

# JAY<sup>®</sup>

## SYNCRA Cushion

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**IMPORTANT CONSUMER INFORMATION**

**NOTICE:** This manual contains important instructions that must be passed on to the user of this product. Please do not remove this manual before delivery to the end user.

**SUPPLIER:** This manual must be given to the user of this product.

**USER:** Before using this product, read this entire manual and save for future reference.

**WARRANTY REGISTRATION:** Visit [www.SunriseMedical.com](http://www.SunriseMedical.com) to register this product.

Owner's Manual



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**SUNRISE MEDICAL LISTENS**

Thank you for choosing a JAY® Syncra Back Support System. We want to hear your questions or comments about this manual, the safety and reliability of your product, and the service you receive from your Authorized Sunrise dealer. Please feel free to write or call us at the address and telephone number below:

**Sunrise Medical (US) LLC  
Customer Service Department  
2842 Business Park Ave  
Fresno, CA 93727  
(800) 333-4000**

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Be sure to return your warranty card, and let us know if you change your address. This will allow us to keep you up to date with information about safety, new products and options to increase your use and enjoyment of this wheelchair. If you lose your warranty card, call or write and we will gladly send you a new one.

**FOR ANSWERS TO YOUR QUESTIONS**

Your Authorized Dealer knows your product best, and can answer most of your questions about safety, use and maintenance. For future reference, fill in the following:

Supplier: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Serial #: \_\_\_\_\_ Date/Purchased: \_\_\_\_\_

**ADDITIONAL INFORMATION YOU SHOULD KNOW**

No component of this product was made with Natural Rubber Latex.



**DISPOSAL AND RECYCLING INFORMATION**

When this product reaches the end of its life, please take it to an approved collection or recycling point designated by your local or state government. This product is manufactured using a variety of materials, Your product should not be disposed of as ordinary household waste. You should dispose of your wheelchair properly, according to local laws and regulations. Most materials that are used in the construction of this product are fully recyclable. The separate collection and recycling of your product at the time of disposal will help conserve natural resources and ensure that it is disposed in a manner that protects the environment.

Ensure you are the legal owner of the product prior to arranging for the product disposal in accordance with the above recommendations

## II. GENERAL WARNINGS

NOTE - Check all parts for shipping damage. In case of damage, DO NOT use. Contact Carrier/Sunrise for further instructions.

Sunrise Medical recommends that a clinician such as a doctor or therapist experienced in seating and positioning be consulted to determine if a Syncra cushion is appropriate. Cushions should only be installed by an authorized Sunrise Medical Dealer.

### WARNING

DO NOT install this equipment without first reading and understanding the manual. If you are unable to understand the Warnings, Cautions, and Instructions, contact a qualified clinician or supplier - otherwise injury or damage may occur.

### WARNING

Hook and Loop Velcro® should not come into prolonged contact with moisture as this may degrade the adhesive and lead to a failure of the Velcro®.

### WARNING

Installing a cushion on a wheelchair may affect the center of gravity of the wheelchair and may cause the wheelchair to tip backwards, potentially resulting in injury. Always assess for the brackets to be added to the wheelchair to help increase stability.

### WARNING

Prior to prolonged sitting, any cushion should be tried for a few hours at a time while a clinician inspects your skin to ensure that red pressure spots are not developing. You should regularly check for skin redness. The clinical indicator for tissue breakdown is skin redness. If your skin develops redness, discontinue the use of the cushion immediately and see your doctor or therapist.

The JAY® Syncra Cushion is designed to help reduce pressure. However, no cushion can completely eliminate sitting pressure or prevent pressure sores. The Syncra Cushion is not a substitute for good skin care including, but not limited to; proper diet, cleanliness and regular pressure reliefs.

### WARNING

DO NOT leave the fluid cushion outside overnight at temperatures below 40°F (5°C) or above 108°F (42°C). Allow the cushion to warm or cool to room temperature before using. Sitting on extremely hot or cold surfaces can cause skin damage.

CAUTION - AVOID SHARP OBJECTS OR EXPOSURE TO EXCESSIVE HEAT OR OPEN FLAME.

### WARNING

PROPER Fluid Level: The amount of fluid contained in the insert is determined by the clinician during a seating evaluation. This should not be adjusted without a clinician directive as it can alter the pressure relieving properties and lead to injury or damage.

### WARNING

OBSTRUCTIONS: DO NOT place any obstructions between the user and the cushion as this will reduce product effectiveness.

### WARNING

CUSHION AND COVER ORIENTATION: Product must be used with the fluid insert facing up. If the cover is not used correctly it may reduce or eliminate the cushion's benefits and could increase risk to the skin and soft tissue.

### WARNING

Air Insert: refer to applicable warnings in the Air Insert Supplement.

Sunrise Medical recommends that a clinician such as a doctor or therapist experienced in seating and positioning be consulted to determine if a Syncra Cushion is appropriate. Cushions should only be installed by an Authorized Sunrise Medical Dealer.

**JAY®SYNCRA CUSHION**

The Syncra Cushion featuring Jay®Fluid with Cryo®Technology or Air Insert is designed for clinicians to use with Q500 and Q700 SEDEO PRO users who need superior pressure distribution and stability. This cushion offers a complete solution to meet a large range of skin protection and positioning needs.

The Syncra Cushion featuring a Visco®foam insert is designed with the benefits of skin protection and positioning for clinicians to use with Q500 and Q700 SEDEO PRO users.

The JAY® Fluid with Cryo®Technology Pad, the Air Insert, and the Visco® foam insert are all interchangeable pelvic loading area (PLA) options for the Syncra Cushion.

NOTE: The Visco®Foam insert is not designed for users whom require adjustable skin protection cushions.

Maximum user weight:

16" to 20" width = 300 lbs (136 kg)

22" width = 400 lbs (181 kg)

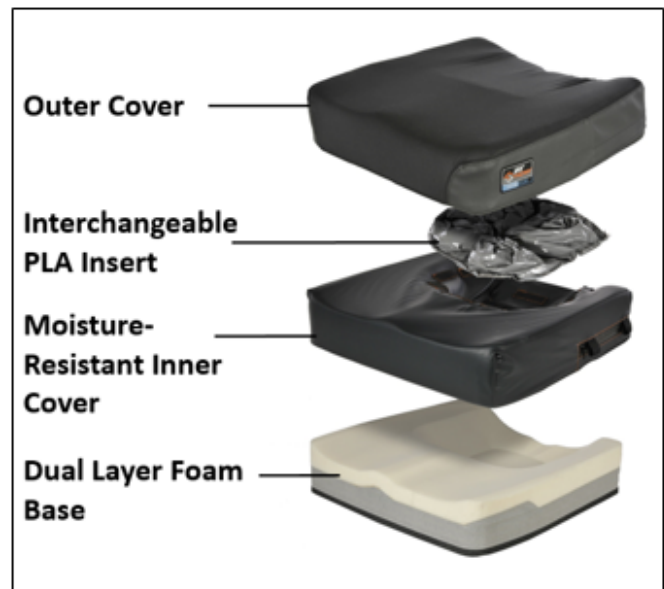
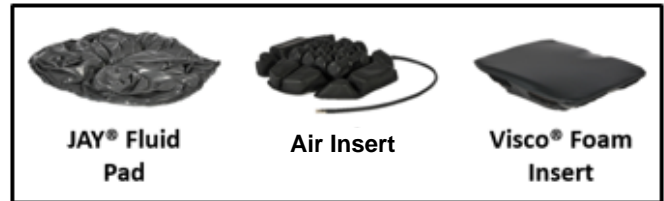
**A. CUSHION ADJUSTABILITY**

**Fluid and Air Adjustability**

The Syncra Cushion offers volume adjustability to accommodate for user's needs through the determination of the correct amount of fluid made by your clinician during evaluation.

The determination of Air Single or Air Dual models is also made by your clinician during evaluation. The inserts should only be changed at the direction of your clinician.

**SYNCRA CUSHION COMPONENTS**



IV. JAY<sup>®</sup> FLUID WITH CRYO<sup>®</sup> TECHNOLOGY MAINTENANCE**Adjusting through the Air Insert**

The air insert version of the Syncra Cushion can be adjusted at any time through the use of the hand pump (provided) and release valve on the Air Insert.

**Obliquity Pads**

Obliquity pads are soft foam supplement pads provided upon purchase of a Syncra Cushion featuring JAY<sup>®</sup> Fluid with Cryo<sup>®</sup> Technology. To maximize user to cushion interaction, modifications to posture and seating may be accomplished in small, incremental changes using these supplement pads. These small changes may allow the user to physiologically adjust to the cushion and the clinician to manage progress sufficiently. Over time, as the user adapts, the pads may be removed or added to allow for maximum cushion to user contact. Inserts should only be changed at the direction of your clinician

**B. VISCO<sup>®</sup> FOAM WELL INSERT**

The Visco<sup>®</sup> foam PLA insert version of the Syncra Cushion is a soft well option for users who require less pressure distribution. Obliquity pads may also be used for this insert option.

** WARNING**

**Place the JAY<sup>®</sup> Fluid with Cryo<sup>®</sup> Technology, Air Insert, or Visco<sup>®</sup> foam insert on the inner cover, making sure that all Velcro<sup>®</sup> strip locations are aligned. A misalignment or creation of an edge could cause an unwanted pressure point that may lead to injury.**

**C. FITTING A PRESSURE DISTRIBUTING CUSHION****Fitting the cushion**

Select a cushion to match your hip width when in the seated position. The cushion length should extend to within 1"-2" (2.5 cm - 5 cm) from the back of the knees. Place the cushion to the back of the wheelchair with the material identification tags and pressure relieving pad toward the rear. When fit correctly, your hips should be to the back of the chair. Your ischials (seat bones) should be centered on the insert in the pelvic loading area of the cushion. Proper footrest adjustment may enhance sitting comfort and help lower peak sitting pressures. Adjust the footrests so your legs rest firmly but comfortably on the cushion.

Reference the Air Insert Owner's Manual Supplement for proper fitting and set-up instructions.

**IV. JAY<sup>®</sup> FLUID WITH CRYO<sup>®</sup> TECHNOLOGY MAINTENANCE**

JAY<sup>®</sup> Fluid with Cryo<sup>®</sup> Technology is designed for users at high risk for skin breakdown by actively lowering the seated skin surface temperature for up to eight (8) hours. Peak performance for this technology occurs at room temperature and extreme high or low temperatures may affect the performance of the fluid.

**Recharging the JAY<sup>®</sup> Fluid with Cryo<sup>®</sup> Technology Pad**

After eight (8) hours of continued use, the JAY<sup>®</sup> Fluid with Cryo<sup>®</sup> Technology Pad requires a recharge period of 12 hours at room temperature (75°F or 24°C) to reach peak performance.

Recharge time is dependent on ambient temperature and may be accelerated with a lower temperature. Sustained temperatures above 82°F (28°C) will not recharge the pad.

If the fluid pad remains in use after eight (8) hours or the pad remains in a sustained ambient temperature above 82°F (28°C) during recharge, the JAY<sup>®</sup> Fluid with Cryo<sup>®</sup> Technology provides the same pressure distributing and skin protection benefit of the standard JAY<sup>®</sup> Fluid without the active cooling benefit.

## V. EASY MAINTENANCE & CLEANING

### V. EASY MAINTENANCE & CLEANING

Monthly cleaning and regular maintenance may help extend the life of your cushion. During cleaning, component inspection is recommended.

Check the cover for tears and excessive wear and replace if ripped, torn, or otherwise not fully functional. Inspect the fluid pad for punctures or any other abnormalities.

Check the foam base to ensure foam consistency. While checking the fluid pad, if you ever feel the fluid is firmer in one area, simply knead the fluid back to its original consistency and/or call your local authorized supplier.

#### To clean cover

1. Remove the cover from the foam base and turn inside out.
2. Machine wash in warm water 60°C (140°F) and drip or tumble dry on low heat.

No ironing required.

**CAUTION** - DO NOT DRY CLEAN COVERS OR USE INDUSTRIAL WASHERS AND DRYERS TO CLEAN COVER. DO NOT STEAM AUTOCLAVE. DO NOT BLEACH.

To refit cover after washing, reinstall the cover on the foam base. Ensure the back of the cover matches up to the back of the foam base.

**NOTE:** If utilized in an industrial setting, write the resident's name with a permanent marker on the content label of the covers. This will help to ensure the return of the covers after washing.

Use only JAY® designed cover on JAY® cushions. The covers is an important part of allowing the immersion into the fluid insert which redistributes the pressure. Changing the cover will alter this design and its efficacy.

#### To clean the JAY® Fluid with Cryo® Technology pad

Remove the cover from the foam base. Remove fluid pad from the inner cover and wipe with warm water and soap. Rinse with a clean, damp cloth then wipe dry with a clean cloth.

**CAUTION** - NEVER SUBMERGE THE FLUID PAD IN ANY LIQUID.

**CAUTION** - AVOID HARSH CLEANING OR ROUGH HANDLING AS THIS MAY LEAD TO A DEGRADATION OF THE FLUID INSERT.

If at any time, the outer cover, inner cover, foam base, fluid pad, or any other component appears to be wearing or you notice a degradation in the texture, contact your supplier/Sunrise Medical for evaluation and further instructions.

#### To clean the Air Insert (if applicable)

Reference the Air Insert Owner's Manual Supplement for proper cleaning instructions.

#### To clean the Visco® foam insert (if applicable)

Remove the cover from the foam base and remove the Visco® foam insert from the inner cover. Wipe both the inner cover and the outside of the Visco® foam insert with warm water and soap. Rinse with a clean, damp, cloth then wipe dry with a clean cloth.

**CAUTION** - NEVER SUBMERGE THE VISCO® FOAM INSERT IN ANY LIQUID.

**CAUTION** - AVOID HARSH CLEANING OR ROUGH HANDLING AS THIS MAY LEAD TO A DEGRADATION OF THE VISCO® FOAM INSERT.






If at any time, the outer cover, inner cover, foam base, Visco® foam insert, or any other component appears to be wearing or you notice a degradation in the texture, contact your supplier/Sunrise Medical for evaluation and further instructions.

#### To clean foam base

Remove the cover from the foam base. Wipe lightly with a damp cloth. Do not use soap. Do not submerge in water. Wipe off with clean cloth. Let completely air dry before reassembly.

**CAUTION** - NEVER SUBMERGE THE FOAM BASE IN ANY LIQUID.

VI. REASSEMBLING THE JAY® SYNCRA CUSHION

Laundry Care Symbols	
	Machine wash in warm water (60° C)
	Only non-chlorine bleach, when needed
	Drip dry
	Do not iron
	Do not dry clean

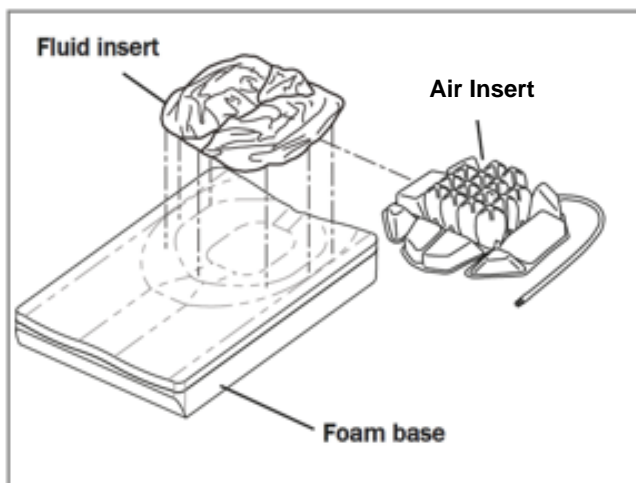
VI. REASSEMBLING THE JAY® SYNCRA CUSHION

Follow cleaning and maintenance instructions as described in "Easy maintenance and cleaning" then reassemble as follows.

**⚠ WARNING**

**Place the JAY® Fluid with Cryo® Technology, Air Insert, or Visco® foam insert on the inner cover, making sure that all Velcro® strip locations are aligned. A misalignment or creation of an edge could cause an unwanted pressure point that may lead to injury.**

Insert the foam base/inner cover assembly into the outer cover. Ensure that the zipper is at the rear of the foam base where the pelvic loading area is located.





### A. WHAT IS BOTTOMING OUT?

Bottoming out may occur on a Syncra Cushion if you displace the fluid or air underneath your pelvic bones or buttocks, which would leave you sitting on the foam base. It sometimes occurs on very thin individuals, users with recliner wheelchairs, users who have lost weight or have other changes in body size or shape, or users who slouch when sitting.

### WARNING

**When bottoming out occurs, increased pressure is placed onto the ischials and coccyx increasing the risk for skin breakdown. Immediately discontinue use of the pad. See your healthcare professional.**

### B. HOW TO CHECK FOR BOTTOMING OUT

#### JAY® Fluid with Cryo® Technology Pad

To check for bottoming out, sit on the cushion with the cover on and the zipper opened for 7-10 minutes. Transfer up and off the cushion (or have someone help you transfer), trying not to disturb the fluid underneath you. Fold the back portion of the cover forward over the front, exposing the fluid pad. Push down in the depressions on the pad where your ischials (seat bones) and coccyx (tailbone) were. You should have to push through at least 1/2" (1.3 cm) of fluid before you feel the firm cushion base below.



If the cushion is properly positioned, the footrests are properly adjusted, and there is not at least the minimum 1/2" (1.3 cm) of fluid, the cushion is bottoming out and should not be used. If you are bottoming out, discontinue use of the cushion and see your clinician. Usually bottoming out is easily solved by ordering additional fluid in the form of an Overfill. Call your local authorized supplier to see if this is appropriate for you.

### Air Insert

Reference the Air Insert Owner's Manual Supplement for instructions on preventing and checking for bottoming out.

### C. WHEN TO CHECK

With JAY® Fluid with Cryo® Technology pad, check every month when you clean the cushion.

With Air Insert, check daily.

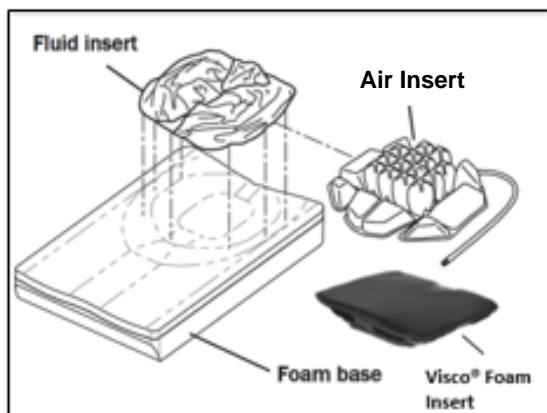
### JAY SYNCRA CUSHION WARRANTY

Each JAY® Syncra Cushion is carefully inspected and tested to provide peak performance. Every JAY® Syncra Cushion is guaranteed to be free from defects in materials and workmanship for a period of 24 months from the date of purchase, provided normal use. Should a defect in materials or workmanship occur within 24 months from the original date of purchase, Sunrise Medical will, at its option, repair or replace it without charge. This warranty does not apply to punctures, tears or burns, nor to the Cushion's removable cover.

The removable cover is guaranteed to be free from defects in materials and workmanship for a period of six (6) months from the date of purchase, provided normal use. Should a defect in materials or workmanship occur within six (6) months from the original date of purchase, Sunrise Medical will, at its options, repair or replace it without charge.

Claims and repairs should be processed through the nearest authorized supplier. Except for express warranties made herein, all other warranties, including implied warranties of merchantability and warranties of fitness for a particular purpose are excluded.

There are no warranties which extend beyond the description on the face hereof. Remedies for breach of express warranties herein are limited to repair or replacement of the goods. In no event shall damages for breach of any warranty include any consequential damages or exceed the cost of non-conforming goods sold.



### JAY® Fluid with Cryo® Technology Pad

Consult your healthcare professional for proper fitting and use, and read the following statements carefully.

### JAY® Fluid with Cryo® Technology Pad Policy

If a clinician, Certified Rehab professional, or Authorized Sunrise Medical Supplier has determined that the fluid volume is inappropriate for the original purchaser, Sunrise Medical, during the warranty life of the product, will replace the fluid pad free of charge. Requests must be submitted by an authorized Sunrise Medical Supplier.

- The fluid in this cushion may lose volume over time.
- Volume loss in this cushion may result in bottoming out of the cushion.
- Monthly, during routine cleaning and inspection, check this cushion for bottoming out (see instructions under "Checking for Bottoming Out" in the owner's manual) and any fluid inconsistencies. If the fluid is firmer in one area, simply knead it back to its original consistency.
- If bottoming out occurs, discontinue use of this cushion and contact your healthcare professional. If further assistance is necessary, contact Sunrise Medical Customer Service at (800) 333-4000.

### Air Insert

Reference the Air Insert Owner's Manual Supplement for additional use and care guidelines.



Sunrise Medical Inc. • 2842 Business Park Ave. • Fresno, CA 93727 • USA  
In Canada (800) 263-3390



Customer Service: 800.333.4000  
[www.SunriseMedical.com](http://www.SunriseMedical.com)

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