

### WHITMYER HEAD SUPPORTS

#### IMPORTANT CONSUMER INFORMATION

NOTICE: This manual contains important instructions that must be made available 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.

User Manual



**I. INTRODUCTION**

**SUNRISE LISTENS**

Thank you for choosing a JAY Product. 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 Sunrise supplier. Please feel free to write or call us at the address and telephone number below:

SUNRISE MEDICAL  
 Customer Service Department  
 12002 Volunteer Blvd.  
 Mount Juliet, TN 37122, USA  
 (800) 333-4000

**FOR ANSWERS TO YOUR QUESTIONS**

Your authorized supplier knows your head support system 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: \_\_\_\_\_

**NOTICE:** This Product manual for Whitmyer head supports is meant to be an informational and generic resource so that a basic understanding of the product and its finite adjustment can be available for the user and caregiver. This manual should always be referenced in conjunction with a licensed clinician for more advanced fitting and support techniques. Failure to consult a licensed clinician can result in muscular and skeletal issues and/or injury to the user. The Whitmyer head support product manual should be read and fully understood, prior to the installation, set-up, and use of this product.

**II. TABLE OF CONTENTS**

I. INTRODUCTION..... 2  
 II. TABLE OF CONTENTS ..... 2  
 III. NOTICE READ BEFORE USE ..... 2  
 IV. YOUR HEAD SUPPORT AND ITS PARTS..... 3  
 V. GENERAL WARNINGS ..... 4  
     A. NOTICE TO USER..... 4  
     B. NOTICE TO CAREGIVER..... 4  
     C. SAFETY CHECKLIST..... 4  
     D. CHANGES AND ADJUSTMENTS..... 4  
     E. ACCESSORIES..... 4  
     F. HEAD SUPPORT MISUSE ..... 4  
     G. FASTENERS..... 4  
     H. MOTOR VEHICLE SAFETY ..... 4  
 VI. BASIC INSTALLATION AND ADJUSTMENT ..... 5  
 VII. PRODUCT MAINTENANCE..... 7  
 VIII. SUNRISE LIMITED WARRANTY ..... 7

**III. NOTICE READ BEFORE USE**

**A. CHOOSE THE RIGHT HEAD SUPPORT**

Sunrise provides a choice of many head support options, styles, sizes and adjustments to meet the needs of the user; however, final selection of head support equipment rests solely with you and your health care professional. Choosing the best head support for you depends on such things as:

1. Your size, disability, strength, balance and coordination.
2. Your intended use, and your level of activity.
3. The types of hazards you must overcome in daily use (in areas where you are likely to use your chair).
4. The need for options for your safety and comfort.

**B. ADJUST THE SUPPORT TO YOUR ABILITY**

You need to work with your doctor, nurse or therapist, and your supplier, to fit this support, and adjust the system for your level of function and ability.

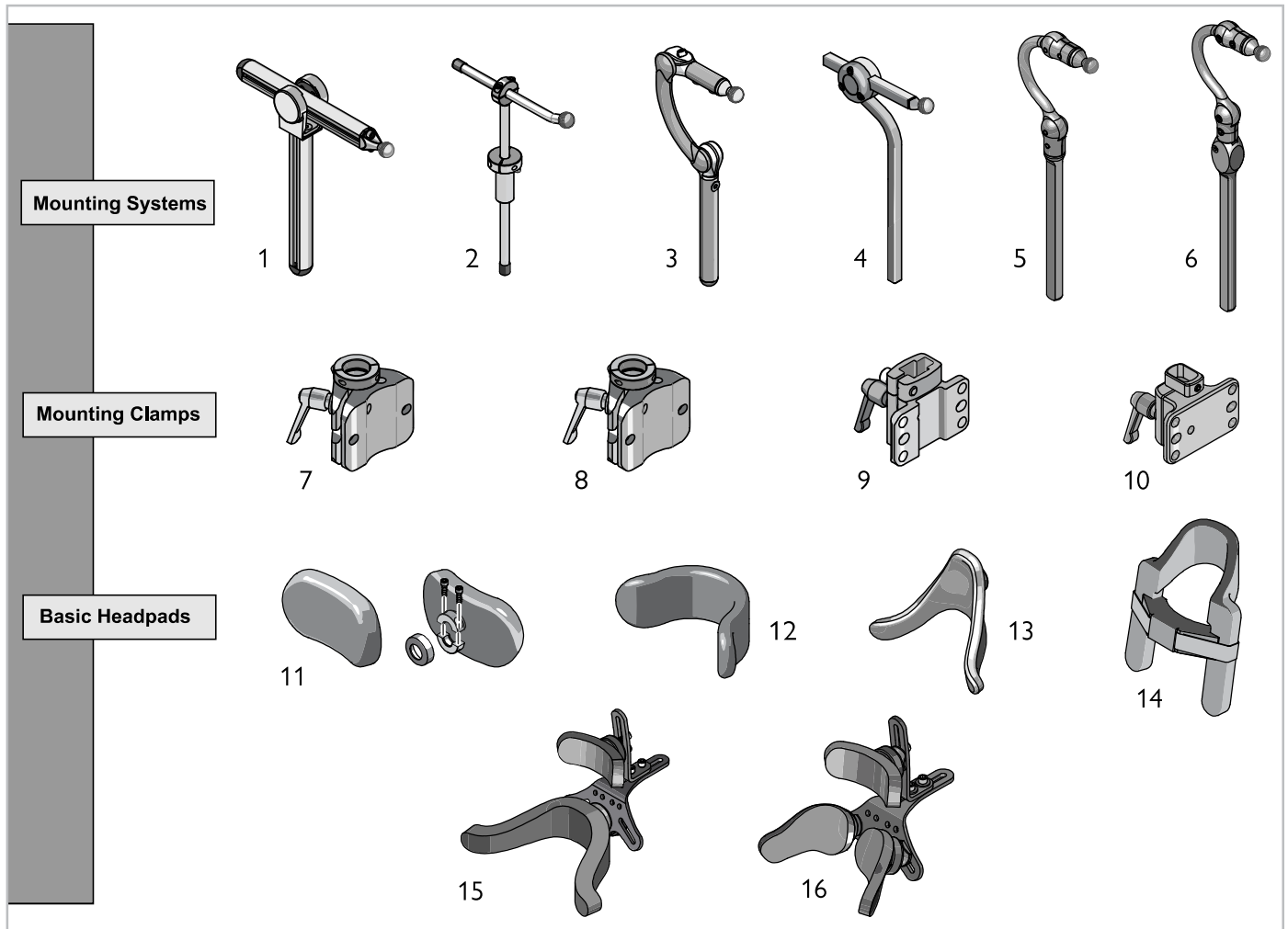
**C. REVIEW THIS MANUAL OFTEN**

Before using this support system, you, and each person who may assist you, should read this entire Manual and make sure to follow all instructions. Review the warnings often, until they are second nature to you.

**D. WARNINGS**

The word "WARNING" refers to a hazard or unsafe practice that may cause severe injury or death to you or to other persons. Pay special attention to these and review them often.

## IV. YOUR HEAD SUPPORT AND ITS PARTS



## WHITMYER HEAD SUPPORTS

1. PRO Mounting System
2. ONYX Mounting System
3. LYNX Mounting System
4. AXYS Mounting System
5. COBRA Xtra Mounting System
6. COBRA Xtra Flip back Mounting System
7. Mounting clamp for PRO style
8. Mounting clamp for Onyx style
9. Mounting clamp for AXYS
10. Mount clamp for Cobra Xtra and Xtra Flip back
11. Regular Plush style pad, collar, hardware and collar cover.
12. Adjustable Plush style
13. Contoured Cradle Style pad
14. Heads Up
15. SOFT Single Occipital
16. SOFT Dual Occipital

Tools for maintenance and adjustment.

3/16" Imperial hex key

3/32" Imperial hex key

10mm combo wrench

Torque specifications

All fasteners should be tightened to approximately 2.3 N-m (20 in/lbs) unless otherwise specified.

**V. GENERAL WARNINGS** **WARNING****A. NOTICE TO USER**

Before using the head support equipment, you should be trained in its safe use by a health care provider. Failure to consult a professional can lead to extreme discomfort or serious injury for the user of this equipment.

 **WARNING****B. NOTICE TO CAREGIVER**

1. Be sure to work with the user's health care professional to learn proper adjustment, safety, and support methods that are best suited to the specific needs of the person using the head support equipment.
2. Always move the user to another seated area before installing, or adjusting the head support system.
3. To prevent injury to your back, always use good posture and proper body mechanics when adjusting head gear.

 **WARNING****C. SAFETY CHECKLIST**

Before each use of the head support system.

1. Check the equipment for any loose components, and/or fasteners. Adjust the equipment to the original specifications and tighten to recommended torque settings. Failure to do so, may result in a risk of equipment failure, damage to components and/or user injury.
2. Repair any problem that you encounter. Seek help, your authorized supplier can help you find and correct any issues.
3. Never allow the head support equipment to be used unless it is fully functional and is free from significant wear to metal components and foam pads.
4. Before use, ensure that no component applies direct pressure to ears, eyes, throat, mastoid process (the bony prominence behind the ear), jawbone, or the temporal area.
5. Make sure that the head support mounting system is attached securely to the back support.

 **WARNING****D. CHANGES AND ADJUSTMENTS**

1. See your health care professional, and have them adjust headrest components and accessories as growth or change occurs in the user.
2. When a support component is added to the original system, be sure to consult your health care professional and have them adjust and fit the new component.

 **WARNING****E. ACCESSORIES**

Unauthorized modifications or use of parts not supplied or approved by Sunrise Medical may change the product's structure and effectiveness. Unauthorized modifications will void any warranty and may cause a safety hazard for the user.

 **WARNING****F. HEAD SUPPORT MISUSE**

Never use the head support and mounting hardware to maneuver, lift or change direction of the chair that it is attached to. It should not be used as a handle to push the chair. Misuse in this way can cause damage and excessive wear to the equipment, which could put the user at risk.

 **WARNING****G. FASTENERS**

Many of the screws and nuts on this product are considered to be special high-strength fasteners. They require periodic checks and maintenance to ensure the safety of both the user and attendant.

1. Only use fasteners provided by an authorized supplier (or ones of the same type and strength, as indicated by the markings on the hardware).
2. Do not over- or under- tighten fasteners. If screws or nuts become loose, tighten them as soon as possible.
3. ALWAYS tighten fasteners to the correct torque to ensure the strength and longevity of your products.

 **WARNING****H. MOTOR VEHICLE SAFETY**

If possible and feasible, never use the head support system in a motor vehicle.

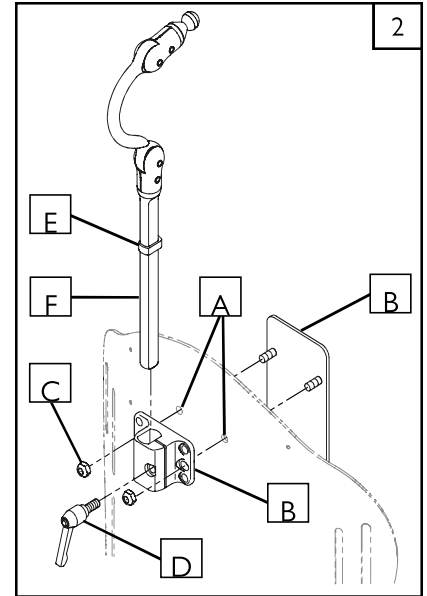
1. Whitmyer head support equipment is not transit tested for use in a motor vehicle. When seating a user in a motor vehicle, it is always suggested to transfer the user to the original equipment manufactured vehicle seat and use the vehicle restraints.
2. In an accident or sudden stop, the rider's head may be thrust forward, backward, or to the side, and dislodge or change adjustment to the head support equipment.
3. Do not use this product if it has been involved in a motor vehicle accident.

## VI. BASIC INSTALLATION AND ADJUSTMENT

### A. BASIC INSTALLATION 2

Headrest mount and head support components will attach to most back support shells. The process is generally straightforward and simple, as long as the holes are aligned between the back and headrest mount.

1. Start by locating the appropriate mount and hardware for your particular head support system. Refer to "Your Head Support and its Parts" section for a good comparison of which mount goes with which specific headrest. The Cobra Xtra is used as an example in the following steps.
2. If necessary, remove the back support cover and backrest pad to gain access to the mounting area on the back shell.
3. Locate the mount attachment points (A) on the back support. Attach one of two options: either the headrest mount (B), or Socket Head screws. Hand tighten all nuts (C).
4. Using the appropriate wrench and/or hex key, tighten hardware to specified torque, and check to make sure the mount is secure and does not move.
5. Loosely attach the lever (D) to the headrest mount.
6. Reattach the cover and/or pad.
7. Adjust the shaft collar (E) using a 3/32" hex key, to achieve the desired height for your head support.
8. Insert the vertical headrest shaft (F) into the headrest mount (B). Once inserted, adjust the height to fit the user measurement, and then hand-tighten the mount lever (D). Make sure that the headrest support and pads are tight and secure.



### B. BASIC ADJUSTMENT 3 4 5

Available headrest mounts, and head support components will adjust in several ways to give the user maximum support in all the critical areas. Headrest mounts and pads have a nearly universal adjustment to accommodate the user. The process is generally straightforward and simple. Information and advice from a professional should be used in conjunction with careful measurement in order to achieve a comfortable and supportive fit for the user.

#### Depth adjustment

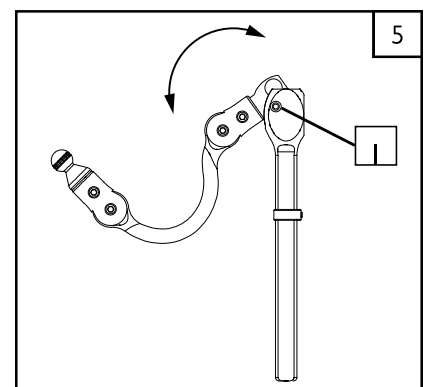
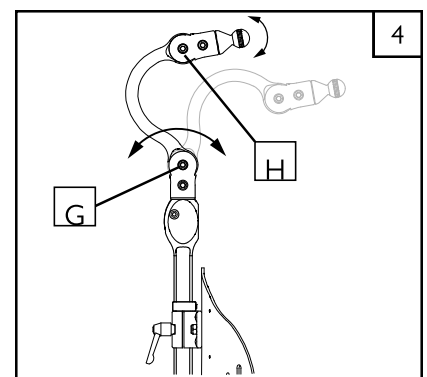
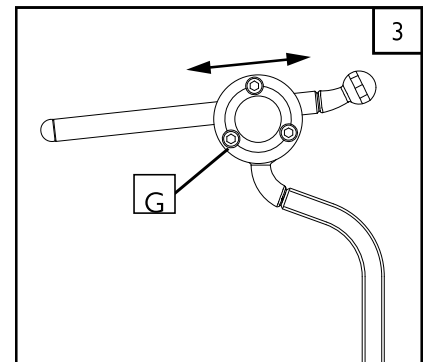
1. Once the desired height of the support is achieved (Step 8 above), the next critical adjustment is the depth of the head support. The AXYS (Figure 3) depth is adjusted with the same general method as the ONYX and PRO styles.
2. Adjust the depth for these styles by using a 3/16" Hex key to loosen screw(s) (G). To gain access to the depth adjustment screws on the PRO, remove the side covers.
3. Move the pad support hardware to desired depth. Once adjustment is complete, tighten according to the torque specifications.
4. Depth adjustment for the Cobra Xtra Flipback (Figure 4) is adjusted with the same general method as the Cobra Xtra, and LYNX styles, but may need some additional angle adjustment to complete the fit.

#### Angle adjustment

1. LYNX, Cobra Xtra, and Cobra Xtra Flip back styles also allow a separate angle adjustment. To adjust the angle, loosen screw (H), for adjustment. Once adjustment is complete, tighten hardware according to the torque specifications.

#### Flip back the headrest with Cobra Xtra Flip Back

1. Flipping back the Cobra Xtra flip back headrest is as simple as pressing the release button (I) on the side of the shaft and rotating the support backwards.



### C. WORKING WITH BALLS AND COLLARS 6 7

All Whitmyer rotational mounting balls are manufactured with a machined knurl pattern (Figure 6). When the collar is tightened, the specialized, hardened knurls engage between the collar and mounting ball, preventing and eliminating any unwanted movement. The collars must be evenly tightened according to torque specifications using a 3/16" Hex key (Figure 7).

**NOTE**—When working with threaded holes, especially the ones used for head pad collars, do not force the socket head screws. If the screw “feels” like it is too tight, before it is fully engaged, back off the screw and hand thread it. This will usually correct any fastener problems.

#### Correctly tightening the pad collars

1. Start by holding the collar around the knurled mounting ball, and hand tighten both socket head screws evenly.
2. Tighten the collar in the correct position by using a 3/16" Hex key and alternating between the two socket head screws with about 1/2 turn per screw. Continue using this method until the collar and ball are fully engaged and tightened according to torque specifications. Check that the collar has correct alignment (Figure 7).

### D. HEADREST PADS 8 9 10

#### Contoured Cradle systems

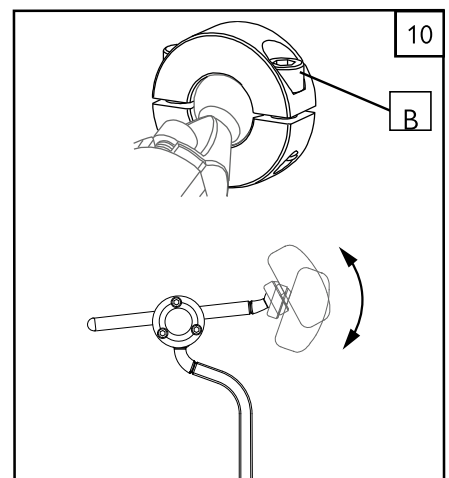
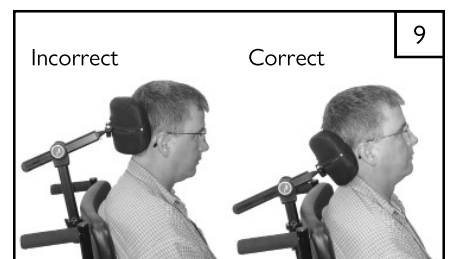
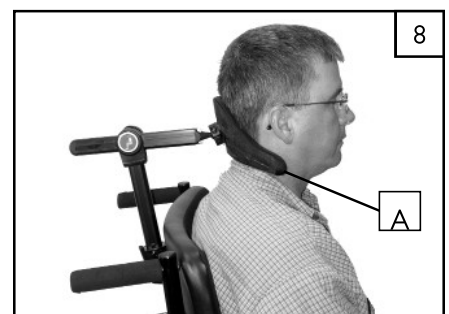
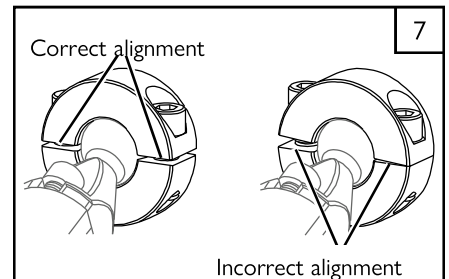
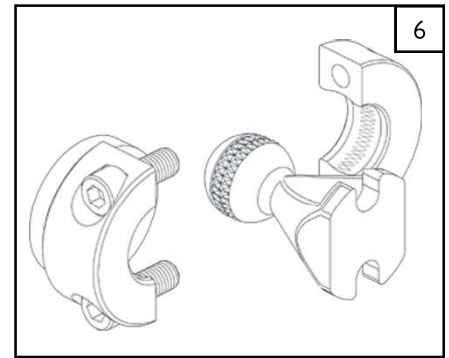
Contoured cradle pads are designed to provide lateral cervical and sub-occipital support in a single pad. The pad should be adjusted to provide even contact across its surface and allow the flared tips to support the cervical spine just under the ears and behind the mastoid process (Figure 8). Gently bend the flared sections (A) into place by hand to accommodate various neck widths.

#### Plush systems

Plush pads are designed to provide comfortable support to the upper cervical and sub-occipital areas. Adjusted correctly, the pad should cradle the spine and provide lift under the occiput (Figure 9). Centering the pad at the apex of the occiput (Figure 9), is incorrect and forces the cervical spine into flexion.

#### Pad Angle Adjustment

Using the 3/16" hex key, loosen the bolts (B) enough to be able to move the collar and pad freely, but not so loose that the collar and pad fall off. Rotate headrest pad to the desired location and re-tighten the bolts to torque specifications. (Figure 10)





## VII. PRODUCT MAINTENANCE

The following suggestions will help ensure safe and successful product use.

### Cover maintenance

Whitmyer pad covers zip on and off for washing. Hand wash with mild detergent, rinse thoroughly, and air dry for best results.

### Cover replacement

We stock replacement covers for all our products. If covers become too worn or too soiled, replacement is recommended.

### Foam pads

Foam pads that are subject to daily use will wear out and lose a degree of the initial comfort afforded by the cushions when the pads were new. The foam pads are attached to the system panels with a hook and loop fastening system, making replacement with our re-foam kits a simple process.

### Mechanical components

Check the following items monthly to ensure safe and functional product use:

1. Check tightness of all fasteners and hardware attachment points.
2. Inspect all parts for signs of wear. Pay close attention to plastic, vinyl, and fabric components. Check all straps and cords for stretching and wear.
3. Inspect metal parts for signs of wear, fractures, bent parts or excessive flexing.
4. Replace and repair any parts showing wear.

## VIII. SUNRISE LIMITED WARRANTY

### A. FOR ONE (1) YEAR

Sunrise warrants all components in the Whitmyer line of head support products to be free of defects in material and workmanship for a period of 12 months (1 year) from the date of purchase, provided normal use. Should a defect in materials or workmanship occur, Sunrise Medical will, at its option, repair or replace it without charge. This Warranty does not apply to punctures, tears, or burns. It does not apply to the headpad's removable cover.

### B. FOR FIVE (5) YEARS

Sunrise warrants all Whitmyer metal components with an extended lifetime warranty against breakage. This limited warranty is for a period of 60 months (5 years) from the date of purchase, provided normal use. Should a defect in materials or workmanship occur, Sunrise Medical will, at its option, repair or replace it without charge.

### C. FOR NINETY (90) DAYS

All covers, cords, straps, non-metallic parts, gel, and foam have a 90-day warranty. If any product shall be proven to be defective, Sunrise Medical will, at its option, repair or replace it without charge. This warranty does not apply to punctures, tears, or burns.

### D. LIMITATIONS AND EXCLUSIONS

The Warranty does not include any labor or shipping charges incurred in replacement part installation or repair. This Warranty shall not apply to damage caused by normal wear, or to products subjected to negligence, accident, improper operations, maintenance, or storage. This Warranty shall not apply to components or systems that have been subject to commercial or institutional use, or products modified without Sunrise Medical's express written consent. The Warranty is only extended to the original purchaser/user of our products. Sunrise Medical reserves the right to modify products and product offerings solely at its own discretion and without prior notice.

### E. WHAT WE WILL DO

Our sole liability is to repair or replace covered parts. This is the exclusive remedy for consequential damages.

### F. WHAT YOU MUST DO

1. Obtain from us, while this warranty is in effect, prior approval for return or repair of covered parts.
2. 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.

### G. NOTICE TO CONSUMER

1. If allowed by law, this warranty is in place of any other warranty (written or oral, express or implied, including a warranty of merchantability, or fitness for a particular purpose).
2. This warranty gives you certain legal rights. You may also have other rights that vary from state to state.

Record your serial number here for future reference:

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