



Cloud Pushchair

User Manual (all sizes)

IMPORTANT

Please read these instructions carefully before using the Cloud Pushchair. In addition, we have a YouTube channel with a series of 'How to guides' to provide a visual demonstration. Please note that these videos are not a substitute for reading your manual.

QR code link to video guides:





Index

1: Who to contact in difficulty	5
2: Introduction	5
2.1 Risks Associated with Use and Contraindications	6
2.2 Technical & Sizing Information	6
3: Unpacking	7
3.1 Labels / Model Identification	8
3.2 Label Locations	9
4: Operating the Pushchair / Pushchair Functions	10
4.1 Folding and Unfolding the Pushchair	10
4.2 Fitting The Seat in Forward or Rearward	16
4.3A Brakes: Operating The Foot Brake	20
4.3B Brakes: Push Handle Mounted Attendant Brakes – Hub (factory-fitted option).....	21
4.4 Using The Tip Assist.....	23
4.5 Tyres	23
4.6 Front Locking Castors (Optional).....	23
4.7 Using the Tilt in Space Facility	24
4.8 Using the Back Recline Facility	25
4.9 Adjusting the Handlebars	27
5 Setting Up the Seat (including how to adjust the seat).....	27
5.1 Setting Up the Seat	27
5.2 Adjustment of the Seat Unit	27
5.2a Adjusting Seat Depth and Seat Width.....	28
5.2b Adjusting the Length and Height of the Hip Guides.....	28
5.2c Footrest Height and Knee Angle Adjustment	29
5.2d. Adjusting the Back Height.....	30
5.3 Removing and Fitting The Covers	30
6 Postural Accessories	32
6.1 Headrests.....	32
6.1.a Fitting a Head Cushion / One Piece Foam Headrest	32
6.1.b Fitting Lateral Head Supports	33
6.1.c. Fitting an Independent Headrest	34
6.2 Fitting and Adjusting Lateral Trunk Supports	35
6.3 Fitting a Butterfly Chest Harness or an H-Belt Harness - includes how to fit backrest mounted cam lock buckles (chest harness is recommended on all chairs).....	36
6.4 Fitting either a 2 point or a 4 Point Pelvic Belt (Recommended On All Chairs)....	39
6.5 Fitting a Groin Adaptation Strap	40
6.6: Pommel.....	41
6.7: Seat Pad	42

6.8: Ankle Cuffs	43
6.9: Toe and Heel Straps	44
6.10 Frame Padding	46
7 Equipment / Carrying Accessories	47
7.1 Shopping Basket.....	47
7.2 Equipment Carrying Tray.....	48
7.3 Vertical Cylinder Carrier.....	50
7.4 Hook and Bracket.....	51
8 Lifestyle Accessories	52
8.1 Sunhood and Rainshield	52
8.2: All-in-One Rain Cover – not suitable for rearward facing Clouds	56
8.3: Playtray	58
8.4: Grip Rail	60
8.5 Footmuff / Cosy Toes	61
9: Attendant Pushing	63
9.1 Pushing	63
9.2 Brakes	64
9.3 Comfort.....	65
9.4 Lifting and General Safety.....	65
10: Cleaning.....	65
10.1 Buggy and Seat Unit.....	65
10.2 Seat Cover.....	66
10.3 Pelvic strap, Headrest & Harnessing	66
11: Maintenance	66
11.1 Routine maintenance	66
11.2 Annual maintenance.....	67
11.3 Additional / Workshop Maintenance	68
12: Transporting the Pushchair	68
12.1 Preparing The System For Transport.....	68
12.2 Attaching Pushchair To The Wheelchair-Adapted Vehicle.....	70
13: Repairs	72
14: Warranty, Product Life, Service Life & Reuse	72
14.1 Warranty	72
14.2 Product Lifetime/Period of Use	73
14.3 Service Life.....	73
14.4 Reuse	74
15. Storage.....	74
16. Disposal	74

1: Who to contact in difficulty

Please contact your local, authorised distributor if you have any questions regarding the use, maintenance or safety of your pushchair. In case there is no authorised distributor in your area or you have any questions, kindly contact:

Tendercare Ltd.
Unit 10 Minster Court, Courtwick Lane, Littlehampton, BN17 7RN
Tel: (01903) 726161
Email: info@tendercareltd.com
Web: www.tendercareltd.com



Please keep a note of your local distributor's address and telephone number in the space below:

If you are in the EU, your European representative (EU-REP) is:

Thomas Hilfen, Walkmühlenstr. 1 –
27432 Bremervörde, Germany
Tel: +49 (0) 47 61 / 8 86-68

If there is a serious and unexpected accident with the device, please immediately inform both Tendercare Ltd and the responsible authorities.

The quality management system of Tendercare Ltd is certified to ISO 9001:2015 and ISO 13485:2016.

2: Introduction

The Cloud is a highly adjustable pushchair designed to accommodate a wide variety of seating needs. The Cloud pushchair is a Class 1 medical device designed for regular use. The pushchair system comprises a wheelbase and a seating unit which is easily removable for storage. This pushchair is designed to be used as a mobility aid and not as a static seating system; as such, the occupant should not be left in the chair without an attendant holding the push handles. The product can be used at a walking pace both indoors and outdoors. The Cloud pushchair (when configured forward facing ONLY) can be used for transport in a wheelchair adapted vehicle in accordance with ISO 7176-19 (please see section 12 'Transporting the Wheelbase' for full instructions). The pushchair is available one size: size 1. A wide range of accessories are available for the Cloud pushchair to enable customisation to an individual's specific requirements.

The Cloud Pushchair features a reversible quick release interface system for the seat unit, which allows the pushchair to be quickly reconfigured from forward to rearward

facing to suit the needs of the occupant. The new Cloud Seat unit includes a mounting for an optional independent headrest to provide additional options for occupant head control over previous Tendercare seating systems.

2.1 Risks Associated with Use and Contraindications

If used properly, risks can be eliminated during use. There are no known contraindications.

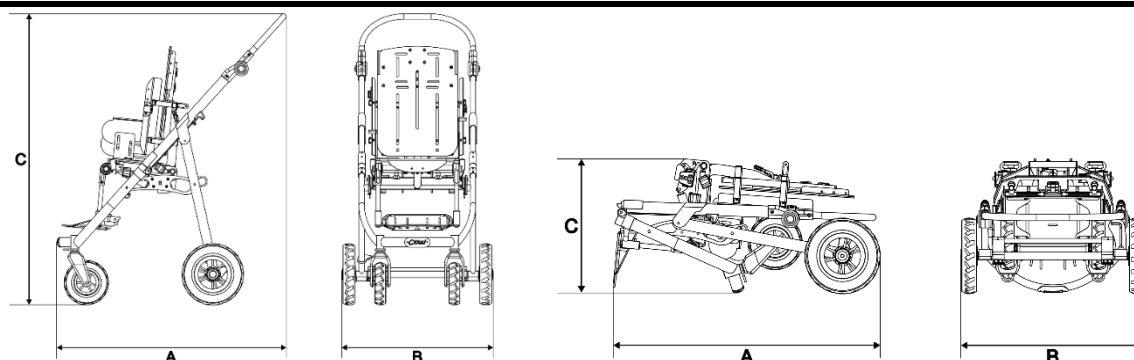
A child's safety is your responsibility. As such we recommend that you read the complete user manual prior to using your pushchair.

2.2 Technical & Sizing Information

Technical/Sizing Information	Size 1
Seat Depth	190 - 290 mm
Seat Width	180 - 290 mm
Backrest Height	470 - 630mm (minimum back height can be further reduced by fitting a seat pad)
Maximum User Back Height (for both pushchair and use of external headrest)	630mm
Footrest Height	195 - 300mm
Seat Back Recline Angle	90 - 140°
Seat Tilt	10° - 40°
Pushchair Weight	23.7kg
Maximum Carry Weight – Seat (seat maximum carry weight is for the occupant and any accessories mounted to the seat)	40kg
Maximum Carry Weight – Chassis (chassis maximum carry weight includes the weight of the seat, occupant and all accessories)	55kg

The above sizing measurements are in ranges. This is because the Cloud pushchair is designed to be adjustable and to grow with the occupant. Section 5 details how to adjust the seat.

Dimensions (mm)	Open	Folded
A	930	880
B	610	610
C	1200	300



Please note, the exact length of your pushchair when folded and height of your pushchair when unfolded will depend upon both what back height your seat is set to and what handle bar position you are using. As such, these measurements are a guide.

All sizes and weights are given as a guide. Tendercare Ltd reserves the right to amend specifications at any time as part of their product development programme.

3: Unpacking

The wheelbase and seat unit are delivered together in a cardboard carton. Any accessories ordered at the same time as the pushchair will either be fitted to the pushchair where possible or supplied unfitted. For accessories which are not able to be fitted, depending on the weight of the carton / space in the carton, these will either be supplied in the same carton as the pushchair or in a separate carton / package.

WARNING:

The transit carton is quite bulky so moving and unpacking must be done with care. Observe all lifting and handling regulations.

Stand the carton upright making sure it is supported and cannot fall over. Open the carton and remove any packages or packing, which could obstruct the removal of the seat and wheelbase. Remove the seat first, then the wheelbase. Do not attempt to lift both parts out together.

Excluding accessories (as these will vary based on the individual needs of the product user), the carton should contain the following items:

Item	Component	QTY.	Yes	No
1	Wheelbase	1		
2	Seat Unit	1		
3	User Manual	1		
4	5mm Alan key	1		

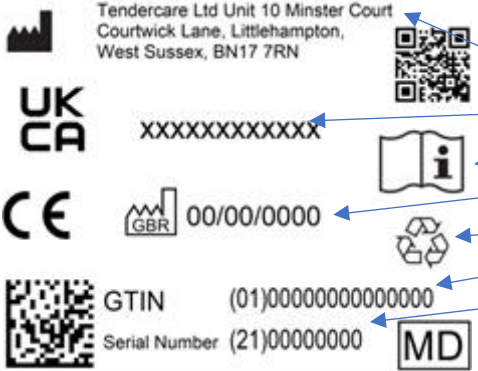
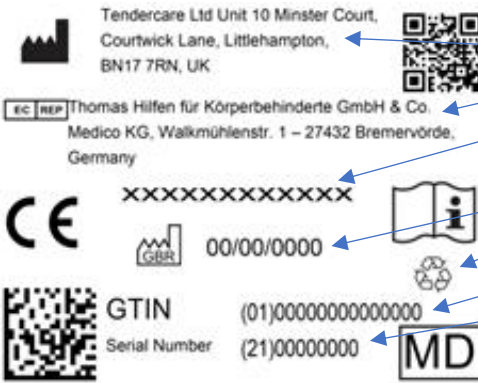
IMPORTANT:

- ❖ ***If any items are damaged or missing, then please contact Tendercare, preferably by email at info@tendercareltd.com or alternatively please call us on (01903) 726161 within 36 hours of delivery.***

After unpacking and checking you have all components and they are in good condition dispose of the packaging at your local recycling centre. Alternatively retain and reuse.

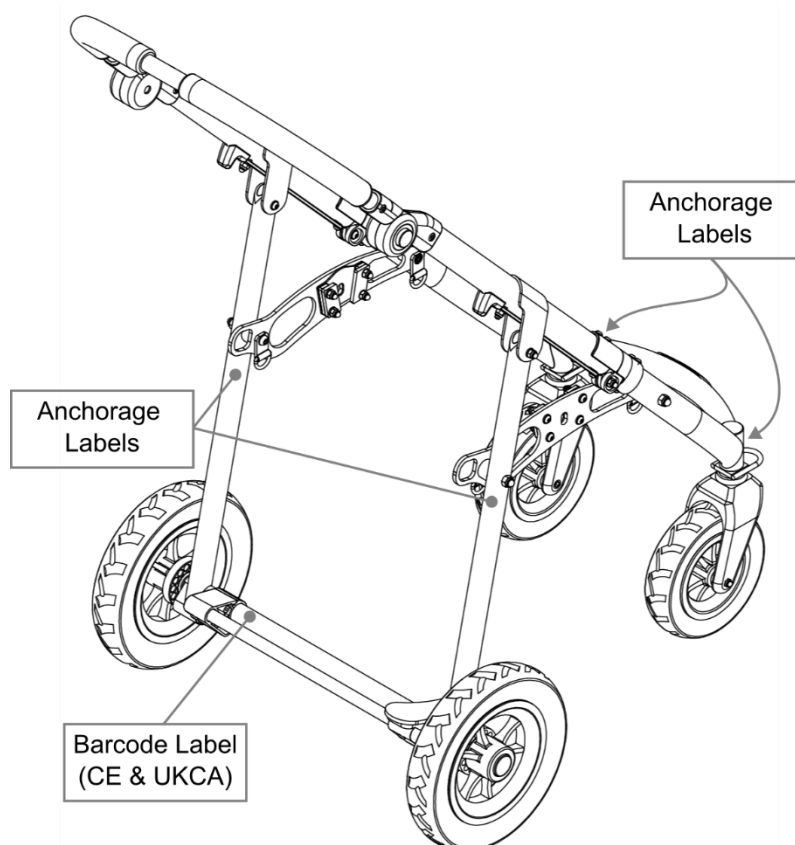
3.1 Labels / Model Identification

The below table shows the labels found on your product. Depending on your issuing country, you will have either UKCA label/labels or CE label/labels.

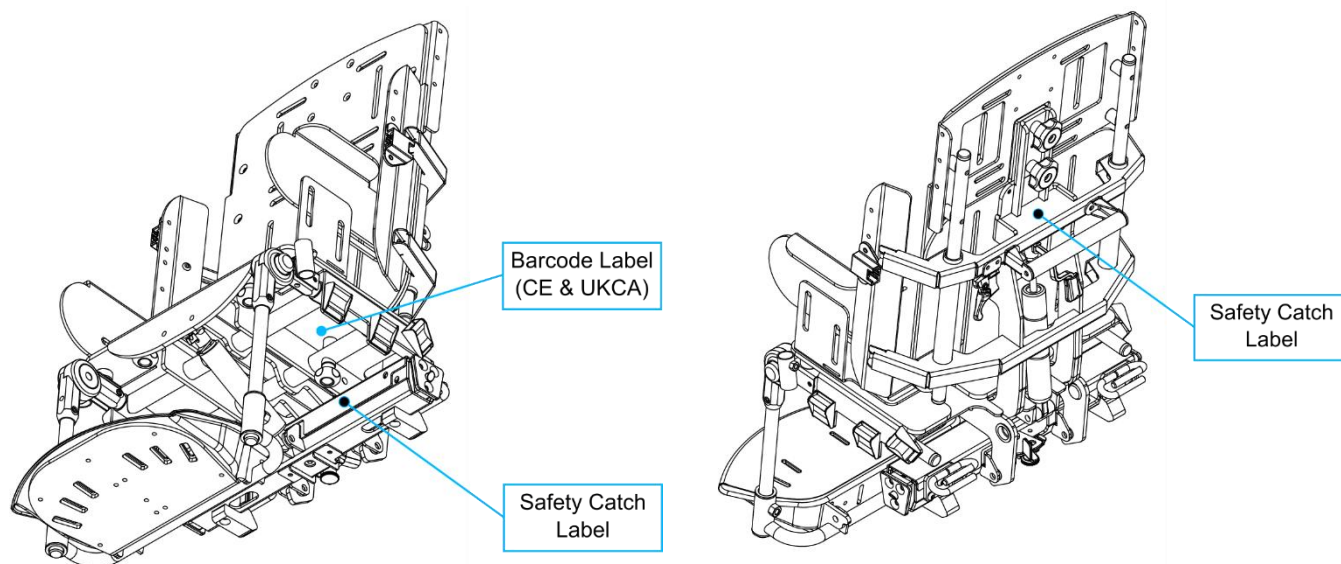
Label	Meaning
 Tendercare Ltd Unit 10 Minster Court Courtwick Lane, Littlehampton, West Sussex, BN17 7RN XXXXXXXXXXXX 00/00/0000 GTIN (01)00000000000000 Serial Number (21)00000000 MD	Barcode label (UKCA & CE) Manufacturer information Product name and size (if applicable) Consult instructions for use Manufacture date & manufactured in U.K. Mobius Loop Recycling Symbol GTIN number Serial number MD – medical device
 Tendercare Ltd Unit 10 Minster Court, Courtwick Lane, Littlehampton, BN17 7RN, UK EC REP Thomas Hilfen für Körperbehinderte GmbH & Co. Medico KG, Walkmühlenstr. 1 – 27432 Bremervörde, Germany XXXXXXXXXXXX 00/00/0000 GTIN (01)00000000000000 Serial Number (21)00000000 MD	Barcode label (EU-CE) Manufacturer information EU representative information Product name and size (if applicable) Consult instructions for use Manufacture date & manufactured in U.K. Mobius Loop Recycling Symbol GTIN number Serial Number MD – medical device
	Safety catch label To remind carers to lock the safety catch
	Front anchorage / transit labels 2 at the front of each chassis highlighting where the tiedown straps are to be secured when the buggy is being transported in a wheelchair adapted vehicle (WAV).
	Rear anchorage / transit labels 2 at the rear of each chassis highlighting where the tiedown straps are to be secured when the buggy is being transported in a wheelchair adapted vehicle (WAV).

3.2 Label Locations

Chassis:



Seat:



4: Operating the Pushchair / Pushchair Functions

WARNING:

When opening or folding the pushchair, ensure that you hold the frame so that you avoid any danger of catching your fingers in moving parts.

Keep children clear of the pushchair during unfolding and folding.

4.1 Folding and Unfolding the Pushchair

To fold the pushchair, you first need to remove the seat.

To remove the seat, you first need to unlock the seat release lever (the location of this lever is as shown in fig 4.1.1 below). Fig 4.1.2 (overleaf) shows the 4 stages of unlocking the seat release lever which in turn unlocks the seat.

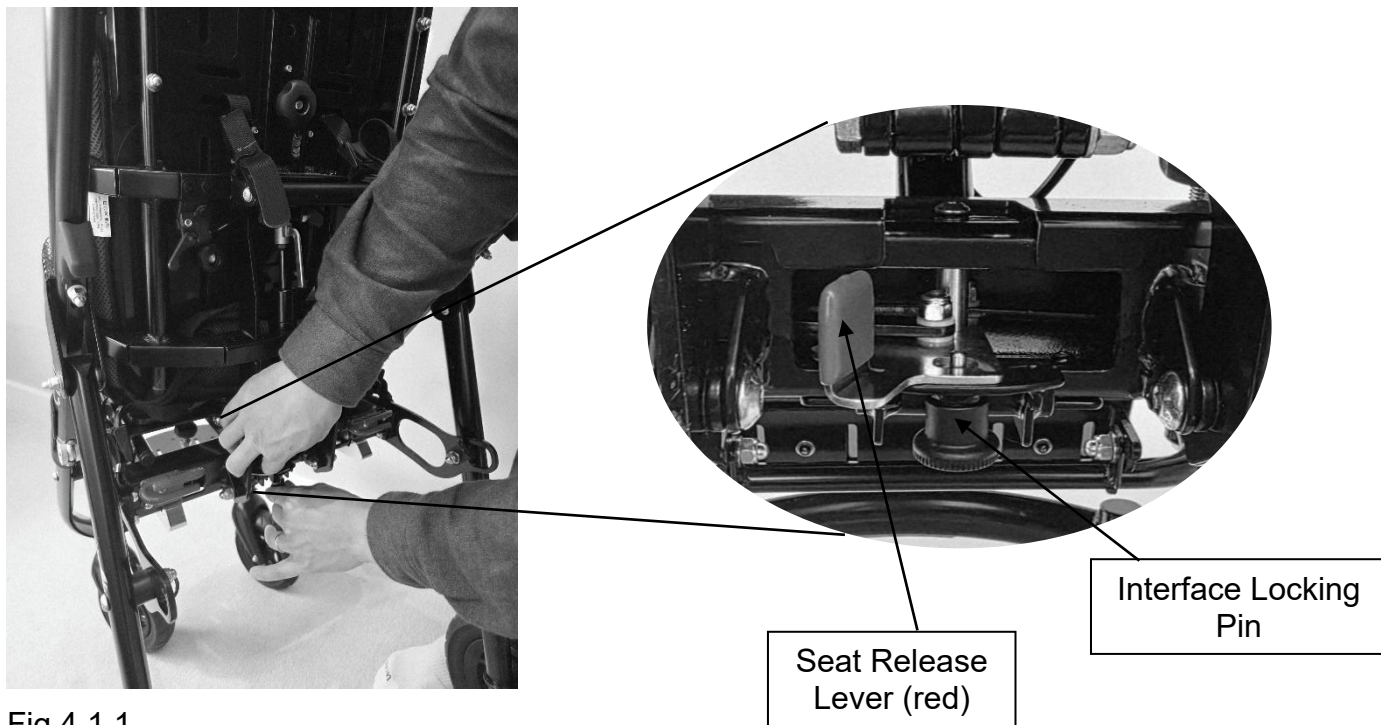
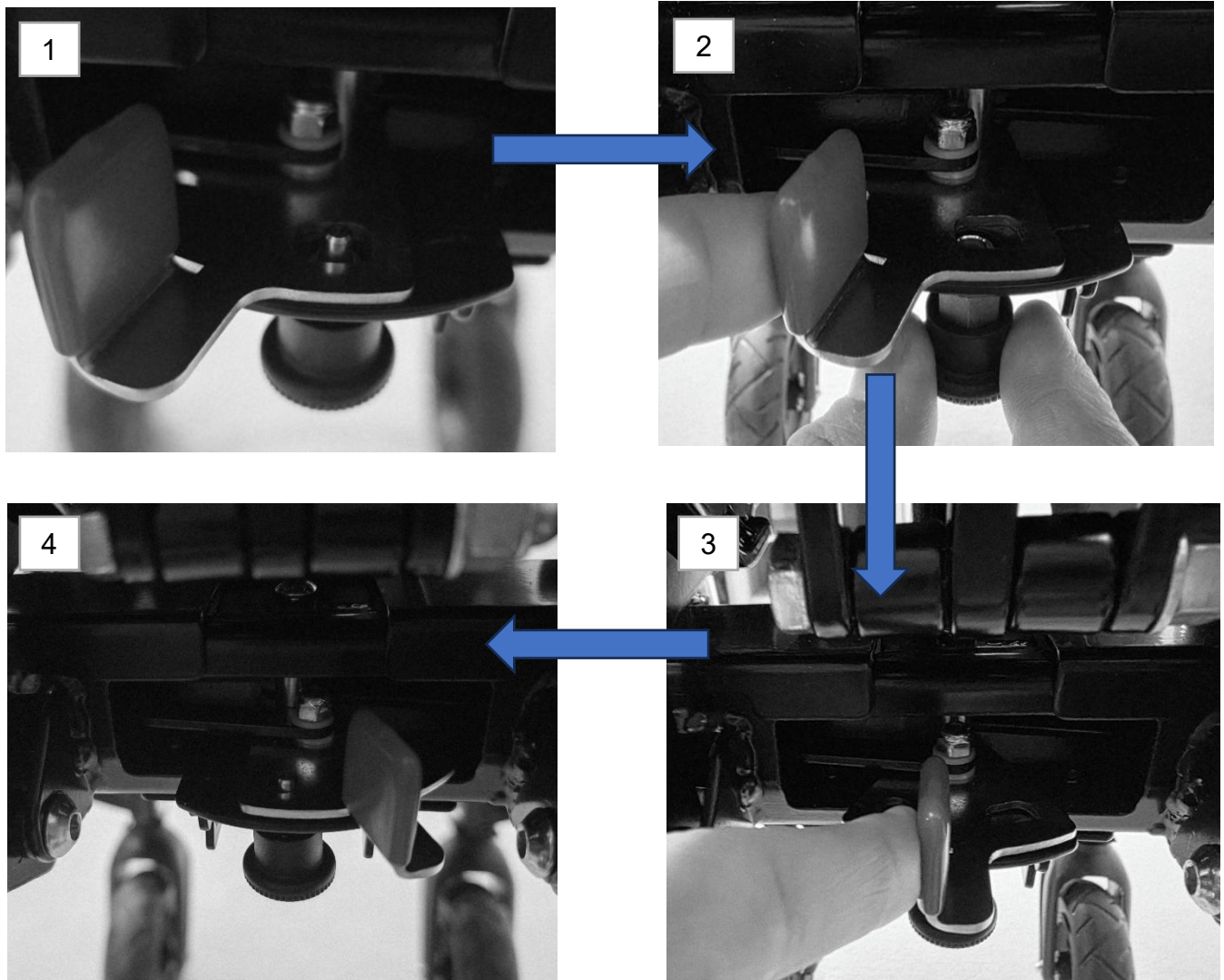


Fig 4.1.1

Fig 4.1.2 – 4 stages of unlocking the seat

- 1: Seat is locked in place and seat release lever is in locked position
- 2: Interface locking pin is pulled down and held. Seat release lever is being moved right
- 3: Seat release lever is in central position. At this point, let go of the interface locking pin. Keep moving the seat release lever to the right until you hear and see the locking pin has been locked into unlocked position.
- 4: Seat is unlocked and seat release lever is in unlocked position.



Warning: do not hang items on the release lever, as doing so could damage the lever.



With the seat unlocked, place one hand on the seat handle and the other on the front of the seat (as shown in fig 4.1.3) lift the seat up and away from the chassis and place gently in the floor.

Fig 4.1.3

You now need to fold the frame.

To fold the frame:

Standing behind the wheelbase, pull up the two release handles as shown (circled, see Fig 4.1.4, right).

Note: Do not put weight onto the push handle whilst opening the locks as this makes the lock pins very difficult to move.

Whilst holding the locks open, push down with your arm on the upper frame or push handle, so the frame starts to fold.

Release the handles and fold down the frame by lowering the push handle down as far as it will move.

The frame will sit on the front cross bar when fully folded- the plastic 'Cloud' bumper provides a rest point to protect the frame.



Fig 4.1.4

IMPORTANT:

Always check that BOTH frame locking pins are fully engaged before using the frame. If they are not fully down, the frame could collapse during use.

If you are having difficulty reaching the release handles when folding the frame, adjust the angle of the push bar so it is pointing down. This will allow you to stand closer to the frame for the folding operation.

To unfold the wheelbase:



Fig 4.1.5

Standing at the back of the wheelbase, place your foot on the rear crossbar 'X', and lift the push handle 'Y' as far as it will move to open the frame (see fig 4.1.5, left).



Fig 4.1.6

Once the frame is almost open, the 2 locking pins will engage with the aluminium frame lock joint on the lower portion of the frame.

Continue to unfold the frame; this will force the pins up into the upper lock joints. There will be some resistance as you are working against the locking springs.

Once fully open, the locking pins will snap into the lower frame lock joints, securing the frame in the open position.



Fig 4.1.7

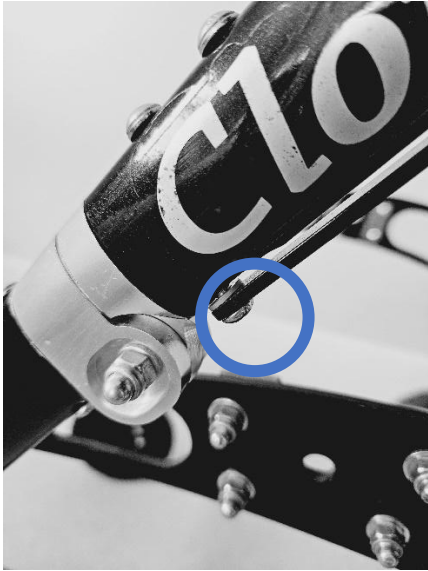


Fig 4.1.8

Always check that the frame lock release bolt (circled, see Fig 4.1.8, left), is at the bottom of the guide slot in the frame. This ensures the lock bolt is fully secured into the lower joint. If the bolt is not fully down, push down on the release handle until it will not move any further (see below for details of the release handles).

Having unfolded the wheelbase, you now need to insert the seat.

To do this, lift the seat and place the receivers on the seat bar into the chassis receivers.

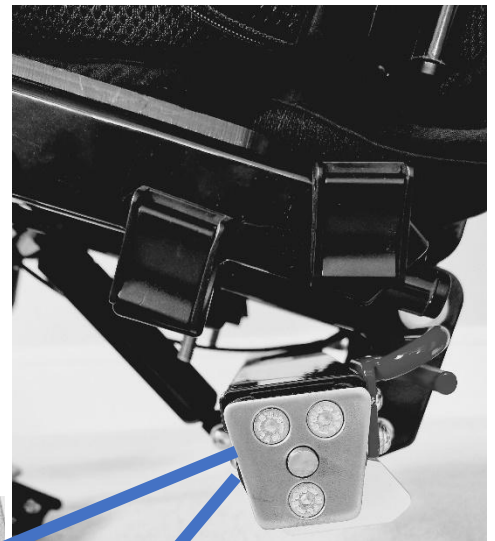


Fig 4.1.9

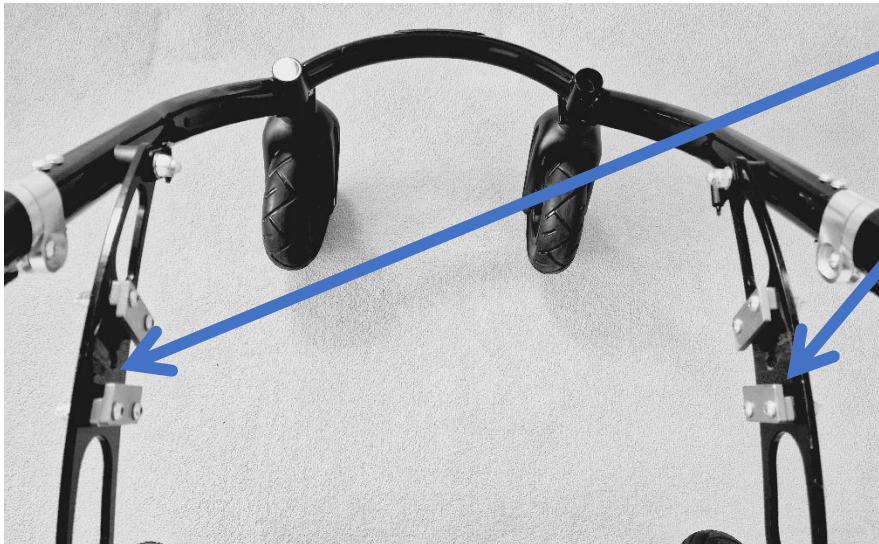


Fig 4.1.10

This seat bar (fig 4.1.9) fits into these two receivers on the chassis (fig 4.1.10).

With the seat bar fitted securely into the two receivers on the chassis, you now need to lock the seat into place.

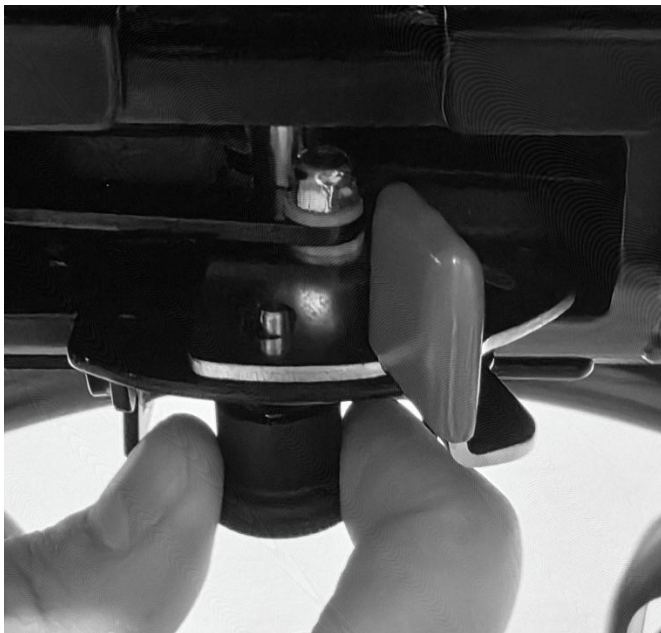


Fig 4.1.11

Fig 4.1.12 shows the seat release lever in its locked position which in turn locks the seat in the chassis.

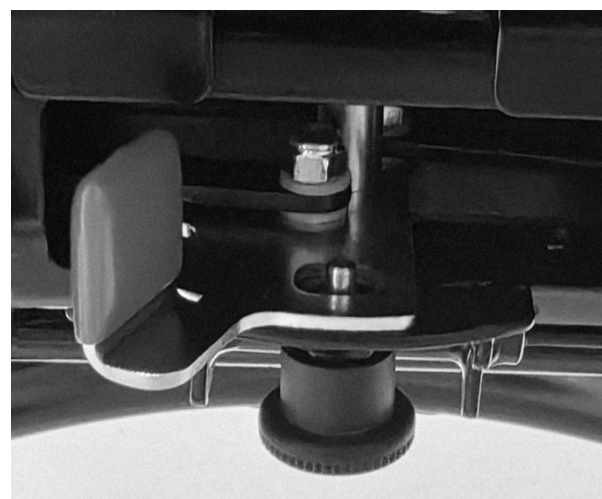


Fig 4.1.12

Important: To test the seat is locked into place correctly, gently pull up on the seat (without opening the release lever) to ensure the seat does not come away from the chassis.

Important: the seat must always be locked whenever the seat is in the chassis. Failure to lock the seat in place may result in the seat coming out of the chassis.

4.2 Fitting The Seat in Forward or Rearward



Fig 4.2.1

Fig 4.2.1

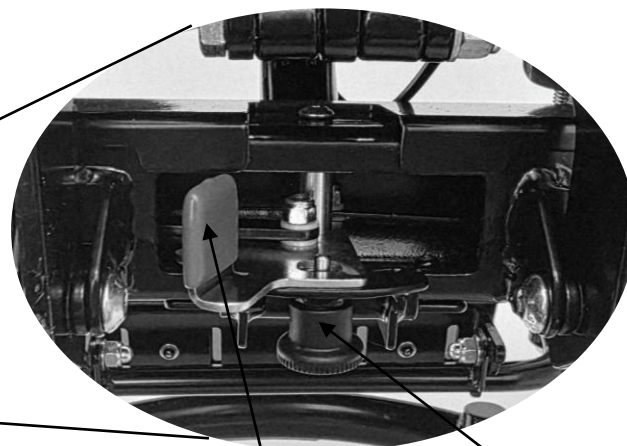
The seat can be fitted into the chassis in either forward / world facing (fig 4.2.1) or rearward / parent facing (fig 4.2.2).

The below instructions are the same for fitting the seat in both forward and rearward. To change the direction the seat is fitted in, you first need to remove the seat.

To remove the seat, you first need to unlock the seat release lever (the location of this lever is as shown in fig 4.2.2 below). Fig 4.1.3 (overleaf) shows the 4 stages of unlocking the seat release lever which in turn unlocks the seat.



Fig 4.2.2

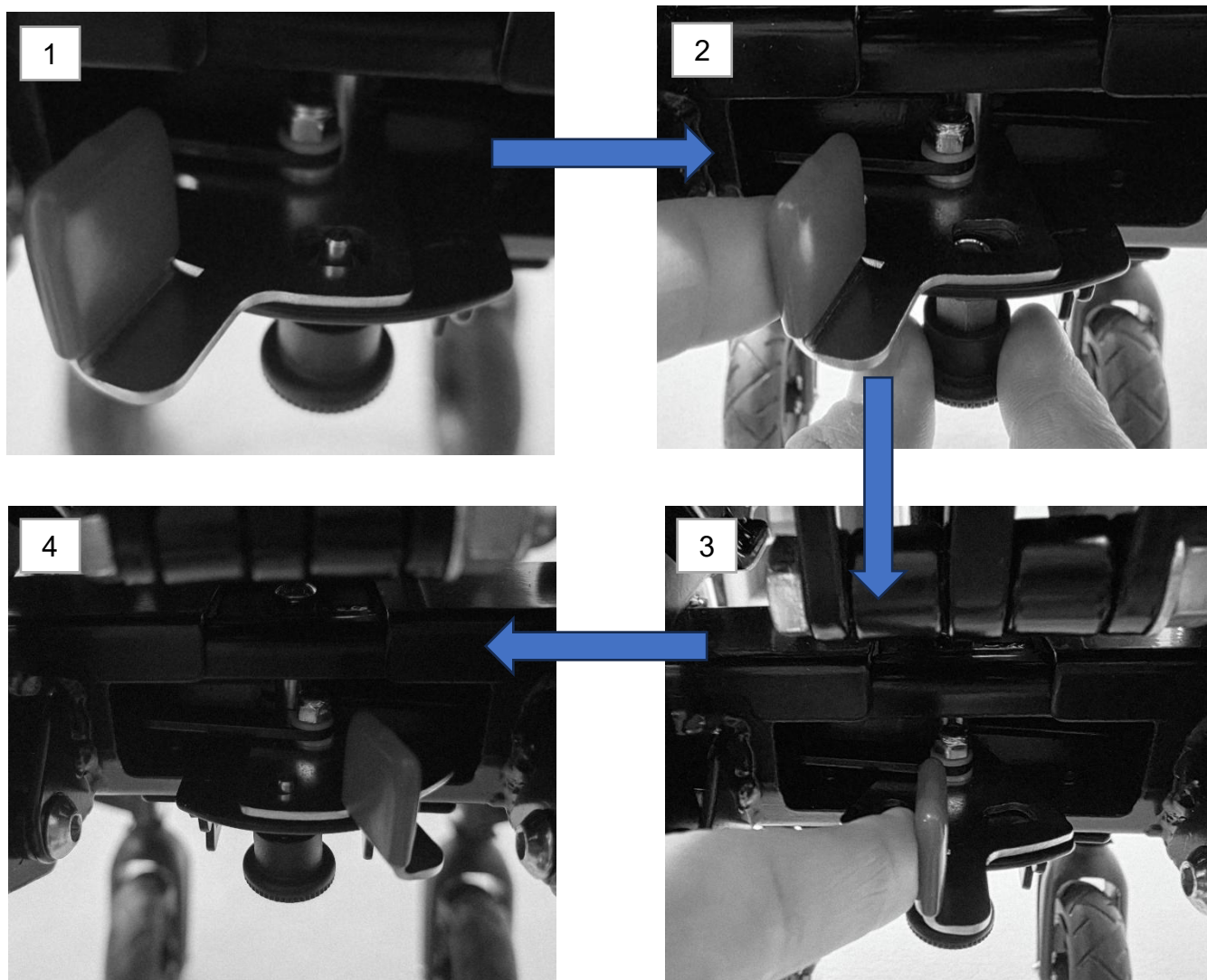


Seat Release
Lever (red)

Interface Locking
Pin

Fig 4.1.3 – 4 stages of unlocking the seat

- 1: Seat is locked in place and seat release lever is in locked position
- 2: Interface locking pin is pulled down and held. Seat release lever is being moved right
- 3: Seat release lever is in central position. At this point, let go of the interface locking pin. Keep moving the seat release lever to the right until you hear and see the locking pin has been locked into unlocked position.
- 4: Seat is unlocked and seat release lever is in unlocked position.



Warning: do not hang items on the release lever, as doing so could damage the lever.



With the seat unlocked, place one hand on the seat handle and the other on the front of the seat (as shown in fig 4.1.4) lift the seat up and away from the chassis.

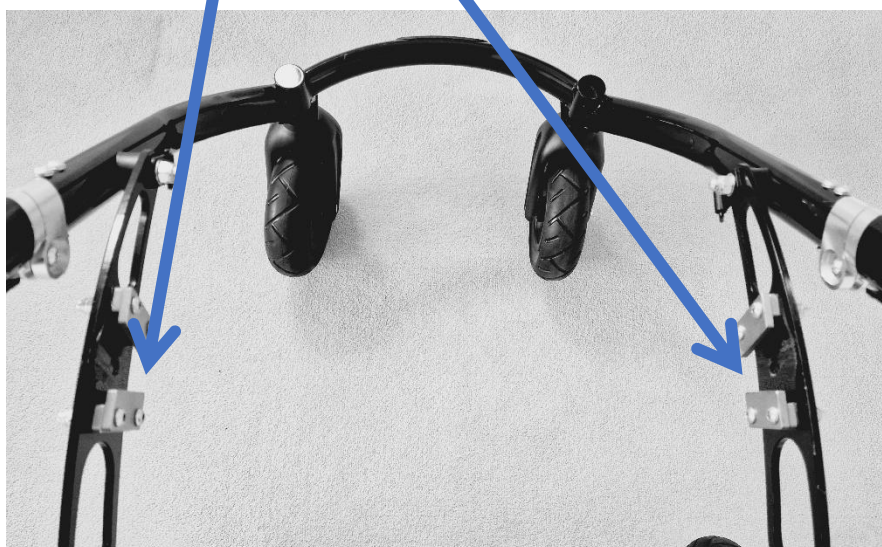
Fig 4.1.4



Having lifted the seat out of the chassis, turn it around so it is now facing the other direction and insert the seat.

To do this, lift the seat and place the receivers on the seat bar into the chassis receivers and the seat will click into place.

Fig 4.2.5



This seat bar (fig 4.2.5) fits into these two receivers on the chassis (fig 4.2.6).

Fig 4.2.6

With the seat bar fitted securely into the two receivers on the chassis, you now need to lock the seat into place.

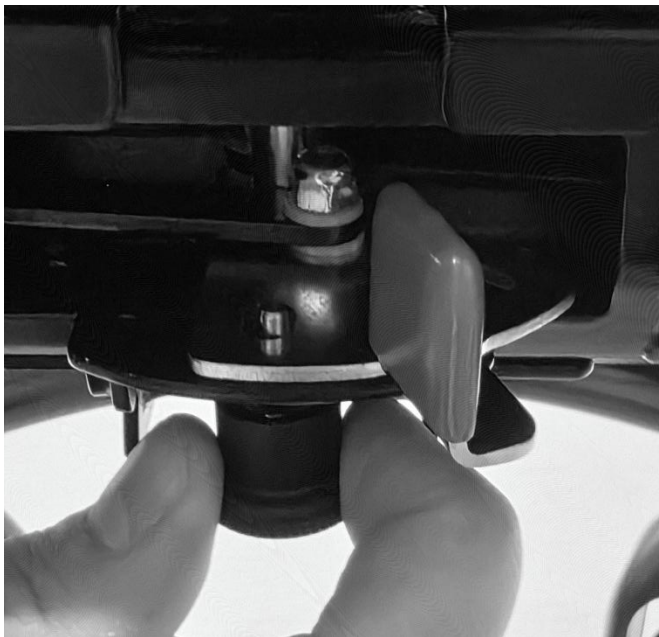


Fig 4.2.7

Fig 4.1.8 shows the seat release lever in its locked position which in turn locks the seat in the chassis.

To lock the seat into place, pull down on the interface locking pin (which should be in the unlocked position as shown in fig 4.2.7, left) and the seat release lever will automatically move to the left locked position (as shown in fig 4.2.8).

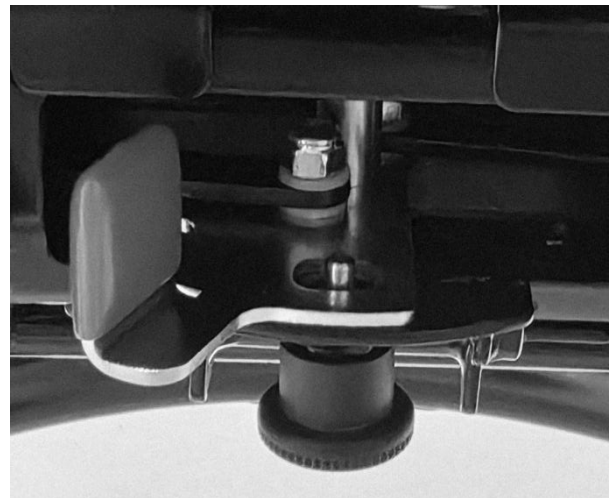


Fig 4.1.12

Important: To test the seat is locked into place correctly, gently pull up on the seat (without opening the release lever) to ensure the seat does not come away from the chassis.

Important: the seat must always be locked whenever the seat is in the chassis. Failure to lock the seat in place may result in the seat coming out of the chassis.

4.3A Brakes: Operating The Foot Brake



Fig 4.3.1

To activate the pin brake, first hold the push handle. Next place your foot on the top of the brake bar as shown (see Fig 4.3.1, left). Now, using your foot, press the brake bar down as far as it will go. The brake should now be on. If the brake pin will not engage, try rolling the pushchair forward slightly to help line up the pins with the locking rings on the wheels.

Fig 4.3.2 Right: This shows the brake in the fully locked position.



Fig 4.3.2



Fig 4.3.3

To release the pin brake, hold the push handle and place your foot underneath the brake bar as shown (see Fig 4.3.3, left). Lift this bar up as far as it will move to ensure the pins are clear of the locking rings.

Warning:

When operating the brake mechanism, make sure you always keep a firm hold of the pushchair and keep your hands well away from the brake mechanism.

Do not leave the pushchair on a slope, even with the brake on. Always ensure that the pushchair is on level ground to prevent risk of injury to the occupant/others and help prevent tipping.

Do not operate the brake when the pushchair is moving. The brake is not designed to slow the pushchair down or stop a moving pushchair; such use may damage the brake.

4.3B Brakes: Push Handle Mounted Attendant Brakes – Hub (factory-fitted option)

Hub brakes are available only as a factory fitted option. The following instructions detail how to operate the hub brakes.

NOTE: The hub brake upgrade means the standard foot operated brake is removed. The hub brakes include a locking function which provides the same functionality as the standard parking pin lock brake.

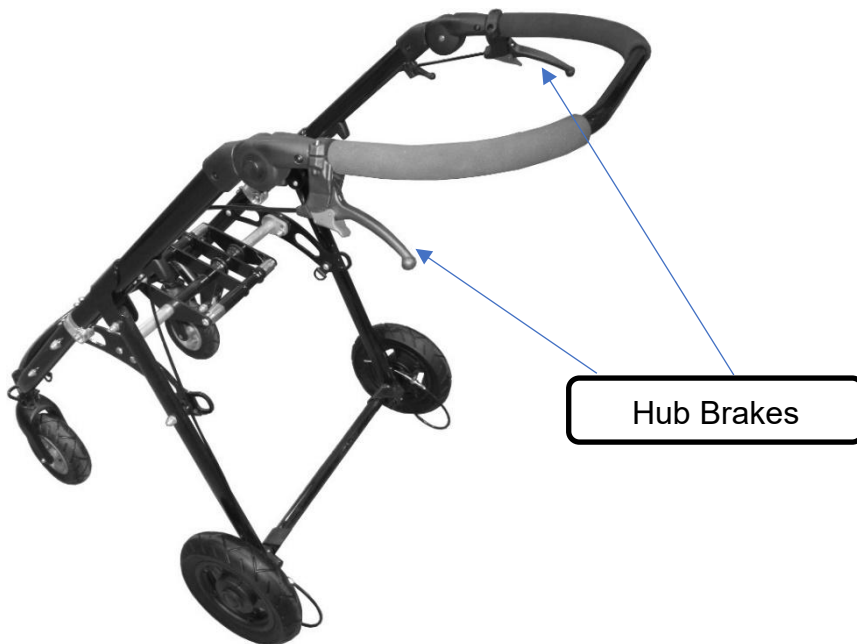


Fig 4.3B.1

Above: The Cloud Chassis fitted with hub brakes.

You will see that there is no longer a brake bar between the rear wheels. The hub brakes are operated by the pair of locking levers positioned on the push handle.

To set the brakes, squeeze the brake levers on both sides as shown (see Fig 4.3B.2 right).



Fig 4.3B.2

The brake levers feature an automatic lock mechanism and will lock with the brakes on.

The system features 3 locking positions with different levels of braking force. We recommend to always use the 3rd (strongest) position to ensure occupant safety.



Fig 4.3B.3

To release the brake, lift the smaller release catches on the handles to release the automatic lock as shown (see Fig 4.3B.4, right).



Fig 4.3B.4

Note:

Do not leave the pushchair on a slope, even with the brake on. Always ensure that the pushchair is on level ground to prevent risk of injury to the occupant and help prevent tipping.

Do not attempt to push the pushchair when the brake is locked off. Doing so may damage the brake mechanism. If you need to slow down the momentum of your pushchair (i.e. when on a hill), you must not lock off the brake; rather, you must keep your finger pressed on the automatic lock as shown in Fig 4.2. 9, above, to ensure the lock does not engage.

4.4 Using The Tip Assist



When going up and down curbs / steps (any time the front wheel needs to go up), place your foot of the tip assist and use your body weight to push through your foot and tilt the back whilst using your hands on the handlebar to control the buggy.

WARNING: Do not tilt the buggy up by putting weight through the push handle alone. Always have both hand on the push handle at all times.

4.5 Tyres

As standard the Cloud pushchair is supplied with solid tyres; however, pneumatic tyres are also available as an option. If your pushchair is supplied with pneumatic tyres, these need to be regularly checked and inflated, when necessary, using a hand or foot pump. The operating pressure for the tyres is 36 PSI (**do not inflate the tyres above 36 PSI**). Do not use high pressure air lines or mechanical pumps, as often used in garages, to inflate the tyres.

4.6 Front Locking Castors (Optional)

Front locking castors are available as optional upgrade to the wheelbase. These are a factory fitted option, so should be included on the order at time of purchase. Alternatively, the pushchair can be returned to the Tendercare factory for fitting if ordering for an existing pushchair.

How to lock the front castors:

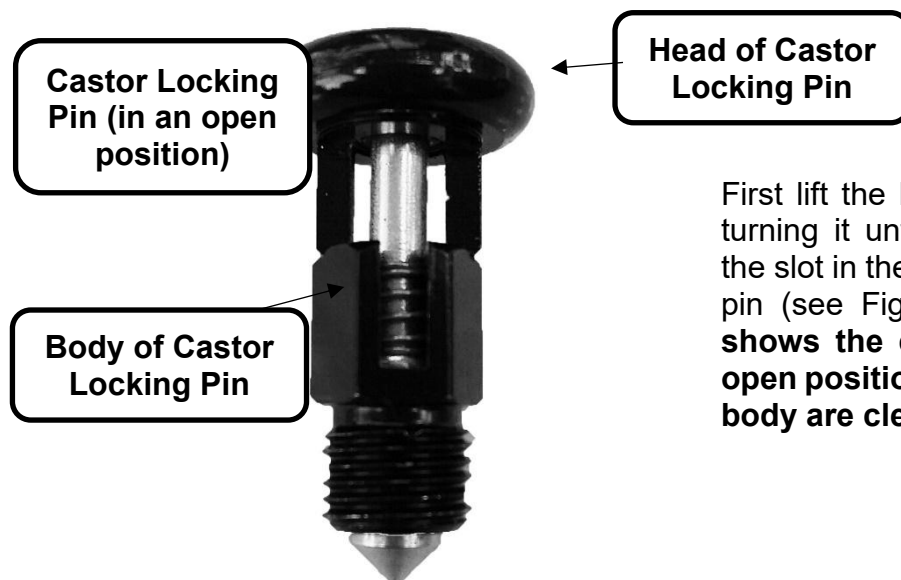


Fig 4.6.1

First lift the head of castor locking pin turning it until the head engages with the slot in the body of the castor locking pin (see Fig 4.6.1). **Note Fig 4.2C.1 shows the castor locking pin in an open position to ensure the head and body are clearly visible for labelling.**

Then rotate the front castor until the pin engages with the hole. The castor should now be locked in a forward position (see Fig 4.6.2). **Note: front locking castors are generally used on uneven/rough terrain so for day-to-day use, when the castors are locked, it may be more difficult to change direction.**

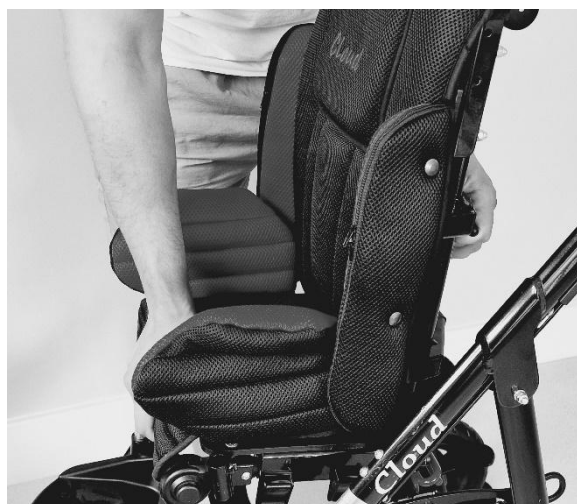


Fig 4.6.2

How to unlock the castors:

Pull the head of the castor locking pin up and turn it half a turn and release so the head is supported by the castor locking pin body (see fig 4.6.1).

4.7 Using the Tilt in Space Facility



To operate the tilt in space mechanism, place one hand over the tilt cable lever on the back of the seat and the other hand on the back of the seat to provide support.

Fig 4.7.1

Then lift the lever (see fig 4.7.2, right) as shown. This will open the gas strut and allow you to change the tilt angle of the seat. Note: the speed of tilt can be controlled by varying the pressure applied at the lever.

When you have positioned the seat to the tilt angle you require, let go of the lever.

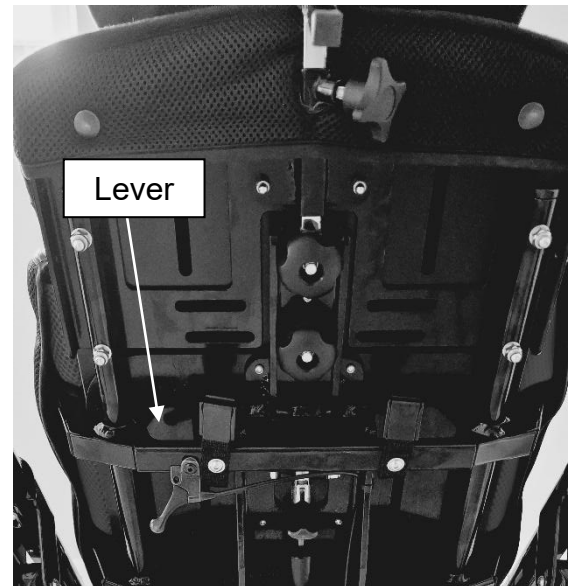


Fig 4.7.2

Important:

- ❖ Always ensure any postural accessories e.g. harnessing, laterals etc. provided for the occupant are used and correctly adjusted before tilting the seat or returning the seat to a more upright position.
- ❖ Always support the seat when tilting, as the gas springs can be quick to operate. If the seat is not supported, it may move swiftly and could cause the occupant distress/harm.
- ❖ Ensure hands (including the occupant and operator) are kept away from the crossbar when using the tilt facility.

4.8 Using the Back Recline Facility

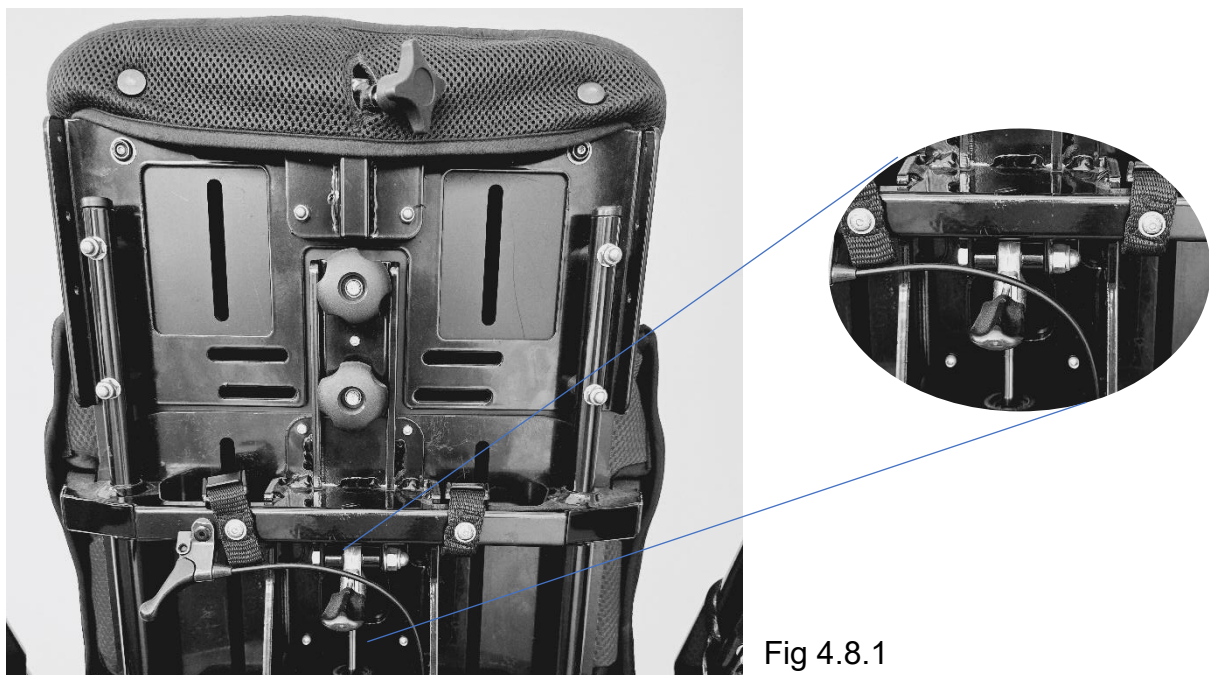


Fig 4.8.1

Fig 4.8.1 shows the position of the back recline lever on the back of the seat as well as a close up of the lever.

To recline the backrest, hold the back recline lever up whilst simultaneously holding the top of the backrest and move to the required angle, as shown in fig 4.8.2.

When you reach the required angle, first release the back recline lever before removing your hand off the seat.

For seats fitted with a dynamic gas strut, the dynamic strut restrictor will reduce the amount of back recline. If full recline is needed, the restrictor needs to be removed. Do not attempt to remove this yourself. Instead contact the issuing authority. Warning: the restrictor must be in place if this Cloud is to be transported.



Fig 4.8.2



Fig 4.8.3

To bring the backrest back up, hold the back recline lever up whilst simultaneously holding the top of the backrest and move to the required angle as shown in fig 4.8.3, right.

When you reach the required angle, first release the back recline lever before removing your hand off the seat.

Important:

- ❖ Never hang items on the release lever, as doing so could damage the lever.
- ❖ Always ensure you are supporting the seat whenever adjusting the backrest angle.

4.9 Adjusting the Handlebars

The handlebars on your Snappi can be adjusted to the required pushing position by pressing in the two push buttons (one on either side of the handlebar) at the same time and moving the handlebar to the position you require. Once in position, release the push buttons.



Fig 4.9.1

5 Setting Up the Seat (including how to adjust the seat)

5.1 Setting Up the Seat

Depending on how you received your pushchair, you may not need to set up the seat to the occupant's measurements when you receive the pushchair as this may have been done for you by your occupational therapist. However, if you have purchased the pushchair yourself, you may need to set the seat up to the correct size for the occupant before using the pushchair. We would always recommend consulting your occupational therapist to ensure the correcting positioning for the child before setting up.

As the occupant grows, you will need to adjust the size of the seat to maintain correct size, positioning and comfort.

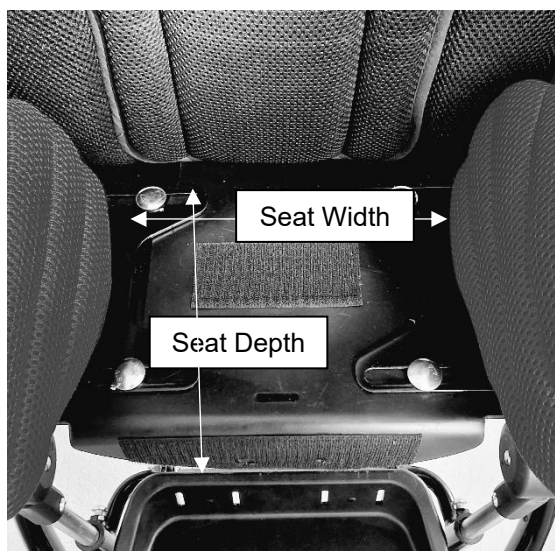
When setting up the seat unit always ensure the following is done:

- Always consult your therapist or rehabilitation engineer for advice.
- Ensure that the child is relaxed and happy and, if possible, in an environment in which they are familiar.

5.2 Adjustment of the Seat Unit

Most adjustments on the Cloud seat can be made by hand (such as adjustments to the back height, back angle, seat depth, seat width and headrest). To make other adjustments you may need to a 5mm allen key (supplied) and a 13mm spanner (not supplied), (these adjustments include changing the height of footrest and changing the hip guide height/depth). No other tools are required to adjust the seat.

5.2a Adjusting Seat Depth and Seat Width



To adjust the seat depth and width, first remove the seat base cover (this is attached by hook & loop tape in the centre of the seat and is easily removed by pulling it away from the frame).

Fig 5.2a.1

Loosen the 4 thumb wheels under seat. Fig 5.2a.2 is taken from underneath the seat and shows the location of the 4 thumb wheels. Now adjust the seat depth by holding the front of the seat and sliding the seat plate to the depth required.

Next adjust the seat width by moving the hip guides to the width you require.

Once the seat depth and seat width are at your required measurements, tighten the 4 thumb wheels and fit the cover back into place.

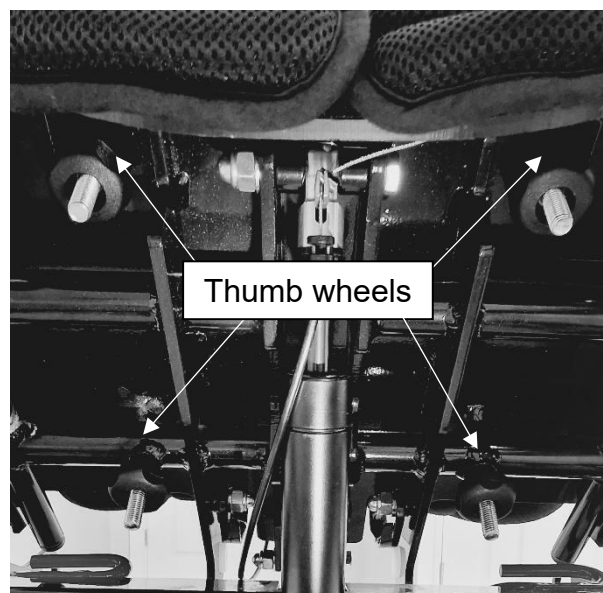
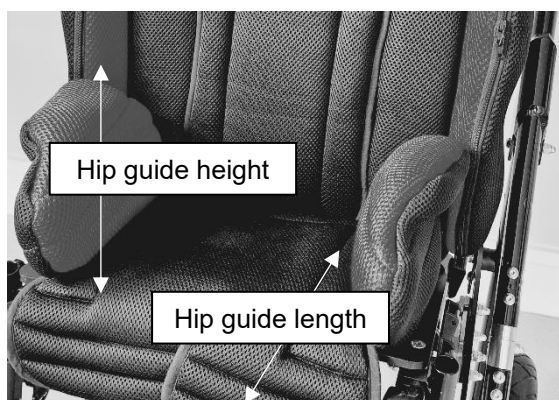


Fig 5.2a.2

5.2b Adjusting the Length and Height of the Hip Guides



The hip guides can be adjusted in length for thigh support and/or height to create an armrest.

When adjusting the length/height of the hip guides, adjust one side first before repeating for the hip guide on the other side.

Fig 5.2.b.1

To adjust the length/height of the hip guide, you will first need to remove the hip guide cover. To remove the hip guide cover, undo the popper on the back of the hip guide cover and undo the hook and loop from underneath the armrest. Now use a 5mm allen key and a 13mm spanner to loosen the 2 nuts on the hip guide.

Now move the hip guide to the length and/or height you require. Once the hip guide is in the position you require, tighten both the nuts making the hip guide secure and replace the cover.



Fig 5.2b.2

5.2c Footrest Height and Knee Angle Adjustment



To adjust the foot height, loosen the 2 securing bolts (one on each side of the footrest tray) using the 5mm allen key as shown fig 5.2c.1. Slide the footrest up or down the footrest stems to the height required.

Once set, lock the position by tightening the 2 securing bolts.

To adjust the knee angle, hold the footrest, then press in the angle adjusters on both sides of the footrest at the same time and move the footrest to the required angle. To lock, release the buttons.

Note: that the adjusters can only be locked in 15° increments.

Fig 5.2c.1

5.2d. Adjusting the Back Height

To adjust the back height, first untuck any excess back cover from the bottom of the seat (the cover doesn't need to be removed).

Note: Before adjusting the back height, you may need to remove any lateral trunk supports and/or the shoulder straps of any chest harnessing.

Next, turn the 2 large central hand wheels on the back plate, as shown in fig 5.2d.1 anticlockwise by either half a turn or, if necessary, one full turn.

Once these are loose, raise or lower the backrest to the required height, and turn the 2 hand wheels clockwise until tight to lock back into place.

Once adjusted, tuck the cover back around the bottom of the seat with the excess sitting between the lower back plate and the gas spring.

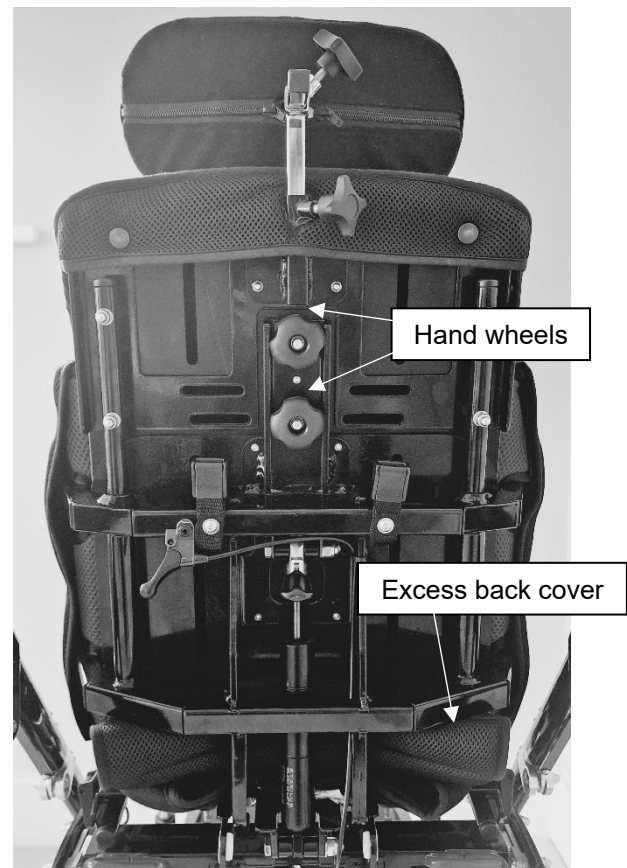


Fig 5.2d.1

5.3 Removing and Fitting The Covers



To remove and fit the seat cover:



Lift the front edge of the seat cover to separate it from the hook & loop strip on the base.

To replace the seat cover, place the back of the seat cover (the end without a slot) underneath the bottom of the backrest and secure the rest of the seat cover on the hook and loop tape on the front and middle of the seat as shown.

To remove and fit the hip guide covers:

The hip guide cover is fitted to the hip guide plastic with a popper at the rear of the hip guide on the cover and plastic and hook and loop tape underneath the arm rest. To remove the cover, first undo the popper at the back of the hip guide and then pull the back of the hip cover away from the hip guide plastic. Next unfastened the hook and loop tape and pull the cover off the hip guide plastic.

To fit the hip guide cover, take front (the end without the popper) and slide it over the front end of the hip guide plastic. Then pull the back of the cover over the hip guide plastic and secure the popper and fasten the hook and loop tape.



Fig 5.3.1

To remove and fit side wing covers:



To remove a side wing cover, undo the 2 poppers and unfasten the hook & loop. Then pull the side wing covers away from the side wing plastic as shown in fig 5.3.2.

To fit the side wing cover, slide the cover over the side wing plastic with the hook portion of the tape facing the inside of the seat and fit the cover so the bars of the seat fit into the gaps in the cover. Then wrap the outside of the cover around the side wing and fasten the poppers and hook and loop tape to the inside of the side wing cover.

Fig 5.3.2

To remove and fit the back cover:

To remove the back cover, first undo the 2 poppers in the top right and left corners. Then untuck the bottom of the back cover from the bottom of the seat. Next remove the top of the backrest cover from the top of the seat, as shown in fig 5.3.3 right, and pull the cover off and away from the backrest.

To fit the backrest cover, first place the top of the backrest cover (the part with the 2 poppers) over the top of the seat as shown in fig 5.3.3 right. Then fasten the 2 poppers to the top of the seat. Finally pull the cover down over the backrest and tuck any excess cover through the gap at the bottom of the seat and tuck this neatly between the bars at the back of the seat.



Fig 5.3.3

6 Postural Accessories

The Cloud pushchair has many different accessories available. You will not have all the accessories listed below. Kindly refer to each section for instructions relating to the accessories you have.

6.1 Headrests

Three different types of headrests are available for the Cloud pushchair: head cushions, lateral head supports and an independent headrest.

6.1.a Fitting a Head Cushion / One Piece Foam Headrest



The head cushions are secured by a pair of hook and loop straps at the back of the head cushion.

Fig. 6.1.a.1

To fit your head cushion, thread the hook and loop straps though the slot in the backrest cover and the headrest slots in the backrest as shown in Fig. 6.1.a.2.

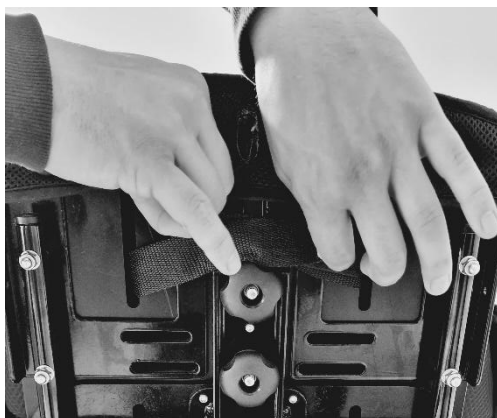


Fig. 6.1.a.2

Finally secure the head cushion by fastening the hook and loop straps at the back of the seat.

Fig. 6.1.a.3

6.1.b Fitting Lateral Head Supports

The lateral head supports are supplied with four M8 coach bolts, four washers, and four 30mm hand wheels (i.e. 2 of each per lateral head support) as shown in fig. 6.1.b.1



Fig. 6.1.b.1



The lateral head supports must be fitted through the slots in the backrest cover and the headrest slots in the backrest. Fit the laterals one at a time and repeat for the other side.

To fit the lateral, insert the 2 coach bolts through the headrest lateral bracket and seat back plate, as shown in fig. 6.1.b.2.

Fig. 6.1.b.2

Secure the lateral head support by first placing one washer on each of the two protruding coach bolts at the back of the seat. The thread one handwheel on each coach bolt and tighten until the head lateral is secure.

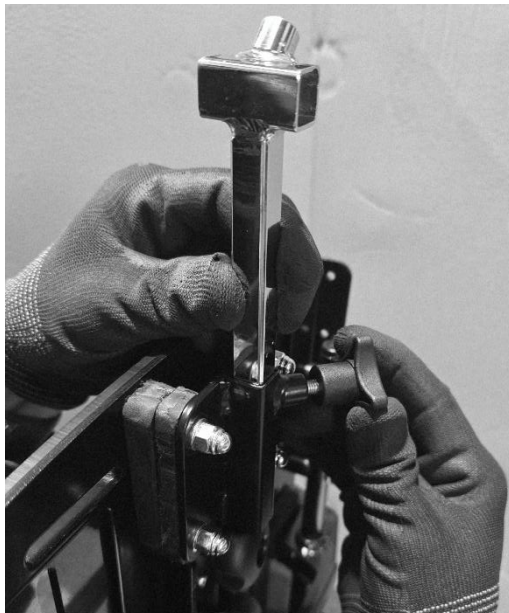


Fig. 6.1.b.3

Note: both the height and width of the head laterals can be adjusted. The width of the lateral head supports can be adjusted by loosening the hand wheels, this will allow you to make the laterals wider or narrower. When you have the position you require, make the laterals secure again by tightening the hand wheels. The height of the lateral head supports can be adjusted up and down the mounting slots. Move the laterals to the height you require and make them secure by tightening the hand wheels.

6.1.c. Fitting an Independent Headrest

Please note there are various external headrests which fit to the Cloud seat, we have used the Tendercare independent curved headrest for illustration purposes; however, they should all fit in a similar way. If you are unsure how to use / adjust your headrest, kindly contact either your prescribing therapist or Tendercare directly for help.



Slide the headrest vertical tube into the cloud seat headrest bracket and tighten the lobe knobs, as shown in fig 6.1.c.1.

Fig 6.1.c.1

Slide the external headrest into the vertical tube and tighten the lobe knob, as shown in fig 6.1.c.2.

Please note when fitting an external headrest, the maximum back height including the headrest should not exceed 640mm. You should not use the full back height (640mm) and an external headrest.



Fig 6.1.c.2

6.2 Fitting and Adjusting Lateral Trunk Supports



Fig. 6.2.1

The lateral trunk supports are supplied with two M8 coach bolts, 2 washers and two 30mm hand wheels per lateral trunk support as shown in fig. 6.2.1.

The lateral trunk supports must be fitted through both the slots in the backrest cover and the trunk slots in the backrest as shown in fig 6.2.2. Note: fit the laterals one at a time and repeat for the other side.

Next, insert the 2 coach bolts through the lateral trunk bracket and backrest plate.

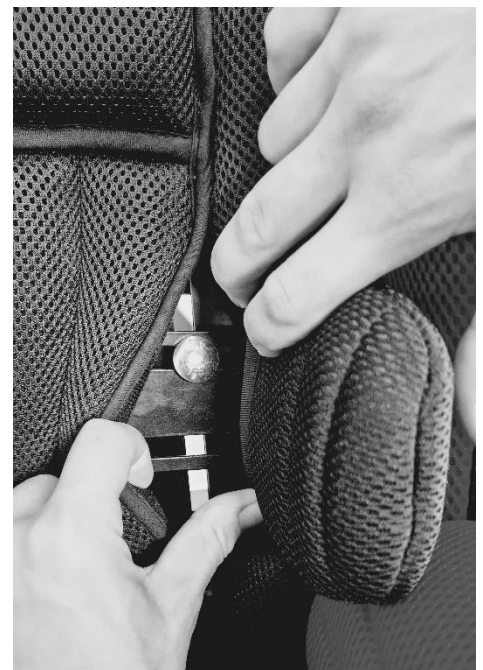


fig. 6.2.2



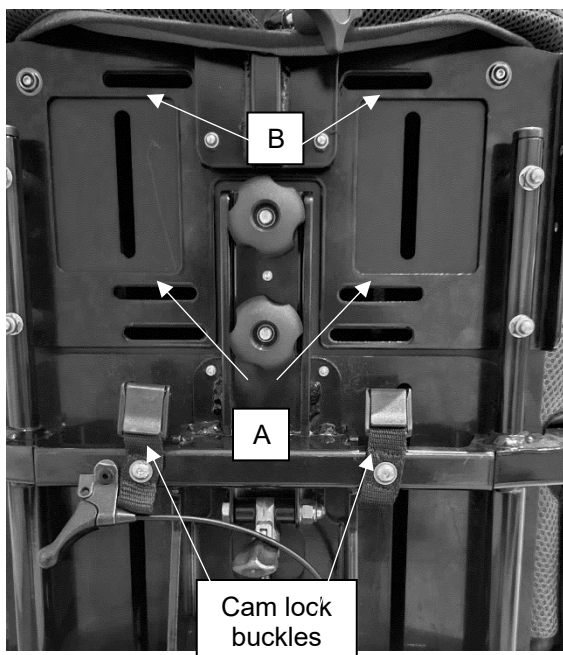
Secure the lateral trunk support by first placing one washer on each of the two protruding coach bolts at the back of the seat. The thread one handwheel on each coach bolt and tighten until the lateral trunk support is secure.

fig. 6.2.3

Note: both the height and width of the lateral trunk supports can be adjusted. The width of the laterals can be adjusted by loosening the hand wheels; this will allow you to make the laterals wider or narrower. When you have the position you require, make the laterals secure again by tightening the hand wheels. The height of the laterals can be adjusted up and down the mounting slots. Move the laterals to the height you require and make them secure by tightening the hand wheels.

Note: when adjusting the lateral height, depending on the back height of the seat, you may need to remove the laterals and place in the higher position rather than just sliding the laterals up.

6.3 Fitting a Butterfly Chest Harness or an H-Belt Harness - includes how to fit backrest mounted cam lock buckles (chest harness is recommended on all chairs)



The Cloud seat has been designed with 2 different slots for the shoulder straps of the chest harness to be fitted through depending on whether the occupant is using the seat with or without the independent headrest. If the occupant is not using the independent headrest, we would recommend using either of the two sets of lower slots (A). If the occupant is using the independent head rest, we would recommend using the higher slots (B).

Before attempting to fit a chest belt harness first check that there are 2 backrest mounted cam lock buckles at the back of the seat as shown in fig. 6.3.1 left.

fig. 6.3.1

If the Cloud was not originally supplied with a chest harness, then you will first need to purchase and fit the relevant backrest cam lock buckle fixings to the back rest of the seat.

- For the paediatric slim fit chest harness (part code: KB.CHEST.TDC) purchase 20mm cam lock buckles.
- For both the H-Belt Harness and Kinetic Balance chest harnessing (excluding KB.CHEST.TDC) purchase 25mm cam lock buckles.
-

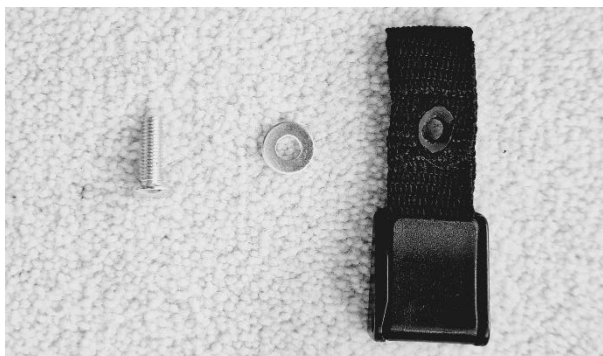


Fig 6.3.2 shows the cam lock buckle, washer and bolt.

fig. 6.3.2

Fit one side and then repeat for the other cam buckle. To fit the backrest cam lock buckle, first thread the supplied bolt and washer through the hole in the webbing strap and place through the bolt the fixing hole in the bar on the rear of the seat with the cam lock buckle facing outwards. With the bolt in the hole, use a 3mm hexagonal key to tighten the bolt until secure.

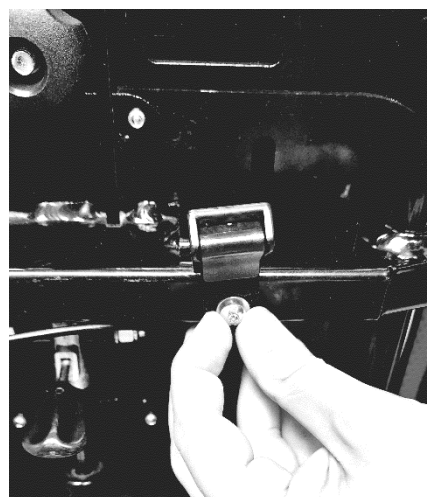


fig. 6.3.3



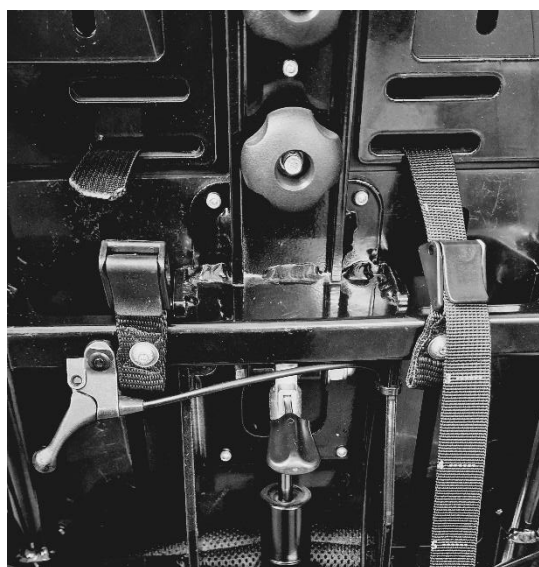
fig. 6.3.4

To fit the chest harness, first take the 2 shoulder straps of the chest harness and feed them through the pair of lower slots (if you do not have an independent headrest fitted, A in 6.3.1) or the one pair of higher slots (if you have an independent headrest fitted, B in 6.3.1) in the back plate and slots in the back cover as shown in fig. 6.3.4, left.

Note, if you are fitting the harness through the higher slots, B, you may need to carefully cut the slots in the backrest cover as circled in fig. 6.3.5 taking care to only cut the stitching rather than into the cover itself.



fig. 6.3.5



Now open the 2 x backrest mounted cam lock buckles fitted on the seat and thread the harness straps through to your required height as shown in fig 6.3.6). Secure these straps by closing the cam lock buckles.

fig. 6.3.6

Now take the 2 x lower chest harness straps and thread them through the gap behind the hip guides and the back of the seat. Open the cam lock buckles (as shown in fig. 6.3.7) and thread the straps through. When you have the length you require, close the cam lock buckles to make the straps secure.

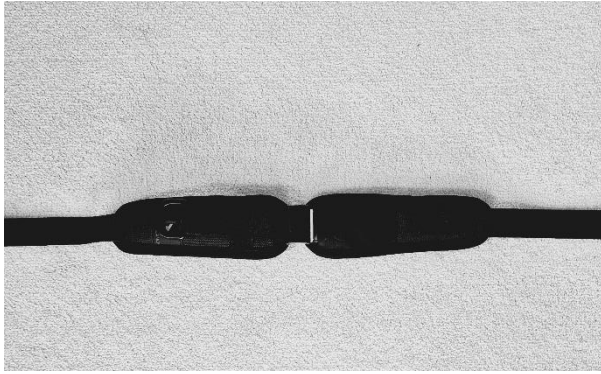


fig. 6.3.7

IMPORTANT: To ensure that the harness cannot rise up and cause harm to the user, every time the harness is in use you must ensure all cam buckles/fixings are properly closed and the harness is correctly positioned a minimum of 75mm below the user's neckline. Failure to comply with this could result in serious injury.

IMPORTANT: The harnesses are for postural support only and must not be used as a vehicle harness. Please see section 12 for transport instructions.

6.4 Fitting either a 2 point or a 4 Point Pelvic Belt (Recommended On All Chairs)



2 point pelvic belt, fig 6.4.1



4 point pelvic belt, fig 6.4.2

To fit a 2 point pelvic belt:



Fig 6.4.3

To fit a 2 point pelvic belt to the seat, first make sure the soft part of the belt is facing the occupant and the buckle part of the belt is facing away. Then take the 2 straps on the belt and thread them through the gap behind the hip guides and the back of the seat. Next thread each strap into the middle cam lock buckle on either side of the seat.

Note: you can adjust the tightness of the pelvic belt by how much of the strap you pull through the cam lock buckle.

When you have the required tightness, close the cam lock buckle to make the pelvic belt secure.

Warning: the pelvic belt needs to be sufficiently tightened to prevent the occupant from slipping.

Warning: fit the pelvic belt to the seat before seating the occupant.

To fit a 4 point pelvic belt

The 4 point pelvic belt has 2 pairs of straps: 2 x horizontal straps and 2 x diagonal straps, as shown in fig 6.4.2. Start by fitting the 2 horizontal straps following the instructions above on how to fit a 2 point pelvic belt. Having fitted the horizontal straps, next fit the 2 x diagonal straps. To do this, thread the straps from the inside of the seat through the slot underneath the hip guide. Now open the cam lock buckle at the front of the seat and tread the strap through the front cam lock buckle on either side of the seat as shown in fig 6.4.4.

You can adjust the tightness of the pelvic belt by how much of the strap you pull through the cam lock buckle. When you have the required tightness close the cam lock buckle to make the pelvic belt secure.

Warning: the pelvic belt needs to be sufficiently tightened to prevent the occupant from slipping. Warning: fit the pelvic belt to the seat before seating the occupant.



fig 6.4.4

6.5 Fitting a Groin Adaptation Strap

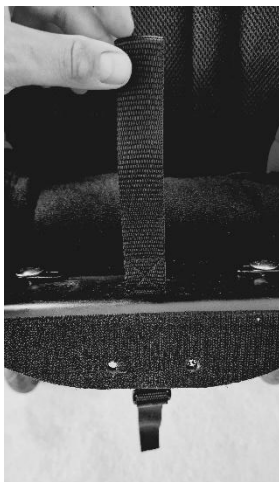


Fig 6.5.1

The Groin adaptation strap is a piece of webbing which can fit to a pelvic belt or an H belt harness.

Feed the loop end of the strap up through either of the two slots in the base of the seat. You may only see the first slot if the occupant's seat depth is small. As the client grows and the seat depth is adjusted, the second slot will be visible.

The slot that should be used will be determined by the size of the child. For larger children the slot closest to the front of the seat will probably be more suitable, whilst for smaller children the second slot in would most likely be appropriate. Note: you may need to move the 3 bar slider down the strap.

The pelvic strap, or lap belt of the H-belt harness should then be threaded through the loop end of the groin adaptation strap. Once the strap is in place, and you have comfortably positioned your child, slide the 3 bar slider up so that it is as close under the seat as possible. This will keep the strap in place. Fig 6.5.2 shows the groin strap fitted to a pelvic belt.



Fig 6.5.2

6.6: Pommel

To fit a pommel, slide the vertical stem of the pommel into the slot, with the body of the pommel sitting over the seat.

Screw the wing nut into the centre hole of the mounting bracket and tighten to secure the pommel.

Adjust the height of the pommel as required to clear any seat pads and the cover.

To change the height, loosen the wing nut, adjust to the required position, and then retighten.

Note, if the Snappi pushchair was not originally supplied with a pommel, you will need to order and fit a pommel mounting bracket kit (SN9654) before the pommel can be fitted, see instructions below.



Fig 6.6.1

IMPORTANT: The pommel must not to be used to prevent the occupant sliding forward.

To fit a pommel mounting bracket:



If the Snappi does not have a pommel mounting bracket fitted, you will need part code SN9654 (pommel mounting bracket plus fixings). Fig 6.6.2 shows the pommel and mounting bracket kit.

Fig 6.6.2

To fit the pommel mounting bracket, position the mounting bracket on the front of the seat and put the M6 x 16 socket buttons (screws) through the 2 holes in the mounting bracket and through the 2 holes in the seat (as shown in fig 6.6.3). Put a washer and a dome nut on the end of each socket button and tighten.



Fig 6.6.3

6.7: Seat Pad

Different shape seat pads are available. Fitting is the same regardless of seat pad shape. The seat pad is supplied to fit the maximum seat depth and width. Depending on the occupant's specific requirements, the seat settings will likely be set differently to this. If the seat is set narrower or shallower than the pad, simply cut the pad down to the required size using a sharp Stanley knife or hack saw blade. Please note when reducing the width, cut equal amounts from both sides of the pad so the pommel cut out remains central.



Once the pad is cut to the required size, lift up the seat cover and stick the soft loop tape to the seat in the position you require (as shown in fig 6.7.1). Then slide the seat pad under the seat cover and fasten the hook and loop tape together. With the pad secure replace the seat cover. Do not remove the hip guide or seat covers as attempting to fit the covers with the seat pad in place may result in damage to the covers.

Fig 6.7.1

6.8: Ankle Cuffs



Fig 6.8.1

To adjust the height of the ankle cuffs, pull or release material through the tri glides on the side straps (see arrow, fig 6.8.2, right).



Fig 6.8.2

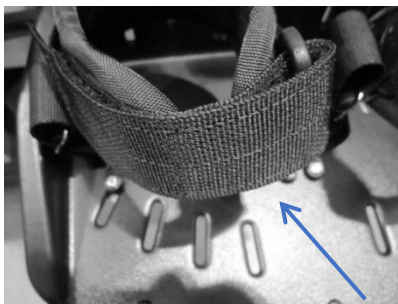


Fig 6.8.3

To adjust the tension around the ankle, or to release the ankle cuffs, adjust the Hook & loop strap around the front (see arrow, Fig 6.8.3, left).

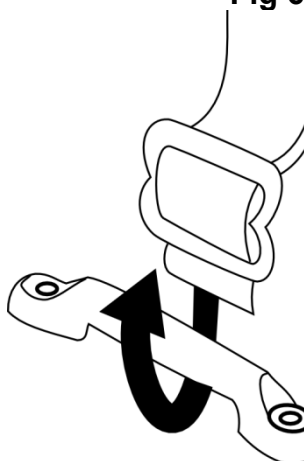


Fig 6.8.4

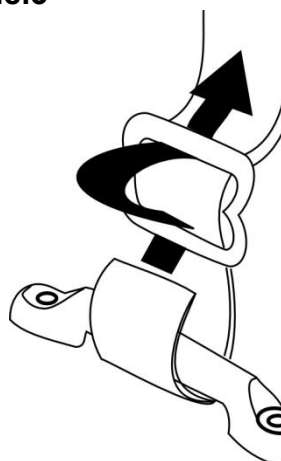


Fig 6.8.5

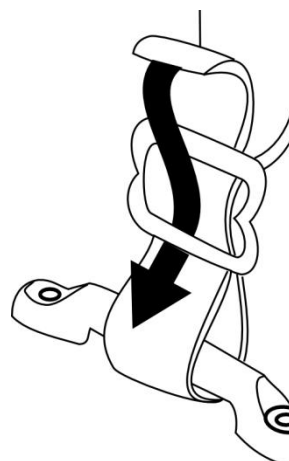


Fig 6.8.6

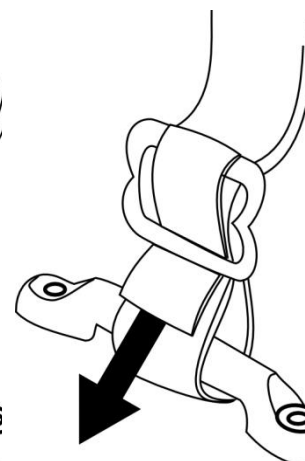


Fig 6.8.7

To fit or remove the ankle cuffs from the foot plate (e.g. for washing) thread the strap through the mounting bracket as shown in figures 6.8.4 to 6.8.7 above.

Note: The above instructions are for guidance only as other styles of ankle cuffs may be fitted.

Important:

- The ankle cuffs are intended for positioning only and are not to be used as a restraint for transportation.
- Do not over tighten the ankle cuffs. Always ensure the occupant is comfortable.
- Ensure the ankle cuffs are unfastened before removing the occupant from the seat.

Note: If ankle cuffs are supplied after purchase of your pushchair, please follow the manufacturer's fitting instructions. It may be necessary to change the fixings depending on the size of footplate and type of ankle cuffs provided. All required fixings will be included. **Fitting of the ankle cuffs should only be done by a wheelchair services/approved repaired.**

6.9: Toe and Heel Straps



Fig 6.9.1

Left: An unfitted toe / heel strap. Toe / heel straps are the same item. What makes them toe or heel is the position they are fitted in. You can fit both toe and heel straps or just toe or heel straps.

To fit toe straps:

With the 'cam lock' to the top of the foot plate, feed the strap through the furthest slot in the foot tray.



Fig 6.9.2



Fig 6.9.3

Loop the strap under the plate and bring back through the inner slot as shown.

Open the cam buckle, and feed the end of the strap through the buckle. Close the buckle to lock the strap.



Fig 6.9.4



Fig 6.9.5

To Fit Heel Straps:

With the cam buckle to the inside of the plate, feed the free end of the strap through the outer slot in the back of the foot tray.

Take the strap behind the plate and back through the inner slot in the foot tray as shown.



Fig 6.9.6



Fig 6.9.7

Open the cam buckle, and thread the strap through. Close the buckle to lock the strap.

Fig 6.9.8, right: The heel strap locked.



Fig 6.9.8

Important:

- The toe straps/heel straps are intended for positioning only and are not to be used as a restraint for transportation.
- Do not over tighten the toe straps/heel straps. Always ensure the occupant is comfortable.
- Ensure the ankle cuffs are unfastened before removing the occupant from the seat

6.10 Frame Padding



To fit the frame padding, simply wrap the pad around the section of chassis you would like to cover, and clip the poppers together and (as shown in fig 6.10.1).

Note: If you are fitting a rain cover as well as the frame padding, it is important that you fit the rain cover to the pushchair first and then fit the frame padding.

Fig 6.10.1

7 Equipment / Carrying Accessories

7.1 Shopping Basket



To fit your Cloud shopping basket, clip each of the 4 hooks on the basket to the 4 D-rings on the chassis. To secure each hook, press the straight part of the hook and clip it over the D-ring (see Fig 5.1.1).

Note: to ensure the shopping basket is fitted the right way around, please note the shallow end of the shopping basket goes at the front (see Fig 5.1.2 below).

Fig 5.1.1

To remove the shopping basket, undo each of the 4 hooks. To undo each hook, press in the straight part of the hook and lift away from the D-ring – repeat for each of the 4 hooks.



Fig 5.1.2

Important:

- Always check that the shopping basket is securely fitted before use.
- The maximum carrying load for the shopping basket is 10kg.
- Always ensure that the total load of the occupant and accessories does not exceed the maximum carry limit stated for the pushchair (see section 1 of this manual).
- The shopping basket may remain fitted when folding the wheelbase.
- All contents must be removed from the shopping basket before folding the pushchair.
- The contents of the shopping basket must be removed when using the pushchair as a seat in a motor vehicle.

7.2 Equipment Carrying Tray

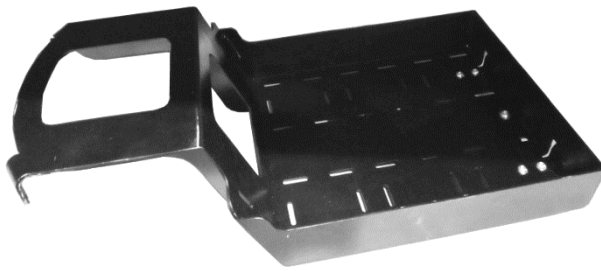


Fig 7.2.1

To fit the equipment carrying tray:

The equipment carrying tray has hooks at each end and a turn catch at the rear to secure it into the chassis. A cam buckle strap is also supplied to offer additional securing.

Feed the equipment tray under the pushchair from the rear of the frame.



Fig 7.2.2



Fig 7.2.3

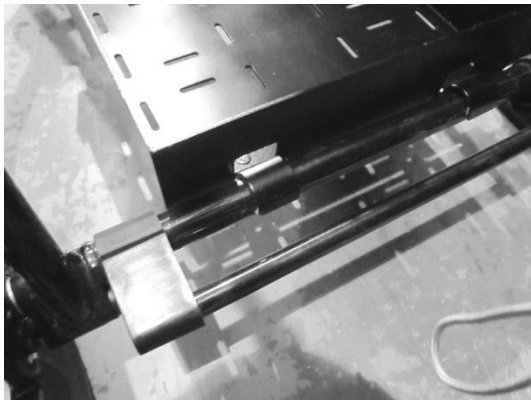
Locate the front hooks over the front crossbar as shown (see Fig 7.2.3, left).

The equipment carry tray comes supplied with a cam buckle strap. This is an optional additional securing method, which can be fitted when needed (for example if you are using the pushchair over uneven surfaces).

To fit the strap, open the cam buckle and feed the webbing through the front of the tray and around the front crossbar and then back through the cam buckle as shown (see Fig 7.2.4, right).



Fig 7.2.4



Locate the rear hooks onto the rear crossbar as shown (see Fig 7.2.5, left).

Fig 7.2.5

The rear hooks are adjustable to ensure a good fit onto the chassis. If the equipment carry tray was purchased separately from the chassis these may need adjusting.

To adjust the rear hooks, loosen the two M6 nylock dome nuts using a 10mm spanner and 4mm allen key as shown in Fig 7.2.6 (right), then slide the hook to the desired position and re-tighten the nuts.

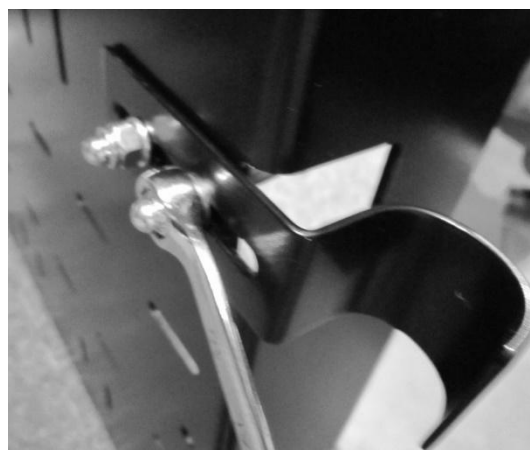
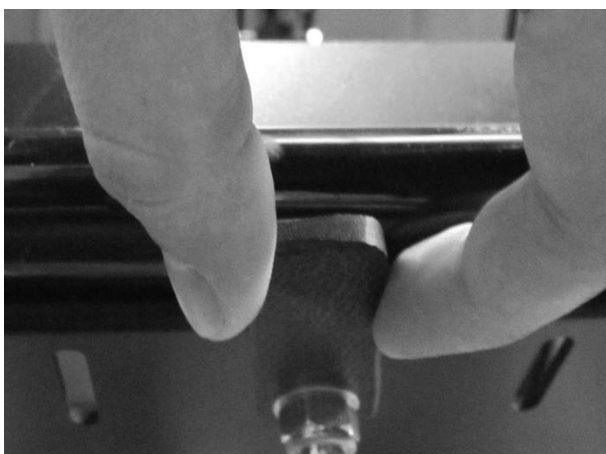


Fig 7.2.6



Once the rear hooks are located onto the rear crossbar of the chassis (and adjusted if necessary), lock the tray in place using the turn catch, which is located underneath the tray, midway between the two rear hooks.

To lock the catch, rotate it 90 degrees so it sits under the rear crossbar as shown (see Fig 7.2.7, left).

To remove the tray, unlock the turn catch, (undo the strap if fitted) and then lift the

tray up and out of the chassis from the rear of the frame.

Fig 7.2.7

Important:

- Always ensure the equipment carrying tray is securely fitted before use.
- The maximum carrying load for the equipment carrying tray is 25kg.
- Always ensure that the total load of the occupant and accessories does not exceed the maximum carry limit stated for the pushchair (see section 2 of this manual).
- The equipment carrying tray must be removed before folding the chassis.

- The equipment carrying tray must be removed when using the pushchair as a seat in a motor vehicle.

7.3 Vertical Cylinder Carrier



Fig 7.3.1

A vertical cylinder carrier (as pictured in Fig 7.3.1 left) is available as an option and designed for use with maximum cylinder size of BOC CD or equivalent. This should be provided factory fitted to the pushchair if ordered at the same time as the chair. If the carrier is ordered after the pushchair has been supplied, instructions are available in the workshop manual for how to fit the carrier.

Note that fitting the carrier must only be attempted by an approved engineer, if in doubt please contact Tendercare Ltd for further advice.

To fit a cylinder to the carrier, first open the cam buckles on the straps as shown in fig 7.3.2.

Loosen the strap, then slot the cylinder into the carrier.



Fig 7.3.2



With the cylinder in place, pull on the end of the strap to tighten, and then close the cam lock to secure it in place as shown in fig 7.3.3.

To remove a cylinder, loosen the straps and lift it out.

Fig 7.

Notes:

- Always ensure the cylinder is securely strapped into the carrier before using the pushchair.

- The maximum carrying load for the vertical cylinder carrier is 5kg.
- Depending on the size of bottle used, it could adversely affect the stability of the pushchair. If this is a concern, a risk assessment must be carried out and, if necessary, stability tests performed on the loaded assembly.
- Always ensure that the total load of the occupant and accessories does not exceed the maximum carry limit stated for the pushchair (see section 2 of this manual).
- The content of the vertical cylinder carrier must be removed before transporting the pushchair in an adapted vehicle.
- If you are carrying oxygen, you must use the vertical o2 cylinder carrier.

7.4 Hook and Bracket



A hook and bracket are available for the Cloud chassis. These can either be fitted at the point of manufacture by Tendercare Ltd or retrofitted by an approved technician. The hook and bracket can be fitted either to one side or both sides of the chassis. Whilst we don't recommend ever hanging anything off the chassis, if a client has more medical equipment than can fit in the equipment tray/vertical cylinder, the hook and bracket can be used to hang extra equipment off the chassis. However, please note the equipment tray and the vertical cylinder are still the recommended means of carrying equipment and must first be used for this purpose before using the hook and bracket.

Before using the hook and bracket, a risk assessment must be undertaken by the prescribing clinician to determine the suitability and safety of using the hook and bracket. In addition, the clinician must undertake a stability test to ensure the stability of the buggy has not been compromised.

It is important for you to also regularly assess the suitability and safety of using the hook and bracket looking for such things as if the pushchair user can reach the equipment – does this pose a danger to themselves and/or others? Is the pushchair pushing evenly? Has the equipment started moving around or is it securely fastened? Please note, this is not an exhaustive list but some examples of things to look for. If the hook and bracket fail this assessment, you must immediately stop using and contact either your Wheelchair Service (or equivalent) or Tendercare Ltd immediately for further advice.

Important:

- Care must be taken to ensure that any equipment hung off the bracket is securely fastened.
- The maximum carrying limit for each hook and bracket is 4kg. You must ensure that the maximum weight capacity for the pushchair/chassis is not exceeded, by referring to the weight limits in this manual.
- When a hook and bracket is fitted to a chair, we do not recommend ever leaving the occupant unattended.

8 Lifestyle Accessories

8.1 Sunhood and Rainshield

Please note: The sun hood does not provide UV protection and is designed to provide shade from the sun only.

How to change the position of the sunhood receiver brackets



We typically send out Cloud seats with the sunhood receiver brackets fitted to the bottom set of holes (as pictured in fig 8.1a). However, as the child grows, you may wish to fit the receiver brackets in the higher holes so the sunhood sits higher up. If the child is already quite tall in their back height, you may need to move the brackets to a taller position straightaway.

Fig 8.1.a

To change the bracket position, you need a 3mm allen key and 8mm spanner. Undo the 2 bolts on the receiver bracket (as shown in fig 8.1b), move the bracket to a higher position, refit and tighten the bolts.

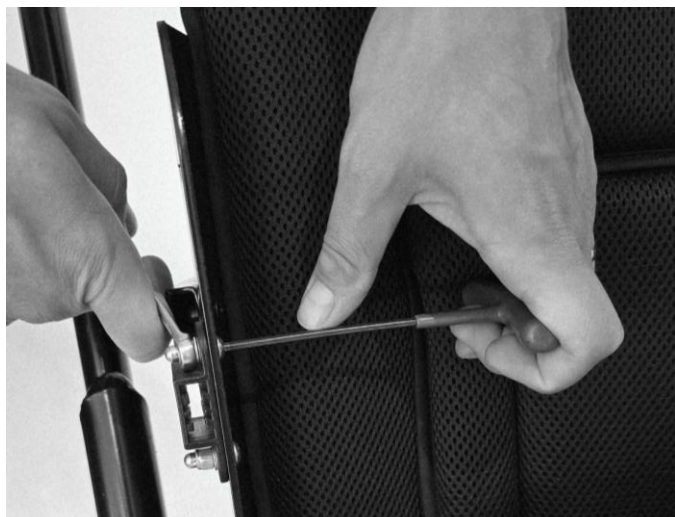


Fig 8.1b

How to fit and remove the sunhood:



Fig 8.1.c

The sunhood will arrive flat packed. You first need to expand the hood by loosening the 2 lobe knobs on either side of the hood. Do not over loosen as parts will fall off. You must expand the hood fully and retighten both sunhood lobe knobs before fitting the sunhood to the buggy. Next undo the two zips on each side wing cover.

Place the sunhood into the receiver brackets on the buggy, loosen the sunhood lobe knobs taking care not to over loosen as doing so may cause parts to fall off, move the hood to the angle you desire and retighten the lobe knobs. When using tilt in space, you may wish to change the angle of the sunhood to ensure continual shading of the occupant.

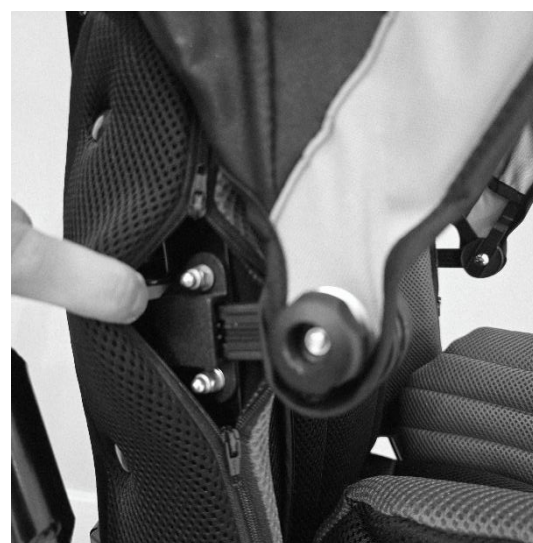


Fig 8.1.d



The sunhood fitted on the Cloud pushchair.

Fig 8.1.e

To remove the sunhood, press in the sunhood clip (as shown in Fig 8.1.f, right) and gently lift the sunhood arm out of the bracket. Repeat for the other side

Important: the sunhood must be removed before folding the pushchair.

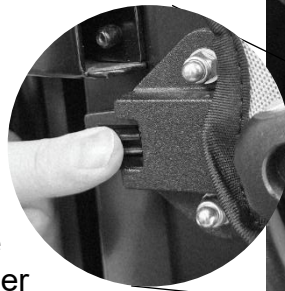


Fig
8.1.f

How to fit the rainshield



Once you have fitted the sunhood, following the above steps, you may choose to fit the rainshield. Please note, the rainshield is supplied separately. To fit the rainshield, unfold the rainshield (it will be supplied folded in packaging), drape over the sunhood (with the window at the front) and secure the elastic around the footrest as shown in the fig 8.1.g, left.

Fig 8.1.g

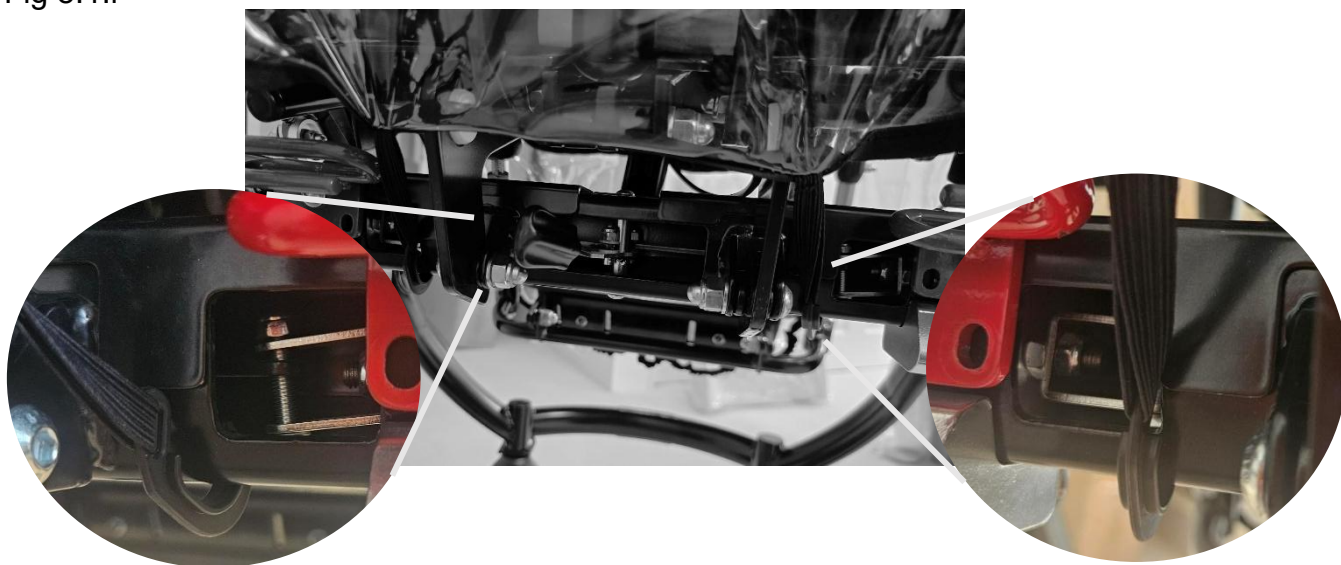
Secure the 4 hooks on the rainshield to the pushchair. The 2 x hooks at the front secure to the footrest poles, as pictured in Fig 8.1.h, right.



Fig 8.1.h

The 2 hooks on the back of the rainshield secure to the back of the seat. Fig 8.1.i below shows the position of the rear hooks from afar and up close.

Fig 8.1.i



Important Points When Using The Sunhood & Rainshield

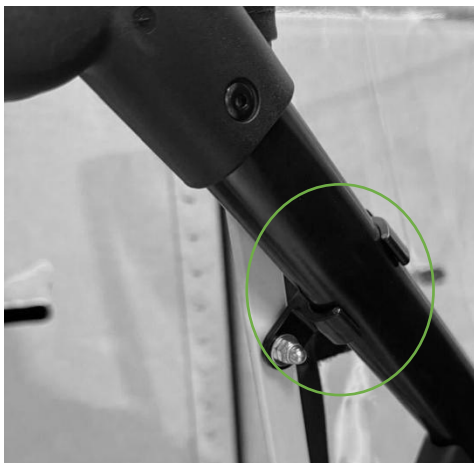
- In warm conditions (e.g. inside building, warm days etc.), ensure you undo the hook & loop flap at the front of the rain shield and fold it back to prevent the occupant of the pushchair from overheating. On some occasions undoing the flap may not be sufficient to keep the occupant cool, as such you may need to completely remove the rainshield.
- We do not recommend ever leaving the child unattended when using the pushchair. Additional care should be taken when using the sunhood and transparent rainshield, to ensure neither the sunhood nor rainshield are too close to the child's face.
- Using the sunhood to protect a child from sunlight is not a substitute to using sun cream/sun protection.
- Always ensure both the sun hood and rainshield are dry before folding for storage. Do not put either of these items near a heat source as this will damage the material. In addition, please make sure you do not store the rainshield in direct sunlight as the heat may melt the adhesive. Both items can be wiped clean using a damp cloth.
- The sunhood and rainshield must be removed when folding the pushchair.
- The sunhood and rain shield must be removed when using the pushchair in a wheelchair adapted vehicle. Full transport instructions can be found in your Snappi User Manual.
- Although the sunhood is made of showerproof black fabric, it is still necessary to use the transparent rainshield to protect the occupant from the rain.

- If you remove the screws from the hood for any reason, please ensure that you screw them back on to the hood through the hole in the fabric. Do not try to stretch the hole over the screw as you may damage the material.
- Always check that the thumb screws are tight to prevent them from falling off.
- Always ensure occupant's hand/fingers are away from the hood when fitting/adjusting.
- The sun hood does not provide UV protection and is designed to provide shade from the sun only.

8.2: All-in-One Rain Cover – not suitable for rearward facing Clouds

This is the recommended rain cover if you need to use back recline and a rain cover at the same time. Please note this raincover is only compatible when your pushchair is forward facing. If you would like to use the raincover and your pushchair is typically in rearward facing, you will need to change to forward facing (as shown in section 4.2) prior to fitting.

To fit the rain cover:



Attach the 2 x upper push-on clips to the outside of the chassis beneath the push handles in the position shown in fig 8.2.1, left.

Fig 8.2.1

Attach the 2 x lower push-on clips to the outside of the chassis (adjacent to the rear transit bracket) as shown in fig 8.2.2.



Fig 8.2.2



Feed the open flap of material around the rear frame inside the push handles. Then open the cover down and over the pushchair so it is in the same position as shown in fig 8.2.3, left.

Fig 8.2.3

Secure the bottom of the rainhood by fixing the 2 elastic 'C' clips to front 2 x transit brackets as shown in fig 8.2.4. Finally, join the rear flap of material to the sides of the rain cover with the Hook & loop tabs.



Fig 8.2.4

To fold the cover back when not needed, simply unhook the 2 elastic 'C' clips and fold back. The cover can be secured in the open position by attaching the C clips to the upper frame.

Important:

- The cover is for outdoor use only.
- The cover must be folded back if the child remains in the pushchair when taken indoors. Otherwise the child may overheat. The cover must also be folded back in warm sunny weather.
- Ensure your child's fingers are clear of the frame when folding the rain cover back, as the scissor action of the cover frame can trap small fingers.
- The rain cover must be completely removed before folding the wheelbase.
- The rain cover must be removed when using the pushchair as a seat in a motor vehicle.
- If you are fitting a rain cover as well as the frame padding, it is important that you fit the rain cover to the pushchair first and then fit the frame padding round it. Finally join the rear flap of material to the sides of the rain cover with the Hook & loop tabs.

8.3: Playtray



Both a clear and a black playtray are available for the Cloud pushchair. The instructions are the same for both colours.

Please note, the playtray can only be used when the seat is world / forward facing. If you are unsure how to change the orientation of your Cloud seat, kindly refer to section 4.2 of this user manual.

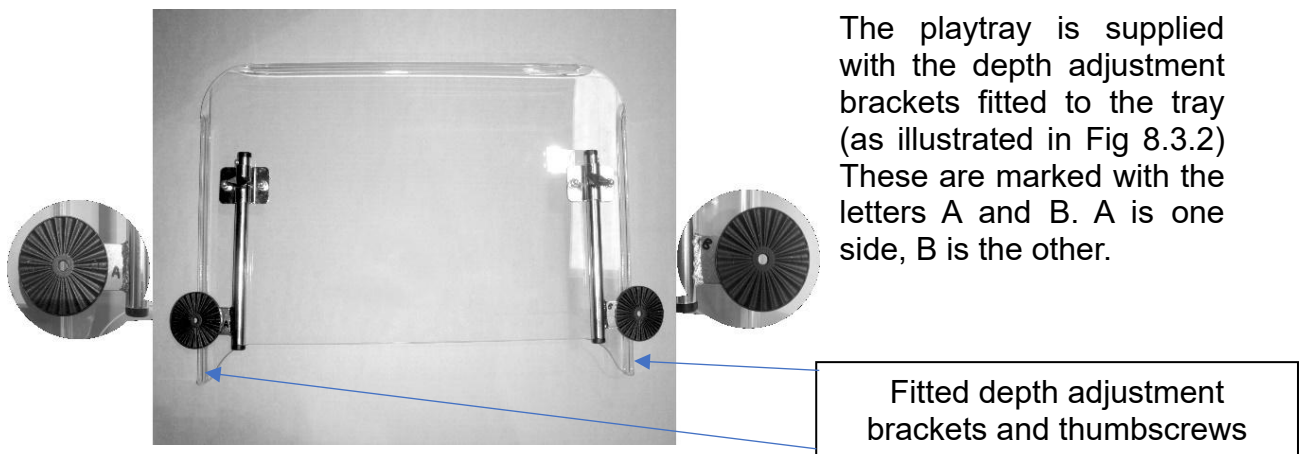
The Cloud playtray (pictured left) offers height, depth and angle adjustment.

The playtray comes supplied with the following:

- 2 angle adjustable vertical stems

(marked A and B) in the bag.

- 2 depth adjustment brackets and thumbscrews (fitted to the tray, also marked A and B).
- 2 index clamping levers for the seat receiver brackets in the bag.

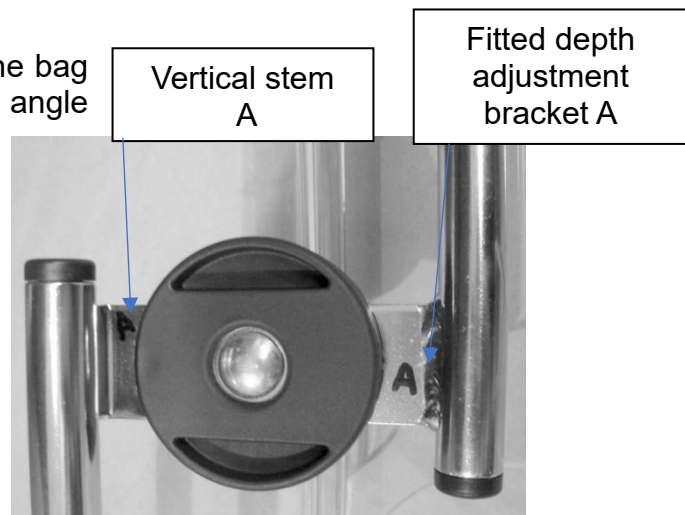


The playtray is supplied with the depth adjustment brackets fitted to the tray (as illustrated in Fig 8.3.2) These are marked with the letters A and B. A is one side, B is the other.

Fig 8.3.2

The angle adjustable vertical stems will be in the bag and need to be fitted. When attaching the angle adjustable vertical stems to the depth adjustment brackets, most people should attach vertical stem A to depth adjustment bracket A (as illustrated in Fig 8.3.3) and then B to B.

However, if you require more outward adjustment (i.e. for the playtray to be further away from the occupant's torso), instead of attaching A to A and B to B, you can attach



vertical stem A to depth adjustment bracket B and then vertical stem B to depth adjustment bracket A.

Fig 8.3.3



To fit the playtray to the seat, locate the 2 vertical stems on the bottom of the tray into the 2 receivers on the seat unit. Note there may be a small plastic cap in the top of the receiver. If this is the case, remove the cap using a small flat bladed screwdriver before fitting the playtray.

Screw the 2 playtray handles supplied with the tray into the welded nut on the receivers as shown (see Fig 8.3.4). Position the tray to the required height, and then secure it in place by tightening the index clamping levers.

Fig 8.3.4

To adjust the angle of the playtray, loosen the 2 angle adjusters (see Fig 8.3.5).

Once loose, adjust the angle as required and retighten.

N.B. the angle adjusters are toothed, and may require some force to move. The angle adjusters move in 5-degree increments.



Fig 8.3.5



To adjust the depth of the playtray, loosen the 2 thumbscrews under the base of the tray (See Fig 8.3.6).

Slide the tray in or out to the required depth, and then retighten the screws.

Fig 8.3.6

Notes:

- We recommend that the playtray is removed before making any adjustments to the seat or seat tilt, and is then refitted and adjusted accordingly once the seat is in the desired position. When adjusting the Tilt in Space facility, the angle of the playtray must be adjusted to the new horizontal position (see above instructions for how to adjust the angle of the tray).
- All items must be removed from the playtray before making any adjustment to the tray or seat to avoid the risk of causing accidental harm to the occupant.
- The playtray must be removed before folding the pushchair.
- The playtray must be removed when transporting the chair in specially adapted vehicles.
- The playtray cannot be used at the same time as the rain cover.
- Never leave your child unattended with the play tray fitted, especially when items are positioned on the tray.
- Extra care must be taken when placing food or drink on the tray.
- Maximum carrying capacity of the play tray is 5kg.

8.4: Grip Rail

Please note, the grip rail can only be used when the seat is world / forward facing. If you are unsure how to change the orientation of your Cloud seat, kindly refer to section 4.2 of this user manual.

The grip rail is provided with two index clamping levers for fitting to the pushchair (see Fig 8.4.1).

Important: The grip rail is not designed as a safety barrier. Suitable harnessing must always be used.



Fig 8.4.1



To fit the grip rail, place the vertical tubes into the receivers on either side of the seat unit (See Fig 8.4.2). Note there may be a small plastic cap in the top of the receiver. If this is the case, remove the cap using a small flat bladed screwdriver before fitting the grip rail. Once you have the vertical tubes in place, put the thumb screw in the hole on the back of the receiver and tighten until the tube is being held securely – do not over-tighten.

Fig 8.4.2

Fig 8.4.3 shows the grip rail fitted to the Cloud pushchair in an upright position. However, the grip rail can be angled to enable different sizes of pushchair user to be able to reach the grip rail.



Fig 8.4.3

8.5 Footmuff / Cosy Toes

The footmuff comes supplied with button-hole slots to allow harnessing to pass through the cover (as shown in fig 8.5.1). These slots are not pre-cut to allow for different harnessing combinations / styles.

Prior to using the footmuff, depending on the occupant's harnessing configuration, you may need to cut the slots. The upper two slots are used for 2 and 4-point pelvic belts. The lower middle slot is used for the groin strap.



Fig 8.5.1

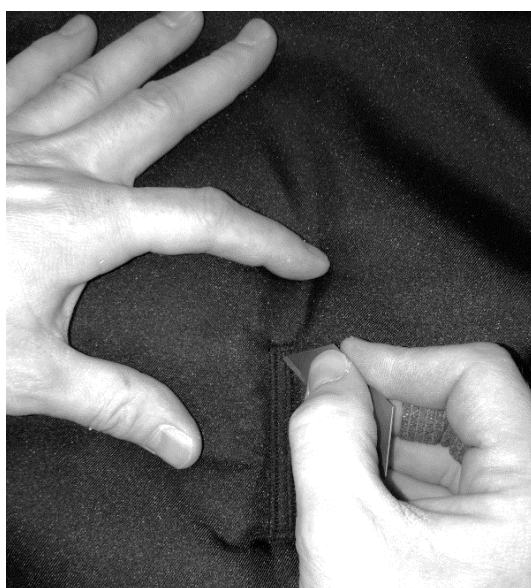


Fig 8.5.2

First open out the foot muff by undoing the zips down each side, then place it down onto a flat surface as shown. Identify the slots that you need for your harnessing and carefully cut open the slot using a sharp Stanley knife by cutting the material in-between the two lines of stitching as shown (see Fig 8.5.2).

Note: only cut the amount of material you need for your harness straps, you do not need to cut the entire length of the slot.

Important: take care only to cut the material in the middle of the slot. Do not cut any material outside this area. Any damage caused to the footmuff during cutting will not be covered by the warranty.

Fig 8.5.2

To fit the footmuff, place onto the seat as shown in fig 8.5.3.



Fig 8.5.3



Fig 8.5.4

Tuck the flap of material through the gap between the backrest and seat pad as shown in fig 8.5.4, then tuck the excess material up behind the backrest tubes and seat back.

Secure the footmuff to the backrest tubes using the ties located in the corners of the foot muff (see fig 8.4.5).





Fig 8.5.5

Secure the front of the footmuff to the footrest tubes using the ties as shown in fig 8.5.6.

Fig 8.5.6

The footmuff includes a growth flap to extend the footmuff when needed.

To extend the flap, undo the two toggles on the front of the foot muff as shown in fig 8.5.7.



Fig 8.5.7

Notes:

- The footmuff can be used in conjunction with the sunhood and transparent rain shield.
- Take care to check your child's temperature when using the footmuff to make sure they do not overheat.
- Never leave your child unattended.
- To reduce the risk of your child slipping when the footmuff is fitted, we recommend you minimise the use of the back recline angle and maximise the use of the tilt in space facility.
- For safety all supplied harnessing should be correctly re-fitted and re-tightened when using the footmuff.

9: Attendant Pushing

9.1 Pushing

1. The pushchair is easy to push on hard, even surfaces but may be more difficult over rough, uneven surfaces as the wheels could sink into soft ground. Never force the pushchair if it becomes stuck; this may cause the rear wheels to lift and the wheelbase to be tipped forwards. If the wheelbase gets jammed on a stone or cracked pavement, tip it backwards to raise the front wheel over the obstacle and then proceed. On soft ground, it may be easier to pull the pushchair backwards.

2. The pushchair has swivelling front castor wheels and can be easily manoeuvred simply by turning the pushchair in the desired direction.
3. Whenever possible avoid steep and uneven surfaces as there is a potential danger that the pushchair may tip over. If you cannot avoid difficult surfaces you must take extra care when travelling across them.
4. Do not use the pushchair on sandy surfaces.
5. Always use two hands for pushing the pushchair.
6. For the comfort of the occupant, avoid pushing too fast or making sudden fast turns, jerking, jolting and bumping. Occupants are likely to be affected by rough handling as it could cause them unnecessary loss of confidence, discomfort or pain.
7. Avoid kerbs and, where possible, use ramped kerbs or slopes as this will make pushing the pushchair easier, safer and more comfortable for the occupant.
8. Avoid steep kerbs and flights of steps as you may either lose your grip on the wheelbase or the occupant could tip out. Always use a ramp or lift if available. Do not push the chair down flights of stairs as this puts strain on the pushchair and puts the occupant at risk.
9. To tip the pushchair back, when climbing kerbs, stand behind the pushchair and hold the push handle with both hands, then press the buggy down and pull backwards. The front of the pushchair will lift. Take great care when doing this to avoid the combined weight of the pushchair and occupant overcoming your strength and tipping back onto you. Never try to tip the pushchair if the occupant is much heavier than you are.
10. Always look well ahead so that you have plenty of time to assess and avoid hazards.
11. Be considerate to other people and watch out for pedestrians who may stop or suddenly change direction.
12. It is the responsibility of the person pushing the pushchair to be always aware of their surroundings and to be aware of any potential hazards and dangers

Important:

- ❖ *At the start of every journey make sure the interface is correctly fitted into the frame and that the interface clips are fully closed. Please refer to section 4.4 for more information about working with the interface.*
- ❖ *Do not allow children to play with the gas spring release lever.*

9.2 Brakes

Always put the brakes on when placing the child in or taking them out of the seat.

Do not leave the pushchair on a slope, even with the brake on. Always ensure that the pushchair is on level ground to prevent risk of injury to the occupant and help prevent tipping.

9.3 Comfort

1. Always be considerate to the occupant.
2. Before setting out on a journey, make sure the occupant is both comfortable, correctly seated and that any safety harness is correctly fitted and adjusted. Always ensure that both of their feet are supported and that all clothing is tucked in and cannot catch on doorways or other obstructions.
3. Remember the occupant is in front of you. They will want to be part of conversations happening behind them. Also remember that their view may be different to yours when it comes to looking into shop windows, etc. It can be extremely frustrating to hear something exciting being discussed when it is situated somewhere beyond your vision.
4. Ensure the occupant is positioned correctly in the seat and assess their posture. If their posture appears uncomfortable consider factors such as whether the pushchair is set to the correct size (see section 5 for more information on how to adjust the seat), if they are slumped consider if the harnessing is sufficiently secure etc. If you are unsure, kindly contact either your occupational therapist or Tendercare Ltd for further advice.

9.4 Lifting and General Safety

1. The pushchair is designed to carry one person. Never allow children to play on or stand on the footrest or frame. Never hang anything on the pushchair unless using the specifically designed hook and bracket as manufactured by Tendercare. If you do, there is a danger of both the pushchair tipping backwards and damage to the pushchair itself.
2. If it is necessary to lift the pushchair whilst it is occupied, always use two people (one at the front the other at the back) to avoid damage to yourself, the occupant and the pushchair.
3. For your own safety and good practice, never lift the empty pushchair until it has been properly folded. Always use proper lifting practice.
4. Do not allow children to play with the pushchair.
5. Never leave the child/occupant unattended, even with harness fitted.
6. Keep children clear of the pushchair during opening and folding.

10: Cleaning

10.1 Buggy and Seat Unit

1. To clean the buggy or seat unit, wipe with a damp cloth and dry thoroughly.
2. For more stubborn stains wipe with a damp cloth and warm water in which a little mild soap has been dissolved. Dry thoroughly.
3. Never use furniture polish or any spirit to clean the frame.

10.2 Seat Cover

1. Remove the cover from the seat as detailed in section 5.2. To wash, use a 30°C Synthetic Wash cycle.
2. Dry the cover thoroughly before re-assembly. Do not tumble dry or dry clean.

10.3 Pelvic strap, Headrest & Harnessing

1. Remove the pelvic strap or harness from the seat.
2. Wipe with a damp cloth and dry very thoroughly. Do not tumble dry.
3. Do not immerse in water or wash in a machine.

11: Maintenance

Should a problem be found when carrying out the regular checks, it should be immediately reported to the authorised distributor or Tendercare Ltd.

11.1 Routine maintenance

Below are a series of simple checks which should be regularly carried out as part of routine maintenance of the pushchair. These regular checks are designed to be undertaken by a parent/carer. Frequency of maintenance should be increased for heavier users. If you discover a fault or any signs of damage, immediately stop using the pushchair and contact either Tendercare Limited or your authorised distributor/approved repairer for further instruction. Do not attempt to correct any issues yourselves without further instruction from either Tendercare Ltd or your authorised distributor /approved repairer.

If you discover damage or a fault which is not listed below, stop using the pushchair and immediately contact either your authorised distributor /approved repairer. or Tendercare Ltd. Similarly, if you have any queries or concerns, please contact either your authorised distributor /approved repairer. or Tendercare Ltd.

The user's family can easily carry out the following tasks:

1. Carry out a visual assessment of the buggy (each time you use the pushchair), to ensure that nothing appears missing, broken or loose.
2. Check the seat fits securely into the frame and can be locked into place (each time you use the pushchair).
3. Ensure the seat safety catch engages and has locked the seat into the chassis.
4. Check that the two M8 x 16 footrest bolts are in place and are tight by using the Allen key (daily). The supplied 5mm Allen key is required to tighten the footrest.
5. Check all nuts, bolts, and hand wheels are tight (daily).
6. Check operation of the brake, folding and reclining mechanisms (each time you use the pushchair).
7. Examine upholstery and postural accessories including harnessing for wear and arrange for replacement if necessary. (weekly).
8. Clean frame/covers when necessary (we suggest at least once a week).
9. If your pushchair is fitted with pneumatic tyres, regularly check the condition of the tyre. Ensure tyres are inflated to 36 psi (if too low use a suitable hand or foot pump, do not use an air-line or mechanical inflator, and do not over inflate the tyre). In the event of a puncture, you will need to purchase a set of tyre levers and a puncture repair kit from a reputable bicycle shop. Always follow the instructions given in the puncture repair kit.
10. Always wipe the wheelbase and seat frame dry. Never put them away damp.

11.2 Annual maintenance

On an annual basis, please ensure the below checks are carried out by either a competent tradesman or approved repairer. Frequency of maintenance should be increased for heavier users. If you discover a fault or any signs of damage, immediately stop using the pushchair and contact the appropriate authority for further instruction and inspection. This may be the approved repairer, the authorised distributor (e.g. a wheelchair service) or Tendercare Ltd.

If you discover either damage or a fault which is not listed below, stop using the pushchair and immediately contact the appropriate authority. Similarly, if you have any queries or concerns, please contact the appropriate authority. If you are unsure who to contact, contact Tendercare Ltd directly.

1. Fold and open the wheelbase. Check all movements through the folding range are free, easy and unobstructed. Examine the seat/frame for any damage.
2. Check the operation of both the wheelbase tilt in space mechanism and the seat back recline. Check the gas strut and the gas strut release head for any signs of damage. In addition to the six-monthly annual check, as the gas strut release head is an aluminium part, we recommend replacing every three years. However, replacement of this part may need to be sooner than the recommended time period and more frequent for heavier users
3. Examine upholstery and postural accessories including harnessing for wear and damage and arrange for replacement if necessary.
4. Examine nuts, bolts, pivots and frame plugs for tightness and general condition.
5. Examine brake assembly for wear, damage and correct operation.
6. Examine tyres for sharp objects, cuts or splits.
7. Examine castors and wheels bearings for excessive wear. Check the horizontal castor fixing bolt to ensure the castor wheel is not experiencing excessive movement
8. Check castors and rear wheels for free rotation, fit and accumulation of any fluff and grit. Remove any fluff and grit with a dry lint free cloth.
9. Check the seat interface fits securely into the frame and that it is they are not worn or damaged.
10. Check the interface clips to ensure they can rotate freely and that the springs return the clips to the closed position when released.
11. Ensure the seat safety catch engages and locks the seat into the chassis

The above is not an exhaustive list of all checks but designed to be used as a guide.

11.3 Additional / Workshop Maintenance

A more detailed schedule of routine and planned maintenance is given in the appropriate workshop manual. The workshop manual is designed for use by a competent tradesperson or approved repairer. It is recommended either the authorised distributor or their accredited repairer keep comprehensive records detailing all the maintenance and repairs undertaken during the lifetime of the product. In addition, they must ensure all recommended maintenance time schedules are adhered to. Failure to maintain a device may compromise the clinical condition or safety of users and/or their caregivers.

12: Transporting the Pushchair

The seat needs to be removed from the wheelbase in order that it can be folded for transportation in the luggage area of a vehicle.

The pushchair, (in its forward-facing configuration only) has been successfully impact tested against International Standard ISO 7176-19 and may be used as a vehicle seat. If being used with any other seating system, a risk assessment must be performed to ascertain safety, as Tendercare cannot guarantee crash safety with other seating systems.

It is advised that the seat back recline function should be in an upright position for transport.

A dynamic back option (which involves the fitting of a dynamic gas strut) is available for the Cloud pushchair. The dynamic strut is fitted with a restrictor to limit back recline; this should be in place when transporting the dynamic model of Cloud seat.

Tendercare Ltd highly recommends that the transport of children with a body mass of less than 22kg transfer to a Child Restraint System (sometimes referred to as an infant safety seat, a child restraint system, a restraint car seat, or ambiguously as car seats) in compliance with UNECE Regulation 44.04. In order to provide the best possible protection for the child.

If transfer to a Child Restraint System is not possible, due to the needs of the occupant e.g. a need for continual postural support, occupant discomfort, anxiety or a dependency on the medical device, then the decision to carry the occupant in their wheelchair or buggy should involve an individual risk assessment process. This risk assessment process should involve a therapist / competent risk assessor who would be able to support reasons not to transfer the occupant to a Child Restraint System.

In the minimum, the risk assessment must include a proviso to ensure that the 3 point vehicle anchored 3 point vehicle anchored lap and diagonal restraint system fits the occupant/child correctly. If this does not fit correctly then regardless of the outcome of remainder of the risk assessment the occupant must not be transported in their pushchair.

12.1 Preparing The System For Transport

When using the Cloud pushchair in a wheelchair-adapted vehicle, you must follow the steps below.

1. Check that the child is correctly strapped in the seat using the 3 point vehicle anchored lap and diagonal restraint system seat belt, ensuring that the following safety requirements are met. Note: these instructions are for guidance and should only be carried out by someone who is fully trained in the use of wheelchair tie-down and occupant restraint systems.
 - a. The occupant lap belt must be routed low over the pelvis, avoiding contact with the abdomen of the passenger. Lap belt routing should be inside of the occupant side pad on both left and right sides of the pushchair.
 - b. The occupant lap belt must be routed via the red routing brackets on the back of the seat (see Fig 2.1.1 below)



Fig 2.1.1

- c. The lap belt should not be held away from the occupant's body by any part of the pushchair such as side pads or wheels. The belt webbing should not be twisted when in use.

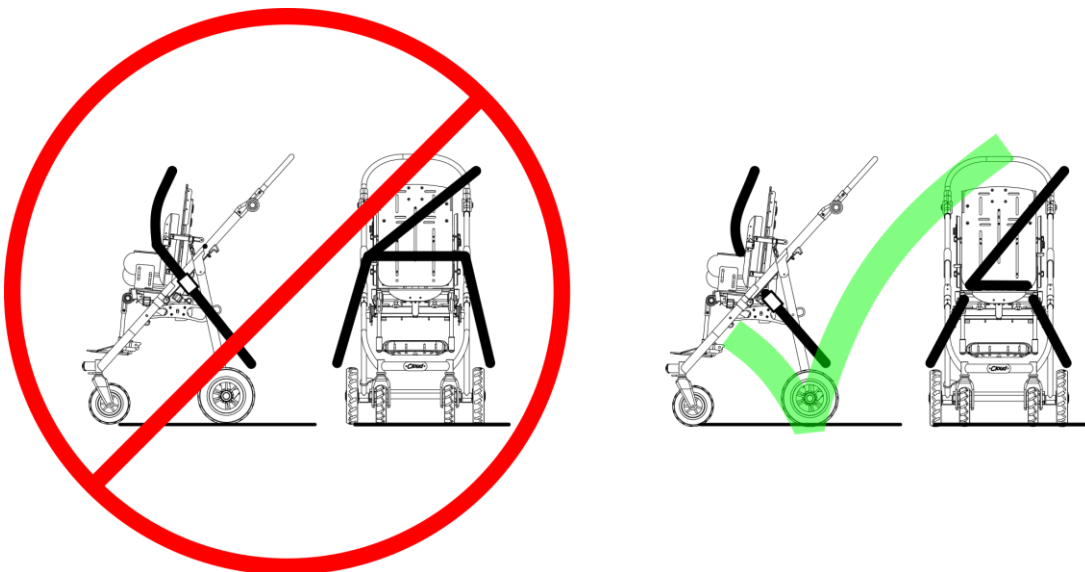


Fig 12.1.2

- d. The angle of the pelvic belt should be within the optimal zone of 30° to 75° to the horizontal, as shown in Fig 12.1.3 below

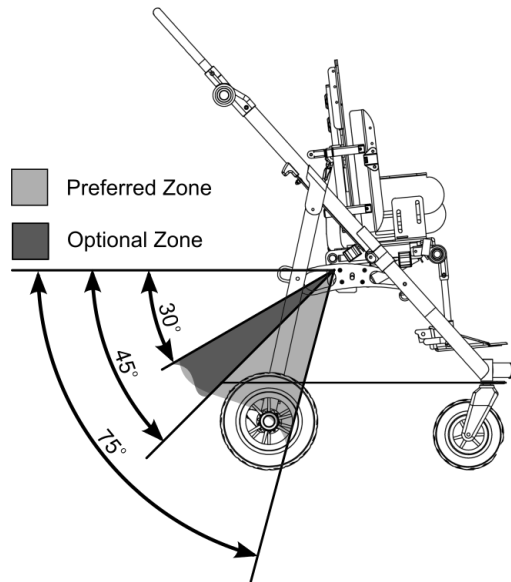


Fig 12.1.3

2. Check the seat is locked into the chassis. Failure to do so could cause the seat to come out of the chassis. See fig 4.1.2 which explains how to lock and unlock the seat into the chassis.
3. Any harness fitted to the pushchair is for postural support only and must not be used as a transport harness. The pelvic strap must be located as low down over the hips as possible: it must not cross the stomach of the passenger.
4. To ensure that the Butterfly (Chest) harness cannot rise up and cause harm to the user, every time the harness is in use, you must ensure that all cam buckles/fixings are properly closed and that the harness is correctly positioned a minimum of 75mm below the user's neckline. Failure to comply with this could result in serious injury.
5. Remove any accessories such as a pommel, equipment carrying tray, playtray, sunhood / raincover and shopping basket.
6. The Cloud pushchair been crash-tested in a vertical position. It must only be transported in this position.
7. The pushchair must only be transported in forward facing position i.e. where the occupant faces the direction of travel. The system is not tested for transport when configured in a rearward facing / parent-facing position.

12.2 Attaching Pushchair To The Wheelchair-Adapted Vehicle

1. The wheelbase must be attached to the vehicle using a 4-point wheelchair restraint that complies with one of the following: ISO 10542 Part 2, SAE2249 or DIN 75078/2. NO other restraint system can be used.
2. Only a trained person should attach the restraints.

3. When fitting the restraints, please refer to the manufacturer's guidelines. Please direct any concerns or queries regarding the restraint system to the original supplier.
4. Position the assembly correctly in the vehicle over the floor track with the front of the wheelbase facing towards the front of the vehicle (*in the direction of travel*). You must put the brake on. The brake is needed to prevent the pushchair moving whilst fitting the restraints. Once the pushchair is correctly attached to the vehicle with a 4 point restraint system it is no longer a requirement for the brakes to remain on.
5. Attach the restraint system to the forward mounting bracket using a standard Karabiner hook (as shown right).



6. Attach the rear restraints to the floor track and hook the two rear tie down brackets on the frame. These are positioned halfway up the rear frame, just above the brake mechanism.

Rear tie down bracket



7. To release the wheelbase follow the above instructions in reverse order.

IN EMERGENCY PRESS THE RELEASE BUCKLES



Fig 12.2.3

Warning:

- ❖ The above only secures the pushchair and not the passenger. It is essential that a separate vehicle harness be fitted providing lap and over the shoulder protection to the passenger as shown in fig 12.2.3.
- ❖ The Cloud pushchair has not been crash tested in its rearward configuration, if it is set rearward facing it must be reconfigured to its forward-facing position before being used for transport.

13: Repairs

1. Repairs: For all repairs contact your authorised distributor.
2. Major repairs: For all major repairs e.g. bent or damaged frame, the equipment should be returned to the factory. Contact Tendercare Ltd customer services on (01903) 726161.
3. An approved agent may carry out the following repairs and replacements. A workshop manual is available to repairers from Tendercare Ltd. Replacement of Wheels, brakes and Gas strut.

Important Points

1. Do not reuse Nylock nuts. Always replace with a new Nylock nut.
2. Always use Loctite thread locking compound Grade 243.
3. Always use recommended components and parts available from Tendercare Ltd.
4. Do not modify or repair the frame.

14: Warranty, Product Life, Service Life & Reuse

14.1 Warranty

1. As the manufacturer, Tendercare will repair or replace, free of charge, any parts or part found to be faulty due to manufacturing defects. The frame is

warranted for a period of 24 months with all other components, including accessories, warranted for a period of 12 months.

2. Tendercare Limited will not repair or replace free of charge any part or parts found to be defective due to abuse, misuse or lack of correct maintenance.
3. The warranty does not cover accidental damage and does not extend to non-durable parts, which are subject to normal wear and tear and therefore need periodic replacement.
4. Failure to maintain a device in accordance with the instructions may invalidate the device's warranty. It is recommended that comprehensive records are kept detailing all the maintenance and repairs undertaken during the lifetime of the product. Failure to maintain a device may compromise the clinical condition or safety of users and/or their caregivers.
5. The warranty does not cover any damage caused by modifications undertaken by anyone other than Tendercare Ltd.
6. Equipment for warranty claims should be returned in a strong carton that is of sufficient quality to ensure damage to the product does not occur during transit. Tendercare will take no responsibility for any damage incurred due insufficient or incorrect packaging. There may be a charge for collection. Contact Tendercare Customer Service Department on 01903 726161

14.2 Product Lifetime/Period of Use

The Cloud pushchair has a period of use of up to 7 years if used correctly and serviced regularly by a professional as per the information detailed in this user manual.

The Cloud pushchair may be used beyond this point if it is in safe and technically sound condition. Time spent in storage at the manufacturer does not count towards the period of use. The period of use/ product lifetime clock commences from the date of despatch from our premises.

The theoretical period of use does not equate to a guaranteed service life. It depends on the intensity of use of the product. The product must always have undergone an individual assessment by the authorised distributor (or their designated agent/repairer), each time the product is reused. The period of use does not apply to wear parts like padding, covers, tyres, brake pads, etc.

14.3 Service Life

A product's Service Lifetime is the amount of time that the manufacturer determines the product to be "serviceable" and for which it can function safely and effectively. The product's service lifetime clock commences from the date of despatch from our premises.

The Cloud pushchair has a service life of 8 years if the requirements stipulated for the period of use are met. The service life consists of the period of use and the storage times between reuses.

14.4 Reuse

The Cloud pushchair is suitable to be reused. Before being passed on to the next user, the product always must be carefully cleaned and disinfected. The condition must be checked by trained staff for any wear and damage. The Cloud pushchair must always have undergone an individual assessment by the authorised distributor (or their designated agent/repairer), each time it is reused. Any issues must be remedied to ensure the continued safe use of the product. A copy of the Instructions for Use (user manual) is a component of the product and must be passed on to the new user.

15. Storage

The item should be stored in a dry environment to avoid damage to any parts. Please ensure you do not store anything on top of the item as this too could cause damage.

16. Disposal



When a product reaches the end of its lifetime, it should be returned to the authorised distributor for their review and disposal. For products which have been purchased privately, the product should be separated by material type so the parts can be recycled or disposed of properly. If required, please contact Tendercare Ltd for a precise description of each material. Please contact your local authorities to be informed of the options available for recycling in an environmentally friendly way.

17. Product Maintenance Service Record

To ensure continued safety and security and to maximise the service life of the product, it is recommended that all components of the Cloud Pushchair should be thoroughly inspected for wear and stability at the intervals specified within the Maintenance Sections of both the Cloud Pushchair User Manual and the Cloud Pushchair Workshop Manual.

For users subjecting the product to heavier or more frequent use, inspection intervals should be adjusted accordingly.

Any identified defects must be promptly reported to the appropriate authority, and we recommend all repairs should be carried out using genuine original replacement parts, which are available directly from Tendercare Ltd.

Record here the serial numbers presented onto your Cloud:

Chassis	
Seat	

Service Record

DATE	INSPECTED BY (NAME & SIGN)	COMMENTS