



EZ Way, Inc.

"Your Total Patient Lift Solution"

Model EZ4 Series Multi-Purpose Stretcher-Chair Operator's Instructions



OPTIONS

- W - Wide
- T - Tall
- F - Folding Footrest
- B - Battery
- A - AC Power

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IMPORTANT NOTES ABOUT THIS MANUAL

This Operations Manual is designed to assist you with operating your EZ Way Inc. Product. Carefully read this manual before using the equipment or doing service / maintenance on it. If you are unable to understand the WARNINGS and CAUTIONS and instructions, contact EZ Way customer service before attempting to operate or service the equipment. Otherwise, injury or damage may result.

To assure safe operation of this device, it is essential that methods and procedures be established for educating and training staff on the safe and effective operation of this product.

EZ Way Inc. reserves the right to change specifications without notice.

The information contained in this document is subject to change without notice.

Specifications listed are nominal, and operation may vary slightly from unit to unit due to tolerance variations or power supply variations.

Photographs and illustrations contained within this document may not depict exactly the model you have. This document is intended to cover many closely related models.

SPECIAL NOTES - SIGNAL WORDS

Signal words are used in this manual and apply to hazards which could result in injury or property damage. The following is a definition of those signal words as used in this manual:

DANGER

Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

WARNING

Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

CAUTION

Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury. It may also be used to alert against unsafe practices or potential property damage hazards.

NOTICE

Provides important information, makes special instructions clearer, or provides service personnel information to make maintenance easier.

SAFETY PRECAUTIONS

WARNINGS:



CHAIR OPERATION BY QUALIFIED, TRAINED MEDICAL PERSONNEL ONLY

- The chair is intended to be operated only by qualified, trained medical staff. Operation of chair by unauthorized / untrained / lay people must be avoided.



DO NOT SIT ON ENDS OF CHAIR

- Advise patients to NOT sit or stand directly on the ends of the chair when in supine or near level positions. Excessive weight on ends could cause chair to tilt, resulting in possible patient injury.



DO NOT STAND OR SIT ON FOOTREST

- Advise patients to NOT stand on footrest during egress / ingress. Patient weight may cause chair to tip forward. Proper ambulatory transfer is accomplished by lowering side rail and entering from side with chair in its lowest position.



USE CAUTION ON RAMPS

- Control chair when traversing ramps. If a collision occurs, serious injury to patient, bystanders, or medical personnel could result, as well as, damage to chair or medical facility could occur.



LOCK CASTERS BEFORE PATIENT EGRESS / INGRESS

- Prior to patient egress / ingress, casters must be locked by depressing red tab completely down on either left- or right-side brake pedal.



AVOID PINCH POINTS AND OTHER INJURIES

- To prevent serious injury, ensure extremities of patient and bystanders are clear of all mechanical systems when operating motors for lift and positioning functions.
- To prevent pinch / crush injury, ensure extremities of patient and bystanders are clear of locking mechanism when raising and lowering side rails.
- To prevent patient strangulation, use approved hand pendant storage location when not in use (see PENDANT section).



BATTERY CAN EXPLODE DUE TO OFF-GASSING WHEN CHARGING

- At end of charging process (or with overcharge conditions), battery can produce mixture of explosive gases (including hydrogen and oxygen). Avoid exposing battery to open flames, cigarettes, sparks, and incandescent materials.
- Never charge battery in enclosed, unventilated spaces.
- Do NOT store battery in sealed container. Store in fresh, well-ventilated area protected from direct sunlight and heat sources.
- Do NOT use water to extinguish battery fire. Use dry powder, foam CO₂ extinguisher.



USE CAUTION WHEN STORING OXYGEN CYLINDER UNDER CHAIR

- To prevent severe gas leakage / rupture of compressed gas cylinder, when placing cylinder under chair, ensure adequate clearance between cylinder and its attached gas equipment (i.e. regulator, gauges, fittings, knobs) and all adjustable chair sections / features (i.e. seat, back, leg, rails, actuators).
- To prevent fire / explosive hazard, do not leave chair (and stowed oxygen equipment) near heat source.
- To prevent gas equipment damage during transport, ensure cylinder sets in cradle properly and strap mechanisms are secured tightly. Chair is intended to accommodate up to an E-size cylinder (4-3/8" outer diameter x 25" length).

ACCESSORY WARNINGS:

- To prevent serious injury and property damage, review operating manuals of all medical equipment and accessories that may be used with, or attached to, this chair.
- Using the supplied accessories in the incorrect manner may cause patient, bystander, or facility harm.
- If chair is equipped with accessory belts, refer to appropriate Field Installation and Usage Instructions (provided with belts) for proper installation, use, and care.
- To prevent fire hazards, follow all precautions and operating procedures prescribed by suppliers of oxygen administering equipment (i.e. oxygen gas regulators, tents, masks, cannulas, etc.)
- To prevent injury and property damage, total weight of items placed on "IV" pole must be less than 25 lbs.
- If mounting accessories to back surgical rails, ensure accessory is properly installed and securely engaged prior to transporting patient/chair, and prior to use. Only equipment approved by EZ Way is to be mounted on surgical rails. EZ Way is not responsible for damage, and assumes no liability, caused by the use of unapproved equipment or accessories. Approved medical equipment includes tools, instruments, or scopes that are compatible with a.365" thick by 1.125" wide surgical rail.

CAUTIONS:

⚠ CAUTION DO NOT MODIFY CHAIR

- Modifying chair can cause unpredictable operation resulting in injury to patient, medical personnel, or bystander. Modifying chair will void warranty.

⚠ CAUTION USE SAFE OPERATING PROCEDURES

- Prior to operating chair, ensure patient clearance by moving any overhanging equipment, or moving chair from under a table, to prevent patient injury.
- For EZ4, chair must be at least 20 inches from nearest wall or obstruction to allow for full range of activation.
- Leave chair in lowest position whenever possible. This practice will decrease potential injury during an unsupervised patient egress from chair.
- Prior to patient transport in chair, raise side rails and ensure latching mechanism is in locked position. Medical personnel must determine degree of restraint needed to ensure patient's safety during transport.
- *For "F" Option Only*
Since footrest is foldable (not locked in position), ensure protection of patient's feet while moving chair in close quarters (i.e. elevators, crowded hallways, procedure rooms).

⚠ CAUTION INSPECT AND CLEAN CHAIR REGULARLY

- Inspect cushions after each use. Discontinue use if upholstery is ripped, cut, or torn, which could allow fluids to enter cushion. This practice will prevent infection of patients and medical personnel and contamination of medical equipment.
- Do NOT use machine / pressure / power wash procedures on chair. After each use in a clinical setting, hand wash all patient-contact surfaces (i.e. cushions, rails) and plastic base cover with warm water and mild detergent.
- *For "A" Option Only*
For large fluid spills on chair, immediately unplug chair from AC wall outlet.



PLUG CHAIR INTO PROPERLY GROUNDED WALL OUTLET MARKED “HOSPITAL ONLY” OR “HOSPITAL GRADE”

- *For “A” Option Only*

Chair is equipped with hospital-grade three-prong plug for protection against electric shock, and must be plugged into properly grounded hospital-grade wall outlet.



MAX WEIGHT OF BACK SURGICAL BAR

- The max weight capacity of each back surgical bar is 50 pounds. To prevent personal injury to patient, do not mount equipment weighing more than 50 pounds to device. Weight of patient plus weight of equipment should not exceed 500 pound weight capacity of EZ Way stretcher-chair.

EMI CAUTION:



EMI MAY AFFECT CHAIR FUNCTIONALITY

Chair may be susceptible to EMI (ElectroMagnetic Interference) caused by electromagnetic energy emitted from various sources, such as, radio and television stations, amateur radio (HAM) transmitters, citizen band (CB) radios, hand-held “walkie-talkies”, security / police / fire transceivers, and other communication devices. EMI can cause chair to move by itself, or in an unintended fashion. It can damage control system(s).

Intensity of interfering energy is measured in V/m (volts per meter). Chair can resist EMI up to a certain intensity, called its “immunity level”. When the immunity level is higher, the less likely EMI will interfere with chair operation. The chair has been tested to 20 V/m immunity level, which is sufficient to provide useful protection from common sources of radiated electromagnetic energy.

In clinical environments devices can emit electromagnetic energy, which becomes more intense as one moves closer to energy source. To reduce chance of unintended movement or operation of chair, observe the following:

1. Be aware of nearby high-power transmitters (radio and TV stations), MRI (magnetic resonance imaging) systems, and NMR (nuclear magnetic resonance) imaging systems. Keep chair away from these areas.
2. Do not operate hand-held transmitters near chair.
3. Do not operate chair near others using hand-held transmitters.
4. If unintended chair movement occurs, disconnect battery, and move chair away from location.

NOTICES:



MAXIMUM PATIENT WEIGHT IS 500 lbs (227 kg)

- Maximum patient weight capacity of chair is 500 pounds. If exceeded, damage to chair could occur.



CHAIR IS INTENDED FOR INDOOR USE ONLY

- To ensure proper operation and extend chair life, only use chair in specified environment.



USE CDC’s UNIVERSAL PRECAUTIONS

- When maintaining chair after clinical use, service personnel must use UNIVERSAL PRECAUTIONS as defined by CDC (Centers for Disease Control and Prevention).



MAINTAIN CHAIR REGULARLY

- To ensure proper operation and extend chair life, inspect, maintain, and service chair on a regular basis. Inspection, maintenance, and service details are located later in this manual.



REMOVE BATTERY DURING CHAIR STORAGE

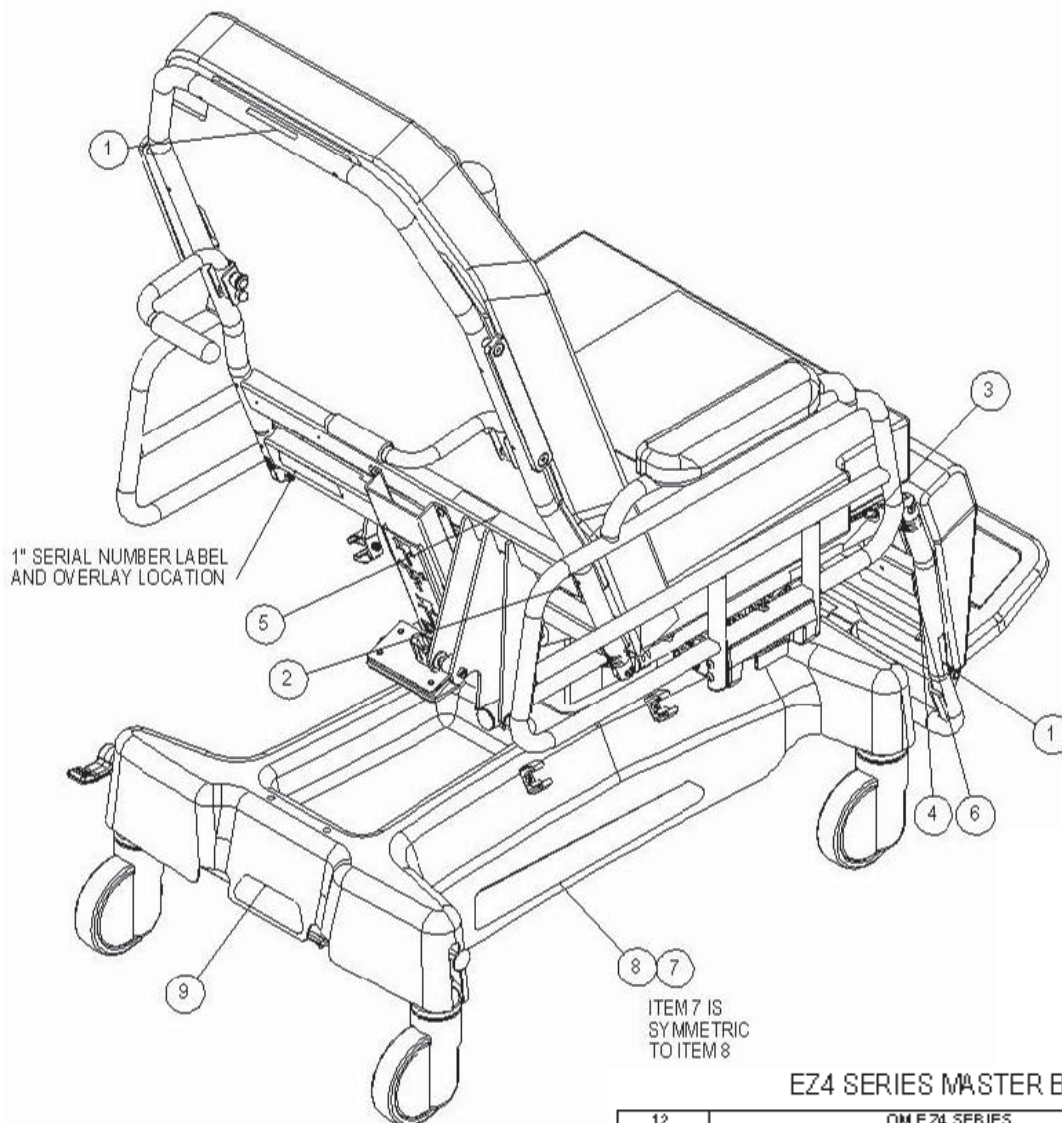
- *For "B" Option Only*
If chair is to be stored or not in use for more than 90 days, remove battery module from back of chair.
- *For "A" Option Only*
If chair is to be stored or not in use for more than 90 days, remove two under-floor batteries located under control box.

LABELING DIAGRAMS (EZ4-WTFB shown)



INSPECT LABELS PERIODICALLY

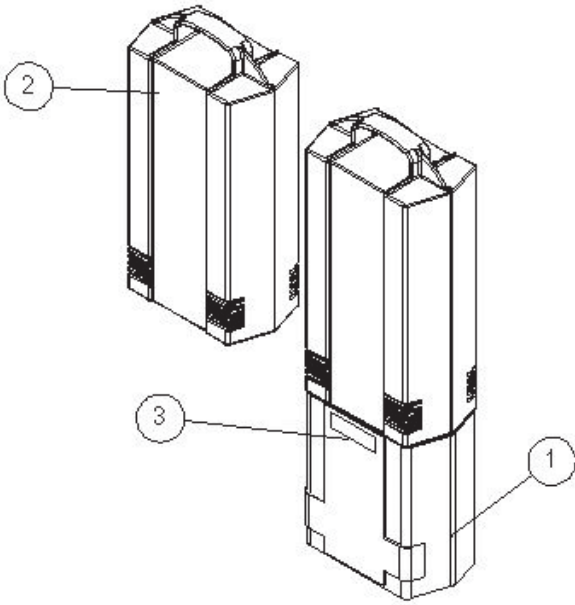
Every three months, inspect all labels and ensure that they are legible, and not tattered, torn, or missing. Refer to label locations in figures below. If labels need to be replaced, contact EZ Way Customer Service at 1-800-627-8940.



EZ4 SERIES MASTER BOM

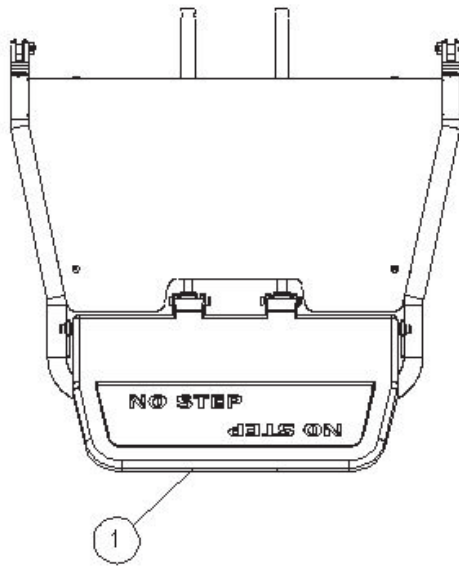
ITEM NO.	DESCRIPTION	QTY.
12	OM E24 SERIES	1
11	CUSTOMER QUICK NOTES E24	1
10	EZ WAY RAISED LOGO	1
9	E24 END LABEL	1
8	E24 SERIES BASE LABEL RT	1
7	E24 SERIES BASE LABEL LT	1
6	BLANK SERIAL NUMBER LABEL	1
5	MAX WEIGHT LABEL - 500LB	1
4	SERIAL NUMBER OVERLAY	1
3	BACKREST QUICK RELEASE LABEL	1
2	ALUMINUM EQUIVALENCY LABEL	1
1	CHAIR END WARNING LABEL	3

BATTERY OPTION
DESIGNATOR: "B"



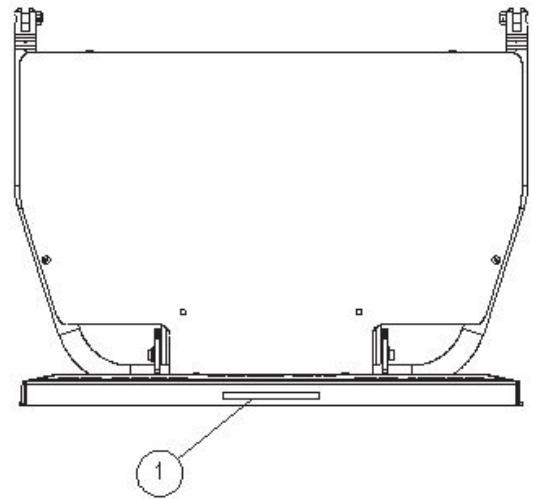
3	EZ WAY PRODUCT LABEL - SMALL	1
2	MOBILLETTE BATTERY PACK	2
1	UNIVERSAL CHARGER ASSEMBLY	1
ITEM NO.	DESCRIPTION	QTY

ARTICULATING FOOTREST OPTION
DESIGNATOR: "NON-F"



1	FOOTREST WARNING LABEL	1
ITEM NO.	DESCRIPTION	QTY.

FOLDING FOOTREST OPTION
DESIGNATOR: "F"



1	FOOTREST WARNING LABEL	1
ITEM NO.	DESCRIPTION	QTY.

OPERATING INSTRUCTIONS

BACK SECTION QUICK RELEASE

LOCATE RELEASE LEVER

Back section quick release (red) lever is located under seat on patient's right side.



ACTIVATE RELEASE LEVER

To activate back section quick release, pull red lever out towards the arm rail. When weight is applied, back section will drop until lever is released.



Quick release feature is intended for emergency purposes only.

WARNING

PRIOR TO PERFORMING CHEST COMPRESSIONS ON A PATIENT, FIRST AND FOREMOST, THE PATIENT SHOULD BE MOVED TO A MORE STABLE, NON-PADDED PLATFORM. SECONDARILY, IF ATTEMPTING TO PERFORM CHEST COMPRESSIONS ON THE EZ WAY DEVICE, THE PATIENT SHOULD BE PLACED ON A BACK BOARD, OR POSITIONED ON THE CHAIR SO THE PATIENT'S CHEST CAVITY IS OVER, OR AS CLOSE TO, THE COLUMN SUPPORT AS POSSIBLE. IT IS THE RESPONSIBILITY OF THE MEDICAL PROFESSIONAL TO DETERMINE WHETHER CPR CAN BE EFFECTIVELY PERFORMED ON THIS CHAIR ON A CASE-BY-CASE BASIS.



WARNING

DO NOT ADJUST DAMPER. DOING SO COULD RESULT IN THE BACK RELEASE LEVER FUNCTIONING IMPROPERLY DURING AN EMERGENCY.



To ensure proper operation, activate quick release every thirty days. If quick release does not operate properly, please contact EZ Way Customer Service at 1-800-627-8940.

CASTER BRAKE OPERATION

BRAKE MODE

Activate braking system by pressing down on red end of either brake pedal located at base of chair.



This mode prevents all four casters from swiveling and all wheels from spinning.



Red End

NEUTRAL MODE

Activate neutral mode by placing either brake pedal into a horizontal orientation.



This mode allows all four casters to swivel and all wheels to spin freely.



STEER MODE

Activate steer-locking system by pressing down on green end of either brake pedal located at base of chair.



This mode locks caster (near patient's right foot) parallel to base, but allows this wheel to spin. Other three casters swivel, and wheels spin freely.



Green End

SIDE RAIL OPERATION

LOWERING SIDE RAIL

Grasp top of side rail and push inward slightly, while pulling out red rail release tab. Once released, lower rail.

Red Rail Release Tab



STOWING SIDE RAIL

To stow side rail, lower rail into “down” position below seat (or back section depending on rail location). Push side rail until it fully engages retainer clip.



RAISING SIDE RAIL

Lift side rail until it is in “up” position.



- Red rail release tab will engage (lock) automatically.
- Ensure side rail is secure by pulling on rail after it is raised.



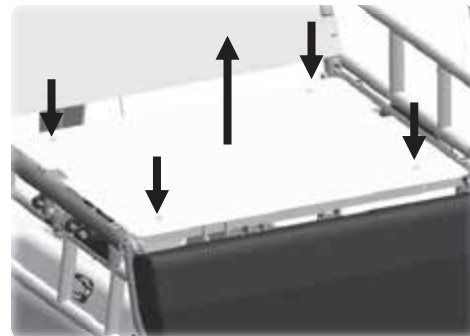
ADJUSTING SIDE RAIL ANGLE

Remove cushion and seat pan by removing four pan head screws.

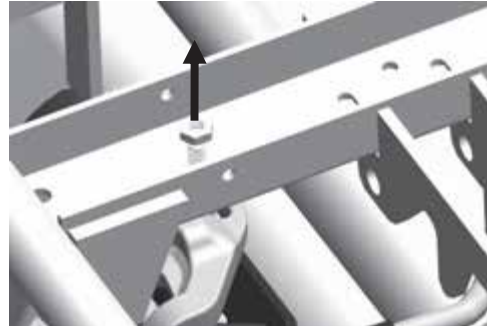


NOTICE

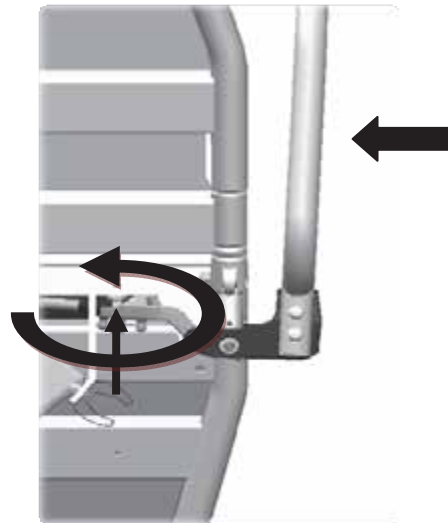
Do not discard seat pan, pan head screws, or additional hardware removed during this step. Parts will be reused after adjustment.



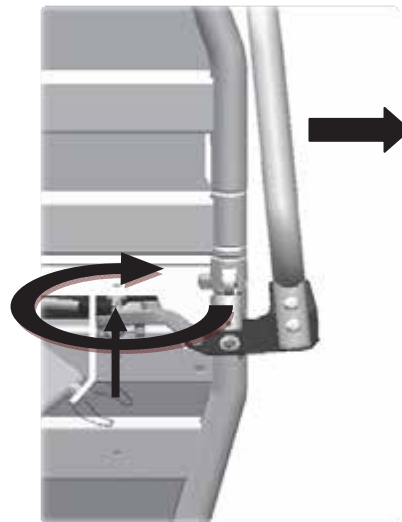
Loosen top jam nut.



To move inward, rotate bottom jam nut as shown.



To move outward, rotate bottom jam nut as shown.



Once aligned, tighten top jam nut.



NOTICE

- 1) You do not need to hold bottom nut to tighten top. Once aligned, top nut is tightening nut.
- 2) When adjusting, ensure bottom jam nut is contacting seat frame.
- 3) Ball joint head angle does not matter.
- 4) Prior to adjustment, pull outward on side rail in order for system to settle.
- 5) Ensure top jam nut engages at least two full threads.

Do not over tighten top jam nut (there is no need).



Reattach seat pan and cushion.



PENDANT (CONTROLLER)

CAUTION

PENDANT IS NOT INTENDED FOR PATIENT'S USE

To prevent damage, pendant can be stored at various locations on the chair when not in use.

CAUTION

ENSURE AREA IS CLEAR OF OBSTRUCTIONS PRIOR TO PENDANT USE

To prevent property damage or injury to patient, survey area for possible obstructions prior to pendant use.



BACK SECTION ADJUSTMENT

First row of pendant buttons controls angle of back section.

- Press left button to raise chair's back.
- Press right button to lower chair's back.

LEG SECTION ADJUSTMENT

Second row of pendant buttons controls angle of leg section.

- Press left button to raise chair's leg section.
- Press right button to lower chair's leg section.

SEAT HEIGHT ADJUSTMENT

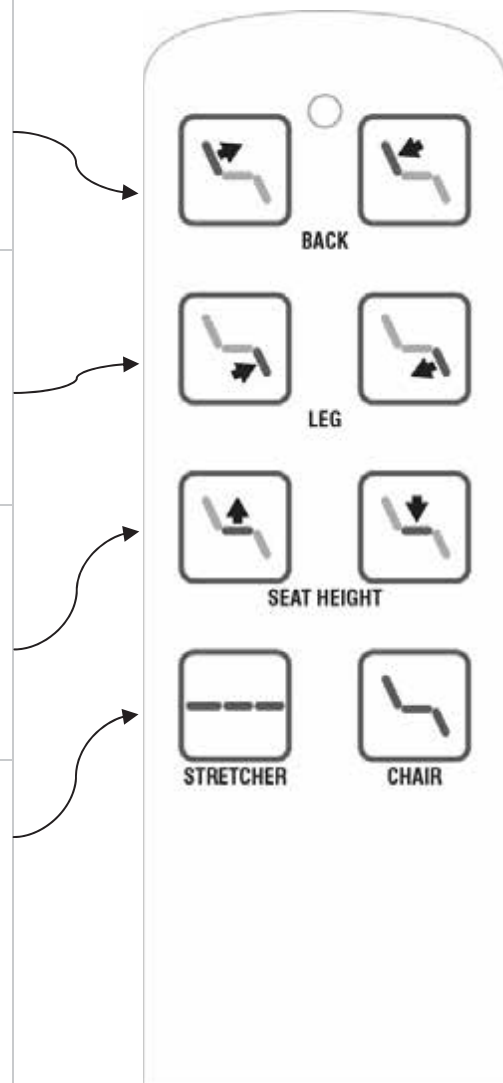
Third row of pendant buttons controls height of seat section.

- Press left button to raise chair's seat.
- Press right button to lower chair's seat.

SIMULTANEOUS LEG AND BACK SECTION (AUTO CONTOUR) OPERATION

Fourth row of pendant buttons controls simultaneous actuation of leg and back sections.

- Press left button to raise chair's leg section and lower chair's back, resulting in stretcher configuration.
- Press right button to lower chair's leg section and raise chair's back, resulting in chair configuration.



PATIENT INGRESS / EGRESS

▲WARNING PATIENT SHOULD NEVER BE PERMITTED TO ENTER / EXIT FROM ENDS OF STRETCHER-CHAIR WHEN IN AN UPRIGHT, PARTIALLY, OR TOTALLY RECLINED POSITION. EXCESSIVE WEIGHT ON ENDS COULD CAUSE CHAIR TO TILT, RESULTING IN POSSIBLE PATIENT INJURY.



- Follow these instructions for safe and proper patient ingress (entry onto chair) and egress (exit from chair).
- Patient ingress / egress should always be made with chair in upright-chair position.
- Patient must enter / exit from side of chair with their body weight centered over *SEAT* section.
- See *PATIENT TRANSFER* section for instruction on transferring patient from one horizontal surface to another.

PATIENT INGRESS (ENTRY)

1. Depress *RED* caster brake pedal to lock caster wheels.
2. Adjust chair to lowest height and into upright-chair position.
3. Lower one side rail of seat section.
4. If back section rails are present, remove / lower back section rail of same side.
5. Position patient (facing away from chair) at *SEAT* section.
6. *WITH PATIENT ENTERING FROM SIDE OF CHAIR*, assist patient while they sit down on *SEAT* section.
7. Once patient is fully seated, assist them in rotating their body in-line with chair into a seated position.

PATIENT EGRESS (EXIT)

1. Depress *RED* caster brake pedal to lock caster wheels.
2. Adjust chair to lowest height and into upright-chair position.
3. Lower one side rail of seat section.
4. If back section rails are present, remove / lower back section rail of same side.
5. Ensure patient's body weight is centered on *SEAT* section.
6. *WITH PATIENT EXITING TO SIDE OF CHAIR*, assist patient in rotating their body by placing their legs over one side of chair.
7. Assist patient into standing position from seated position.

PATIENT TRANSFER

⚠️ WARNING PATIENT'S BODY WEIGHT SHOULD NEVER BE SHIFTED TOWARDS EITHER END OF CHAIR WHEN IN A PARTIALLY, OR TOTALLY, RECLINED POSITION. SERIOUS PATIENT INJURY MAY OCCUR. ALL PATIENT TRANSFERS MUST BE MADE FROM SIDE OF CHAIR, NOT CHAIR ENDS.



Follow these instructions for safe and proper patient transfer between chair (in stretcher orientation) and another horizontal surface.

1. Position back, seat, and leg sections into horizontal orientation. (Press Auto Contour button.)
2. Lower / remove all side rails from transfer side of chair.
3. Position chair as close as possible to other surface.
4. Match chair (stretcher) height to height of bed or other horizontal surface.
5. Depress *RED* caster brake pedal to lock caster wheels.
6. Slide patient from one surface to other, following your facility's standard practices / policies for lateral patient transfers.

PUSH BAR OPERATION

LOWERING PUSH BAR

Grasp push bar handle while pulling out red release knob. Lower push bar into "down" position.



Red Release Knob

RAISING PUSH BAR

Lift push bar handle until it is in "up" position.



Red release knob will engage (lock) automatically.

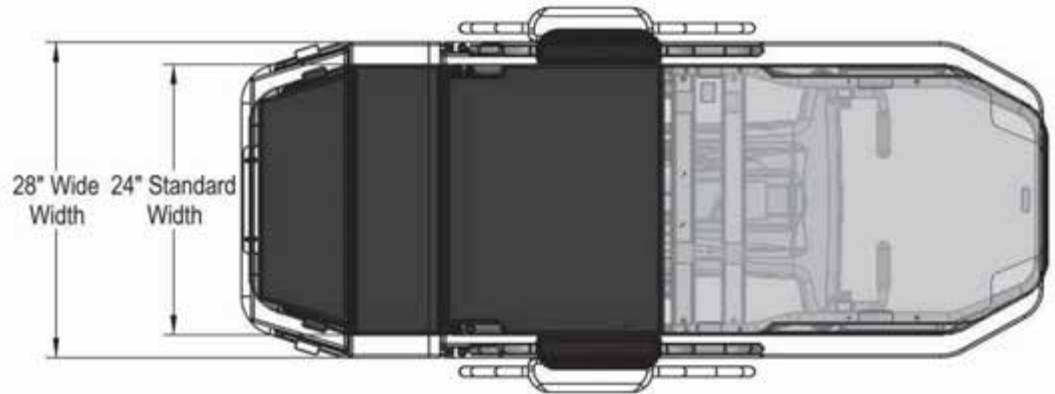


OPTIONS

“W” OPTION: WIDE WIDTH

For “W” option, patient surface width is 28”.

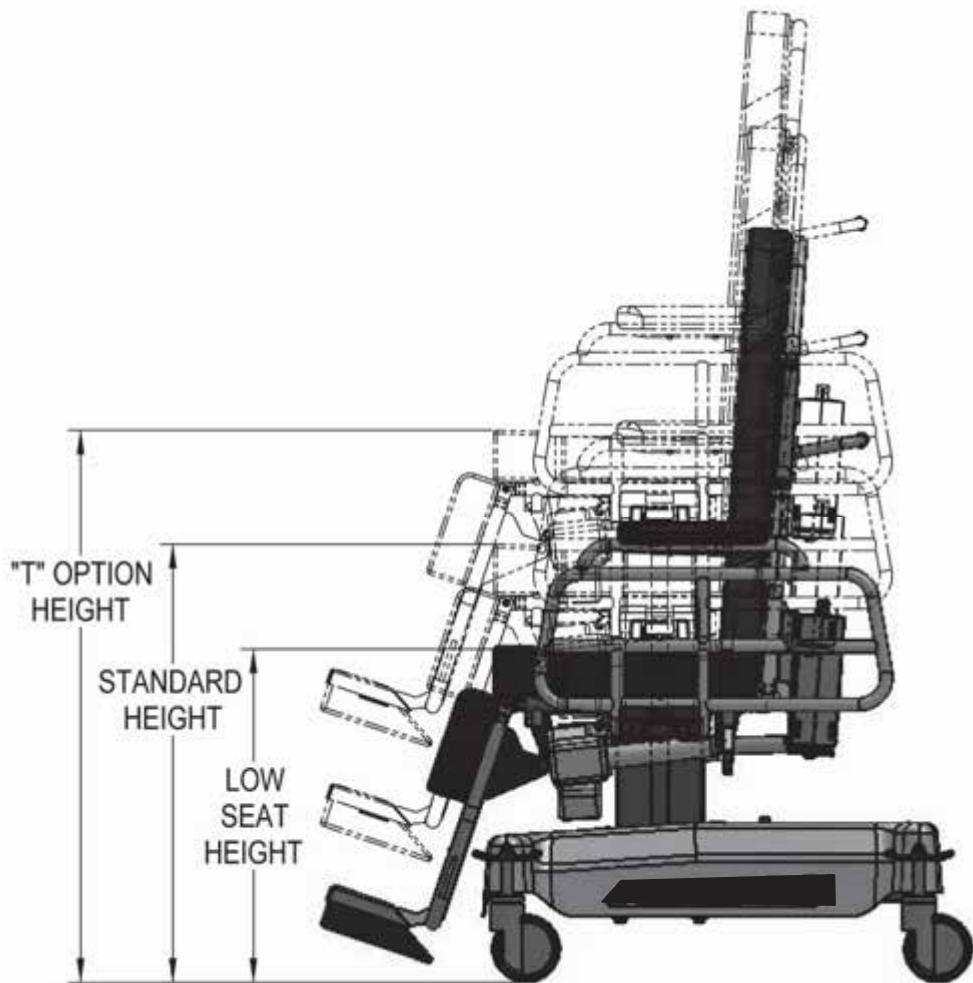
Standard width is 24”.



“T” OPTION: TALL HEIGHT

For “T” option, chair height travel is 16”.

Standard travel is 8”.



“F” OPTION: FOLDING FOOTREST

CAUTION

WHEN POSITIONING FOOTREST, BE AWARE OF PINCH POINTS

To stow footrest, place both hands on red handles and lift.



For patient comfort, stow footrest prior to articulating chair into supine (stretcher) position.



EXTENDED FOOTREST



STOWED FOOTREST

“B” OPTION: BATTERY PACK

REMOVING BATTERY PACK FROM CHAIR

Grasp integrated handle on battery pack and lift up until cam locks disengage. Pull battery away from mounting bracket.



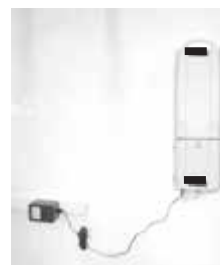
INSTALLING BATTERY PACK ONTO CHAIR

Place two round, cam locks on back of battery into square openings of mounting bracket. Once in place, slide battery down until cam locks engage.



ADDITIONAL BATTERY INFORMATION

All chairs come with additional battery and wall-mountable battery charger. Additional battery may be stored in wall charger or on mobile battery stand.



“A” OPTION: AC POWER (for on-board batteries and charger)

AC power cord for charging batteries is attached to chair base, and may be stowed by wrapping around storage bracket.

To charge on-board batteries:

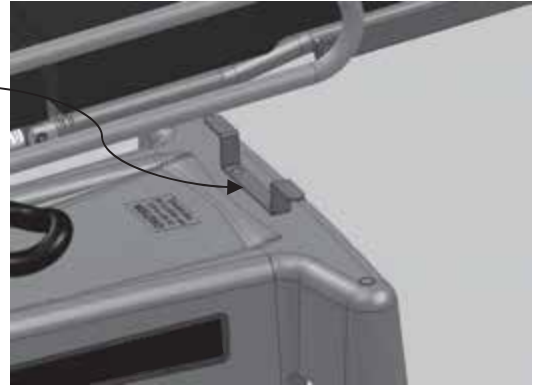
1. Insert AC plug into wall outlet.



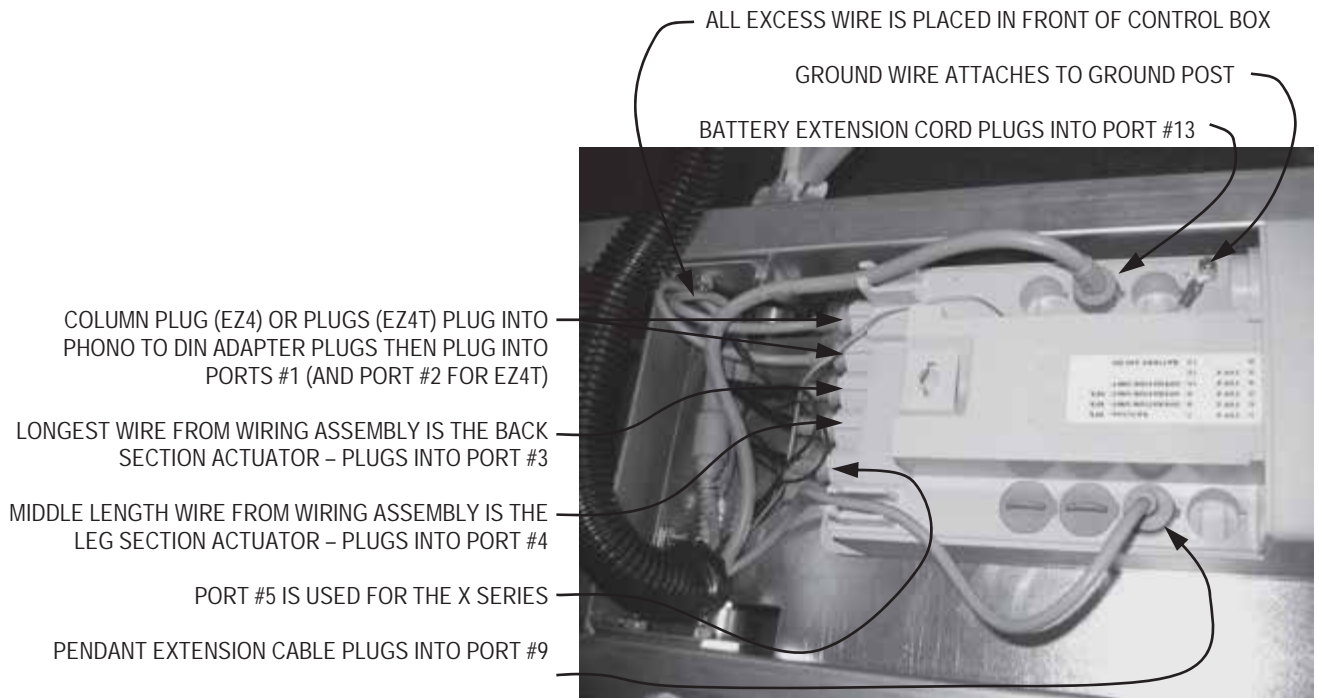
To prevent insufficient power, plug chair in to charge batteries overnight (i.e. during off-times), or 24 hours prior to service.



When the chair is plugged in and charging the pendant will not illuminate, even when the buttons are pushed.



SWITCH SCHEMATIC



CLEANING INSTRUCTIONS

⚠ CAUTION STEAM CLEANING CHAIR IS NOT RECOMMENDED AND WILL VOID WARRANTY

To ensure proper operation and extend the chair's life, it should be cleaned on a regular basis as shown below.

COMPONENT	FREQUENCY	PROCEDURE	CLEANING AGENT	COMMENT
Cushion Pads	After each use	Wipe / scrub with damp cloth	Detergent, water, hospital grade disinfectants	<ul style="list-style-type: none"> Do NOT steam clean or pressure wash.
All Rails	After each use	Wipe / scrub with damp cloth	Detergent, water, hospital grade disinfectants	<ul style="list-style-type: none"> Check for chipped paint / chrome.
Base Cover	As required	Wipe / scrub with damp cloth	Detergent, water, hospital grade disinfectants	<ul style="list-style-type: none"> Check for peeling or missing labels
Actuators and Battery Pack	As required	Wipe / scrub with damp cloth	Detergent, water, hospital grade disinfectants	<ul style="list-style-type: none"> Clean exterior surfaces only with minimal water.
Pendants	As required	Wipe / scrub with damp cloth	Detergent, water, hospital grade disinfectants	<ul style="list-style-type: none"> Clean exterior surfaces only with minimal water.
All Medical Accessories	As required	Consult manual provided by accessory manufacturer.		

PREVENTIVE MAINTENANCE

To ensure proper operation and extend the chair's life, it should be maintained on a regular basis as shown below.

COMPONENT	FREQUENCY	PROCEDURE	TOOL	COMMENT
Cushion Pads	After each use	<ul style="list-style-type: none"> Inspect for tears. 	-	<ul style="list-style-type: none"> If torn, discard cushion.
All Rails	Every three months	<ul style="list-style-type: none"> Inspect for chipped paint, burrs, rough edges. Remove burrs, rough edges. Touch up paint. 	<ul style="list-style-type: none"> Metal file Touch-up paint 	<ul style="list-style-type: none"> To prevent personnel cuts, burrs and rough edges should be removed once found.
All Fastened Joints	Every three months	<ul style="list-style-type: none"> Inspect all fasteners to ensure proper fit and tightness. Retighten as needed. 	<ul style="list-style-type: none"> Wrenches (various sizes) Allen wrenches (various sizes) Screwdriver 	
All Labels	Every three months	<ul style="list-style-type: none"> Inspect for tattered, torn, missing, and illegible labels. 	-	<ul style="list-style-type: none"> Call EZ Way customer service for new labels.
Pendants	Every three months	<ul style="list-style-type: none"> Test function of each button Inspect pendant label to ensure it is readable. 	-	<ul style="list-style-type: none"> Call EZ Way Service if pendant is not functioning or label is unreadable

SERVICE INFORMATION



PROPERLY DISPOSE OF BATTERIES BEING REPLACED DURING SERVICING

- Battery posts, terminals, and related components contain lead and lead compounds, which are known by the state of California to cause cancer or other reproductive harm. Wash hands thoroughly after handling or servicing.
- Lead battery is classified as “dangerous waste” and service technician is obliged by law to arrange for proper disposal of battery, or recycling, to avoid battery refuse in environment.
- Battery contains toxic material (lead) and corrosive fluid (sulfuric acid). Wear proper skin and eye protection prior to handling battery. After exposure, wash skin thoroughly with water.
- Do NOT short-circuit battery terminals, which can cause battery explosion or fire.
- To request Material Safety Data Sheet (MSDS) for battery, contact EZ Way Customer Service.



EXPECTED BATTERY LIFE DIMINISHES

- Battery capacity diminishes over time. Charge batteries regularly to maintain healthy battery life.

Customer service and support are important aspects of each EZ Way product.

Prior to contacting EZ Way for assistance with your chair, please **HAVE YOUR CHAIR'S SERIAL NUMBER HANDY.** (Refer to label diagram for location.)

Contact EZ Way at:

EZ Way Inc.
ATTN: Customer Service
PO Box 89
Clarinda, IA 51632

Phone: 1-800-627-8940