





# Usage instructions Service booklet

SPEEDY F1 sports wheelchair:

SPEEDY F1 4basket

SPEEDY F1 4tennis

SPEEDY F1 4badminton



#### Contents

1	Pref	Preface4					
2	Leg	Legend4					
3	Con	Conformity/other information					
	3.1	Classifi	cation	4			
	3.2	Conform	nity	4			
	3.3	Manufa	cturer	4			
4	Sco	pe of de	livery and testing the product on receipt	4			
5	Intro	Introduction					
6	Inte	ntended purpose & indication					
7	Prop	oer use.		6			
8	Tec	hnical sp	pecifications	6			
	8.1	Produc	t weight	6			
	8.2	Load w	eight	6			
	8.3	Obstac	le height and turning circle	6			
	8.4	Basic e	quipment and dimensions	6			
	8.5	Service	life	7			
9	Rati	ng plate	and markings on the product	7			
10	) Con	nmission	ing and handover	7			
11	Fam	niliarisati	on with the product and the surroundings	7			
12	2 Safe	ety instru	ıctions – prior to driving/use	8			
13	Safe	ety instru	ıctions – while driving/using	8			
14	Safe	ety instru	ictions regarding obstacles	9			
15	Safe	ety instru	ctions regarding dangerous locations and dangerous situations	10			
16	Safe	ety instru	ıctions – after driving/use	10			
17	<sup>7</sup> Bac	k systen	1	10			
	17.1	Backre	st angle	10			
		17.1.1	Adjustment possibilities with backrests fixed by being bolted onto side panels/parts	10			
		17.1.2	Adjustment possibilities with an adjustable backrest	11			
		17.1.3	Instructions for sitting posture with an adjustable backrest	11			
		17.1.4	Adjusting the backrest angle or folding down the backrest with an adjustable backrest	11			
	17.2	Adjusta	ble back & its adjustment options	12			
	17.3 Ergonomic back shell & its setting options						
		•	ack backrest bar				
18	Sea	t system		16			



19 Drive wheels	17
19.1 Removing and attaching the drive wheels	17
19.2 Checking and adjusting the wheel tracking of the drive wheel	17
19.3 **Wheel camber	19
19.4 Tyre pressure	
19.5 Other	
20 Caster wheels	20
20.1 Replacing the caster wheels	20
20.2 Caster wheels flapping	
20.3 Replacing the caster forks	
21 Footrests	
21.1 Angle adjustment of the footplate support	
21.1 Angle adjustment of the footplate support	
22 Anti-tipping support	
22.1 Height adjustment	
22.1.1 Central anti-tipping support oversized, firmly welded & 2 anti-tipping support oversized, firmly welded & 2 anti-tipping support oversized.	
22.1.2 Central anti-tipping support with oversized tube, length adjustable (Tennis)	
22.2 Removable central anti-tipping support	25
22.2.1 Removing and attaching the central anti-tipping support	26
22.3 Replacing the anti-tipping support fork	26
22.3.1 Anti-tipping support fork with screw-on axle	26
22.3.2 Anti-tipping support fork with quick-release axle	
22.4 Replacing the anti-tipping support wheel	28
22.5 Safety instructions	
23 Ram bar	
24 Storage	
25 Transport	29
25.1 Securing handling of the product	29
25.2 Passenger transport in motor vehicles	29
25.3 Securing the product in a motor vehicle (without a person)	29
25.4 Passenger transport over obstacles in the product	30
26 Malfunctions	30
27 Cleaning and care	30
28 Maintenance	30
28.1 General instructions	30



28.2 Service schedules	31
28.3 Proof of maintenance	32
29 Disposal & recycling	32
30 Re-use	32
31 Warranty	33
32 Liability	33
33 Appendix: Tightening torques, securing details and tools	34
34 Appendix: Medical product passport/record of training	35
35 Appendix: Hand-over certificate	36
35.1 Required compliance criteria to authorise use	36
35.2 Check list for training the user	37
36 Appendix: Inspection lists	38



The following instructions are intended for and may only be carried out by the rehabilitation specialist dealer or PRO ACTIV.



This document is available in PDF format at www.proactiv-gmbh.com for visually impaired people. Using the zoom function, the font can be increased as desired.



#### 1 Preface

Dear Customer,

Congratulations on purchasing your new PRO ACTIV product. You have bought a quality product that has been specially customised to meet your requirements. We have put together some instructions about its proper and safe use in the following document. Please read these instructions before using the product.

The standard components are explained in these usage instructions. If you have individual solutions or non-standard components on your product, your rehabilitation specialist dealer or PRO ACTIV would be happy to deal with any questions you may have about using it.

The SPEEDY F1 range sports wheelchairs differ in the possibilities to individually design the frame geometry and the options available. If there is a difference in the selection of options, this is mentioned in the respective chapter. Otherwise the operating instructions are identical.

You can always download the latest version of the usage instructions as a PDF document in our download area at <a href="https://www.proactiv-gmbh.com">www.proactiv-gmbh.com</a>.

If you have any further questions about this or any of our other products, we would be glad to be at your disposal.

Enjoy your trips and the best possible mobility.
Your PRO ACTIV team

#### 2 Legend

The symbols used in these usage instructions have the following meanings:



Manufacturer



Note



Serial number

#### 3 Conformity/other information

#### 3.1 Classification

SPEEDY F1 fixed frame wheelchairs (referred to as "product" below) are classified as class I products.

#### 3.2 Conformity

As the manufacturer, PRO ACTIV Reha-Technik GmbH declares that the respective product is a class I product and meets the requirements of the EU Medical Devices Directive (2017/745).

If the product is adapted in a manner which has not been agreed by PRO ACTIV Reha-Technik GmbH, this declaration becomes void.

#### 3.3 Manufacturer



#### PRO ACTIV Reha-Technik GmbH

Im Hofstätt 11 D-72359 Dotternhausen Phone +49 7427 9480-0 Fax +49 7427 9480-7025 e-mail: info@proactiv-gmbh.de web: www.proactiv-gmbh.com

### 4 Scope of delivery and testing the product on receipt

Delivery includes the product, configured as per the purchase order, with the usage instructions including the training/hand-over certificate and inspection lists. You can view the basic equipment in chapter "Technical specifications". As per your order, the product is equipped with additional recommended accessories, such as anti-tipping supports and waist belt.

Please check that the delivery is complete after you have received your product.

The product is tested to ensure it is completely functional before shipping and packed in special boxes.

However, please check the product immediately upon receipt, preferably in the presence of the freight company, for any damage which may have occurred in transit. If you are of the



opinion that damage has occurred during transit, please do the following:

- 1. Record a statement of facts in the presence of the freight company - photo documentation of the packaged product and the unpacked product with detailed images of product damage
- 2. Preparation of a declaration of assignment - you assign all claims from this damage to the freight company.
- 3. Statement of facts/photo documentation, delivery note, and declaration of assignment are sent to PRO ACTIV.

Failing to observe these instructions, or reporting damage after acceptance, means that the damage cannot be acknowledged.

PRO ACTIV will subsequently review the damage and discuss the further procedure with you (shipment of replacement parts, returning the product to PRO ACTIV for a complete repair, etc.).

#### 5 Introduction

Before starting your first journey, familiarise yourself with these usage instructions, paying particular attention to all of the safety information and hazard warnings contained in them.

Allow your therapists and doctors to advise you, your carers, and assistants on how to use the product and what you are safe to do with the product based on your current ability. Clarify with them as well which wheelchair techniques you can learn on the basis of your ability.

Under no circumstances should you do anything with or in the product that you have not learned to do and have not mastered.

You, your carers and assistants should also seek advice from your therapists and doctors as well as the rehabilitation specialist dealer about the use and settings of your product as well as the safety accessories available (e.g. anti-tipping supports and lap belt).

 You should always heed the advice provided by doctors, therapists and the rehabilitation specialist dealer on the necessary safety accessories.

⚠ If you are not sure how to handle the product or if technical faults occur, please contact your rehabilitation specialist dealer or PRO ACTIV before using it.

Never leave the product unattended.

Secure the product against unauthorised use and theft.

Make sure that when combining your product with equipment made by other manufacturers (e.g. seat cushions) that the serviceability of the individual components and the unit made up of them is ensured. You can get information on the suitability of a combination from the manufacturer of the third-party components or from your rehabilitation specialist retailer.

The product contains small parts that may pose a choking hazard for children.

#### Intended purpose & indication 6

This product offers persons with disabilities who have difficulty walking or those who are unable to walk the opportunity to participate in competitive or popular sports by driving a muscle-powered wheelchair to a technically feasible extent. The objective is to maintain or increase the greatest possible independent mobility and to integrate the active wheelchair

Indications: Walking impediment or limited ability to walk due to paralysis, limb loss, limb defect/deformation, joint contractions/joint damage, neurological and muscular diseases.

Contraindications: Limb loss - of both arms, progressive muscle diseases whose course is accelerated by fatigue of the arm and trunk muscles used (e.g. muscular dystrophies and atrophies).



In addition - for safety reasons - the product may only be operated by people who

- can move and coordinate their hands and arms so that they are able to operate all control elements without restrictions while using the wheelchair.
- are physically and mentally capable and have the visual ability to safely operate the product in all operating situations.
- have been trained in its use by the rehabilitation specialist dealer or PRO ACTIV.

#### 7 Proper use

This wheelchair is designed for use on level and solid surfaces indoors and outdoors, such as concrete, asphalt, ash courts, sports hall flooring and Tartan tracks. Avoid driving on unpaved or loose surfaces (e.g. on loose gravel, in sand, mud, snow, ice or through deep puddles of water, and under poor weather conditions (e.g. storms)), as this may result in incalculable risks. This wheelchair is intended for the non-public traffic area. Due to its special design features, the SPEEDY F1 enables a team or individual sport to be practised (basketball, tennis, dancing or badminton), depending on the version.

The maximum permitted load of the product in its standard design is 120 kg. Individual customisation can be made to accommodate a higher load; this will be indicated on the ratings plate. Please note that the load limit indicated on the rating plate may not be exceeded even when transporting objects and carrying out strength exercises in the product. Note that the maximum load weight is reduced accordingly when mounting components with low load limits on the product, e.g. drive wheels with few spokes.

Proper use of the product is a basic requirement of safe operation. The product may generally be used only for applications that are listed and described in these usage instructions. This includes storage, transport, maintenance/inspection, and repair, as well as the safety information in each chapter of these usage instructions.

#### 8 Technical specifications

#### 8.1 Product weight

The total weight starts from 7.8 kg with the basic equipment.

#### 8.2 Load weight

#### Maximum load weight:

Up to 120 kg payload

Individual customisation can be made to accommodate a higher load; this will be indicated on the ratings plate.

#### 8.3 Obstacle height and turning circle

Maximum drive-over/negotiable obstacle height: 1 cm (when fitted with anti-tipping supports)

The product is designed for use when playing sports on a level surface and therefore not designed to overcome larger obstacles.

#### **Turning circle: SPEEDY F1:**

- Approx. 1.5 m without reversing (heavily dependent on the frame geometry and wheel camber)
- approx. 1.4 m with manoeuvring back and forth (strongly dependent on the number of manoeuvres)

#### 8.4 Basic equipment and dimensions

In the basic equipment, SPEEDY F1 sports wheelchairs are equipped with seat and back system, side sections, caster wheels, drive wheels including tyres and hand rims, knee lever brake and footrest.

#### **Dimensions SPEEDY F1:**

Seat width: from 31 cm Seat depth: from 31 cm Back height: 20 - 48 cm

Wheel camber: 12°, 15°, 18°, 20°



#### 8.5 Service life

The service life of the product is 6 years.

#### Rating plate and markings on the product

The **rating plate** is located on the product frame. The rating plate includes the precise model, the serial number and other technical specifications.

When contacting your rehabilitation specialist dealer or PRO ACTIV with regard to your product, please always have the serial number and year of construction on the rating plate at hand.

Modellmodel  SNserial number
date of manufacture
max. Zuladungkg max. load
max. Anhängelastkg max. towed capacity

MD Medical device

Manufacturer

Follow the usage instructions

Serial number

Date of manufacture

The product is labelled with further symbols (stickers):



Product not approved as a seat in motor vehicles



Product approved as a seat in motor vehicles; marking of the transport restraint system connections on the wheelchair or fastening points for wheelchair restraint systems

More detailed information about this can be found in chapter 25.2.

#### 10 Commissioning and handover

The product will be handed over to you ready for use by a rehabilitation specialist dealer or a field representative or by a product consultant from PRO ACTIV.

You will be fully instructed in the use of the product based on the usage instructions included in the delivery. You will be handed over a record of training and handover certificate as written proof. In addition, you will be handed the usage instructions and, if necessary, further accessories for your own use. It is recommended that you take along an assistant to the training so that, if required, they can assist you later when handling the product.

During the hand-over, the record of training (chapter 34) and the hand-over certificate including the associated check list (chapter 35) must be filled in. The rehabilitation specialist dealer should send the completed documents to PRO ACTIV for filing as a file by e-mail or in the form of a copy by fax or in the post.

#### 11 Familiarisation with the product and the surroundings

During the initial commissioning of the product, drive at minimum speed and become accustomed to the driving characteristics of the product. Always adapt the speed and driving manoeuvres to match your own abilities and



external circumstances. You will get a feel for how to use the product safely after a short time.

Let the coach of your wheelchair sports club instruct you fully on the game and wheelchair techniques used in your sport.

Practice bending over, gripping, stretching and getting out, until you know the limits of your abilities. Allow yourself to be assisted until you know what can cause falls or tips and how to avoid it.

Get to know the environment in which you wish to use the product. Look out for obstacles and learn how to overcome or avoid them.

### 12 Safety instructions – prior to driving/use

When getting into the wheelchair, do not tread on the footrests as this may tip the chair over.

Before every trip, check the condition of the wheels (e.g. visual inspection of the spokes and rims, check the tyres for damage, foreign bodies and crack formation). If you have any doubts about the serviceability of the product, stop using it.

Check the tyre pressures at regular intervals. Ensure that you comply with the manufacturer's specifications which can be found on the tyres. Tyre pressure which is too low has a negative effect on the handling of your product. Moreover, there is an increased risk of a flat tyre.

Check the stable condition of the seat and backrest upholstery at regular intervals and in case of doubt, have your rehabilitation specialist dealer assess its condition.

Always ensure that your feet cannot slip off the footplate support when using the product.

Before using the product, ensure that the anti-tipping supports are in good working order.

Every time before you use the product, make sure that the anti-tipping supports (with length adjustable centre anti-tipping supports and removable central anti-tipping supports) are firmly attached and the quick-release axles on the caster forks (optional) and drive wheels are also securely locked in place.

Depending on the equipment, the product may have folding/closing mechanisms that pose a risk of crushing injuries (e.g. pinching your fingers). For this reason, please allow your rehabilitation specialist dealer to explain how to work these mechanisms and then have a go yourself under instruction.

If required, you can have your product equipped with a suitable chest or lap belt. Please make sure that the belt is set up so that it does not have any negative impact on breathing, does not strangle you should you fall or tip out of the product and which you can easily remove yourself.

Make sure that the passive illumination (reflectors) are always on your product, are in perfect condition and are clearly visible.

When travelling, always carry a repair kit and tyre pump for repairs in event of punctured/flat tyre. An alternative to this is an emergency puncture repair spray that fills your tyre with a foam that hardens in the tyre.

#### 13 Safety instructions – while driving/using

Please note that some parts of your product can become extremely hot in high ambient temperatures. This means that above 50°C, the product may be damaged and above 40°C there is already the risk of burns for the user, which should not be underestimated, particularly for people with impaired sensitivity. For this reason, the product should not be exposed to such extreme temperatures. PRO ACTIV cannot accept any liability or provide any warranty for personal injury and material damage caused by such stresses. There



are also certain risks that exist at extremely low temperatures, which must be minimised by wearing appropriately insulating clothes, for example.

Do not drive with this product on loose or uneven surfaces.

If there is a loose or uneven surface at the sports ground, please observe the following: Avoid, where possible by driving around, driving on loose surfaces (e.g. on loose gravel, in sand, mud, snow, ice or through deep puddles of water). When travelling on poorly maintained paths (e.g. large gravel, potholes) there is an increased risk of puncturing your tyres as well as tipping. When travelling on poorly maintained paths, drive carefully to try to avoid the caster wheels from becoming locked. Where there is large unevenness, there is an increased risk of grounding due to the smaller caster wheels and anti-tipping supports with low ground clearance for sport use (maximum traversable/avoidable obstacle height is normally 1 cm).

If there are downward slopes found on the sports ground which you need to drive over, please observe the following: You may only drive on slopes where the product can be safely controlled with the hand rims. Never drive the product on slopes of more than 10 %. Do not ride across slopes due to the risk of tipping.

If there are uphill slopes found on the sports ground which you need to drive over, please observe the following: Do not ride across uphill slopes due to the risk of tipping. Do not stop on a steep slope, otherwise there is a risk of losing control of the product. If possible, do not turn on a slope or change your direction.

When driving in curves, reduce your speed to a minimum and if possible, lean your upper body towards the curve.

Do not attach objects (carrier bags, etc.) to the product.

The product can affect other devices, for example theft protection barriers in department stores.

The product is only intended for transporting one person with limited mobility and must not be used for any other purpose, e.g. for transporting goods.

When using for sports, the anti-tipping supports should always be used as there is an increased risk of tipping over.

The product may only be propelled using the hand rims. If you propel the chair with the tyres (thumbs or fingers on the tread of the tyre), there is the risk of crushing or otherwise injuring fingers and thumbs.

Do not reach into the area of the spokes or other tight spaces in the area of the wheels. There is an increased risk of being injured here, particularly while in motion. If you have limited coordination of your limbs, then you should cover the spokes with a spoke shield, for example, to minimise the risks.

Smoking when using the wheelchair should be forgone, as the seat and back system may be damaged due to dropping ash.

### 14 Safety instructions regarding obstacles

Driving on steps with the product is forbidden.

You may not ride on escalators using the product.

The maximum obstacle height which can be negotiated is 1 cm.

The product is a sports wheelchair and may not/cannot be used to cross obstacles such as kerbs or steps, for example. In this case, it is necessary to change to an everyday wheelchair.



If the product with the user needs to be transported over an obstacle and there are suitable facilities such as a ramp or a lift available, then these should be used. If such facilities are not available, then the obstacle is to be overcome by being carried by two helpers. When carrying the product, it may not be lifted by the side sections, the drive wheels or the footrests. We recommend holding the product on the frame and back cross bar.

# 15 Safety instructions regarding dangerous locations and dangerous situations

The operator of the product determines his/herself the area to be driven and the wheelchair sport techniques to be used taking the usage instructions, their driving knowledge and physical abilities into consideration.

When driving in a curve or turning on hills or downward slopes, there may be an increased tendency to tip over to the side due to the changes in the centre of gravity. Avoid such driving manoeuvres. If these cannot be avoided, perform these driving manoeuvres with increased caution and only at a very slow speed. If necessary, the driving manoeuvre must not be performed or only with the help of an assistant.

Use particular caution when approaching stairs, edges, drops or other hazard areas.

Extreme caution is needed when driving on ramps and lifting equipment on vehicles. Ensure in advance that the ramp is wide enough so that you do not risk the product wheels slipping off the ramp. When lifting or lowering a ramp or lifting equipment, the parking brake of the product should be applied. Always keep the product in the middle of the ramp.

The grip of the tyres on the ground is reduced under wet conditions. There is an increased risk of slipping. Adjust your driving, braking and steering behaviour accordingly.

#### 16 Safety instructions – after driving/use

When getting out of the wheelchair, do not tread on the footrest due to the risk of tipping over.

#### 17 Back system

Avoid falling into the seating and backrest upholstery/back shell as it significantly increases the risk of an adjustment, falling down or defects.

#### 17.1 Backrest angle

# 17.1.1 Adjustment possibilities with backrests fixed by being bolted onto side panels/parts

The following instructions are intended for and may only be carried out by a rehabilitation specialist dealer or PRO ACTIV

With backrests screwed permanently onto side panels/parts, there are no possibilities for flexible backrest adjustment without tools available.



Figure 1: Backrest screwed permanently onto side parts, equipped with side parts with welded tube bracket





Figure 2: Backrest screwed permanently onto side panel, equipped with aluminium side panel

Depending on the equipment, a permanent adjustment of the backrest of 5° forwards or backwards is possible using tools however. This adjustment is not possible when equipped with a "side part with welded tubular bracket". This adjustment is possible when equipped with an "aluminium side guard". For this, there are three holes in the rear area of the side panel at the top and an elongated hole at the bottom to position the backrest tubes. To adjust the backrest 5° forwards or backwards, loosen both M5 fixing screws (AF 3 mm) with washers on each side and position the fixing screws with washers in the desired holes at the top and bottom in the corresponding position in the elongated hole (same position on the right and left). Then tighten up the M5 fixing screws (AF 3 mm) again to 6 Nm and secure them with thread lock fluid.



Figure 3. Adjusting the backrest position using holes in the side panel

### 17.1.2 Adjustment possibilities with an adjustable backrest

If equipped with an adjustable and foldable backrest, the backrest angle can be flexibly adjusted without using tools and the backrest can be completely folded away. The angle of the backrest can be fixed in 7 positions in 5° steps.

Observe that the centre of gravity is shifted further to the rear by the enlargement of the angle between the backrest and the seat system and thus, the tipping point of the product is reached much sooner.

### 17.1.3 Instructions for sitting posture with an adjustable backrest

For a good sitting posture, we recommend positioning the backrest vertical to the ground, where possible.

With low backrests with adaptable belt cover due to a disability, it may be advantageous to slightly tilt the backrest forwards and to slacken the top belt of the backrest upholstery so that the slack in the upper area is greater in order to achieve good sitting stability under certain circumstances (see chapter 17.2).

The adjustment possibility of the backrest angle supports active sitting and ensures for flexibility of the wheelchair user.

# 17.1.4 Adjusting the backrest angle or folding down the backrest with an adjustable backrest

To **adjust the backrest**, relieve it (otherwise there is a risk of tipping) and then loosen the locking pins that engage in the locking holes of the side sections on the left and right. For this purpose, grasp under the seat cover and in the middle, pull the cord to the front that is linked to the locking pin.

A stop pin may be mounted in the backrest angle **adjustment range** as a limiter.





Figure 4: Backrest adjustable and foldable (view from outside of product)

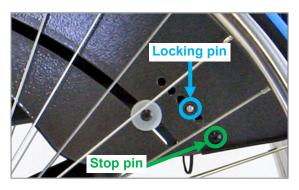


Figure 5: Locking pin and stop pin (viewed from the outside of the product)



Figure 6: Locking pin connected to the cord (bottom view)



Figure 7: Cord for operating the locking pin and thus for adjusting the angle of the backrest

If you have released both locking pins by pulling on the cord, you can adjust the backrest as desired and re-engage it by letting go of the cord. In doing so, before applying load again, make sure that both locking pins have engaged safely into the desired locking holes (the same position on the right and left).

Depending on the adjustment of the backrest angle, check the tight engagement of the backrest via the locking pins.

To **fold down the backrest**, pull on the middle of the cord towards the front, and at the same time, fold the backrest downwards until it rests on the seating area. If you want to return the backrest to the desired angle, proceed as described at the beginning of backrest angle adjustment.



**Video** Adjustment of the backrest angle & folding

### 17.2 Adjustable back & its adjustment options

The "adjustable back and back padding" back system consists of a belt system and back padding. The slack of the backrest can be adapted to the individual requirements via the belts with tensioning loops.

First remove the back padding that has been covered over which has been attached using hook-and-loop straps. The belt system located underneath has been set in the factory that the top and the bottom belts have a slack of approx. 2 cm. The middle belts have been pulled tight for a good lumbar support.





Figure 8: Belt system of the adaptable backrest upholstery with three belts

To adjust the slack in the belt system, the tensioning loop of the respective belt is held by its strap and pressed to the right until the belt slackens.

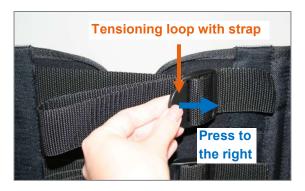


Figure 9: Push the tensioning loop onto its strap on the right



Figure 10: Tensioning loop open completely

Now the belt can be pulled tight for setting a small slack or loosened for a large slack (Fig. 11 and 12). The belt does not have to be threaded out of the tensioning loops for this.



Figure 11: Reduce the slack



Figure 12: Increase the slack

In order to put the tensioning loops back onto the back system loosely again, pull the loop section at the back to the left. You should dose your pulling force with care in order not to adjust the set slack again.



Figure 13: Then re-apply the tensioning loops back on the back system





Figure 14: Tensioning loops applied slightly to the back system

Then re-mount the back padding using the fleece hook-and-loop straps.

If the belt should have mistakenly been threaded out during the adjustment, see the following figures for **threading the belt in correctly**:



Figure 15: Step 1: Threading in the belt



Figure 16: Step 2: Threading in the belt



Figure 17: Step 3: Pulling the belt through



Figure 18: Step 4: Simple threading in of the belt through the tensioning loops

The belts must always be threaded through the tensioning loops twice as otherwise, the belts will slacken when using the product and with intensive loading, the middle web of the tensioning loops will bend through intensively.



Figure 19: Step 5: Returning the belt through the tensioning loop to obtain the required "double passage"





Figure 20: Step 6: Pulling the belt through for the double passage



Figure 21: Step 7: Double passage



Figure 22: Step 8: Threading in the belt



Figure 23: Step 9: The belt has been fully threaded

### 17.3 Ergonomic back shell & its setting options

The "ergonomic back shell" back system consists of an aluminium shell, Velcro cross-straps and back padding.

**Slack** is already integrated into the back shell due to its shape. It cannot be adjusted.

However, **lumbar support** can be adjusted individually using the Velcro cross-straps. For this purpose, the back padding is removed over the Velcro straps. The cross-straps can now be tensioned according to the individual requirements by releasing and refastening the Velcro strap system.



Figure 24: Ergonomic back shell (view from behind)

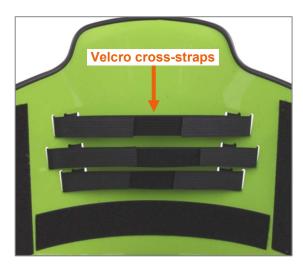


Figure 25: Ergonomic back shell without back padding with Velcro cross-straps (view from the front)

Then mount the back padding using the Velcro straps.



#### 17.4 Ergo Back backrest bar

The back system "Ergo Back backrest bracket" normally consists of a backrest bracket (with or without lumbar curvature) and an adjustable backrest upholstery including customised back padding. The adjustment possibilities of the adjustable backrest upholstery are described in chapter 17.2.



Figure 26: Ergo Back backrest bracket with adjustable backrest support, backrest upholstery fitted



Figure 27: Ergo Back backrest bracket with adjustable backrest upholstery with four belts, back padding removed (viewed from the rear)

If the Ergo Back backrest bracket is fitted with a **back shell** instead of the adjustable backrest upholstery, the adjustment possibilities described in chapter 17.3 apply.



Figure 28: Ergo Back backrest bracket with back shell (viewed from the rear)

#### 18 Seat system

Avoid falling into the seating and backrest upholstery/back shell as it significantly increases the risk of an adjustment, falling down or defects.

The seat system usually consists of either sprung Body Contour seat cover or a belt system.

With a seating system from **Body Contour** seat cover, there is no adjustment option. The Body Contour seat cover has a springing effect and when seating, automatically forms a slack.



Figure 29: Body Contour seat cover

The **belt system** can be subsequently adjusted. Using the fleece hook-and-loop straps, the slack in the seating surface can be changed so that it suits your seat cushion system. In doing so, the seat cover should not have too much slack to avoid touching the frame cross tubes.





Figure 30: Open belt system with fleece hook-andloop straps for adjusting the slack

#### Note:

Using a seat cushion on the seat system is mandatory. At cold temperatures, the seat cushion prevents lower abdomens from undercooling and protects against dirt and wetness. Moreover, the cushion ensures uniform pressure distribution for your bottom and absorbs impacts as well as vibrations.

#### 19 Drive wheels

### 19.1 Removing and attaching the drive wheels



Figure 31: Locking knob of the quick-release axle in the middle of the wheel axle

To **remove the drive wheels** grip through the spokes around the wheel hub with your fingers. The wheels can be unlocked and removed by pressing and holding the locking knob at the centre of the wheel axle with your thumb.

To attach the drive wheels, press the locking knobs and insert the drive wheels with quick-release axle into the drive wheel bushings. When doing this, special attention should be paid to ensure that the locking knob springs out again after attaching the wheel, as otherwise the wheels are not properly secured. You will know this if you can see the index groove.



Figure 32: Quick release axle with index groove

Before using the product, check if the wheels are secured and that the quick release axles are locked.

### 19.2 Checking and adjusting the wheel tracking of the drive wheel

The following instructions are intended for and may only be carried out by a rehabilitation specialist dealer or PRO ACTIV

Well adjusted wheel tracking significantly improves the easy running characteristics of the product. To **check** the tracking, proceed as follows:

Position the product on a level surface and secure the product against rolling away.

Measure the axle heights (from the ground to the drive wheel axle) and write this dimension onto both tyres at front and back.



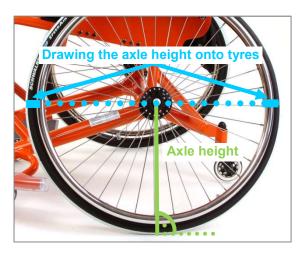


Figure 33: Drawing the axle height on the front and back of both tyres

Afterwards measure the distance between the drive wheels front and back at the height of the axles along the markers. Ideally, the distance between the two drive wheels should be the same size at the front and back. In general it can be said that the distance between the drive wheels at the front may not be larger than at the back. Apart from that, the distance at the back may not be more than 5 mm larger that at the front. If this is not the case, the wheel tracking needs to be corrected.

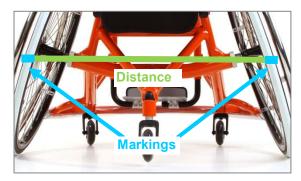


Figure 34: Distance between the markers on the tyres (at axle height), back

#### To adjust the track proceed as follows:

1. Loosen the aluminium locking nuts on both sides (AF 41 mm).

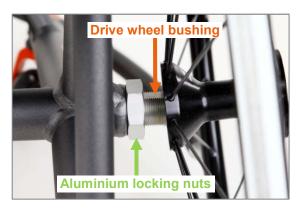


Figure 35: Drive wheel bushing and aluminium locking nut (rear view)

- Correctly adjust the track by turning the drive wheel bushing (AF 22 mm). Here it can be said that: If you turn the drive wheel bushings in the direction of travel, the track at the front will become narrower. The exact opposite occurs if you turn it against the direction of travel, the track opens up.
- 3. Make sure that the distance at the front to the frame on the right and left is the same.

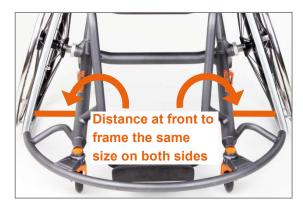


Figure 36: Distance at the front to the frame

4. Measure the distance between the drive wheels at the front and back again at the axle height (along the markers) so that the distance between the rive wheels is not any larger at the front than at the back. Apart from that, the distance at the back may not be more than 5 mm larger that at the front.



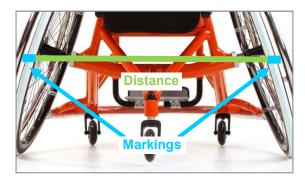


Figure 37: Distance between the markers on the tyres (at axle height), back

 Once all of the distances are correct, use an open-ended spanner (AF 22 mm) to hold the drive wheel bushing in position and tighten the aluminium locking nuts (AF 41 mm) to a tightening torque of 70 Nm.

#### 19.3 Wheel camber

The following instructions are intended for and may only be carried out by a rehabilitation specialist dealer or PRO ACTIV

The wheel camber increases the lateral stability of the product but also increases the overall width of the product.

The wheel camber is provided according to the order and can subsequently be only slightly adjusted due to the fixed welded caster-wheel bearing blocks. If you want to make a change to the wheel camber, please contact your rehabilitation specialist dealer or PRO ACTIV.

#### 19.4 Tyre pressure

Check the tyre inflation pressure at regular intervals as well as after extreme influence of temperature (not on solid rubber tyres). The maximum and if applicable, minimum tyre pressure is printed on the side of the tyre. This should be observed.

Too low tyre pressure has a negative effect on the handling. Apart from that, there is an increased risk of a flat tyre.

The tyre pressure increases with the temperature. If the pressure is too high, the tyre may burst. For this reason, product tyres may not be exposed to unusually high temperatures such as under glass in the summer.

When inflating the tyres, make sure that the prescribed air pressure is not exceeded.

### To check or correct the tyre pressure, proceed as follows:

- Secure the product to prevent it rolling away.
- 2. The drive wheel is normally fitted with a car tyre valve. Unscrew the valve cap.



Figure 38: Valve with cap

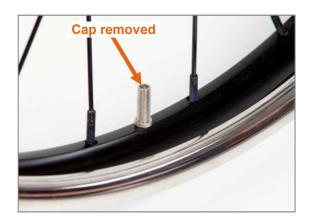


Figure 39: Valve without cap

Place the valve attachment of the compressed air device or the compressor onto
the valve (if necessary, an adapter must be
placed on the valve attachment) and, if a
clamp lever is fitted, secure the connection
by applying the lever.



- Now check the tyre pressure. If the tyre pressure does not match the specifications, correct it.
- Finally release the clamp lever (if present), pull the valve attachment off the valve and replace the valve cap.



Figure 40: Compressor

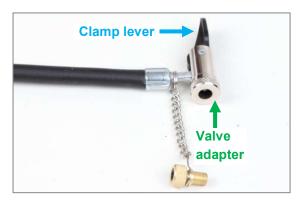


Figure 41: Valve adapter and clamp lever of the compressor

#### 19.5 Other

If tyres, inner tubes or hand rims need to be replaced, please contact your rehabilitation specialist retailer.

Please note that changing one type of tyres to another size is not possible as with welded caster-wheel bearing blocks the frame design including the alignment of the caster-wheel bearing blocks is precisely aligned to the tyre size ordered and the welded caster-wheel bearing blocks cannot subsequently be adjusted.

#### **Recommended equipment:**

The spoke guard prevents hands and fingers entering and being trapped in the wheels when riding. The risk of injury is thus minimised. In addition, the spokes are protected for use in sports, e.g. in the event of collisions.



Figure 42: Spoke protection to minimise the risk of trapping hands and fingers and to protect the spokes

#### 20 Caster wheels

#### 20.1 Replacing the caster wheels

The following instructions are intended for and may only be carried out by a rehabilitation specialist dealer or PRO ACTIV

To **remove a caster wheel**, unscrew the M6 axle fixing screws (AF 4 mm) on one side.

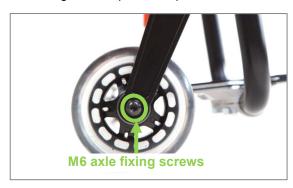


Figure 43: M6 axle fixing screw of caster wheel axle (view from outer side of product)





Figure 44: Caster wheel with aluminium axle

Now you can see the aluminium axle with a hexagon socket (AF 4 mm) in the middle of the axle. This hexagon socket is used to fix the axle in place, while the second M6 axle fixing screw (AF 4 mm) is unscrewed. To do this, insert an Allen key (AF 4 mm) into the hexagon socket on the aluminium axle and hold it still. At the same time, unscrew the remaining M6 axle fixing screw (AF 4 mm) on the other side.

Now the caster wheel can be removed from the fork. One spacer each is mounted to the right and left on the caster wheel that you are able to remove in order for it to be reused later when reinstalling the new caster wheel. In case you want to install a different type of caster wheel, use the enclosed spacers as these generally differ from one type of caster wheel to another.



Figure 45: Spacer on the caster wheel

To **mount the caster wheel**, proceed in the reverse order as for removal. Please make sure that the spacers on the right and left on the caster wheel are re-installed in the caster fork before assembly. The torque of the M6 axle fixing screws (AF 4 mm) is 7 Nm. It is

recommended only to use screws with polymer dry locking coating. Screws without polymer dry locking coating must be secured with thread-locking fluid.

#### 20.2 Caster wheels flapping

Uncontrolled swivelling backwards and forwards of the caster wheels around their axes on the caster fork (while moving) is known as "fluttering".

If the caster wheels start to flutter, immediately reduce your speed to prevent the caster wheels from jamming sideways and therefore reduce your risk of falling.

The **speed limit** where caster wheel fluttering starts, **is reduced by**:

- increasing size of the caster wheels
- increase weight of the caster wheels
- falling load on the caster wheels
- decreasing caster length of caster wheels

As the caster-wheel bearing blocks are welded in place and the frame design is individually matched to the caster-wheel size, the only possibility to have **generally counteract caster fluttering** is the use of a lighter caster wheel of the same diameter. The diameter of the caster wheels and the caster length cannot be changed.

#### 20.3 Replacing the caster forks

The following instructions are intended for and may only be carried out by a rehabilitation specialist dealer or PRO ACTIV

The caster wheel fork is removed using a wrench which is included in the scope of delivery. This wrench is inserted into the two holes on the nut of the caster wheel bearing block and turned anti-clockwise, e.g. using an AF 24 mm fork wrench. The caster fork needs to be held still. When the nut has been completely removed, the caster fork can be pulled out.





Figure 46: Loosen the nut of the caster wheel axle using the wrench



Figure 47: Caster wheel axle nut completely removed

When mounting the caster wheel fork, insert the caster wheel axle back into the caster wheel bearing block, use the supplied wrench to tighten up the nut of the caster wheel axle again (hold the caster wheel axle firmly) and secure it with thread lock.

The nut of the caster wheel axle may not be tightened by more than 3 Nm to ensure it runs smoothly. In case more sluggishness is desired, this can be achieved using a higher tightening torque.

#### 21 Footrests

Make sure the ground clearance under the footrest is sufficient. Experience shows that this should not be less than 1 cm. This must be observed for the angle adjustment of the footplate support and when setting the lower leg length.

### 21.1 Angle adjustment of the footplate support

The following instructions are intended for and may only be carried out by a rehabilitation specialist dealer or PRO ACTIV

The **angle** of the **footplate support** can be set by releasing the M6 fastening clamp screws (AF 5 mm) on the lower side of the footrest support plate. When the angle adjustment is completed, tighten the M6 fastening clamp screws (AF 5 mm) again to maximum 5 Nm. This tightening torque should not be exceeded as higher tightening torques can damage the clamp.

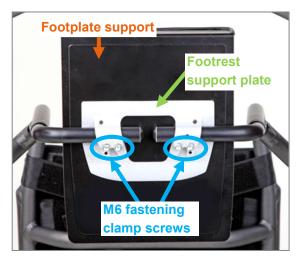


Figure 48: Foot support with footrest angled from below



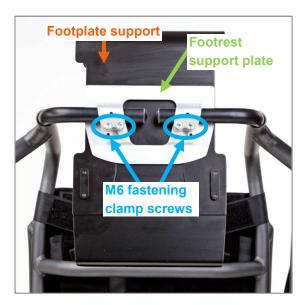


Figure 49: Foot support with "Box shape" footrest from below

#### 21.2 Footrest continuous



Figure 50: Foot support with footplate "Tipped forward" throughout



Figure 51: Foot support with "Box shape" footplate throughout

For the longitudinal setting of the footrest support tubes or adaptation to the lower leg length, the M6 fixing screws (AF 4 mm) must be undone on both sides on the outside of the frame tube. The footrest support tubes are then pushed along their slots and thus brought into the correct position. Observe that the footrest support tubes are both the same length on both sides after they have been adjusted.

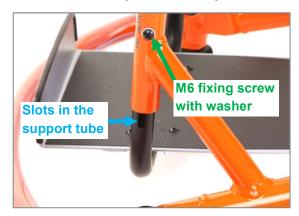


Figure 52: M6 fixing screw with washer and slot infootrest support tube for adjusting the lower leg length

Once the position has been set, fix the footrest support tubes by tightening the M6 fixing screws (AF 4 mm) with washers to 11 Nm on both sides.

Ensure when setting the lower leg length, that no strong pressure is produced between the underneath of the lower leg of the wheel-chair user and the edge of the seating system.

#### Note:

With a product frame or with a larger lower leg width at the top than the bottom, it is necessary to relieve the footrest support tube tension in the footrest support plate resulting from longitudinal adjustment. In this case, the M6 fastening clamp screws (AF 5 mm) on the footrest support plate therefore have to be opened before starting to adjust the lower leg length. View the procedure in chapter 21.1.



#### 22 Anti-tipping support

#### 22.1 Height adjustment

#### 22.1.1 Central anti-tipping support oversized, firmly welded & 2 anti-tipping supports with oversized tube

The following instructions are intended for and may only be carried out by a rehabilitation specialist dealer or PRO ACTIV

The anti-tipping support versions "central antitipping supports oversized, welded" and "2 anti-tipping supports with oversized tube" can be height adjusted by changes to the antitipping support forks. The procedure varies with quick-release and screw-on axles.



Figure 53: Central anti-tipping support oversized, firmly welded (view from the rear)



Figure 54: 2 anti-tipping supports with oversized tube (view from the rear)

For anti-tipping support forks with screw-on axles, the height of the anti-tipping support wheel above the ground can be set to different heights by replacing or adding spacers with different heights. If you need spacers to make adjustments, please contact your rehabilitation specialist dealer or PRO ACTIV.



Figure 55: Anti-tipping forks with screw-on axle (view from the rear)

For the anti-tipping support forks with quick-release axles, the height of the anti-tipping support wheel above the ground can be adjusted by the screw-in depth of the threaded bushing in the fork. If the anti-tipping support wheel should have more clearance to the ground, turn the threaded bushing further into the anti-tipping support fork. If the anti-tipping support wheel should have less clearance to the ground, turn the threaded bushing further



out of the anti-tipping support fork. Loosen the M20 lock nut (AF 27 mm), change the screw-in depth of the threaded bushing and then tighten up the M20 lock nut (AF 27 mm) to 35 Nm.



Figure 56: Anti-tipping support fork removed (antitipping support fork with quick-release axle)

## 22.1.2 Central anti-tipping support with oversized tube, length adjustable (Tennis)

The anti-tipping support design "Central antitipping support with oversized tube, length adjustable (tennis)" can be height adjusted. To adjust the height of the anti-tipping support, open the clamp lever by turning counterclockwise (a half to a complete rotation). Then the anti-tipping support can be height adjusted by pushing in or pulling out the telescopic tube into or out of the anti-tipping support tube. The height can be infinitely adjusted. When the desired height has been set, hold the telescopic tube in this position and close the clamp lever again with a half to a complete turn clockwise.

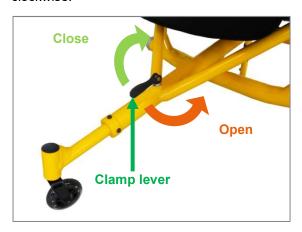


Figure 57: Central anti-tipping support with oversized tube, length adjustable (Tennis); opening and closing the clamp lever

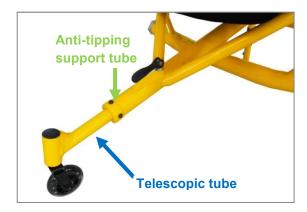


Figure 58: Central anti-tipping support with oversized tube, length adjustable (Tennis); telescopic tube and anti-tipping support tube



Figure 59: Central anti-tipping support with oversized tube, length adjustable (Tennis); telescopic tube can be pulled out or pushed in with the clamp lever opened

### 22.2 Removable central anti-tipping support



Figure 60: Removable central anti-tipping support (view from the front)



### 22.2.1 Removing and attaching the central anti-tipping support

The central anti-tipping support cannot be pivoted into the passive position. It is designed in particular for level floors like dance studios. It can be adapted for dance classes and removed again after the dance class.

To **remove** the central anti-tipping support, open the clamp lever of the clamping bracket by pulling the clamp lever to the front or away from the anti-tipping wheel. Now pull out the anti-tipping support to the front.

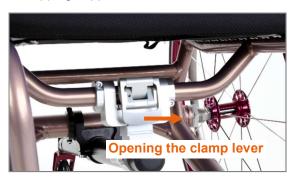


Figure 61: Pull the clamp lever forward to open it

To **adapt** the anti-tipping support again, insert the fixing hooks of the anti-tipping support between the fixing shells on the rear frame cross bar and push the fixing hook of the clamping bracket over the two centring half shells. Now close the clamp lever of the clamping bracket by pressing on the clamp lever (the locking mechanism is clearly perceptible).



Figure 62: Central anti-tipping support removed

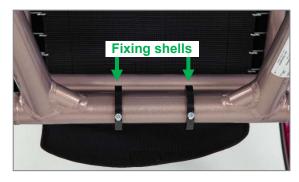


Figure 63: Fixing shells on the rear frame cross section

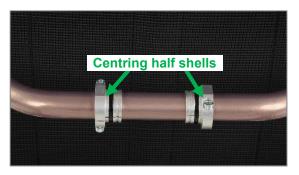


Figure 64: Centring half shells on the front frame cross bar

### 22.3 Replacing the anti-tipping support fork

With the anti-tipping support forks, a distinction needs to be made between the anti-tipping support fork with a screw-on axle and one with a quick-release axle.

### 22.3.1 Anti-tipping support fork with screw-on axle

The following instructions are intended for and may only be carried out by a rehabilitation specialist dealer or PRO ACTIV

To remove the anti-tipping support fork with a screw-on axle, the "Cap BK19 M12" must first be removed from the anti-tipping support bearing block, using a pair of pliers, for example. Now hold the anti-tipping support fork firmly and loosen the M12 fixing screw (AF 19 mm) using a AF 19 mm socket, for example. The anti-tipping support fork can now be removed. Normally there is a spacer fitted



between the anti-tipping support fork and the anti-tipping support bearing block. This must be retained for the new assembly.



Figure 65: Cap BK19 M12 and spacer



Figure 66: Cap removed and M12 fixing screw visible

To assemble the anti-tipping support fork with screw-on axle, the M12 fixing screw (AF 19 mm) is inserted through the anti-tipping support bearing block and, if necessary, the spacer is placed under the anti-tipping support bearing block on the M12 fixing screw. Finally, the M12 fixing screw (AF 19 mm) is screwed into the anti-tipping support fork and secured with thread lock fluid. Lastly, the "Cap BK19 M12" is pressed onto the M12 fixing screw again.

### 22.3.2 Anti-tipping support fork with quick-release axle

The anti-tipping support fork with quick-release axle is removed via the locking knob on the anti-tipping support bearing block and the holding tape. Pull the holding tape upwards and simultaneously press on the locking knob with your thumb. The anti-tipping support fork now falls out of the anti-tipping support bearing block



Figure 67: Anti-tipping support fork with quick-release axle



Figure 68: Anti-tipping support fork with quick-release axle, fork removed



Figure 69: Anti-tipping support fork removed



To assemble the anti-tipping support fork with quick-release axle, press the locking knob again and insert the anti-tipping support fork from underneath onto the anti-tipping support fork axle. When doing this, pay special attention to ensure that the locking knob springs all of the way out after attaching the fork again, otherwise the anti-tipping support fork is not properly secured.

### 22.4 Replacing the anti-tipping support wheel

The following instructions are intended for and may only be carried out by a rehabilitation specialist dealer or PRO ACTIV

The procedure to replace the anti-tipping support wheel is the same as replacing the caster wheel. To do this, follow the instructions in chapter 20.1.

#### 22.5 Safety instructions

The anti-tipping support is designed exclusively to minimise the risk of tipping over backwards. It is not suitable for reducing the risk of tipping forwards or to the side. There is no safety equipment on offer for minimizing these risks. For this reason, handling these risks need to be learnt in cooperation with your therapists and doctors.

The lower edge of the anti-tipping wheels may not be more than 8 mm from the ground. If a larger gap is required or necessary, then you need to work with your therapists and doctors and your trainer to practice and learn to handle the increased risk of tipping.

If the functional capability of the antitipping supports is no longer ensured or if you are in any doubt about their flawless function, have them checked by your rehabilitation specialist dealer and repaired before any further use. Otherwise there is an increased risk or falling of getting injured.

#### 23 Ram bar

Ram bars versions are available for the Basketball-Sport:

- Offence bar with radius arch
- Offence bar with trapezium tube
- Defence bar
- Rear ram bar

The ram bars are fixed firmly to the frame and therefore cannot be removed or adjusted.



Figure 70: Offence bar with radius arch



Figure 71: Offence bar with trapezium tube



Figure 72: Defence bar





Figure 73: Rear ram bar

Due to the design with ram bars in the front area of the product, there is an area between the footrest and the ram bar where it is possible for the foot to get trapped. Therefore, always make sure, if necessary, by special fixing, that your feet cannot slip off the footrest when using the product. Also ensure that, when getting off the product, your feet do not end up trapped between the footrest and the ram bar.

To protect the ram bar from defects and deformation from hard impacts, it must always be protected by the plastic protective hose. The protective hose is a wearing part which must be regularly checked and replaced if it is damaged.

#### 24 Storage

When being stored, the product should be kept in a dry environment and covered up where possible.

To avoid corrosion and therefore malfunctions or breakages of components, the product may not be exposed to any aggressive environmental influences (especially salt) or to any strong solar radiation. Because of the effect of salt water in the winter and the humidity on rainy days, it is not recommended to store the product in the garage.

If the product is not used or is stored over a longer period, if necessary, before using it again, we recommend having a rehabilitation specialist dealer give it a general function and safety check.

#### 25 Transport

#### 25.1 Securing handling of the product

When loading or transporting, the product can be held on the frame and on the back cross bar

### 25.2 Passenger transport in motor vehicles



Transporting people, be it the wheelchair user or other persons, in vehicles has not been tested by PRO ACTIV and is therefore not ap-

proved. All vehicle occupants must only sit on the seats installed in the vehicle during the journey with the associated restraint systems. Failing to observe this leads to increased risk of injury for the user as well as for third-parties.

The waist belt which may be fitted is not designed as a safety belt in a motor vehicle and may not be used for this purpose.

### 25.3 Securing the product in a motor vehicle (without a person)

To reduce the weight, individual components, such as the drive wheels for example, can be removed from the product and stored separately. The product and all associated components must be secured during transport so that they are not damaged (e.g., by falling over) and do not become a hazard to persons or other products. Before transport, check with your vehicle dealer about safely securing it using the existing fitted lashing rings or other securing devices. Suitable brackets are mostly available in the vehicle and are described in the operating manual of the vehicle.

When the product is in the transport vehicle, you or your accompanying person should proceed as follows:

 Secure and safely stow any components from the product which have been previously removed.



- Bags and other objects not belonging to the product which are on or in the product, must be removed and securely stowed.
- Secure the product with lashing straps. To do this, use the existing securing devices in the vehicle. After securing, the product may not roll, slip or tip over to the side any more.

The tensioning straps used to fasten the product securely in the transport vehicle must only be attached to the motor vehicle components intended for that purpose and to the frame of the product.

Do not transport the product on the front passenger seat. The product could slip and impede the driver.

### 25.4 Passenger transport over obstacles in the product

If the product with its user needs to be transported over an obstacle and there are suitable facilities such as a ramp or a lift available, then these should be used. If such facilities are not available, then the obstacle is to be overcome by being carried by two helpers. When carrying the product, it may not be lifted by the side sections, the drive wheels or the footrests. PRO ACTIV recommends holding the product by the frame and the back cross bar to carry it.

#### 26 Malfunctions

In the event of any malfunctions which cannot be repaired by yourself based on the usage instructions included in the scope of delivery, please contact your rehabilitation specialist dealer or PRO ACTIV directly.

Malfunctions must be repaired before any further use or, if they occur during the trip, it must be interrupted immediately.

All serious incidents that have occurred in connection with the product must be reported to the manufacturer and the responsible authority in the state in which the user resides.

#### 27 Cleaning and care

Regularly cleaning the product is prescribed to prevent the components from becoming stiff due to soiling. In particular, the product should be carefully cleaned after every major use.

To avoid corrosion and therefore malfunctions or breakages of components, the product may not be exposed to any aggressive environmental influences. If this cannot be avoided, the product must always be cleaned immediately after such use, and moving parts must be greased. Regular cleaning prevents corrosion and increased wear.

In case the product becomes wet when using, dry it after use.

Clean the quick release axles of the drive and caster wheels as well as the ball bearings and grease these with a little lubricating oil with high corrosion protection properties (e.g. Neoval MTO 300) approx. every 8 weeks in order to guarantee the reliable functioning properties.

Clean your product with water, solvent or neutral cleaning agents. Do not use any abrasive cleaning agents or aggressive, acidic cleaners, to prevent scratching or fading of the coating or the anodised parts. Only use water and soap to clean the seat and backrest upholstery.

The product must not be cleaned using steam or high pressure.

#### Recommended care:

If you need care products for your product, please contact PRO ACTIV.

#### 28 Maintenance

#### 28.1 General instructions

The product is not a maintenance-free device. Therefore, please observe the following instructions about maintenance.



If repairs are required or there are any defects in your product, in the interests of your own safety, you should contact your rehabilitation specialist dealer or PRO ACTIV before using it again and have the defect remedied. Screws and other elements need to be secured properly again after repairs.

For tyres with tread: As soon as there is one or more points with less than 1 mm of tread on the tyres, the tyres must be changed as otherwise there is an increased risk of an accident.

For tyres without thread: As soon as there is one or more points where the tyre carcass or the puncture-proofing is visible, the tyres must be changed as otherwise there is an increased risk of an accident.

Only manufacturer's original parts may be used when ordering spare parts.

Repairs and conversions to the product may only be carried out by your rehabilitation specialist dealer or PRO ACTIV.

Tightening torques and securing details for fastening elements as shown in the table in chapter 33 must be observed.

#### 28.2 Service schedules

There is some maintenance work or checks which should be carried out by the user themselves at regular intervals (approximately every 4 weeks depending on the frequency of use):

- Check the tyres for damage, foreign bodies and any cracks that form.
- Check the tyre pressure and correct if needed (the tyre pressure should always be as printed on the tyre covers).
- Check the function of the anti-tipping device.
- Check the stable stand of the seat and backrest upholstery.

- Check the tight fit of the fixing screws on the seat and back system.
- Check the function and ease of running of the quick release axles of the drive wheels and anti-tipping support forks.

If you should discover any problems during these checks, please immediately contact your rehabilitation specialist dealer or PRO ACTIV. Service and repair work on the product may only be carried out by your rehabilitation specialist dealer or PRO ACTIV.

In addition to these maintenance tasks/checks by the user, PRO ACTIV has prescribed maintenance tasks to be carried out by the rehabilitation specialist dealer or PRO ACTIV for safe operation of the product and to minimise the risk to the user or third-parties.

The initial inspection is performed six weeks after delivery. The maintenance schedule can be found in the inspection lists in chapter 36.

Subsequent inspections are then always performed a year after the last inspection. The maintenance schedule can be found in the inspection lists in chapter 36.

After extreme loads, an additional thorough cleaning and inspection are recommended at your rehabilitation specialist dealer for safety reasons.

To maintain the warranty validity, the performance of the maintenance tasks must be documented. Any faults identified during maintenance work must be rectified and documented as such before further use of the product.

Even if your product does not show any signs of wear, damage or malfunctions, the regular safety-related checks on your product must be carried out in accordance with the maintenance schedule.



#### 28.3 Proof of maintenance

To provide proof of the maintenance, you can use the inspection lists in chapter 36. Always keep all receipts/service reports as proof, and have any service work that has not been carried out by the manufacturer documented.

Please bring these usage instructions/the service booklet along with you each time maintenance is performed.

#### 29 Disposal & recycling

At the end of the service life, the product can be disposed of by PRO ACTIV or your rehabilitation specialist dealer in a proper, environmentally-friendly manner.

The disposal or recycling must be carried out by a waste disposal company or a municipal waste disposal centre.

Special guidelines may apply on-location with regard to the disposal or recycling. These must be clarified and considered when disposing (this may also include the cleaning or disinfection of the product before the disposal).

In the following text, you will find a description of the materials for the disposal and recycling of the product and its packaging:

**Aluminium:** Frame, rims, caster forks, back cross bar, side section, footrest, footplate support, anti-tipping supports

**Steel:** Fixing points, quick-release/screw-on axles, anti-tipping supports, screws, nuts

**Plastic:** Quick release levers, tube plugs, caster wheels, tyres, footplate, side parts, antitipping support wheels, bags for packaging

Synthetic fibres and foam: padding, covers

Cardboard/paper: Packaging

#### 30 Re-use

If your product has been provided to you by your funding provider and you no longer require it, you should report this fact to your health insurance company or your rehabilitation specialist dealer. Your product can then be simply and economically re-used.

Prior to each re-use, a technical safety check must be carried out on the product at PRO ACTIV or the rehabilitation specialist dealer. In addition to the instructions contained in chapter 27 (Cleaning and care), a thorough cleaning of all control elements must be carried out before using it again.

Before the product can be reused, it must be prepared with care. A disinfection agent that is suitable for medical products must be sprayed onto all surfaces that the user may come into contact with. A liquid, alcohol-based disinfectant for residue-free, quick disinfection (e.g. Exporit 4712) must be used for this, and the respective usage instructions for use of the disinfectant must be observed. In general, a complete disinfection cannot be guaranteed on the seams. We therefore recommend that you dispose of the seat and backrest upholstery.

These preparations will be performed by PRO ACTIV or the rehabilitation specialist dealer as part of the technical safety check. This safety-related check **must** be initiated by the funding provider.

Moreover, in event of wear or due to adaptation to the new user, components such as the footrest, seat and back system can be adjusted or replaced using the modular system. With the optional equipping of the product with a 7-way angle adjustable backrest, the backrest angle can be adjusted beyond the standard angles and can therefore be optimally adjusted.



#### 31 Warranty

PRO ACTIV guarantees that the product was free of any defects at the time it was handed over. This warranty expires 24 months after the product was delivered.

Further information can be found in PRO ACTIV's general terms and conditions at <a href="https://www.proactiv-gmbh.com">www.proactiv-gmbh.com</a>.

The warranty shall be null and void if the product or a part needs to be repaired or replaced due to the following reasons:

- Normal wear on components such as tyres of caster wheels & drive wheels, antitipping wheels, handles, brake pins, upholstery of seat and back systems, etc.
- The product has not been maintained and serviced in accordance with the maintenance schedule laid down by PRO ACTIV.
- The product or a part of the product has been damaged due to neglect, accident, or improper use.
- The product has been commissioned and used in non-compliance with these usage instructions.
- Repairs or other work have been carried out by non-authorised persons.
- Third-party parts have been installed or connected to the product or the product was otherwise modified.

Any modifications to the product which have not been expressly approved by PRO ACTIV will invalidate the warranty. Such modifications can lead to unforeseeable safety risks and are therefore not permitted.

#### 32 Liability

As the manufacturer of the product, PRO ACTIV is not responsible for its safety if:

- The product is handled improperly.
- The product is not maintained in accordance with the maintenance schedule laid down by PRO ACTIV.
- The product is commissioned and used in non-compliance with these usage instructions.
- Repairs or other work are carried out by non-authorised persons.
- Third-party parts have been installed or connected to the product or the product has otherwise been modified.

Further information can be found in PRO ACTIV's general terms and conditions at <a href="https://www.proactiv-gmbh.com">www.proactiv-gmbh.com</a>.



#### 33 Appendix: Tightening torques, securing details and tools

The following table shows the torques for shaft screws with a metric control thread (valid providing the drawing, assembly, or usage instructions do not state different values!):

	Tightening torque Ma in Nm depending on the screw strength		
Dimension	Strength 8.8 (e.g., cylinder head screw)	Strength 10.9 (e.g., oval head screw)	
M4	2.1	3.1	
M5	4.2	6.1	
M6	7.3	11	
M8	17	26	
M10	34	51	
M12	59	87	
M10 x 1	36	53	

Securing details: All screws on PRO ACTIV products must be secured with "medium strength" thread-locking fluid (e.g. Weicon AN302-43), provided that no securing clamps are present on the screw connections or a lubrication instruction specifies the use of grease or copper paste.

In the following table you will find tools and care products for your PRO ACTIV product:

Tool	Order number
Special tool for setting the wheel position Open-ended spanner AF 22/24 mm + 41 mm	8000 900 025
Tool set for PRO ACTIV wheelchairs  Mini high-pressure pump, open-ended spanner 8/10 + 10/7  Allen key AF 2.5 + 6 mm,  Screwdriver hexagon socket with handle AF 3 + 4 + 5 mm	
Care kit for PRO ACTIV wheelchairs and handbikes Assembly paste (dosing syringe 10 g), Neoval oil (spray 10 thread lock, medium strength (pen system 10 ml), surface cleaner (spray 150 ml), terminal grease (tube 50 ml)	, and the second
Assembly stands	8000 902 000



#### 34 Appendix: Medical product passport/record of training

Serial number: SN	Product specifications:				
Surname, forename: Street: Postcode, city: Phone: Paying organisation:  Training carried out by:  Rehabilitation specialist dealer PRO ACTIV Field Representative/ Product adviser  Stamp / Date / Rehabilitation specialist dealer's signature  Record of training I was/we were instructed in accordance with the associated hand-over certificate about the operation of the product listed and informed about possible operator errors. I was/we were also advised about situations where the assistance of another person is required. The usage instructions were handed to me/us.  Instructor Name, date, signature  1. Person being trained Name, date, signature  2. Person being trained Name, date, signature  3. Person being trained Name, date, signature	Serial number: SN				
Street:  Postcode, city: Phone: Paying organisation:  Training carried out by:  Rehabilitation specialist dealer  PRO ACTIV Field Representative/ Product adviser  Stamp / Date / Rehabilitation specialist dealer's signature  Record of training  I was/we were instructed in accordance with the associated hand-over certificate about the operation of the product listed and informed about possible operator errors. I was/we were also advised about situations where the assistance of another person is required. The usage instructions were handed to me/us.  Instructor Name, date, signature  1. Person being trained Name, date, signature  2. Person being trained Name, date, signature  3. Person being trained Name, date, signature	Customer data:				
Street:  Postcode, city: Phone: Paying organisation:  Training carried out by:  Rehabilitation specialist dealer  PRO ACTIV Field Representative/ Product adviser  Stamp / Date / Rehabilitation specialist dealer's signature  Record of training  I was/we were instructed in accordance with the associated hand-over certificate about the operation of the product listed and informed about possible operator errors. I was/we were also advised about situations where the assistance of another person is required. The usage instructions were handed to me/us.  Instructor Name, date, signature  1. Person being trained Name, date, signature  2. Person being trained Name, date, signature  3. Person being trained Name, date, signature	Surname forename:				
Phone: Paying organisation:  Training carried out by:  Rehabilitation specialist dealer  PRO ACTIV Field Representative/ Product adviser  Stamp / Date / Rehabilitation specialist dealer's signature  Record of training  I was/we were instructed in accordance with the associated hand-over certificate about the operation of the product listed and informed about possible operator errors. I was/we were also advised about situations where the assistance of another person is required. The usage instructions were handed to me/us.  Instructor Name, date, signature  1. Person being trained Name, date, signature  2. Person being trained Name, date, signature  3. Person being trained					
Paying organisation:  Training carried out by:  Rehabilitation specialist dealer  PRO ACTIV Field Representative/ Product adviser  Stamp / Date / Rehabilitation specialist dealer's signature  Record of training  I was/we were instructed in accordance with the associated hand-over certificate about the operation of the product listed and informed about possible operator errors. I was/we were also advised about situations where the assistance of another person is required. The usage instructions were handed to me/us.  Instructor Name, date, signature  1. Person being trained Name, date, signature  2. Person being trained Name, date, signature  3. Person being trained	Postcode, city:				
Training carried out by:  Rehabilitation specialist dealer  PRO ACTIV Field Representative/ Product adviser  Stamp / Date / Rehabilitation specialist dealer's signature  Record of training  I was/we were instructed in accordance with the associated hand-over certificate about the operation of the product listed and informed about possible operator errors. I was/we were also advised about situations where the assistance of another person is required. The usage instructions were handed to me/us.  Instructor Name, date, signature  1. Person being trained Name, date, signature  2. Person being trained Name, date, signature  3. Person being trained	Phone:				
Rehabilitation specialist dealer  PRO ACTIV Field Representative/ Product adviser  Stamp / Date / Rehabilitation specialist dealer's signature  Record of training  I was/we were instructed in accordance with the associated hand-over certificate about the operation of the product listed and informed about possible operator errors. I was/we were also advised about situations where the assistance of another person is required. The usage instructions were handed to me/us.  Instructor Name, date, signature  1. Person being trained Name, date, signature  2. Person being trained Name, date, signature  3. Person being trained	Paying organisation:				
Rehabilitation specialist dealer  PRO ACTIV Field Representative/ Product adviser  Stamp / Date / Rehabilitation specialist dealer's signature  Record of training  I was/we were instructed in accordance with the associated hand-over certificate about the operation of the product listed and informed about possible operator errors. I was/we were also advised about situations where the assistance of another person is required. The usage instructions were handed to me/us.  Instructor Name, date, signature  1. Person being trained Name, date, signature  2. Person being trained Name, date, signature  3. Person being trained					
PRO ACTIV Field Representative/ Product adviser  Stamp / Date / Rehabilitation specialist dealer's signature  Record of training  I was/we were instructed in accordance with the associated hand-over certificate about the operation of the product listed and informed about possible operator errors. I was/we were also advised about situations where the assistance of another person is required. The usage instructions were handed to me/us.  Instructor Name, date, signature  1. Person being trained Name, date, signature  2. Person being trained Name, date, signature  3. Person being trained	Fraining carried out by:				
I was/we were instructed in accordance with the associated hand-over certificate about the operation of the product listed and informed about possible operator errors. I was/we were also advised about situations where the assistance of another person is required. The usage instructions were handed to me/us.  Instructor Name, date, signature  1. Person being trained Name, date, signature  2. Person being trained Name, date, signature  3. Person being trained	PRO ACTIV Field Representative/ Product adviser				
of the product listed and informed about possible operator errors. I was/we were also advised about situations where the assistance of another person is required. The usage instructions were handed to me/us.  Instructor Name, date, signature  1. Person being trained Name, date, signature  2. Person being trained Name, date, signature  3. Person being trained	Record of training				
Name, date, signature  1. Person being trained Name, date, signature  2. Person being trained Name, date, signature  3. Person being trained	of the product listed and informed about possible operator errors. I was/we were also advised about situations where the assistance of another person is required. The usage instructions were handed to				
Name, date, signature  2. Person being trained Name, date, signature  3. Person being trained					
Name, date, signature  3. Person being trained					
_					
	<del>-</del>				

For minors, or persons who are not responsible for their actions, legal guardians/supervisors/responsible persons are to be trained in the use. This is confirmed by their signature. The data are recorded in the feedback system of PRO ACTIV Reha-Technik GmbH as the manufacturer of the above named product. It is managed in accordance with § 16 BDSG (German Data Protection Law).



## 35 Appendix: Hand-over certificate

## 35.1 Required compliance criteria to authorise use

Topics	Completed/ fulfilled	Remarks
The product is suitable for the customer based on their own judgement and the customer information received regarding the disability-related restrictions.		
The use intended by the customer is fully consistent with the intended use as described in the usage instructions (see chapter "Purpose and indication").		
The product's equipment is suitable to allow the customer safe use with maximum reduction of risks.		
The customer's driving ability was checked during a test drive in difficult driving situations and found to be appropriate (see the check list on the following page).		
The usage instructions - and explicitly all of the warning and safety instructions contained therein - were discussed during the training in detail and understood by the user. The user was then handed these operating instructions.		



### 35.2 Check list for training the user

Topics	Completed/ fulfilled
All mechanical function control elements were explained and their function demonstrated.	
Backrest angle adjustment (with optional equipping with the foldable backrest) and other adjustment possibilities for the backrest were demonstrated and then tested by the user themselves and/or their assistant.	
The possible adjustments of the seating system were demonstrated and then tested by the user themselves and/or their assistant.	
How the anti-tipping support(s) (for centre anti-tipping supports) work and, if appropriate, their height is adjusted was demonstrated and then tested by the user themselves and/or their assistant.	
Removal and attachment of anti-tipping support forks (for quick-release axles) or the central anti-tipping supports (if present) was demonstrated and then tested by the user themselves and/or their assistant.	
Removal and installation of the drive wheels was demonstrated and then tested by the user themselves and/or their assistant.	
Test drive: Forward and reverse travel incl. slalom driving around some obstacles	
Information for care, cleaning and maintenance of the product (including quick release axles and, if necessary, centre anti-tipping supports) have been provided and understood by the user and/or assistant.	
Information on the wheels with regard to inflation pressure and tread depth and checking the quick release axles have been provided and understood by the user and/or assistant.	
Information on regular checks of the anti-tipping supports and the seat and back system have been provided and understood by the user and/or their assistant.	
The content of the usage instructions from PRO ACTIV and the other component manufacturers (if available) were completely worked through based on the product training and were understood by the user and/or the assistant.	

The use of the product is only permitted when all topics listed in "Required compliance criteria for those permitted to use" have been met by the user and all the points have been ticked off in the "Check list for training the user".



## 36 Appendix: Inspection lists

	Initial	ins	pection:	after	6	weeks
--	---------	-----	----------	-------	---	-------

Serial number: SN	OK/ carried out	not OK	resolved
Check that all screws/fastening elements are firmly seated			
Check that the wheel tracking and drive wheel bushing are firmly seated (tightening torque 70 Nm)			
Checking and replacing, if necessary, the plastic protective hose on the ram bar			
Functional and safety check of the anti-tipping supports and further functional assemblies (such as the foldable backrest, for example)			
OK / carried out = OK   not OK = not OK   resolved = the fault was corrected			
Comments:			
Rehabilitation specialist dealer:  Stamp:			
First name and last name of contact:  ———————————————————————————————————	re		



Serial number: SN	OK / carried out	not OK	resolved
Check that all screws/fastening elements are firmly seated			
Clean and oil/grease all pivot points, quick release axles and bearings			
Carry out a visual inspection of the frame and attachments for crack formations, deformations, etc.			
Functional/safety check of anti-tipping supports			
Functional/safety check of the seat and back system			
Carry out a functional/safety check of the drive wheels and, if required, replace the tyres on the product			
Check that the wheel tracking and drive wheel bushing are firmly seated (tightening torque 70 Nm)			
Functional/safety check of caster wheels			
Checking the caster wheel axle is firmly seated (tightening torque 7 Nm)			
Functional/safety check of footrests			
Checking and replacing, if necessary, the plastic protective hose on the ram bar			
Test drive/functional test			
OK / carried out = OK   not OK = not OK   resolved = the fault was corrected			
Comments:			
Rehabilitation specialist dealer:  Stamp:  First name and last name of contact:			
Date/signature	:		



Serial number: SN		OK / carried out	not OK	resolved
Check that all screws/fastening elements are firmly seated	d			
Clean and oil/grease all pivot points, quick release axles a	and bearings			
Carry out a visual inspection of the frame and attachment formations, deformations, etc.	s for crack			
Functional/safety check of anti-tipping supports				
Functional/safety check of the seat and back system				
Carry out a functional/safety check of the drive wheels an replace the tyres on the product	d, if required,			
Check that the wheel tracking and drive wheel bushing ar (tightening torque 70 Nm)	e firmly seated			
Functional/safety check of caster wheels				
Checking the caster wheel axle is firmly seated (tightening	g torque 7 Nm)			
Functional/safety check of footrests				
Checking and replacing, if necessary, the plastic protective ram bar	re hose on the			
Test drive/functional test	_			
OK / carried out = OK   not OK = not OK   resolved = the fault w	as corrected			
Comments:				
Rehabilitation specialist dealer:	Stamp:			
First name and last name of contact:				
	 Date/signature			



Serial number: SN	OK / carried out	not OK	resolved
Check that all screws/fastening elements are firmly seated			
Clean and oil/grease all pivot points, quick release axles and bearings			
Carry out a visual inspection of the frame and attachments for crack formations, deformations, etc.			
Functional/safety check of anti-tipping supports			
Functional/safety check of the seat and back system			
Carry out a functional/safety check of the drive wheels and, if required, replace the tyres on the product			
Check that the wheel tracking and drive wheel bushing are firmly seated (tightening torque 70 Nm)			
Functional/safety check of caster wheels			
Checking the caster wheel axle is firmly seated (tightening torque 7 Nm)			
Functional/safety check of footrests			
Checking and replacing, if necessary, the plastic protective hose on the ram bar			
Test drive/functional test			
OK / carried out = OK   not OK = not OK   resolved = the fault was corrected			
Comments:			
Rehabilitation specialist dealer:  Stamp:  First name and last name of contact:			
Date/signature	,		



Serial number: SN		OK / carried out	not OK	resolved
Check that all screws/fastening elements are firmly seated				
Clean and oil/grease all pivot points, quick release axles and	d bearings			
Carry out a visual inspection of the frame and attachments f formations, deformations, etc.	for crack			
Functional/safety check of anti-tipping supports				
Functional/safety check of the seat and back system				
Carry out a functional/safety check of the drive wheels and, replace the tyres on the product	if required,			
Check that the wheel tracking and drive wheel bushing are f (tightening torque 70 Nm)	firmly seated			
Functional/safety check of caster wheels				
Checking the caster wheel axle is firmly seated (tightening to	orque 7 Nm)			
Functional/safety check of footrests				
Checking and replacing, if necessary, the plastic protective ram bar	hose on the			
Test drive/functional test				
OK / carried out = OK   not OK = not OK   resolved = the fault was	corrected			
Comments:				
First name and last name of contact:	Stamp:			
	Date/signature			



Serial number: SN	OK / carried out	not OK	resolved
Check that all screws/fastening elements are firmly seated			
Clean and oil/grease all pivot points, quick release axles and bearings			
Carry out a visual inspection of the frame and attachments for crack formations, deformations, etc.			
Functional/safety check of anti-tipping supports			
Functional/safety check of the seat and back system			
Carry out a functional/safety check of the drive wheels and, if required, replace the tyres on the product			
Check that the wheel tracking and drive wheel bushing are firmly seated (tightening torque 70 Nm)			
Functional/safety check of caster wheels			
Checking the caster wheel axle is firmly seated (tightening torque 7 Nm)			
Functional/safety check of footrests			
Checking and replacing, if necessary, the plastic protective hose on the ram bar			
Test drive/functional test			
OK / carried out = OK   not OK = not OK   resolved = the fault was corrected			
Comments:			
Rehabilitation specialist dealer:  Stamp:  First name and last name of contact:			
	· · · · · · · · · · · · · · · · · · ·		



Serial number: SN		OK / carried out	not OK	resolved
Check that all screws/fastening elements are firmly seated	d			
Clean and oil/grease all pivot points, quick release axles a	and bearings			
Carry out a visual inspection of the frame and attachment formations, deformations, etc.	s for crack			
Functional/safety check of anti-tipping supports				
Functional/safety check of the seat and back system				
Carry out a functional/safety check of the drive wheels and replace the tyres on the product	d, if required,			
Check that the wheel tracking and drive wheel bushing are (tightening torque 70 Nm)	e firmly seated			
Functional/safety check of caster wheels				
Checking the caster wheel axle is firmly seated (tightening	g torque 7 Nm)			
Functional/safety check of footrests				
Checking and replacing, if necessary, the plastic protectiv ram bar	e hose on the			
Test drive/functional test				
OK / carried out = OK   not OK = not OK   resolved = the fault wa	as corrected			<u> </u>
Comments:				
Rehabilitation specialist dealer:  ———————————————————————————————————	Stamp:			
	Date/signature			



Serial number: SN	OK / carried out	not OK	resolved
Check that all screws/fastening elements are firmly seated			
Clean and oil/grease all pivot points, quick release axles and bearings			
Carry out a visual inspection of the frame and attachments for crack formations, deformations, etc.			
Functional/safety check of anti-tipping supports			
Functional/safety check of the seat and back system			
Carry out a functional/safety check of the drive wheels and, if required, replace the tyres on the product			
Check that the wheel tracking and drive wheel bushing are firmly seated (tightening torque 70 Nm)			
Functional/safety check of caster wheels			
Checking the caster wheel axle is firmly seated (tightening torque 7 Nm)			
Functional/safety check of footrests			
Checking and replacing, if necessary, the plastic protective hose on the ram bar			
Test drive/functional test			
OK / carried out = OK   not OK = not OK   resolved = the fault was corrected			
Comments:			
Rehabilitation specialist dealer:  Stamp:  First name and last name of contact:			
Date/signature	,		



Serial number: SN		OK / carried out	not OK	resolved
Check that all screws/fastening elements are firmly seated	d			
Clean and oil/grease all pivot points, quick release axles a	and bearings			
Carry out a visual inspection of the frame and attachment formations, deformations, etc.	s for crack			
Functional/safety check of anti-tipping supports				
Functional/safety check of the seat and back system				
Carry out a functional/safety check of the drive wheels and replace the tyres on the product	d, if required,			
Check that the wheel tracking and drive wheel bushing are (tightening torque 70 Nm)	e firmly seated			
Functional/safety check of caster wheels				
Checking the caster wheel axle is firmly seated (tightening	g torque 7 Nm)			
Functional/safety check of footrests				
Checking and replacing, if necessary, the plastic protectiv ram bar	e hose on the			
Test drive/functional test				
OK / carried out = OK   not OK = not OK   resolved = the fault wa	as corrected			<u> </u>
Comments:				
Rehabilitation specialist dealer:  ———————————————————————————————————	Stamp:			
	Date/signature			

Your rehabilitation specialist dealer:





PRO ACTIV Reha-Technik GmbH

Im Hofstätt 11

D-72359 Dotternhausen – Germany

Phone +49 7427 9480-0

Fax +49 7427 9480-7025

Email: info@proactiv-gmbh.de

www.proactiv-gmbh.com