



***Snappi Cloud***

**USER MANUAL (ALL SIZES)**

**IMPORTANT**

Please read these instructions carefully before using the Snappi 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:



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## 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](mailto:info@tendercareltd.com)  
Web: [www.tendercareltd.com](http://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 Snappi Cloud is a highly adjustable pushchair designed to accommodate a wide variety of seating needs. The Snappi Cloud pushchair is a Class 1 medical device designed for regular use. The device can be used by children with disabilities who lack the ability to maintain a seated position. The target group for the device is based on functional ability and not a specific health condition or age. 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 Snappi Cloud pushchair (forward facing pushchairs 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 in 3 sizes: size 1 with minimiser, size 1 and size 2. A wide range of accessories are available for the pushchair to enable customisation to an individual's specific requirements.

These instructions apply to all sizes.

### 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.

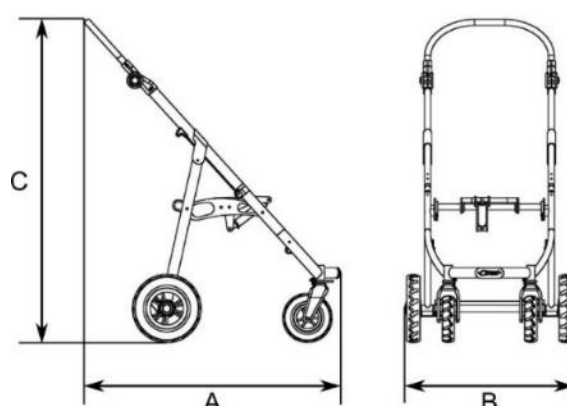
### 2.2 Snappi Cloud Pushchair Technical / Sizing Information

Support	Size 1 with Minimiser	Size 1	Size 2
Seat Depth	140-310mm	195-310mm	290-390mm
Seat Width	170-290mm	190-290mm	250-350mm
Backrest Height	475-675mm	500-675mm	590-760mm
Footrest Height	120-280mm	150-280mm	215-360mm
Back Recline Angle	90°- 140°	90°- 140°	90°- 140°
Seat Tilt	0°- 40	0- 40°	0 °- 45°
Weight Of Pushchair	19.2kg	18.7kg	21.7kg
Maximum Carry Weight**	55kg	55kg	55kg

\* Maximum carry weight is defined as the user weight plus any accessories / equipment which may be fitted or carried on the pushchair. **Warning: Never exceed the maximum stated carry weight.**

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

Dimensions (mm)	Snappi Cloud Pushchair	
	Size 1 with Minimiser & Size 1	Size 2
A (length)	930mm (880mm folded)	990mm (920mm folded)
B (width)	610mm (610mm folded)	670mm (670mm folded)
C (height)	1200mm (300mm folded)	1220mm (330mm folded)



Please note, the exact length of your pushchair when folded will depend upon what back height your seat is set to.

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 Allen key	1		

## IMPORTANT:

- ❖ ***If any items are damaged or missing, then please contact Tendercare, preferably by email at [info@tendercareltd.com](mailto: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.

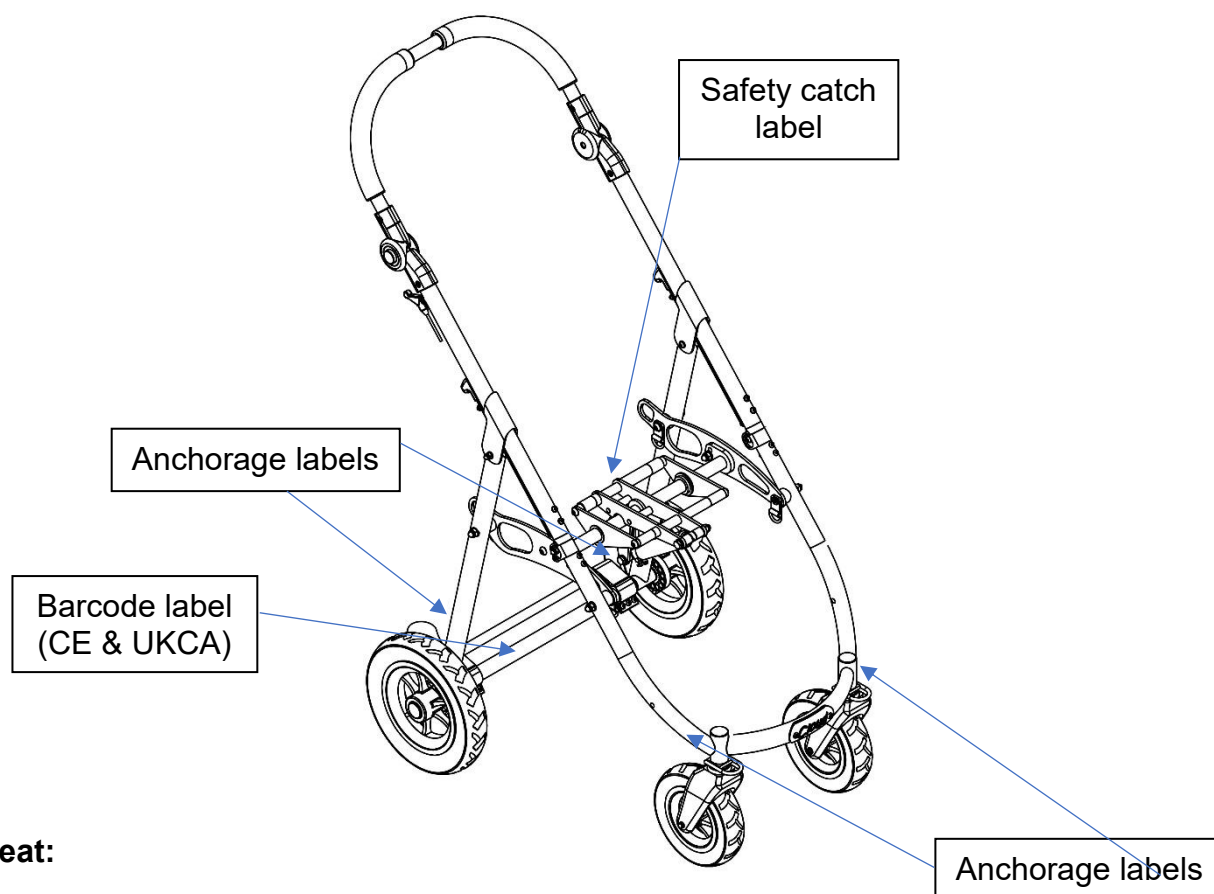
Label	Meaning
  <p>Tendercare Ltd Unit 10 Minster Court Courtwick Lane, Littlehampton, West Sussex, BN17 7RN</p> <p>XXXXXXXXXXXX</p> <p>MD</p> <p>GBR 00/00/0000</p> <p>GTIN (01)00000000000000</p> <p>SN (21)00000000</p>  	<p><b>Barcode label (UKCA &amp; CE)</b></p> <p>Manufacturer information</p> <p>Product name and size (if applicable)</p> <p>Consult instructions for use</p> <p>Manufacture date &amp; manufactured in U.K.</p> <p>MD – medical device</p> <p>GTIN number</p> <p>Serial number</p>
 <p>Tendercare Ltd Unit 10 Minster Court, Courtwick Lane, Littlehampton, BN17 7RN, UK</p> <p>Thomas Hilfen für Körperbehinderte GmbH &amp; Co. Medico KG Walkmühlenstr. 1 – 27432 Bremervörde, Germany</p> <p>CE</p> <p>XXXXXXXXXXXX</p> <p>GBR 00/00/0000</p> <p>GTIN (01)00000000000000</p> <p>SN (21)00000000</p>   	<p><b>Barcode label (EU-CE)</b></p> <p>Manufacturer information</p> <p>EU representative information</p> <p>Product name and size (if applicable)</p> <p>Consult instructions for use</p> <p>Manufacture date &amp; manufactured in U.K.</p> <p>GTIN number</p> <p>MD – medical device</p> <p>Serial number</p>
	<p><b>Safety catch label</b></p>
	<p><b>Front anchorage / transit labels</b></p> <p>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).</p>
	<p><b>Rear anchorage / transit labels</b></p> <p>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).</p>

### 3.1 Labels / Model Identification

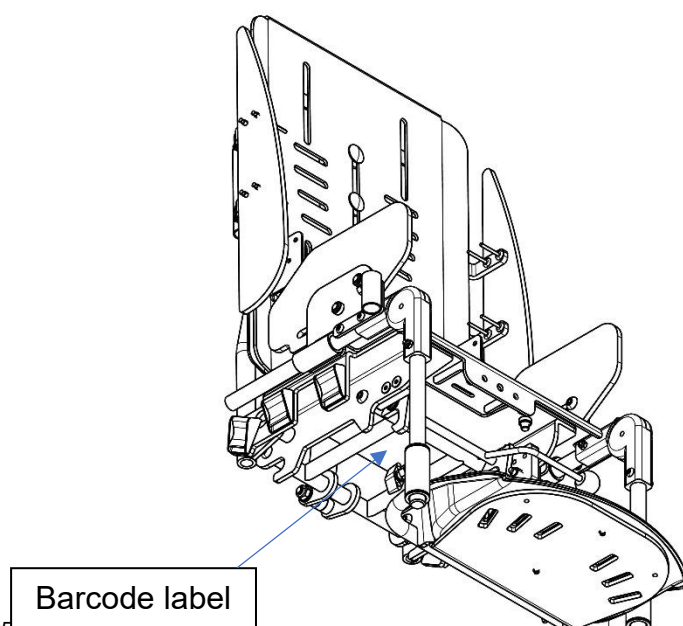
The below table shows the labels found on your product. Depending on your issuing country, you will have either UKCA label/labels or CE label/labels.

## 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.***

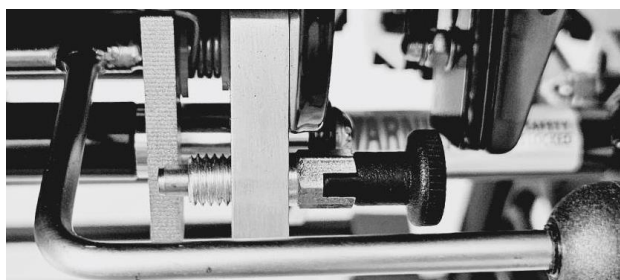
***Keep children clear of the pushchair during unfolding and folding.***

### 4.1A Folding and Unfolding the Pushchair

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

Before removing the seat, the locking pin (located on the front of the seat base) needs unlocking from its closed position (see fig 4.1A.1) to its open position (see fig 4.1A.2). To do this, pull out the head of the locking pin and give it a half turn so it is fixed in the open position as shown in fig 4.1A.2.

Closed Position, fig 4.1A.1



Open Position, fig 4.1A.2

Place one hand on the top of the seat and the other on the release lever and pull the release lever up, as shown in fig 4.1A.3.

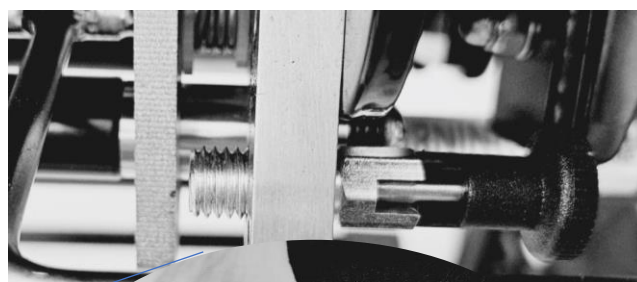


Fig 4.1A.3

Holding the release lever up and with the other hand still on the top of the seat,

tilt the seat back slightly and lift the seat up and away from the chassis, as shown in Fig 4.1A.4, and carefully place the seat on the ground out of the way of the chassis.







Fig 4.1A.4

Now fold the chassis. Before folding, ensure the brake is on (see section 4.2 if unsure). To fold the chassis, stand behind the chassis and place a hand on each of the locking sliders and pull both sliders up at the same time (see fig 4.1A.5). Whilst holding the locking sliders open, push down with your arm on the upper frame so the frame starts to fold.

Fig 4.1A.5

The locking sliders will release and continue to guide the chassis down as shown in Fig 4.1A.6.



Fig 4.1A.6

Finally, place the seat on top of the chassis as shown in Fig 4.1A.7.

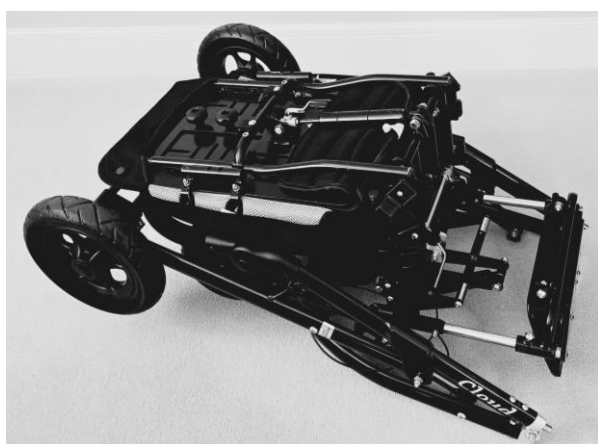


Fig 4.1A.7



To unfold the pushchair, first remove the seat off the folded chassis and place safety on the ground to the side of the chassis ensuring the seat is not in the way. Standing behind the pushchair, open the chassis by lifting up on the push handles. Continue unfolding the frame until you hear the locking sliders click into place.



Fig 4.1A.8

Before proceeding, ensure the chassis is locked into both locking sliders, see Fig 4.1A.9 below.

Chassis not locked into locking sliders



Chassis locked into locking sliders



Fig 4.1A.9

You now need to fit the seat. To fit the seat, first place the two hooks on the back of the seat into the two slots on the back of the chassis midframe, as shown in Fig 4.1A.10.

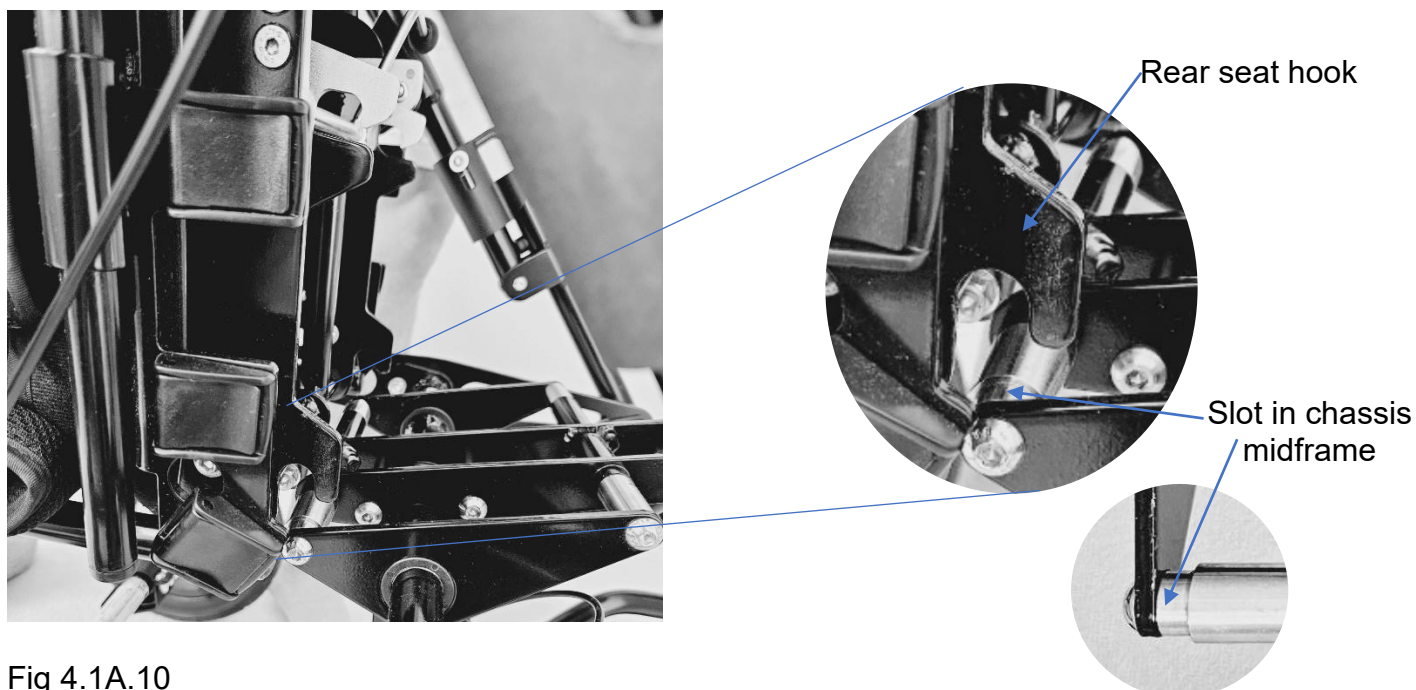


Fig 4.1A.10

Now guide the seat down until both front interface hooks latch over the front stainless steel bushes on the chassis midframe. You will hear the interface click into place.

Note: due to the design of the seat interface, it is not possible to fit the seat backwards. If you attempt to fit the seat the wrong way around, the interface hooks will not close and the seat will not sit down into the midframe.

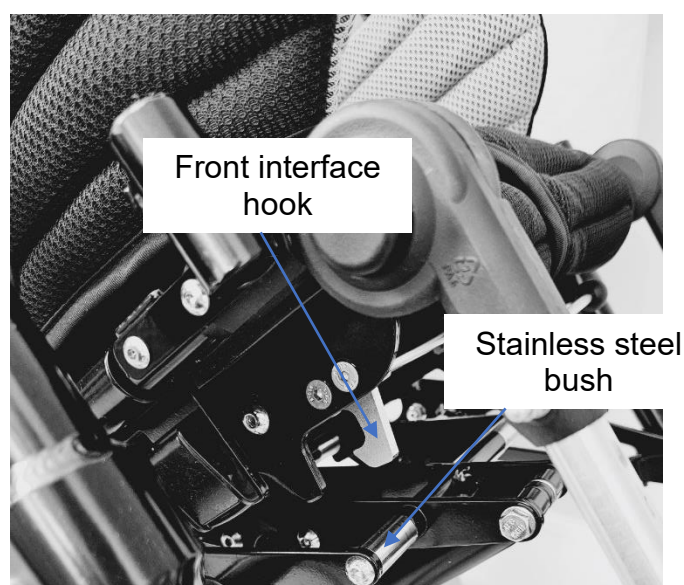


Fig 4.1.11



Fig 4.1A.12

Fig 4.1A.12, left, shows the front interface hook latched over the stainless steel bush. Ensure both sides are latched.

Finally, turn the head of the locking pin into its closed position. Fig 4.1A.13, right, shows the locking pin in its closed position.

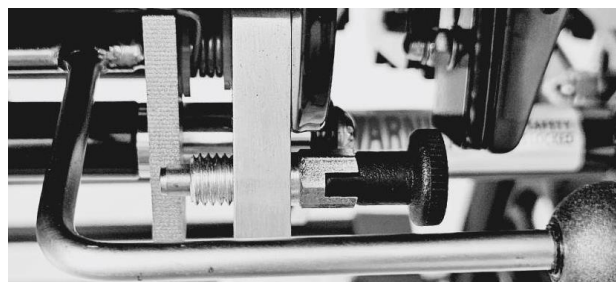


Fig 4.1A.13

The above instructions detail how to fold all sizes of Snappi pushchair. This is the recommended way to fold the pushchair. However, if you have a size 1 pushchair / size 1 with a minimiser, it is possible to fold the pushchair as one piece as per the below instructions.

#### 4.1B Folding As A Complete System (size 1 only)

It is possible to fold the size 1 Snappi Cloud (and if it is forward facing i.e. not parent facing) as a complete system as per the below instructions. A two-part fold, as above, is recommended as it will be a lot lighter as you can lift the seat and chassis separately. Do not attempt to lift the pushchair as a one-piece unit if it is too heavy for you.

To fold:



Fig 4.1B.1

To fold the chassis, stand behind the chassis and place a hand on each of the locking sliders and pull both sliders up at the same time (see fig 4.1.5). Whilst holding the locking sliders open, push down with your arm on the upper frame so the frame starts to fold. The locking sliders will release and continue to guide the chassis down as shown in Fig 4.1B.2.

First put the brake on (see section 4.2), raise the handlebars to the top position (see section 4.9), put the seat in maximum tilt (see section 4.7) and maximum back recline (see section 4.8), as shown in fig 4.1B.1.





Fig 4.1B.2.



Fig 4.1B.3

### To unfold:

Standing behind the pushchair, open the pushchair by lifting up on the push handles. Continue unfolding the frame until you hear the locking sliders click into place (see Fig 4.1B.4).



Fig 4.1B.4

Before proceeding, ensure the chassis is locked into both locking sliders, see Fig 4.1B.5 below. We have removed the seat from the chassis (you would have the seat on) in order to clearly show an unobstructed view of the locking sliders.

Chassis not locked into locking sliders



Chassis locked into locking sliders



Fig 4.1B.5



Finally, reset the handle bars, seat tilt and seat back recline to the position you require and fold down the footrest, as shown in fig 4.1B.6.

Fig 4.1B.6

#### 4.2A Brakes: Operating The Foot Brake



Fig 4.2A.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 4.2A.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 4.2A.2 Right: This shows the brake in the fully locked position.



Fig 4.2A.2



Fig 4.2A.3

To release the pin brake, hold the push handle and place your foot underneath the brake bar as shown (see Fig 4.2A.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.*

**4.2B 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.

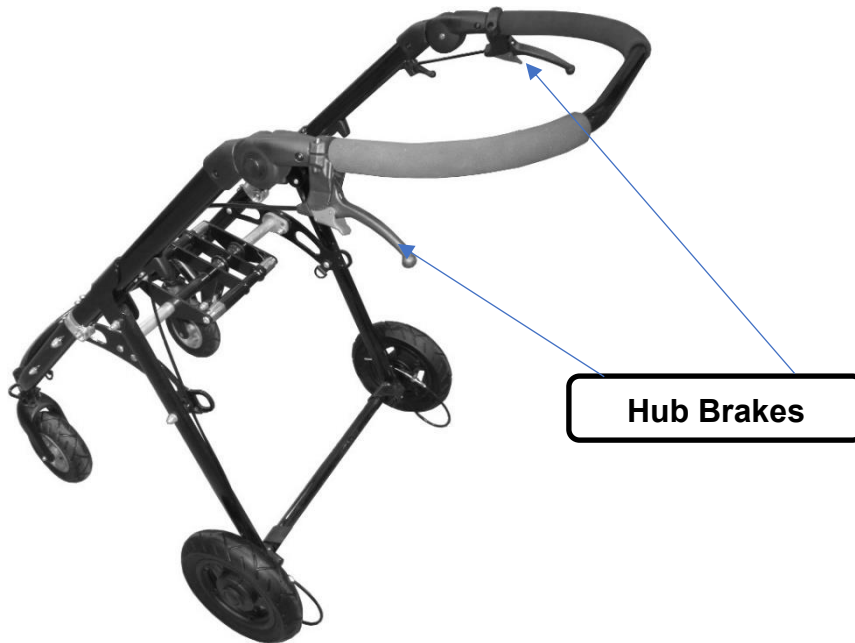


Fig 4.2B.1

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 4.2B.2, right).



Fig 4.2B.2



Fig 4.2B.3

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 3<sup>rd</sup> (strongest) position to ensure occupant safety.

To release the brake lift the smaller release catches on the handles to release the automatic lock as shown (see Fig 4.2B.4, right).



Fig 4.2B.4

### Warning:

*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 4.2B.4, above, to ensure the lock does not engage.*

## 4.3 Tyres

As standard the Snappi 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.



#### 4.4 Front Locking Castors (Optional)

Front locking castors are available as optional upgrade. 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:

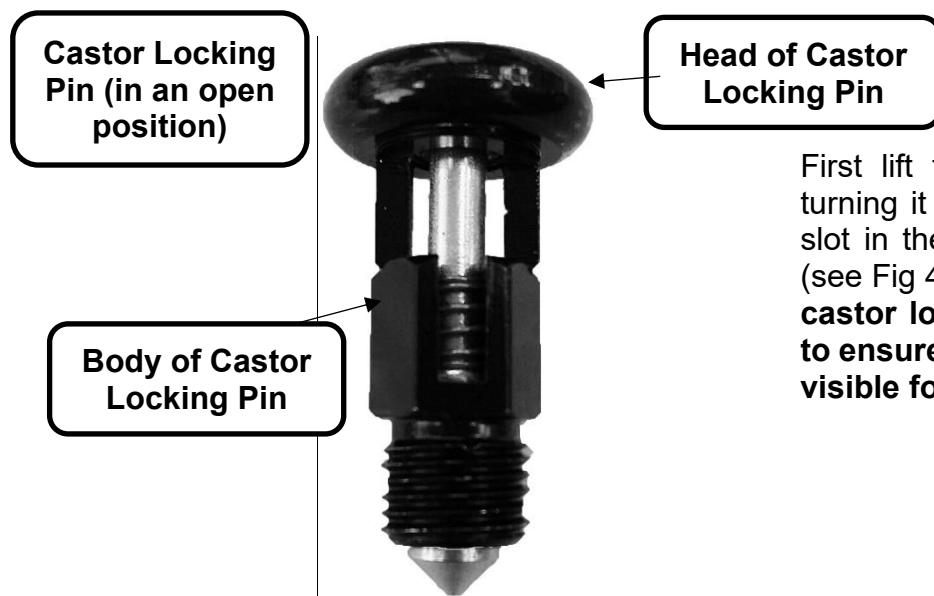


Fig 4.4.1

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 4.4.1). **Note Fig 4.4.1 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 4.4.2). **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 4.4.2

#### 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 4.4.1).

## 4.5 Using the Tilt in Space Facility



To operate the tilt in space mechanism, place one hand on the back of the seat to provide support and the other hand on the tilt cable on the side of the chassis. Then lift the lever up and guide the seat to the position you require, as shown in fig 4.5.1. Note: the speed of tilt can be controlled by varying the pressure applied at the lever.

When you reach the required degree of tilt, first release the tilt lever before removing your hand off the seat.

Fig 4.5.1

### 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 and the occupant's arms are within the seat unit when using the tilt facility.

## 4.6 Using the Back Recline Facility

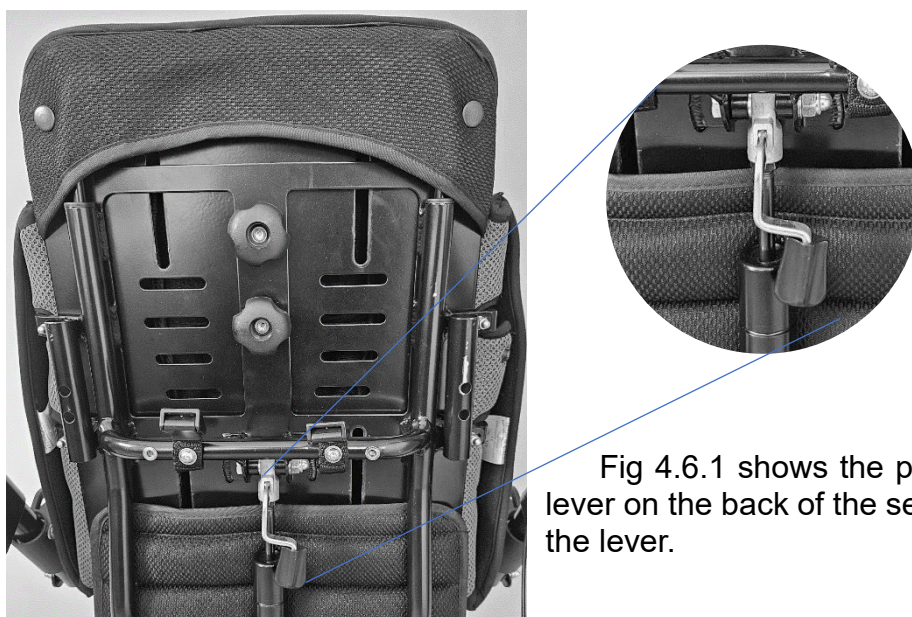


Fig 4.6.1 shows the position of the back recline lever on the back of the seat as well as a close up of the lever.

Fig 4.6.1

To recline the backrest, lift the back recline lever up whilst simultaneously holding the top of the backrest and move to the required angle, as shown in fig 4.6.2.

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 Snappi is to be transported.**

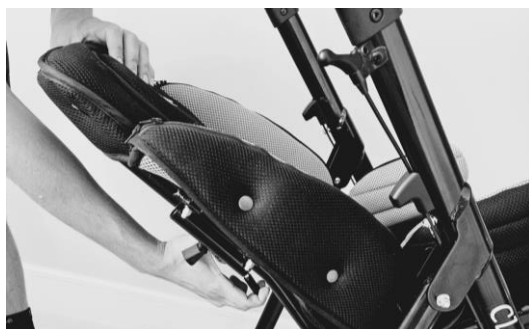


Fig 4.6.2

To bring the backrest back up, lift the back recline lever up whilst simultaneously holding the top of the backrest and move to the required angle as shown in fig 4.6.3, left.

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

Fig 4.6.3



### 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.
- ❖ 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.

## 4.7 Adjusting the Handlebars

The handlebars on your Snappi Cloud 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 4.7.1

## 4.8 Using the Tip Assist



Fig 4.8.1

When going up and down curbs / steps (any time the front wheel needs to go up), place your foot of the tip assist (as shown in fig 4.8.1) 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.**

Most Snappi Cloud pushchairs will have a tip assist. If your pushchair does not have a tip assist fitted, take extra care whenever raising the front wheels (e.g. to go up curbs). See section 9 “Attendant Pushing” for further instructions. Tip assists can be retrofitted by an approved technician.



## **4.9 Forward or Rearward Facing Configuration**

The Snappi Cloud can be configured in either forward (world-facing) or rearward (parent/attendant-facing). This will be done prior to you receiving the chair as only Tendercare or an approved repairer may alter the configuration of the pushchair. You must not change the configuration.

Snappi Cloud usage instructions are the same whether your pushchair is in forward or rearward. However, please note only forward facing Snappi Cloud pushchairs are suitable for transportation in a wheelchair adapted vehicle – see section 12 “Transporting the Pushchair” for transportation instructions.

Some accessories including the playtray, grip rail and all-transparent framed rainhood are only suitable for forward-facing pushchairs but this will be specified in the individual accessory section where applicable.

## **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**

All sizing adjustments on the Snappi seat (except knee angle adjustment which is by hand) require the use of the supplied 5mm allen key.

#### **5.2a Adjusting Seat Depth and Seat Width**

We recommend adjusting the seat depth before the seat width.

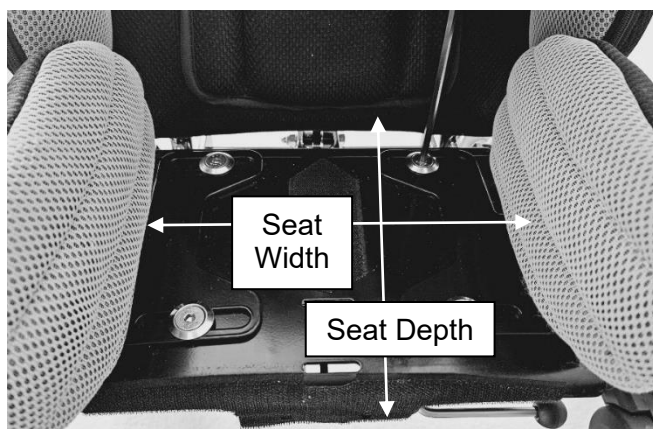


Fig 5.2a.1

To adjust the seat depth / width, first remove the seat cover (see section 5.3 for instructions).

To adjust the seat depth, using the supplied 5mm allen key, loosen the 4 seat screws, as shown in fig 5.2a.1.

Holding the front of the seat plate, slide the seat plate forward or back to achieve the required depth.

Next set the seat width to the size required by sliding the hip guide brackets in or out, as shown in fig 5.2a.2.

Once at the required size, tighten the 4 seat screws using the allen key and refit the seat cover.



Fig 5.2a.2

## 5.2b Adjusting the Length of the Hip Guides

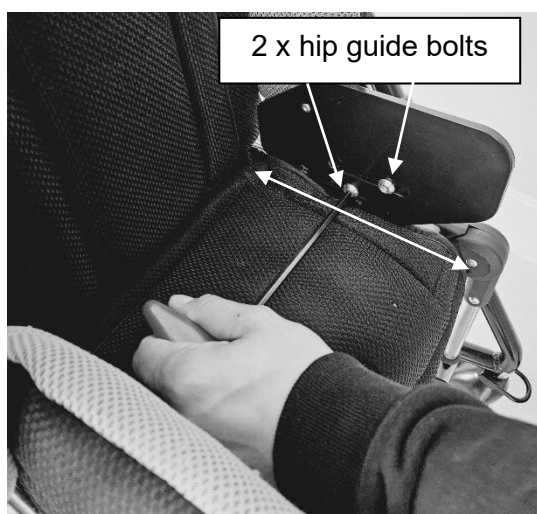


Fig 5.2b.1

Follow the instructions for one hip guide and then repeat for the other side. To adjust the length of your hip guide, first remove the hip guide cover (see section 5.3 for further instructions).

Using the supplied 5mm allen key, loosen the 2 bolts on the hip guide (as shown in fig 5.2b.1) and slide the plate into the desired position.

Once you have the desired position, tighten the 2 bolts on the hip guide and refit the hip guide cover.

### 5.2c Footrest Height and Knee Angle Adjustment

#### To adjust the footrest height:

To adjust the footrest 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, secure the position by tightening the 2 securing bolts.

#### To adjust the knee angle:

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.

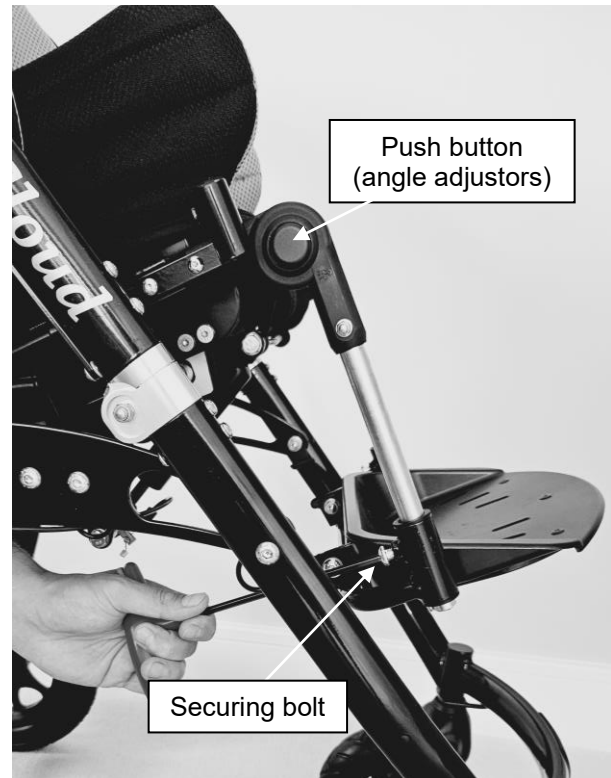
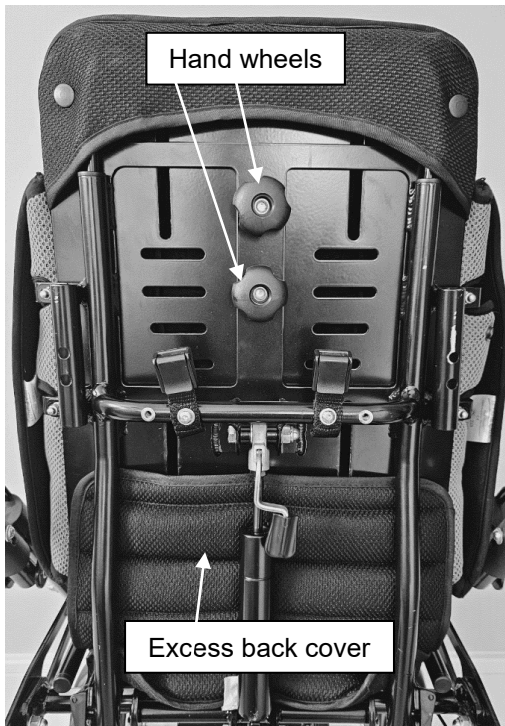


Fig 5.2c.1

### 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.



### 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.



Fig 5.3.1



### 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. To remove the cover, 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.

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.

Fig 5.3.2

### 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.

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 5.3.3

## 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 5.3.4, 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 5.3.4. 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 5.3.4

## 6 Postural Accessories

The Snappi 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 Snappi Cloud pushchair: different shape foam headrests and lateral head supports.

#### 6.1.a Fitting a One Piece Foam Headrest



The one piece foam headrests 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 foam headrest, thread the hook and loop straps through 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 foam headrest 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.

## 6.2 Fitting and Adjusting Lateral Trunk Supports



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.

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 x. 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.

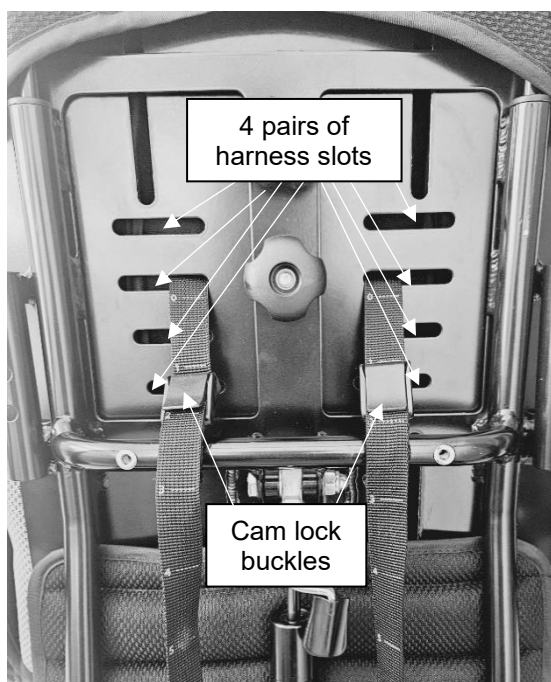


fig. 6.2.3

**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)



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 Snappi 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.

#### To fit the 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.

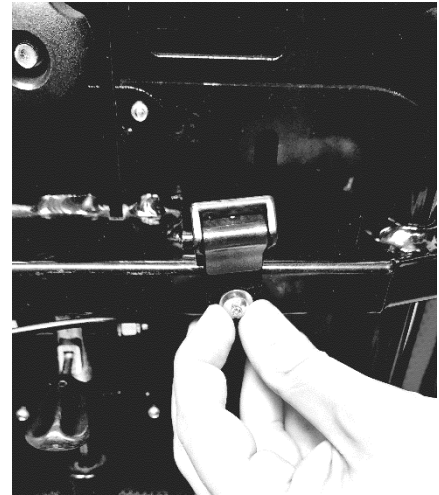


Fig. 6.3.3

### To fit the chest harness:

First take the 2 shoulder straps of the chest harness and feed them through the pair of the slots best suited for the occupant's size as shown in fig. 6.3.1.

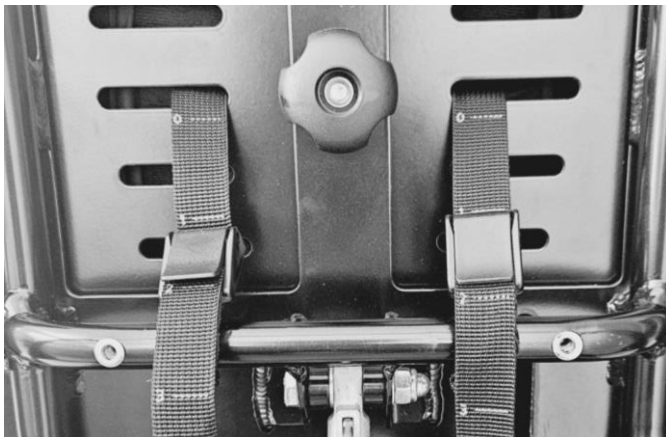


Fig 6.3.4

Now open the 2 x backrest mounted cam lock buckles fitted on the seat and thread the harness straps through to your required fit. Secure these straps by closing the cam lock buckles as shown in fig 6.3.4.

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. 6.3.5) and thread the straps through. When you have the fit you require, close the cam lock buckles to make the straps secure.

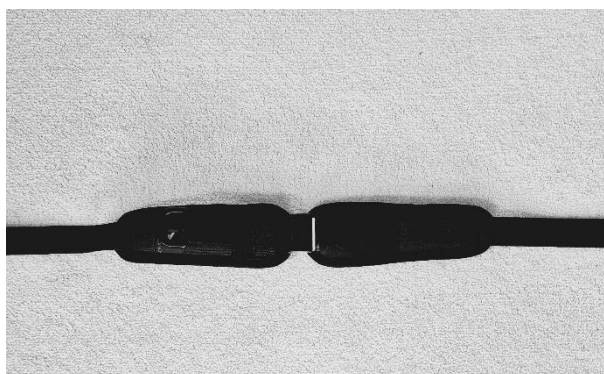


Fig. 6.3.5

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

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

**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.



Fig 6.4.4

**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.

### 6.5 Fitting a Groin Adaptation Strap

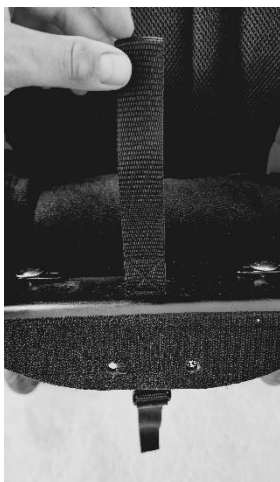


Fig 6.5.1

The Groin adaptation strap is a piece of webbing which can fit to either 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 Cloud 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 Cloud 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 occupants 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.



Fig 6.7

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.

## 6.8: Ankle Cuffs

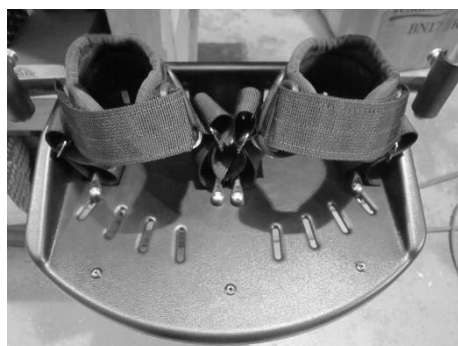


Fig 6.8.1

The ankle cuffs will come pre supplied fitted to the footplate as shown (see Fig 6.8.1, left).

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).



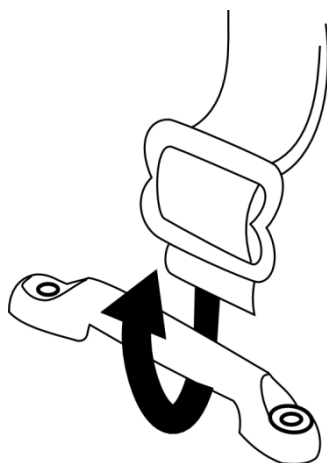


Fig 6.8.4

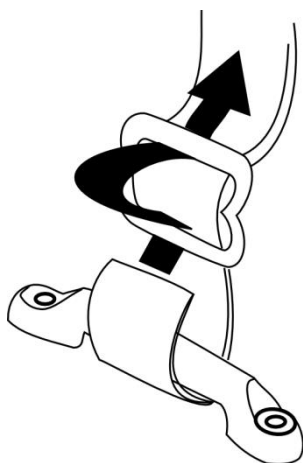


Fig 6.8.5

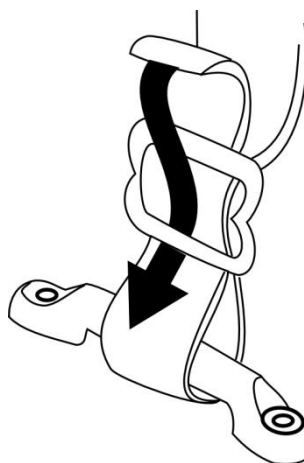


Fig 6.8.6

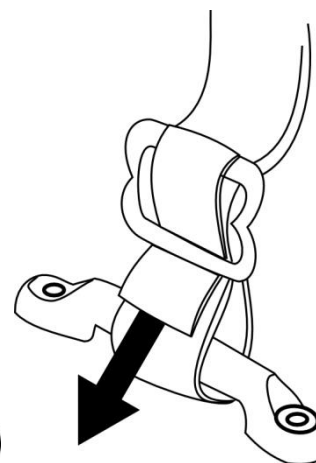


Fig 6.8.7

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



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.

Fig 6.9.1

### 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.

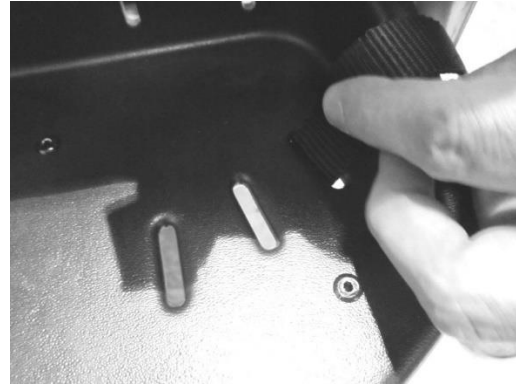


Fig 6.9.2



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 (insert photo label).

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.

## 7 Equipment / Carrying Accessories

### 7.1 Shopping Basket



Fig 7.1.1

To fit your Snappi Cloud shopping basket, clip each of the 4 hooks on the basket to the 4 D-rings on the chassis. Fig 7.1.1 shows the 2 x D rings which are in the same position on the other side. Please note, we have removed the seat from the chassis so you can better see the D rings but you do not need to remove the seat to fit the shopping basket. To secure each hook, press the straight part of the hook and clip it over the D-ring.

Note: to ensure the shopping basket is fitted the right way around, the shallow end of the shopping basket goes at the front (see fitted basket in Fig 7.1.2 below).



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 7.1.2

**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 but 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

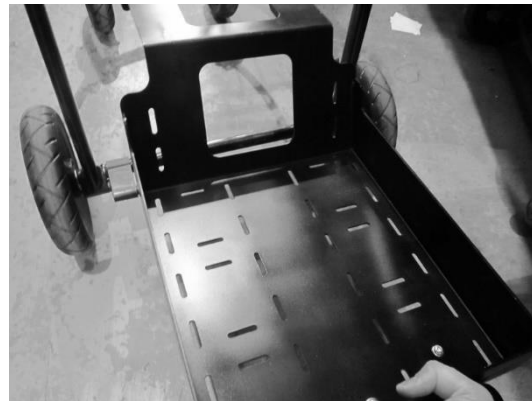


Fig 7.2.1

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.

Feed the equipment tray under the pushchair from the rear of the frame as shown in fig 7.2.2.



**Fig 7.2.2**



**Fig 7.2.3**

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

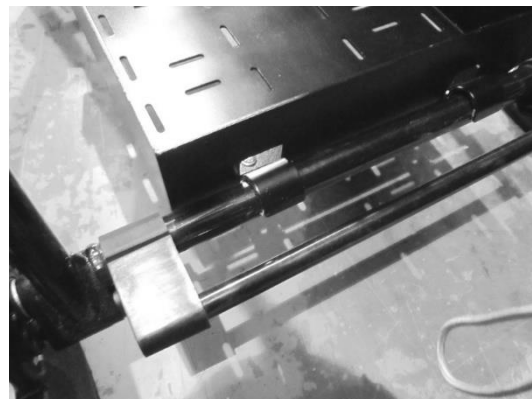


**Fig 7.2.4**

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, left).

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

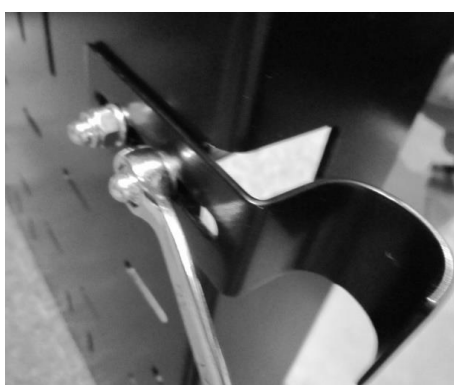


**Fig 7.2.5**



**Fig 7.2.6**

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.

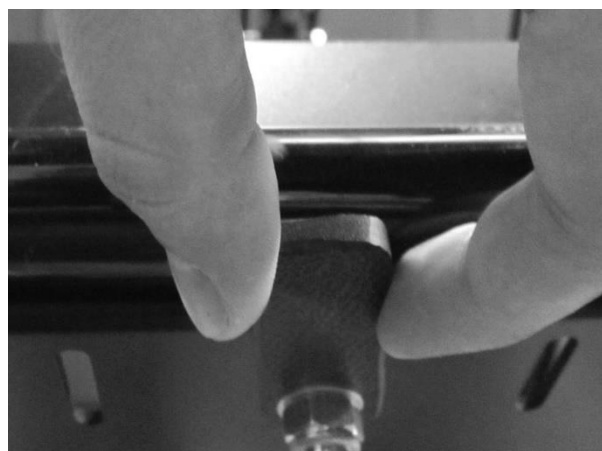


**Fig 7.2.7**

To adjust the rear hooks, loosen the two M6 nylock dome nuts using a 10mm spanner and 4mm hexagon key as shown in Fig 7.2.7 (left), then slide the hook to the desired position and re-tighten the nuts.

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 7.2.8, right).



**Fig 7.2.8**

To remove the tray, unlock the turn catch, and then lift the tray up and out of the chassis from the rear of the frame.

**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 1 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

A vertical cylinder carrier (as pictured in Fig 7.3.1 left without the Snappi seat fitted to enable a better view of the vertical cylinder) is available for the Snappi Cloud pushchair and is designed for use with a maximum cylinder size of BOC CD or equivalent. The vertical cylinder should be fitted to your pushchair (if it was requested) as this is not an accessory you can either fit or remove yourself; rather, it must be either factory fitted by Tendercare Ltd or retrofitted/removed by an approved repairer.



Fig 7.3.1



Fig 7.3.2

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.



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.

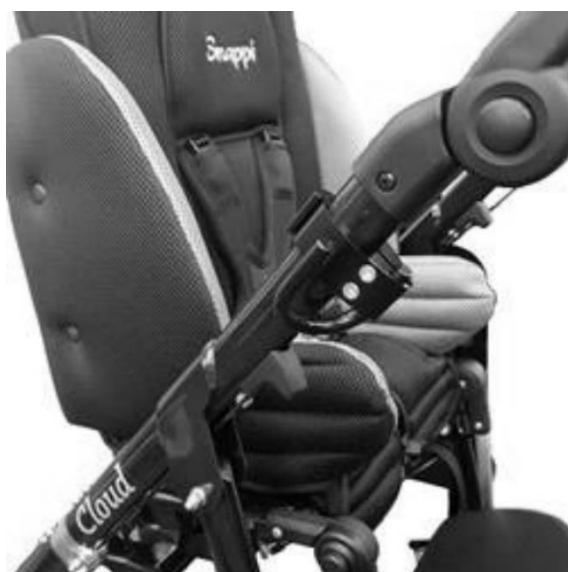
Fig 7.3.



### 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.

## 7.4 Hook and Bracket



A hook and bracket are available for the Cloud chassis (Fig 7.4.1 shows a rearward facing Cloud chassis with a Snappi Minimiser seat). These can either be fitted at the point of manufacture by Tendercare Ltd or retrofitted by an approved repairer. 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.

Fig 7.4.1

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.

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 Sun Hood and Transparent Rain Shield

There are two versions of the sunhood and rainshield which can be fitted to a Snappi. The age of your Snappi Cloud pushchair, will determine which sunhood instructions you follow. If you are unsure which version you have, please kindly advise Tendercare Ltd of the serial numbers on your pushchair and we will tell you.

#### 8.1.1 Sunhood & Rainshield Version 1 (New Style)

##### How to change the position of the sunhood receiver brackets

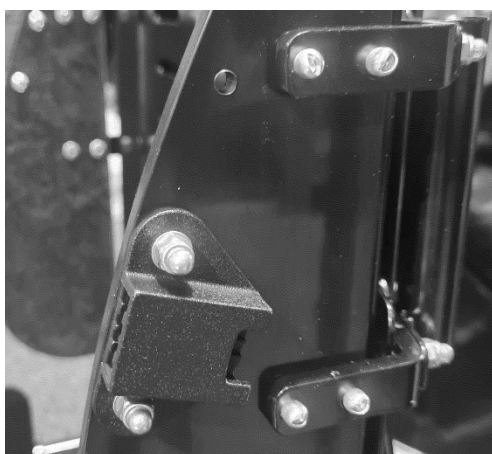


Fig 8.1.1a

We typically send out Snappi seats with the sunhood receiver brackets fitted to the bottom set of holes (as pictured). 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.

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 8.1.1b), move the bracket to a higher position, refit and tighten the bolts.



Fig 8.1.1b

### How to fit and remove the sunhood:



Fig 8.1.1c

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.



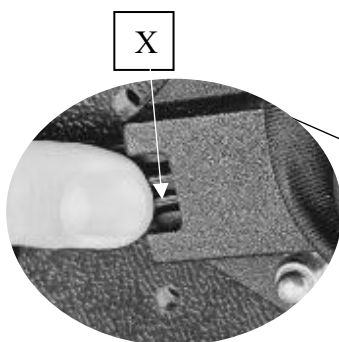
Fig 8.1.1d



The sunhood fitted on the Snappi seat.

Fig 8.1.1e

To remove the sunhood, press in the sunhood clip (x in Fig 8.1.1f) and gently lift the sunhood arm out of the bracket. Repeat for the other side



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

## 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 photo.







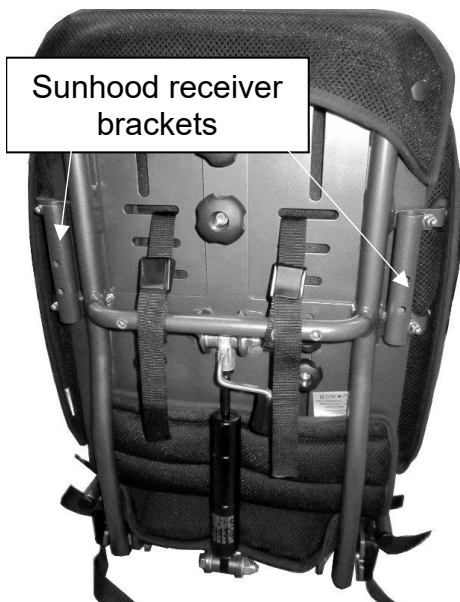
Secure the 4 hooks on the rainshield to the pushchair. The 2 x hooks at the front secure to the footrest poles, as pictured.

The 2 on the back secure to the centre section of the seat, as pictured.



The rainshield fitted on the sunhood

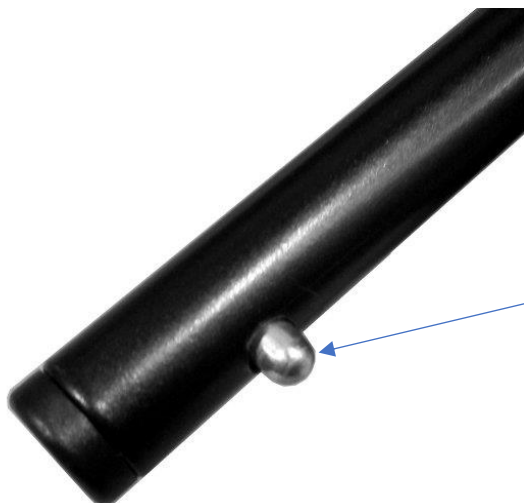
### 8.1.2 Sunhood & Rainshield Version 2



In order to fit version 2 of the sunhood, your Snappi seat will need receiver brackets fitted on the back of the seat as shown left.

Fig 2

Before fitting your sunhood, you must unfold the 2 mounting poles and position them as shown in Fig 2. Please ensure both poles are adjusted to the same angle otherwise it will make it difficult to fit the hood to the seat.



On the back of each mounting pole, will be 1 button clip, as shown in Fig 3, left.

Fig 3

To fit the sunhood, stand behind the seat and slide the mounting poles into the receiver brackets with the button clips facing you. Pressing both button clips, simply slide the hood down into the sunhood brackets to the position shown in Fig 4, right.

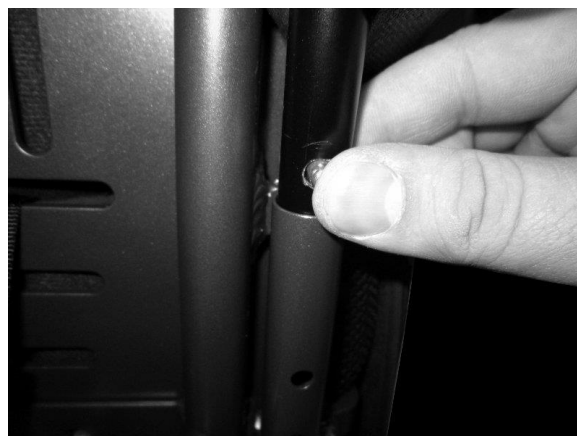


Fig 4



Fig 5

There are 2 positions you can lock the button hole into. Fig 4 shows the button hole fitted in the top position. However, if needed, the hood can be dropped to the lower hole position. You can see both hole positions in Fig 5, left. To do this, push in both button clips and slide the hood down until it locks into the lower position.

Once your sunhood is fitted, the back canvas of the sun canopy can be secured by looping the hook & loop strap around the sunhood receiver bracket as shown in Fig 6, right.

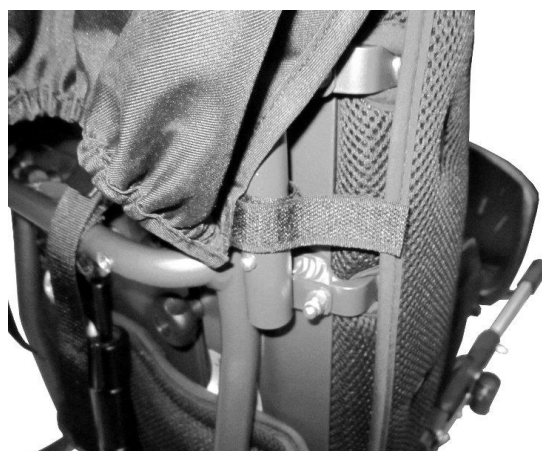


Fig 6

The sunhood will now be fitted to the chair, as shown in Fig. 7.



Fig. 7



You can now adjust the sunhood to the desired angle. To do this, simply adjust the hood to the position you desire then tighten the thumb screws to hold the hood securely in place. Each time you wish to change the angle of the hood, you must first loosen the thumb screws, adjust the angle as desired and then ensure that you retighten the screws to prevent them falling off.

## To remove the sunhood:

First unfasten the hook and loop strap (shown in Fig 6) and then press in the button clips (shown in Fig 5). You may find it easier to release one button clip at a time. Once both button clips are out of your chosen hole position, the hood will then be free to lift out of the receiver brackets. The sunhood must be removed before folding the buggy,

## How to fit the rainshield

To fit the plastic rainshield, unfold it from its packaging and place over the sunhood with the hook & loop rainshield flap facing the front (i.e. world as opposed to occupant facing). The sunhood angle needs to be set to match the seamlines to those on the rainshield. Next tuck the elasticated edge under the footrest as shown in Fig 9, right. Note, you may not be able to use back recline at the same time as the rainshield (tilt in space can still be used).





The rainshield has a back flap to minimise wind and rain infiltration. To keep the back flap in place, tuck this down inside the push handle and fasten the hook & loop fixings which are located on both the back flap and the main skirt of the rainshield. Once you have stuck the hook & loop together, you may need to adjust the rainshield to help ensure that the rain shield is straight.



### 8.1.3 Important Points When Using The Sunhood & Rainshield (both versions)

- 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.

## 8.2 Playtray – not suitable for rearward (parent) facing Snappi Cloud Pushchairs

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

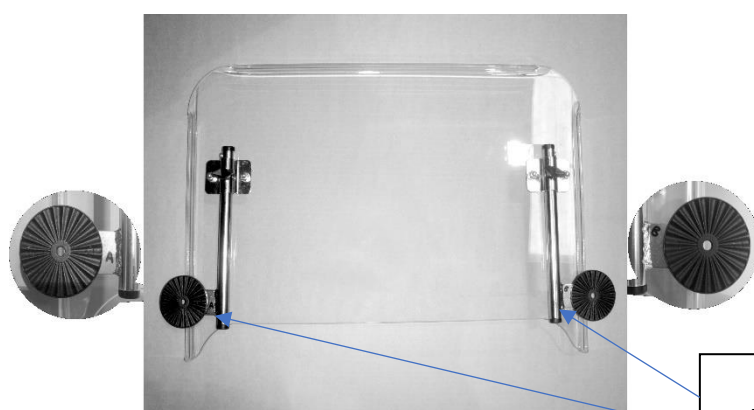
The Snappi Cloud playtray offers height, depth and angle adjustment.

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 additional thumbscrews for the seat receiver brackets in the bag.



Fig 8.2.1



The playtray is supplied with the depth adjustment brackets fitted to the tray (as illustrated in Fig 8.2.2) These are marked with the letters A and B. A is one side, B is the other.

Fitted depth adjustment brackets and thumbscrews

Fig 8.2.2

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 8.2.3) 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.

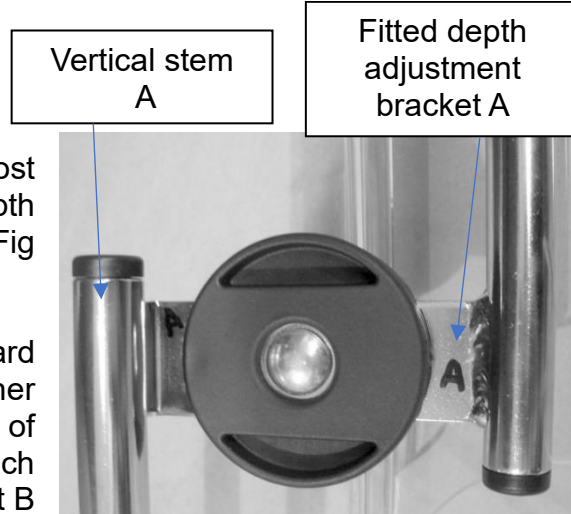


Fig 8.2.3



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 thumbwheels supplied with the tray into the welded nut on the receivers as shown (see Fig 8.2.4). Position the tray to the required height, and then secure it in place by tightening the thumbscrews.

Fig 8.2.4

To adjust the angle of the playtray, loosen the 2 angle adjusters (see Fig 8.2.5).

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 8.2.5



To adjust the depth of the playtray, loosen the 2 thumbscrews under the base of the tray (See Fig 8.2.6).

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

Fig 8.2.6

## 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 you 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.



### 8.3: Grip Rail – not suitable for rearward (parent) facing Snappi Clouds

The grip rail is provided with two thumbscrews for fitting to the pushchair (see Fig 8.3.1).

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



Fig 8.3.1



To fit the grip rail, place the vertical tubes into the receivers on either side of the seat unit (See Fig 8.3.2).

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 8.3.2

In order for the occupant to reach the grip rail, the vertical tubes are angled. This enables the grip rail to be fitted either leaning towards the occupant or away from them.

When the seat depth is extended, the grip rail will need to be fitted with the vertical tubes angled towards the occupant (see fig 8.3.3). When the seat depth is short, the grip rail should be fitted angled away from the occupant (See fig 8.3.4).



Fig 8.3.3



Fig 8.3.4

## 8.4 Footmuff / Cosy Toes

A footmuff is available to fit the Snappi Cloud size 1 only.

The foot muff comes supplied with button-hole slots to allow harnessing to pass through the cover (as shown in fig 8.4.1). These slots are not pre-cut as occupants will have different harnessing combinations fitted.

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 8.4.1

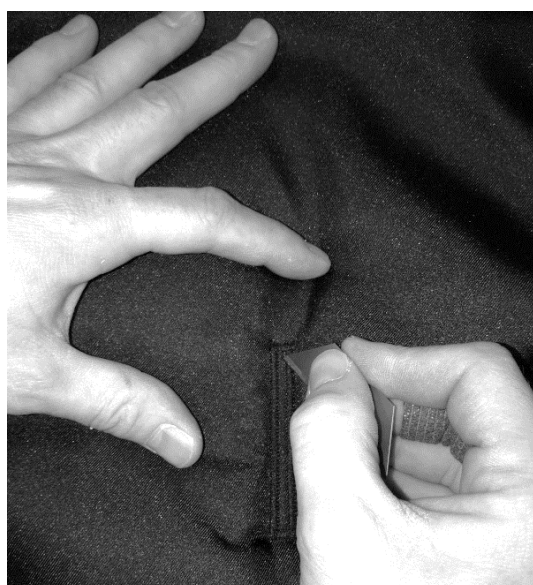


Fig 8.4.2

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 8.4.2).

**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.

To fit the footmuff, place onto the seat as shown in fig 8.4.3.



Fig 8.4.3



Fig 8.4.4

Tuck the flap of material through the gap between the backrest and seat pad as shown in fig 8.4.4, then tuck the excess material up behind the backrest tubes and seat back.



Fig 8.4.5

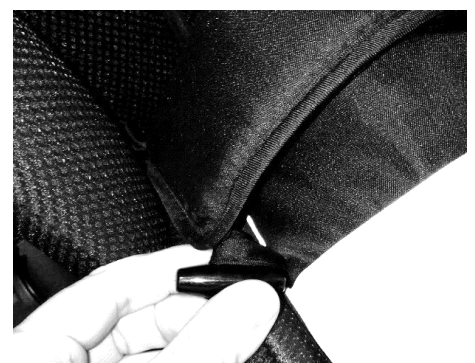


Secure the front of the foot muff to the footrest tubes using the ties as shown in fig 8.4.6.

Fig 8.4.6

The foot muff includes a growth flap to extend the foot muff when needed.

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



## Notes:

- The footmuff can be used in conjunction with the sunhood and transparent rain shield or the all-transparent, framed rain cover for complete protection in bad weather.
- 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. When tipping the pushchair back, e.g. to climb curbs, always use the tip assist. See section 4.8: “Using the Tip Assist” for additional instructions. If a tip assist is not fitted, take extra care when tipping the pushchair back. To tip the pushchair back (either with or without the tip assist), e.g. when climbing kerbs, stand behind the pushchair and hold the push handle with both hands, place your foot of the tip assist if fitted (as shown in fig 4.8.1) or firmly on the ground if the tip assist is not fitted, 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 chassis and the interface clips are fully latched over the front stainless steel bushes on the chassis midframe. Please refer to section 4.1A: “Folding and Unfolding the Pushchair” which contains detailed instructions on ensuring the interface is correctly locked into place.
- ❖ Do not allow children to play with any parts of the pushchair.

## **9.2 Brakes**

Always put the brake 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/falling.

## **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 such as bags on the push handle. 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 either the authorised distributor (usually your wheelchair services) or to 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 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.
3. Check all nuts, bolts, and hand wheels are tight (daily).
4. Check operation of the brake, folding and reclining mechanisms (each time you use the pushchair).
5. Check the seat fits securely into the frame and can lock into place (each time you use the pushchair).
6. Ensure the seat safety catch engages and locks the seat into the chassis.
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 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 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 they are not worn or damaged.
10. Check the interface clips to ensure 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 Snappi Cloud Pushchair can be folded for transport in the luggage area of a vehicle as detailed in section 4.1 of this manual.

The Snappi Cloud Pushchair (excluding the rearward facing Snappi Cloud) has been successfully impact tested against International Standard ISO 7176-19 and may be used as a vehicle seat.

However, 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 / R129/03 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.

The Snappi Cloud Pushchair is suitable for transport with either option of back support; Standard or Dynamic. It is advised that the seat back recline function should be in an upright position for transport. The dynamic strut is fitted with a restrictor to limit back recline; this must be in place when transporting the dynamic model of Snappi seat.

### **IMPORTANT:**

***When used as a vehicle seat the following instructions must be followed.***

#### 12.1 Preparing the system for transport

1. Check that the child is correctly strapped in the seat using the lap and diagonal 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 lap belt should not be held away from the occupants body by any part of the pushchair such as side pads or wheels (please see fig 12.1.1)

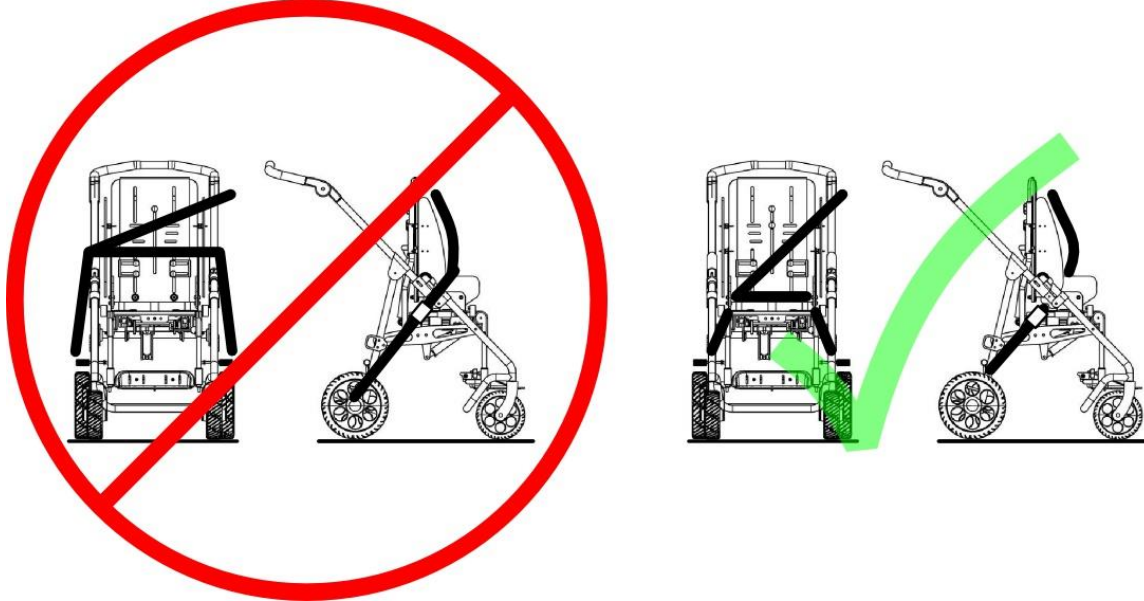


Fig 12.1.1

Note: The belt webbing should not be twisted when in use.

- c. The angle of the pelvic belt should be within the optimal zone of 30° to 75° to the horizontal, as shown in Fig 12.1.2

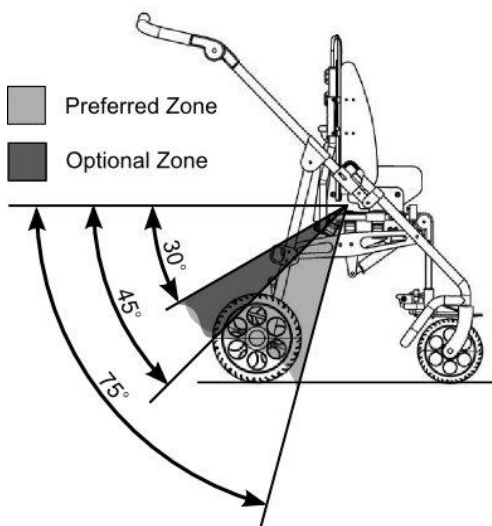


Fig 12.1.2

2. 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. Postural supports (such as lap straps, lap belts etc) should not be used or relied on for occupant restraint in

a moving vehicle unless they are labelled as meeting the requirements specified in ISO 7176-19 or SAE J2249.

3. Important: In order to ensure that the 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.
4. Loose parts and trays must be removed from the pushchair and secured separately in the vehicle. Other auxiliary pushchair equipment should be either secured to the pushchair or removed from the pushchair and secured in the vehicle during travel, so that it does not break free and cause injury to vehicle occupants in the event of a collision.
5. Always remove the oxygen cylinder and store it safely when travelling in the wheelchair in a vehicle to stop it moving around in transport and causing harm.
6. The seat can either be set vertically or adjusted to a mid-tilt position for transportation.

## 12.2 Attaching wheelbase to vehicle

1. The Snappi Cloud Pushchair 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*). Put The Brakes On\*

*\*The brakes are 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. Snappi Cloud Pushchairs come with a front tie down bracket, that fits between the front castor and frame. Attach the restraint system to this mounting point using a standard Karabiner hook (See Fig 12.2.1A). Note: always use the tie down bracket. If your pushchair does not have tie down brackets, do not transport the pushchair. In this instant, please contact either your wheelchair services or Tendercare Ltd.

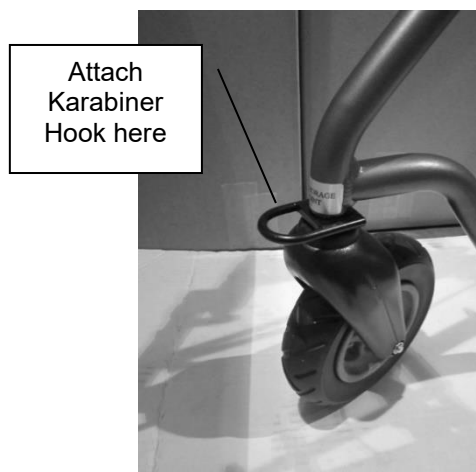


Fig 12.2.1A

6. Attach the rear restraints to the floor track and to the two rear tie down brackets on the frame. These are positioned halfway up the rear frame, just above the brake mechanism. (See Fig 12.2.2B)

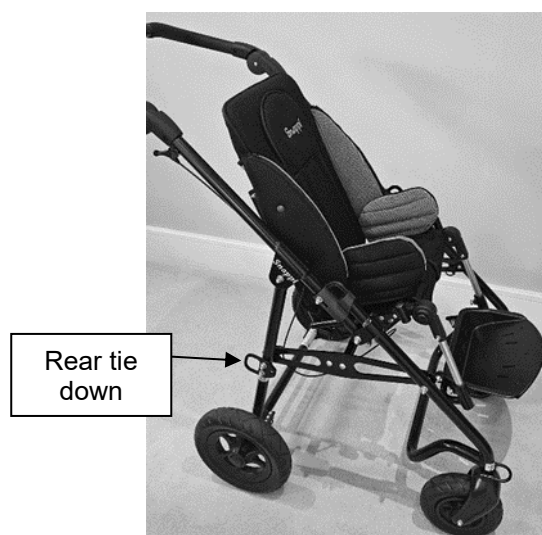


Fig 12.2.2B

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

## IN EMERGENCY PRESS THE RELEASE BUCKLES

### Warning:

- ❖ The above only secures the wheelbase not the passenger. It is essential that a separate vehicle harness be fitted providing lap and over the shoulder protection to the passenger (See Fig 12.2.3).





❖ The rearward facing Snappi Cloud Pushchair has not been crash tested for use as a vehicle seat and must not be used for transportation. Rearward facing Snappi Cloud Pushchairs are supplied without the transit brackets to ensure that it is not transported in error. If at a later date the Snappi Cloud is required to be forward facing, transit brackets can be purchased and fitted by a competent trained person only.

❖ If transporting medical oxygen cylinders ensure compliance with applicable standards.

❖ Any item involved in an accident no matter how minor **MUST BE WITHDRAWN FROM SERVICE IMMEDIATELY AND REPLACED.**

Fig 12.2.3

## 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 Snappi 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 Snappi 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 Snappi 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 Snappi 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 Snappi 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.