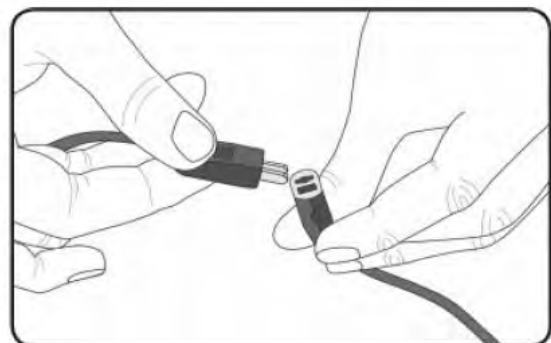
2. Slide the backrest into the base using the guides on the sides of the backrest. When the base unit's protruding prongs are in the guides on either side of the backrest, push down on the backrest to 'click' this into place.



3. Check that both handsets are connected. Take care when re-connecting the handset to ensure the locking cap is in place and the cable is secure.



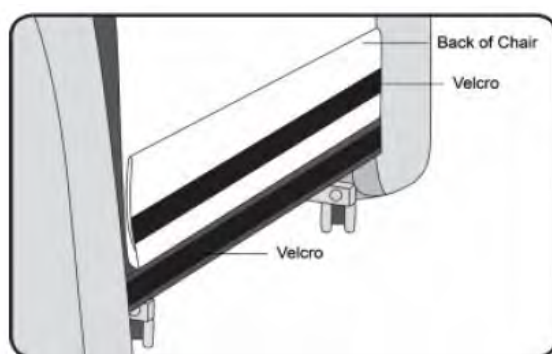
TIP All handsets are fitted with a quick release cable connection (located in the pocket of your chair) that enables the handset to be removed if faulty.



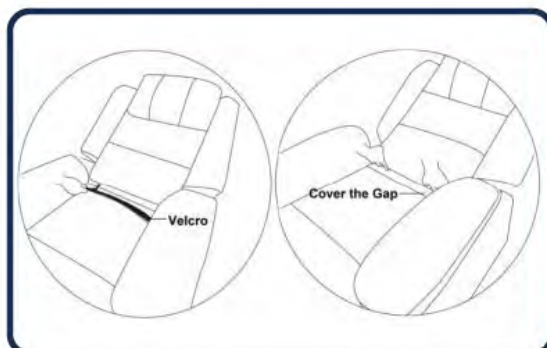
4. At the rear of the chair, connect the base and backrest heat, massage and control functions together by connecting the internal wires (these wires will be loosely protruding from the bottom of the backrest and will be at the rear of the base).



5. Seal fabric from the bottom of the backrest to the base of the chair using the Velcro strips.



6. Seal fabric from the corner of the seat to the base of the backrest using the Velcro strips.



DISASSEMBLY & TRANSPORTATION

If for any reason the riser recliner needs to be transported, ensure the disassembled components are secured properly before transport to avoid transit damage.

1. Disconnect the chair from the wall socket, place the transformer and power cable into the chair's side pocket.
2. Lift the backrest flap to reveal the chair's wiring, then disconnect the power cables.
3. Release the locking clips on either side of the backrest whilst pulling the backrest upwards.
4. Lift the chair backrest away from the base.



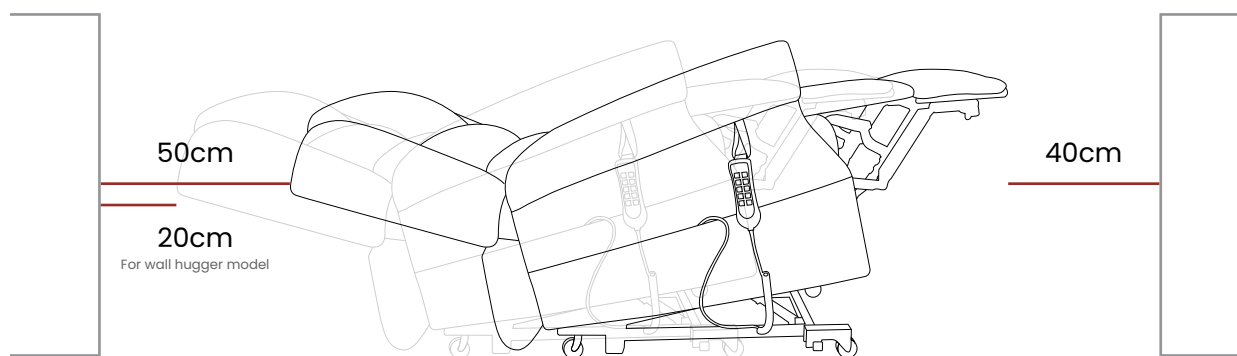
WARNING When disassembling, lift the chair with a minimum of two persons to avoid injury.



SUGGESTION When transporting, place the chair components back into its original packaging or in a protective cover to prevent damage.

POSITIONING YOUR CHAIR

Position the chair on a level surface with enough space to rise & recline.



Always make sure the brakes are locked on, if you fail to do so it may move unexpectedly.



WARNING Beware of possible trip hazards when positioning the power cable. Ensure all cables are clear of the chair's mechanisms, frame or wheels.

If required, ask for assistance when positioning the chair to avoid injury and product damage.

HOW TO USE YOUR RISER RECLINER

SITTING DOWN

Ensure the chair's backrest is in the upwards position and the footrest is in the downwards position.

Gradually move backwards, using the armrests for support if required before lowering into the seat.

STANDING UP

Place feet flat on the floor and use the chair's lift function to gradually rise.

Use the armrests for support if required before lifting upwards to leave the chair.



WARNING Do not attempt to get out of the chair with the footrest in the raised position. This may cause injury or damage to the chair/mechanism.

USER HAND CONTROL

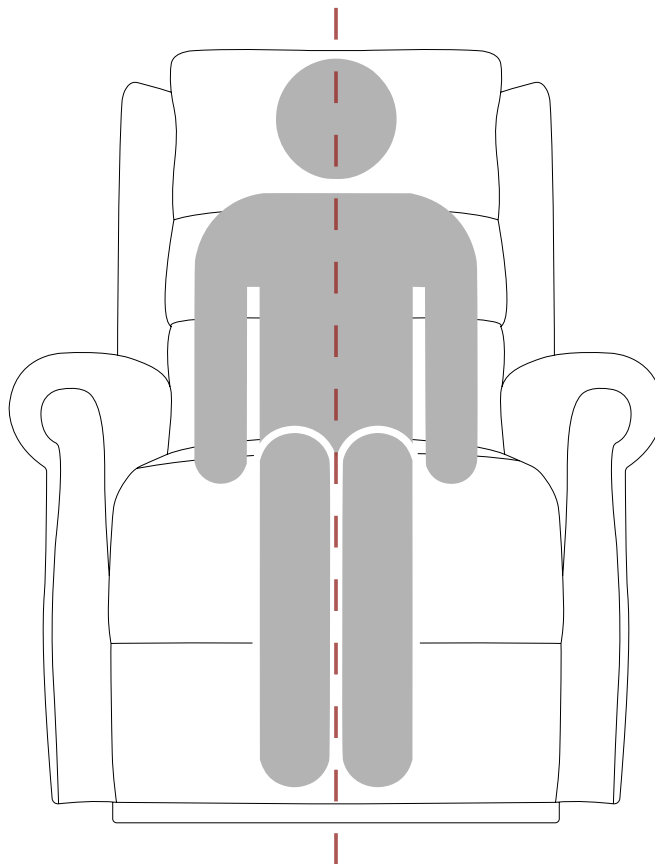
Adjust the chair's position and angle using the handset.

BODY POSITIONING

SITTING

Sit centrally within the chair and maintain neutral posture.

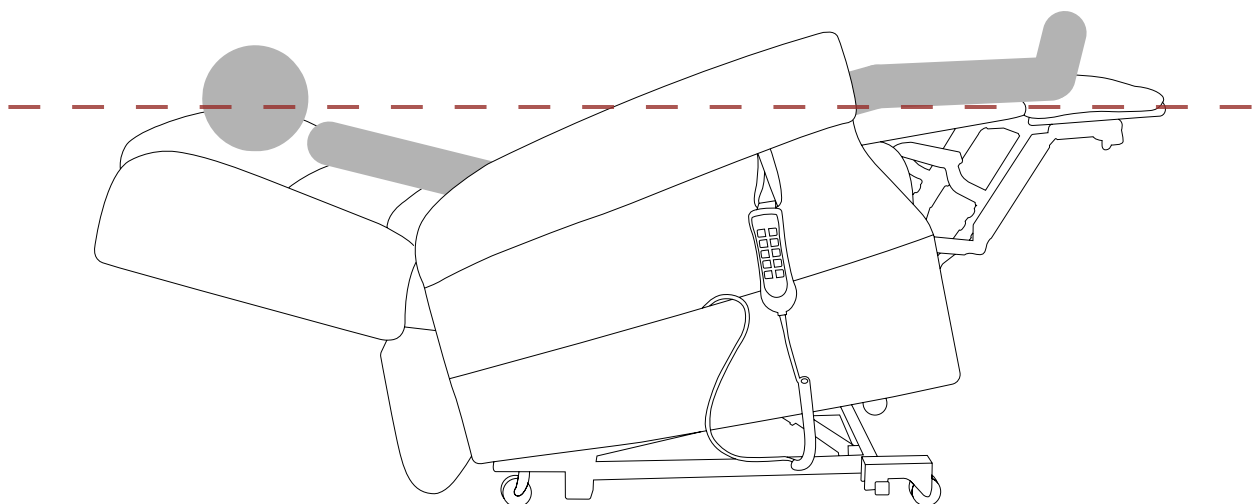
Avoid leaning forwards or sideways.



LAYING

Lay on your back and centrally within the chair.

Do not lay on your side.



CARE & MAINTENANCE

CARING FOR TECH FABRIC UPHOLSTERY

Do not overexpose tech fabric to sunlight. Tech fabric furniture must be properly cleaned to keep it free of stains, dust and dirt. Please dust frequently and occasionally wipe over with a damp, soft cloth. Let the furniture dry thoroughly before use. Never use a coloured cloth to clean tech fabric. Colour may transfer from the cloth to the furniture. Never use any type of harsh cleaner – especially alcohol-based products.

SPOTS & SPILLS

Absorb excess liquid immediately with a clean absorbent cloth or sponge. If necessary, use clean, lukewarm water and gently wipe the spill. Dry with a clean cloth and allow to air dry. Do not dry wet areas with hair dryers etc.

STUBBORN SPOTS & STAINS

For most tech fabric furniture, use a mild solution of liquid soap with lukewarm water on a soft cloth. Always clean a small hidden sample area first and clean gently (no firm pressure). After cleaning, rinse and dry naturally. Do not use oils, abrasive cleaners, soaps, furniture polish, varnish or ammonia water.



WARNING Always disconnect the chair from the outlet before cleaning it, and do not reconnect it until you are sure it is completely dry. Never allow water to get into the electrics.

DEEP CLEANING

Contact a professional cleaning service if the chair becomes soiled.

SCISSOR MECHANISM

Check for dirt and debris build-up regularly following the maintenance schedule found within this user manual.

Avoid sitting or standing on the footrest or other moving parts of the scissor mechanism.

Ensure that the area around the scissor mechanism is clear of obstacles that could affect its movement, including cables and other items.

If there are unusual grinding noises, jerky movements, or persistent problems with the recliner's scissor mechanism, contact the company you purchased from.

Do not exceed the weight limit specified.



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

ELECTRONICS

Check for damage regularly following the maintenance schedule found within this user manual.

If there is damage to the electronics, unplug the riser recliner from the wall socket and contact the company you purchased from.

Keep all electronics away from moisture and extreme temperatures.

Ensure any wires leading to the transformer are clear of pinch points and scissor mechanism linkages.

Keep electrical connections away from sources of dampness, including direct exposure to water, bodily fluids, and incontinence.

MAINTENANCE

Your riser recliner is made up of components which over time will become susceptible to wear and tear.

Knowing how to properly care and maintain your product will not only ensure peak performance and safe operation, but will also help maintain operation for years to come.

Carry out regular inspections to keep your riser recliner in good condition.

COMPONENT	INSPECTION DESCRIPTION	AT ANY TIME	WEEKLY	MONTHLY
HANDSET CONTROLS	Ensure the handset is responsive and works as intended.	●		
FUNCTIONALITY	Ensure the riser recliner moves and operates as intended.	●		
CONNECTIONS	Ensure the recliner's connections are free from damage and are secure.	●		
FRAMEWORK	Ensure the framework is clear from debris and damage.	●		
UPHOLSTERY	Check for wear and tear.		●	
OVERALL	Overall check for wear and residue build-up. Cleaning if required.			●

REPAIRS

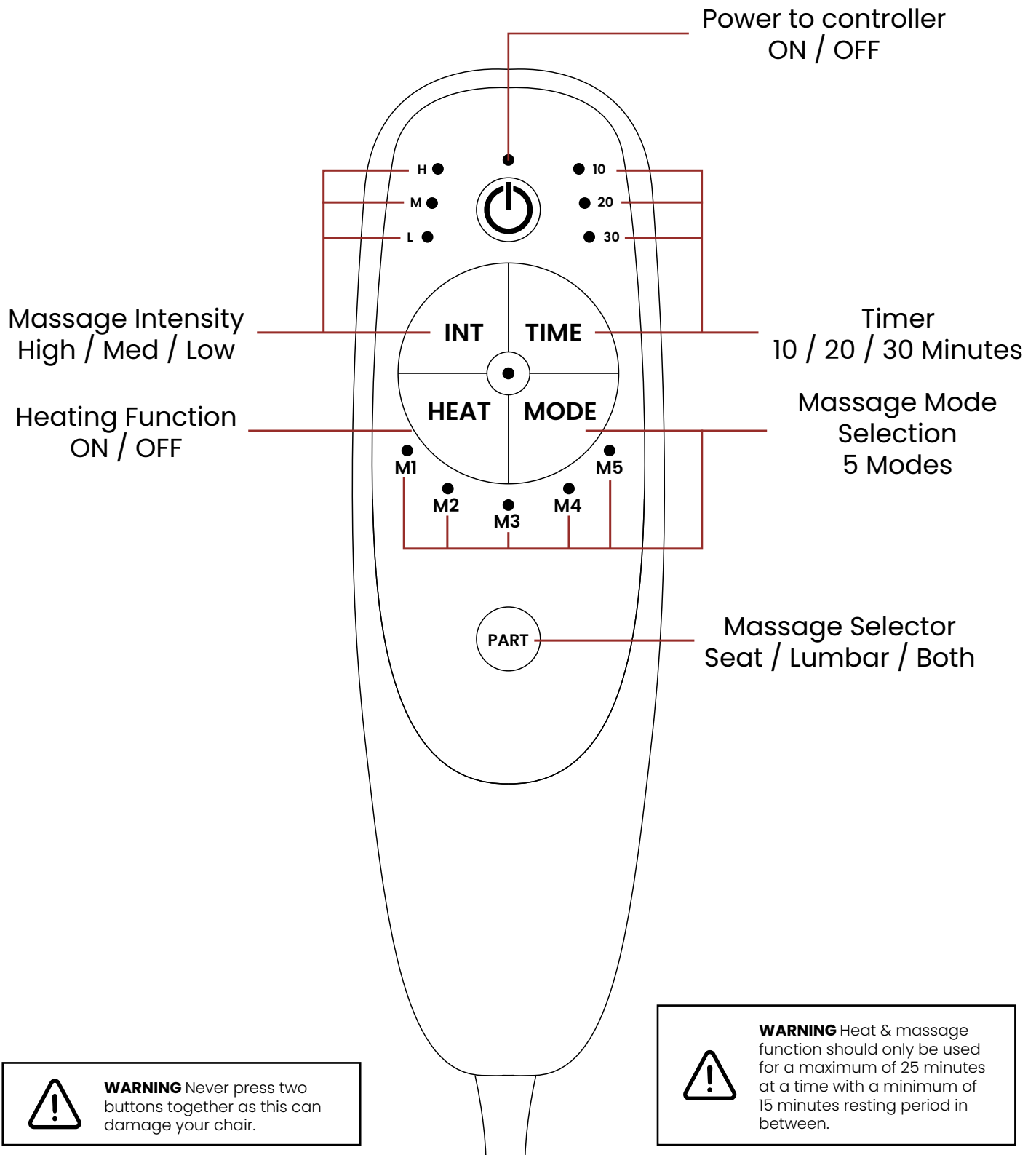
If for any reason the riser recliner requires repair due to a defect, contact the company you purchased from.

OPTIONAL EXTRA

HEAT & MASSAGE KIT

Get extra comfort with the heat & massage kit.

This includes a secondary remote to provide full control over heating and massaging zones.



ADVICE & WARNINGS

ELECTROMAGNETIC INTERFERENCE (EMI)

Riser Recliner chairs may be susceptible to electromagnetic interference (EMI).

Electromagnetic energy (EM) is emitted from sources such as radio stations, TV stations, amateur radio (HAM) transmitters, two-way radios, and cellular phones.

The interference (from radio wave sources) can cause the riser recliner to move by itself or cause permanent damage to the riser recliner's internals.

The user can help to prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment.

It is recommended that at least 3 metres (9 feet) of distance be maintained between the riser recliner chair and any hand-held equipment emitting 10W or more of output power.

This product has passed immunity testing and is rated as a Group 1, Class B product. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment making the riser recliner chair suitable for use in all establishments, including domestic, and hospitals.

Be aware that mobile phones, two-way radios, laptops, and other types of radio transmitters may cause unintended movement of your electrically powered device due to EMI. Exercise caution when using any of these items while operating your riser recliner chair.

The addition of accessories or components to the riser recliner chair can increase the susceptibility of the chair to EMI. Do not modify your lift chair in any way.

RECYCLING & DISPOSAL

When disposing of the riser recliner and/or its components, users should follow local disposal/recycling regulations.

INTENDED USE

To assist an individual when sitting, standing, and resting.

INTENDED ENVIRONMENT

This chair is suitable for indoor use only.

MODIFICATIONS

Unauthorized modifications and/or installation of unapproved 3rd party components and accessories can result in personal injury and product damage. Do not modify the riser recliner chair as this can void your warranty.

GENERAL WARNINGS

- Plug the power lead directly into a wall outlet. Avoid using extension leads.
- Do not disconnect the plug from the wall outlet by pulling the power cable.
- Periodically check the handset and power leads for visible damage.
- Keep the handset away from heated surfaces.
- Do not operate the handset with wet hands.
- Keep children and pets away from all moving parts when operating the riser recliner.
- Do not allow children to play on or operate the riser recliner.
- Keep hands and feet away from pinch points.
- Place the chair in an upright and closed position when not in use.
- Do not sit or stand on the footrest.
- Do not suddenly drop into the chair when sitting.
- Do not place objects under the chair.
- Ensure the area is clear of obstructions before operating the chair.
- Do not expose the chair to heaters, stoves, or direct sunlight.
- This chair is suitable for indoor use only.
- Do not use the chair in a humid or dusty environment as it may cause electric shocks and/or mechanical problems.
- Beware of pinch/crush points.

WARRANTY

All Motion Healthcare products are sold to our partners with a warranty, they in turn will sell the product to you with a warranty, these are two separate agreements.

To find out specific details of the warranty you receive or to make any claim please contact the company you purchased from.

Warranty does not cover damage through misuse or accident. Fabrics are classed as a wear item and under normal wear and tear may need to be replaced.

TROUBLESHOOTING GUIDE

SYMPTOM	POSSIBLE CAUSE	POSSIBLE REMEDY
CHAIR WILL NOT LIFT	The mains plug is switched [OFF]	Switch [ON] the mains plug
	The wall socket is not working	Connect the chair to an alternative wall socket
	Damaged power cable	Replace power cable
	Overheated chair mechanism	Wait 10 - 15 minutes and try again Contact an approved Motion partner
OPERATING NOISES	All motors hum & vibrate slightly	Ensure the riser recliner moves and operates as intended.
MOTOR HUMS BUT WILL NOT LIFT	Ensure the recliner's connections are free from damage and are secure.	Ensure the recliner's connections are free from damage and are secure.
MOTOR KEEPS RUNNING AND WILL NOT SHUT OFF	Ensure the framework is clear from debris and damage.	Ensure the framework is clear from debris and damage.
PRESENCE OF HOT SMELLS OR SMOKE	Check for wear and tear.	Check for wear and tear.

SPECIFICATIONS

	SANFORD	SANFORD WALL HUGGER
Back Type	Waterfall	Waterfall
No. of Motors	2	2
Weight Limit	23.6 stone	28.3 stone
Seat Width	56 cm	56 cm
Seat Depth	51 cm	51 cm
Seat Height	47 cm	47 cm
Back Height	73 cm	73 cm
Total Width	92 cm	92 cm
Total Depth	95 cm	95 cm
Total Height	110 cm	110 cm
Seat Back Weight	16 kg	16 kg
Seat Base Weight	38 kg	40 kg

Notes

Notes

Motion

www.motionhealthcare.co.uk

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