User Manual

Excel G-Explorer

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General introduction

Before you are going to use your new Excel G-Explorer, you and your attendant must fully read and understand this user manual. Also, as you have this user manual, you agree to the conditions mentioned within.
We want to thank you for the confidence in our Excel ® products.

The policy of Van Os Medical is to focus on continuously improving the quality and reliability of our products. We therefore reserve the right without further notice to make any changes to this user manual.

It is important you read this user manual very carefully, before you are going to use your wheelchair. This user manual contains important information about the safe use and maintenance of your wheelchair. We recommend you keep this user manual, because it is also your proof of warranty.

The safety instructions within are general guidelines, which must be seen as overall guidelines. It is possible that you will develop your own way to make common movements. However, we advise you to consult a professional for assistance in developing safe and effective techniques, regarding your daily activities within your physical capabilities.

Your new wheelchair requires frequent maintenance, much of which you can do yourself. We advise you to take your wheelchair to a professional for a check at least once a year. You will find a maintenance schedule further on in this user manual.

Attention!

In this user manual you will find tips and warnings. These are clearly identified by the symbols and display of the text, like you can see below.

Tip

The tips mentioned in this user manual are meant to help you use your Excel G-Explorer wheelchair.

Warning

The warnings mentioned in this user manual must always be followed, in order to prevent damage to the Excel G-Explorer wheelchair or injury to yourself.

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Enter the information of your authorised dealer:

Company: .....

Address: .....

Phone number: .....

Fax number: .....

E-mail address: .....

Website: .....

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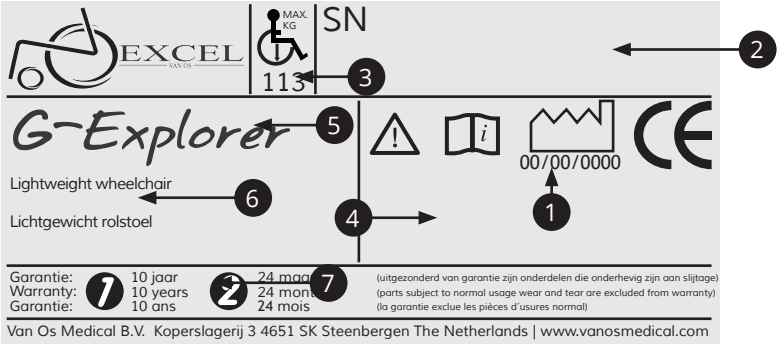
1. Identification

Your wheelchair is equipped with a unique serial number. You will find this number on the frame of your wheelchair. Below, you can see an example of the frame label, where you can find the identification number. Furthermore, you will find the explanation of the various data stored on the frame label listed below.



1. Production date
The date of manufacture.

2. Serial number
Every wheelchair has its own unique serial number. You need this number if you have any technical questions or if you want to order any warranty parts for the wheelchair.

3. Maximum weight
The maximum weight allowed on the wheelchair.

4. Model number
This number indicates which model of wheelchair you have. You need this number when you have any technical questions or you want to order any parts of the wheelchair.

5. Model name
The model name of your wheelchair starts with the brand name Excel. The brand name Excel, followed by the additional model description forms the model name of the wheelchair. You need the model name if you have any technical questions or if you want to order any parts for the wheelchair, in this case the G-Explorer.

6. Description
The intended use of your wheelchair is described here.

7. Warranty
Here, the warranty period of your wheelchair is reflected. Chapter 10 describes the warranty conditions in further detail.

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2. General information

2.1. Components and structure of your wheelchair

1. Push handles
2. Foldable backrest
3. Armrests
4. 24" rear wheels (Quick-Release)
5. Seat
6. Legrests
7. Brake
8. Stepper
9. Footplates
10. 7" front wheels (castors)

Your wheelchair is equipped with various components and parts. You should know these components and parts before proceeding with reading of this user manual. Designs and specifications could be changed without further notice.

2.2 General explanation of your wheelchair

Your new Excel G-Explorer wheelchair is a lightweight wheelchair. The wheelchair is equipped with ergonomically designed handles, so your attendant can easily push the wheelchair. The armrests of the wheelchair are height adjustable. The leg supports the Excel G-Explorer are swing away and removable. In addition, the foot plates are adjustable in height. However, this is only possible with the supplied Allen key. Finally, the wheelchair is equipped with 7 "front wheels and 24" rear wheels. The 24 "rear wheels are quick-release. This means that you can easily remove the rear wheels for transportation.

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3. Safety regulations

Van Os Medical B.V. specifically disclaims responsibility for anybody injuries or property damage, which may occur during any use when the recommendations and warnings described in this user manual are not followed.
The Excel G-Explorer is a very safe and stable product when used correctly, it is possible if you use wheelchair incorrectly that dangerous situations may occur.

3.1 General safety regulations

Protect your wheelchair by checking it regularly. When a part of your Excel G-Explorer doesn't function correctly, a dangerous situation could occur. Therefore, you must keep your wheelchair in perfect condition, to ensure safe use. Periodical inspection, correct adjustment and replacement of broken or worn parts by a qualified Excel dealer in quick time will result in use for years without any problems.

3.2. Warnings for safe use

To prevent any damage to your property, the wheelchair or the user of the wheelchair, you must read the following warnings. Van Os Medical B.V. is not responsible for any damage, provided that the warnings are heeded. After reading the warnings, you agree with the regulations, mentioned in this user manual.

- When you get your wheelchair, always check if all components are present and if there are any damages. If components are missing if there is any damages, you must immediately contact your supplier;
- Do not use your wheelchair on streets or roads, only on the pavements;
- Do not use your wheelchair in sand, rough area, wet and slippery surfaces or surfaces with little grip;
- Do not lean on the push handles of the wheelchair. This can result in the chair tipping backwards;
- Do not try to ascend any inclines without installed anti tippers
- Never go on or off an increase in height without help of your attendant;
- Before leaning or reaching forward, sit back into the wheelchair to prevent falling out of the wheelchair;
- Before getting in or out of the wheelchair, sit back into the wheelchair and face the castors forward;
- Do not stand on the footrest, they are not designed to be stood on, only to be used as a footrest when seated, and may cause the chair to tip and an injury may occur;
- Place the wheelchair on a stable, flat surface before you get in or out;
- The lowest point of the footrests should be a minimum of 7 cm above the ground;
- A wheelie (tilting the wheelchair until it is in balance) is extremely dangerous for the user and will cause serious damage to the wheelchair;
- Engage the brakes when you use the wheelchair in a lift or on a wheelchair lift and when you want to get out of the wheelchair;
- When you chair is transported in a certified vehicle or otherwise Van OS Medical accept no liability for any damage that occurs;
- If you want to transport your chair we recommend you use a certified tie down system that is appropriate your situation;
- While travelling, the wheelchair is not to be used as a seat under any circumstances
- Never use your wheelchair when something is broken;
- Never stand on your wheelchair;
- Never connect anything to the wheels, this may cause damage to the chair and also effect the balance of the chair and may injure the user;
- Do not push the wheelchair if you engage the brakes of the wheelchair. This may cause damage to the wheelchair and a dangerous situation may occur;

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- The maximum user weight capacity has been indicated on your frame label. Do not exceed it;
- The wheelchair is suitable for one person at a time. Also, do not take anybody on your lap while using the wheelchair;
- A sudden change of direction may cause the wheelchair to fall over;
- Never independently go up a slope that is steeper than 10°. You should only go up an increase or slope that is steeper than 10° with your attendant;
- Unauthorised modification and or use of unofficial Van Os Medical parts will void the warranty of this chair and may lead to injury to the user and damage to the chair.

Warning

The implementation of changes to the G-Explorer wheelchair, which are structural changes, is at all times at the expense of the warranty.

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4. User instructions

It is very important that you teach yourself the correct user instructions. Therefore, you need to know all the components of the wheelchair as described in this user manual. Always check with an expert about developing safe methods regarding your physical abilities to use your wheelchair.

4.1 Balance

Daily operations such as getting in and out of the wheelchair, reaching and bending in the wheelchair will cause change to the weight distribution and the centre of gravity of you and your wheelchair. You will need to perform these movements and techniques as shown below.

4.1.1 Getting in and out of the wheelchair

Getting in and out of the wheelchair is a common operation. The difficulties of getting in and out depend on your physical capabilities. In this user manual, we describe the actions that must be followed when you want to get in or out of the wheelchair without help. When you can't do it independently any longer, we recommend that you make an appointment with an occupational therapist to discuss your options and to determine how you can best get in and out of the wheelchair.

Getting in the wheelchair
Before you get in your wheelchair, you must make sure the wheelchair is on a flat surface, the wheelchair must have the brakes applied and the leg rests need to be flipped sideways. Make sure you are as close as possible to the wheelchair and the castors are in the forward direction. Now you can, leaning on the armrests, make the transfer to the wheelchair.

Getting out of the wheelchair
When you want to get out of the wheelchair, you must follow the same instructions for getting in to the wheelchair. Make sure you are as close as possible to the wheelchair and put the castors in forward direction. Also, the brakes must be applied and the leg rests need to be flipped sideways. Now you can, again, leaning on the armrests, make the transfer out of the wheelchair.

4.2 Bending and/or reaching

It may occur when you are in your wheelchair that you need to reach something. This can be in any direction. To avoid tipping your wheelchair over you must follow the steps below.

4.2.1 Bending and/or reaching forwards

If you want to get something that is in front of your wheelchair, please follow the steps below.

- Make sure that you are as close as possible to the object;
- Make sure the front wheels are facing forward. If not, go forwards and then backwards to turn the wheels fully to the front;
- Make sure the wheelchair brakes are applied on both sides;
- You can now move towards the target, with caution to keep the wheelchair from falling.

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4.2.2 Bending and/or reaching to the side

If you want to get something that is next to you or your wheelchair, please follow the steps below.

- Make sure you are as close as possible to the object with your wheelchair. Use the rear wheels of the wheelchair as a target;
- Make sure the front wheels are turned forward. If not, go forwards and then backwards to turn the wheels fully to the front;
- Make sure the wheelchair is put on the brakes on both sides;
- You can now move to the side without the risk of losing balance. Make sure you move along the wheelchair as close as possible while lifting the item.

4.2.3 Bending and/or reaching backwards

If you want to get something that is behind you or your wheelchair, please follow the steps below.

- Make sure you are as close as possible to the object with your wheelchair. Make use of your rear wheels. For example, place it against a closet;
- Do not put apply the brakes. If you lose your balance you are better off rolling backwards then flipping backwards;
- You can now bend backwards without the risk of losing balance. But do not bend backwards too far. Then the wheelchair will tip backwards.

4.3 Going up and down kerbs and thresholds

It may happen that you have to go up or down a kerb or threshold with your wheelchair. In addition, we describe in this user manual first how to do this independently and then how you can do this with an attendant.

4.3.1 Going up a kerb or threshold

If you want to go up a kerb or threshold you have to do it in a forward motion. Make sure your weight is, as far as it is possible, is brought forward by bending over. By now making a so-called “wheelie”, the castors are lifted at the front. This way you can get over a kerb or threshold in your wheelchair.

Warning

You should only go up a kerb or threshold after you have discussed with a specialist, such as an occupational therapist, how to do this best.

You can also go up a kerb or threshold with your attendant. This can be done in two ways.

1. Your attendant should place the wheelchair in a forward motion for going up a kerb or threshold. By pressing down on the handles, the castors at the front wheel will come off the ground. Simultaneously, your attendant should put his foot on the so-called stepper. This will create a leverage effect so the wheelchair can be pushed up a kerb or threshold.
2. Your attendant should reverse the wheelchair when going up a kerb or threshold. By sitting as far back as possible in the wheelchair and slightly tilting the wheelchair backwards, your attendant can pull the chair up a kerb or threshold. Your attendant should not lower the wheelchair until the castors are on the kerb or threshold.

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4.3.2 Going down a kerb or threshold

If you want to go down a kerb or threshold yourself, you should always do this backwards. When you do this forward, there is a risk of falling out of your wheelchair. However, you should practice with an occupational therapist before you go down a kerb or threshold with your wheelchair yourself.

We advise you to go down a kerb or threshold with your attendant. Your attendant should push your wheelchair to the edge of the kerb or threshold. Now the user has to sit back and the attendant has to tilt the wheelchair backwards. When the wheelchair is balanced your attendant can slowly push the wheelchair down a kerb or threshold. The wheelchair should only be pushed further if the castors touch the ground again.

4.4 Going up and down inclines

Most people can climb a short and not too steep incline itself. This depends on your physical capabilities and the degree of the incline. Most people also develop methods to go up and down an incline. If it is necessary you should stop during going up or down the incline, do not make sudden movements that can cause you to fall over.

Tip

Make sure the incline is inspected to climb up and down. That way you will know what to expect and you can safely go upwards or downwards.

4.4.1 Going up an incline

When you go up an incline yourself, we advise you to bend your upper body forwards. This allows you to transfer the heaviest point forward which is the best position to perform this task. We also recommend you to attach the anti-tip to the wheelchair when going up an incline. This will increase the safety during going up an incline. It is also important you don't carry extra weight such as bags on your wheelchair. This changes the centre of gravity to behind the wheelchair and with that, the chance of tipping increases.

If your attendant pushes you up, he or she must be aware that sufficient strength is required.

Warning

Always be careful when getting up and down an incline. An incline steeper than 5° is already dangerous to go up or down with your wheelchair.

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4.4.2 Going down an incline

Make sure that the footrests of the wheelchair are at least seven centimetres away from the ground. You should always be facing forward. However, never lean forward when you go down an incline. This may result in a forward tilt of the wheelchair. In order to increase the stability it is better to slightly lean backwards.

To maintain control over your wheelchair, it is important you do not go down too quickly. You can control the speed by the amount of grip that you apply to the hand rims. That will cause the hoops to slide through your hands and will also cause friction. To avoid a friction burn on your hands, we recommend wearing gloves. Do not use the wheel brakes whilst going down the incline. These brakes are only suitable for use when stationary. It is also advisable to avoid suddenly changing the direction when negotiating an incline. This increases your chance of falling over.

If your attendant supports you when going down an incline, he or she must be aware that considerable traction should be exercised.

4.5 Going up and down stairs

Stairs are one of the largest obstacles for people who use a wheelchair. However, it is possible, together with two attendants; to go up and down a flight of stairs with your wheelchair. You and your attendants must be aware of the rather heavy weight which has to be moved.

4.5.1 Going up a flight of stairs

When you want to go up a flight of stairs, you need to go up backwards. We advise that if you want to climb the stairs with a wheelchair you should do this with the help of a minimum of two attendants. With one attendant at the front of the wheelchair, and one at the back. The attendant at the back of the wheelchair holds the push handles and lets the wheelchair tip backwards until it is balanced. When the chair is balanced the attendant at the front of the wheelchair needs to grab the side frames. You are now in position to climb the stairs. The attendant at the front pushes the side frames up until they are above the first step and the attendant at the back takes the first step on the stairs. Repeat this technique until the last step of the stair. You can let the front castors down when the attendant at the front has taken the last step.

Warning

If you go up a stairway with your wheelchair, you should take a maximum of one step at a time. This prevents the risk of falling down the stairs in your wheelchair.

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4.5.2 Going down a flight of stairs

To go down a stairs you basically follow the same operations as going up the stairs. One attendant at the front of the wheelchair and, one attendant at the back of wheelchair. The attendant at the back of the wheelchair grabs the push handles and lets the wheelchair tip backwards until it is in balance. When the chair is in balance the attendant at the front needs to grab the side frames. You are now in position to descend the stairs.

Now, the attendant at the front lifts the side frames until they are above the first step and the attendant at the back makes the first step on the stairs. Repeat this technique until the last step of the stair. You can let the front castors down when the attendant at the front has taken the last step.

Warning

Please be aware; the footrests are not built for lifting, carrying the wheelchair with, they are removable and an accident will occur.

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5. Specifications

Below, you will find the specifications of the Excel G-Explorer.

Technical specifications of the Excel G-Explorer

Total length	108 cm (incl. footrests)
Total width	Seatwidth + 20 cm
Total height	95 cm (height push handles)
Total weight	11,5 kg
User weight	Max. 113 kg
Seatwidth	40, 45 and 50 cm
Seatdepth	42 cm
Seatheight	54 cm
Back height	42 cm

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6. Components of the G-Explorer

In this chapter the different components of the G-Explorer are described. On the wheelchair are a number of components present which are adjustable. If you want to add or remove any of its components, make any adjustments of replace components, you should always follow the instructions described in this user manual.

6.1 Fold and unfold the wheelchair

To fold or unfold the wheelchair, there are some steps you should follow. When folding and unfolding the wheelchair you should always be careful so that the wheelchair does not get damaged.

6.1.1 Folding the wheelchair

If you want to fold the wheelchair, please follow the following steps.

- Before you can fold the wheelchair, the footrests should be raised. On photo 1 you can see how the footrests are like when the wheelchair is unfolded. By folding the foot rests upwards (photo 2), you can fold the wheelchair;
- Remove the backrest and seat upholstery;
- To fold the wheelchair, you need to follow the operation as you can see on photo 6. You pull at the front and at the back of the seat, at the middle of the seat of the wheelchair;
- Now you can pull the middle of the seat, on both the front and the back;
- After the seat is completely pulled up, the chair looks like shown on photo 6 & 7.

EXCEL G-EXPLORER | Photo 1

EXCEL G-EXPLORER | Photo 2

EXCEL G-EXPLORER | Photo 3

EXCEL G-EXPLORER | Photo 4

EXCEL G-EXPLORER | Photo 5

EXCEL G-EXPLORER | Photo 6

EXCEL G-EXPLORER | Photo 7

EXCEL G-EXPLORER | Photo 8

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6.1.2 Unfolding the wheelchair

To unfold the wheelchair, please follow the following steps.

- To unfold the wheelchair, you first have to stand next to or in front of the wheelchair;
- Now, press on the seat tubes (photo 9) to expand the wheelchair;
- To make sure the wheelchair is folded correctly, stand next to or in front of the wheelchair and push the seat tube as far as it will go (photo 10);
- Now you can put the foot rests down again.

EXCEL G-EXPLORER | Photo 9

EXCEL G-EXPLORER | Photo 10

EXCEL G-EXPLORER | Photo 11

Warning

When you are unfolding the wheelchair, you must make sure it is completely unfolded.

6.2 The push handles

The push handles of your G-Explorer are ergonomically designed (photo 12). As a result, the attendant pushing your wheelchair has a safer and more comfortable experience.

EXCEL G-EXPLORER | Photo 12

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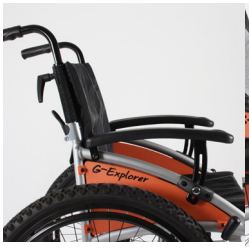
6.3 The armrests

The armrests of the G-Explorer are height adjustable. To complete that action you must follow the steps below.

- On photo 13 the armrests are clearly shown;
- Press the silver button to release the armrest, see photo 14;
- You can now move the armrest up or down to set the desired height (photo 15);
- Release the silver button to lock the armrest;
- Ensure that the armrest is locked correctly by moving it up and down. When you can not move the armrest, it is locked in place.



EXCEL G-EXPLORER | Photo 13

EXCEL G-EXPLORER | Photo 14

EXCEL G-EXPLORER | Photo 15

EXCEL G-EXPLORER | Photo 16

6.4 The backrest

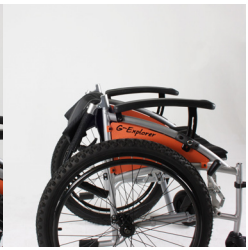
The backrest of the G-Explorer is attached to the tubes of the push handles. The backrest is foldable. To fold the backrest, please follow the following steps:

- Stand behind the wheelchair;
- Squeeze at the same time both black handles on the back of the chair (see photo 17 & 18);
- The folding mechanism is unlocked, you can now fold down the back (see photo 19 & 20);

EXCEL G-EXPLORER | Photo 17

EXCEL G-EXPLORER | Photo 18

EXCEL G-EXPLORER | Photo 19



EXCEL G-EXPLORER | Photo 20

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6.5 The brake

You can put your G-Explorer on the brakes. This is recommended when going in and / or going out of the wheelchair, but also when standing still, you can apply the brakes. If you want to apply the brakes, please follow the steps below.

- When sitting in the wheelchair and the wheelchair is not on the brake, you will see the situation as it is at photo 21;
- To apply the brakes, push the brake lever forward (photo 22)
- The brakes are now applied (photo 23);
- If you are standing next to the wheelchair and you want to apply the brakes, you should perform the same actions.

EXCEL G-EXPLORER | Photo 21

EXCEL G-EXPLORER | Photo 22

EXCEL G-EXPLORER | Photo 23

6.6 The legrests

The legrests of the Excel G-Explorer are both foldable and removable. To remove them, you should follow the steps described below.

- The legrests of the wheelchair are shown on photo 24;
- By pulling the black lever up (photo 25), you can swing away the legrests ready for removal;
- In photo 26 you can see the legrests are swung away;
- To remove the legrests, simply pull upwards after the above steps are completed;
- To replace the legrets follow the steps for removal in reverse order. A click will confirm when the legrests are fitted properly.

EXCEL G-EXPLORER | Photo 24

EXCEL G-EXPLORER | Photo 25

EXCEL G-EXPLORER | Photo 26

EXCEL G-EXPLORER | Photo 27

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6.7 The footplates

The legrests have footplates fitted, they are foldable and height adjustable.

6.7.1 Folding the footplates upwards

You can fold the footplates by following the steps below.

- Photo 28 shows the footplates in their position ready for use;
- You can fold the footrests by pushing the footplates simply upwards, as shown in photo 29;
- Photo 30 shows the footplate position when folded.

EXCEL G-EXPLORER | Photo 28

EXCEL G-EXPLORER | Photo 29

EXCEL G-EXPLORER | Photo 30

6.7.2 Adjust the height of the footplates

It is also possible to adjust the height of the footplates. Here, however, you need an Allen key.

6.8 The frame

The G-Explorer has a scratch resistant plastic powder coating frame. The G-Explorer is provided with a cross-frame as standard. The cross frame is shown on photo 31.

EXCEL G-EXPLORER | Photo 31

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6.9 The stepper

The G-Explorer is equipped with two steppers (photo 32). These can be used by the attendant to put extra force when an increase is being negotiated with the wheelchair. However, you should be careful with the steppers when you use them.

EXCEL G-EXPLORER | Photo 32

6.10 The wheels

Periodically you should check your front and rear tyres and wheels for signs of wear.

6.10.1 The front wheels

The front wheels are 7" (photo 33). The front wheels are important when you want to steer the wheelchair. When the steering does not operate smoothly or the front wheels vibrate, the front wheels have not been adjusted correctly.

EXCEL G-EXPLORER | Photo 33

EXCEL G-EXPLORER | Photo 34

EXCEL G-EXPLORER | Photo 35

EXCEL G-EXPLORER | Photo 36

6.10.2 The rear wheels

The rear wheels of the G-Explorer wheelchair are 24" mountain bike style air filled tyres (photo 34). These tyres do puncture and will need checking for the correct pressure periodically. The rear wheels are mounted with an aluminium hand-rim, this enables the user to propel the chair. The 24" self-propel rear wheels are attached using a quick release axle pin system. To remove them push the button (photo 35 & 36).

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6.11 The seat

The seat of the wheelchair is equipped with comfortable material. This allows you to comfortably for long periods of time in the wheelchair. The wheelchair is supplied with a backrest and seat upholstery. You should follow the following steps to decrease the backrest and seat upholstery:

6.11.1 Using the backrest upholstery

To remove the backrest upholstery, please follow the steps below:

- Stand behind the wheelchair;
- Take the flap at the back of the backrest and pull forward, see photo 37;
- Keep pulling the backrest pad to carry on removing.

To replace the backrest upholstery, you must perform the above steps in reverse order. Make sure the backrest upholstery is tight and has no sag.

6.11.2 Using the seat upholstery

To remove the seat upholstery, please follow the following steps:

- Stand in front of the wheelchair;
- Pull the flap under the front of the seat to release the pad, see photo 39;
- Carry on pulling the rest of the seat pad for complete removal.

To replace the seat upholstery, you must perform the above steps in reverse order.

EXCEL G-EXPLORER | Photo 37

EXCEL G-EXPLORER | Photo 38

EXCEL G-EXPLORER | Photo 39

EXCEL G-EXPLORER | Photo 40

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7 Transport of the wheelchair

Your Excel G-Explorer is designed to be easily transported by car. Your wheelchair is foldable so the total width is limited to an average width of 30-35 cm. Furthermore your wheelchair is equipped with swing away and detachable footrests. As well as the footrests, some other components are removable for transportation. The rear wheels are detachable, based on a quick-release system.

7.1 Folding the wheelchair

To fold the wheelchair, please follow the following operations:

- Before you fold the wheelchair, remove the back and seat cushion;
- To completely fold your wheelchair the footrests need to be in the correct position as per photo 42;
- To fold the wheelchair you have to stand adjacent to it. Get a hold of the seat in the middle of the rear and front and pull it straight up. To fold the chair completely, pull the seat like shown on photo 45;
- The wheelchair can be made smaller and lighter for transportation purposes. To remove the rear wheels you need to use the quick release axle system as per photo 47.

EXCEL G-EXPLORER | Photo 41

EXCEL G-EXPLORER | Photo 42

EXCEL G-EXPLORER | Photo 43

EXCEL G-EXPLORER | Photo 44

EXCEL G-EXPLORER | Photo 45

EXCEL G-EXPLORER | Photo 46

EXCEL G-EXPLORER | Photo 47

EXCEL G-EXPLORER | Photo 48

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7.2 Unfolding the wheelchair

To unfold the wheelchair, please follow the steps below:

- Attach the rear wheels by following the steps for removal in reverse order;
- Stand next to the wheelchair and push the two seat tubes down to unfold;
- To make sure the wheelchair is folded correctly, push the seat tubes down as far as possible (photo 49 & 50).
- You can now place the legrests back on the wheelchair. You can do this by following the steps for removal in reverse order;
- Finally, place the back- and seat cushion on your wheelchair. The wheelchair is now ready for use.

If the wheelchair is folded in your car, you should make sure that the wheelchair remains in place. You can do this by tying the chair down.

EXCEL G-EXPLORER | Photo 49

EXCEL G-EXPLORER | Photo 50

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8 Maintenance

Your G-Explorer wheelchair needs periodical maintenance. This is necessary for the upkeep of the moving components. A badly maintained wheelchair will give you technical problems, make it harder to steer and it won't be covered by the warranty. Preventative maintenance is very important. We advise your wheelchair is checked by a qualified Van Os Medical dealer at least once a year. This dealer will replace where necessary only Excel parts. These annual inspections will make sure your wheelchair can function correctly for years.

There are a lot of things you can do yourself to keep your wheelchair in optimum condition. If you regularly check the wheelchair and perform (small) maintenance tasks, this will extend the lifetime of your chair and increase the ease of use. In the following paragraphs these maintenance steps are further described.

8.1 The tyres

You need to check the tyres of the wheelchair regularly. If the wear is at an advanced stage, then you should replace the tyres.

8.1.1 Air tyres

Air tyres should be checked weekly for correct tyre pressure. If the tyres of the wheelchair do not have the correct pressure it will lean to the side where the lower pressure is. It will also affect the ride and it will mean you have to exert more effort to move the wheelchair.

8.1.2 PU tyres

More and more we use PU tyres (polyurethane or puncture-free tyres) on our wheelchairs. You can easily recognise these tyres as they do not have a valve. PU tyres have the advantage that they do not need to be pumped up and cannot be punctured. The PU tyre tread can wear out just as an air tyre can. Check periodically to see if the tread is still deep enough.

8.2 The brakes

Before you can check the brakes, you need to make sure the tyre pressure is correct.
Inspect both brakes for sharp edges. If any are present we advise you to replace them. Ensure that all the parts of the brake are in the correct position and securely fastened;

Make sure that the mechanism is functioning smoothly. If it is not functioning smoothly apply some oil to the moving parts with one or two drips of WD40 or Teflon. Remove surplus oil and dirt. Also, make sure the brakes do not come into contact with the wheels as you are moving.

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8.3 The cross brace

The cross brace underneath your seat is the basis of your wheelchair. Therefore, the cross brace should be in good condition. Check the cross brace at the following points:

- Make sure the wheelchair can easily be folded and unfolded;
- Make sure the wheelchair travels in a straight line while moving;
- Make sure the cross frame is not bent and shows no signs of wear.

When any of the above points show abnormalities, please contact the dealer where you bought the wheelchair. Only your dealer may make any repairs to the cross brace.

8.4 The rear wheels

You can also check the rear wheels yourself. Proper adjustment of the rear wheels increases stability. Also, it makes the chair easier to manoeuvre. Use the steps below to check the rear wheels on the following:

- Make sure that the wheels can move freely without touching anything;
- Make sure there is no play on the rear wheel bearings. If this is the case, this is often that the housing of the rear wheels is loose.

When any of the above points show abnormalities, please contact the dealer where you bought the wheelchair. Only your dealer may make any repairs to the rear wheels.

8.5 The castors and front fork

The castors at the front of the wheelchair, and the front fork that the castors are attached to must move smoothly and freely to enable you to steer your wheelchair. Check the castors and the front fork for the following points:

- Make sure the nut of the front fork is neither too lose or too tight. When the nut is too loose, the wheels will rotate but the ride will be uncomfortable. If the nut is too tight, the chair will be difficult to steer because of the bearings getting pushed so the balls cannot move freely. When the nut has the correct amount of tension, the front wheel will stop slowly;
- Make sure the front castor shows no wear signs.

When any of the above points show abnormalities, please contact the dealer where you bought the wheelchair. Only your dealer may make any repairs to the castors or the front fork.

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8.6 Upholstery

The upholstery of your wheelchair is also an important component. Torn or worn upholstery can not take human weight anymore and this can be dangerous. Regular monitoring of your upholstery is very important. Check the upholstery of your wheelchair therefore on the following points:

- Check the textile coating for holes, cracks and general wear and tear;
- Check the upholstery-mounting grommets to make sure that they are all correctly aligned and secure.

When any of the above points show abnormalities, please contact the dealer where you bought the wheelchair. Only your dealer may make any repairs to the upholstery.

8.7 Cleaning of the wheelchair

Cleaning your wheelchair is important and should be done regularly. You can get your wheelchair best cleaned as described below.

- Clean the upholstery, chassis and plastic components on the wheelchair regularly with a mild soap and water. Never use abrasive cleaners, they can damage the varnish. Also never use steam or high pressure cleaners;
- Wax the varnish of the chassis regularly. Never use solvents, abrasive waxes, caustic chemicals or spray silicone;
- Dry the wheelchair after cleaning. Also dry your wheelchair after you have been, for example, in a rainstorm.

8.8 Periodical maitenance to your wheelchair

Preventative maintenance is very important and many of these things you can easily do yourself (or your attendant). We have highlighted below the maintenance you can do yourself.

Every week
- Check tyre pressure.

Every month
- Check the fold ability of the wheelchair;
- Check if the quick release rear wheels work properly;
- Check upholstery for wear;
- Check wheel movement front and rear and check turn ability of the wheels;
- Check if the brakes are working correct.

Every three months
- Check all bolts, screws and nuts and tighten if necessary;
- Check all spokes for tension;
- Check tyre tread for wear.

Tip

Make sure the nut is securely fastened through the castor to the fork. You can check this by spinning the castor. The castor must stop slowly.

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8.9 Service checklist

To maximize the lifetime of your wheelchair, we recommend you get your wheelchair checked at least once a year, by an authorised Van Os Medical dealer. The form below can be used for this check. The intensity of the wheelchairs use can vary greatly from person to person. Therefore, it may be that your wheelchair needs a check several times a year. Furthermore, maintenance is not covered under warranty.

	Service schedule								
Service number	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**
Wheels: *excessive wear on the wheels, bearings, adjustments, quick release, tyres*									
Hoop: *wear and brambles, check for swipes*									
Forks: check for play, *adjustment of the ball head axle*									
Rims: *adjustment, readjustment, check for play*									
Footrests: *adjustment*									
Frame: *fracture, welding seams, plastic components*									
Armrests: *fixation, rigid arms*									
Sealing / Coating / Chrome									
Upholstery: *check for cracks, tears and signs of wear*									
Fixation material on all the components.									
Teflon treatment for all moving parts.									
Seat and back pads: *check for scratches, tears and signs of wear*									
Checked by									
Inspection date									

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9. Problem analysis and solutions

Problems may arise when using your Excel wheelchair. The potential problems that may occur are described below. You will also find the solutions. If you have problems with your Excel wheelchair that cannot be found in the table below, we recommend you to contact an authorised Van Os Medical dealer.

Problems	Solutions				
	1	**2**	**3**	**4**	**5**
There is excessive wear on the wheel bearings	X	X			
The wheelchair squeaks of rattles		X			
The castors flutters		X	X		X
The wheelchair moves heavy	X			X	
The wheelchair is turning slowly	X	X	X		X
The wheelchairs deviates to the left	X		X		X
The wheelchairs deviates to the right	X		X		X

1	Check if the tyre pressure is correct. Make sure the pressure is equal in both wheels.
2	Check if all nuts and bolts are stuck tightly.
3	The rear wheels and/or castors may be adjusted improperly. Make sure that both rear wheels and castor are mounted in identical positions.
4	Check if the bearings are not worn.
5	The front fork of the castors may be adjusted improperly. Make sure they are adjusted properly.

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10. Warranty

Your user manual is also the warranty form. Enter the relevant data on page five and keep this user manual safe.

10.1 Warranty application

On your wheelchair is factory warranty label. It could also be possible that your dealer offers an additional warranty. However, in this user manual we are assuming the only warranty is the one given by Van Os Medical.

This warranty is only granted to you as the consumer. It is not intended to be used commercially (like hiring or institutional use). The warranty is limited to defects to materials and possible hidden shortages. Van Os Medical guarantees the following components on your G-Explorer wheelchair:

- Warranty period on side- and cross frame: 10 years;
- Warranty period wheels, hand brakes, front forks, arm rests, footrests and all components not stated here under: 1 year;
- No warranty on: upholstered components like seat and back upholstery and rigid arms, plastic parts as foot plates, coating and rubber parts, tyres and inner tubes.

10.2 Warranty conditions

The warranty period starts upon the date of purchase of your wheelchair. If within the warranty period, your wheelchair develops a defect, it will be repaired or replaced. However you do need to provide to Van Os Medical a complete warranty registration form or a copy of the bill with date of purchase. Without a warranty registration form or a proof of the purchase, the warranty will start at the date when you purchased the chair from the dealer.

Repairs and replacements must be fitted by an authorised Van Os Medical service agent. To qualify for the warranty, your wheelchair must have an up to date service schedule. Furthermore, if a problem occurs, you need to inform the Van Os Medical service agent immediately.

When parts of the wheelchair fail within 12 months of purchasing, the part or parts will be repaired or replaced free of charge, if the problem is a manufactory or material error and only if the wheelchair is with its original owner, our warranties are non-transferrable between shops or persons

This warranty does not include any labour charges incurred by replacements. Replaced or repaired parts fall under the same warranty conditions as the original wheelchair. Worn parts are not guaranteed, unless these parts are worn as a direct result of an original manufacturer defect. These parts are for example upholstery, tyres, inner tubes and similar kinds of parts. The warranty conditions above describe all wheelchair parts, and are applied for the models bought at the normal price.

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Under normal circumstances no responsibility is accepted when the wheelchair needs replacement or repairs as a direct result from:

- Not maintaining the wheelchair and parts according to the recommendations of the manufacturer, or not using the specific original parts;
- Damaging the wheelchair or parts by inattentive use, accident or wrong use;
- Adjusting the wheelchair or parts, different from the specifications of the manufacturer, or reparations done before the service agent is warned.
- If the product is not equipped with an original factory frame number and identification label as described in the manual, see chapter 1.

The wheelchair which is described and shown in this user manual can differ from your own model in details. However, all instructions are relevant, independent of slightly different details. We reserve the right to change the product in this user manual without further notice. All drawings, measures and capacities showed in this manual, are approximations and may be slightly different to your wheelchairs specifications.

Warning

Van Os Medical B.V. cannot be liable for any consequent or individual damage whatsoever. While this manual is created with care, it is not exclusive. If your wheelchair does not comply with the rules contained in this user manual, you will first go to an authorised Van Os Medical dealer to discuss the problem. The warranty is only valid during the indicated period. If adjustments are made to the G-Explorer wheelchair, which have structural impact on the product, the warranty will expire completely.

For warranty & service, contact your authorised dealer from where you bought your wheelchair. If it occurs that you are not helped to your satisfaction concerning the warranty service, please contact Van Os Medical in writing. You can find the address on back of this user manual.

Tip

Maintenance is not covered under warranty. Your dealer may deviate from the maintenance interval.

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DECLARATION OF CONFORMITY

VAN OS MEDICAL

Declaration of Conformity

Product identification

Product group:	**Manual wheelchair**
Brand:	**Excel**
Model:	**G-Explorer**
Number:	**VOS.TCF.EX.0337**

Manufacturer

Name	**Van Os Medical B.V.**
Address	**Koperslagerij 3** **4651 SK Steenbergen**
Country	**The Netherlands**

Means of Conformity

The product is in conformity with Directive 93/42/EEC based on the use of a Technical construction file in accordance with Article 9 (Class I products) of the Directive.

Signature of EU Representative

EU Representative:	Wijnand van Os
Function:	Director
Place:	Steenbergen
Date:	01-07-2016

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