



# USER GUIDE

---

PIPER

**Synetik**  
ErgoCare

CE

# Table of Contents

<b>Intended Use</b> .....	2
<b>Warranty</b> .....	3
<b>Safety and Warning Notes</b> .....	4
<b>Transportation</b> .....	5
<b>Overview of the Piper</b> .....	5
<b>Technical Specifications</b> .....	6
<b>Configuration</b> .....	7
Box Contents .....	7
Unboxing the Piper .....	7
<b>Assembling the Piper</b> .....	7
Assembling the Front Swivel Wheels .....	7
Assembling the Rear Wheels .....	8
Unfolding the Stroller .....	8
Fitting the Footplate .....	8
<b>Adjustment</b> .....	8
1. Seat Depth .....	9
2. Brakes .....	9
3. Five-point Belt .....	9
4. Seat Width .....	9
<b>Daily Usage</b> .....	10
Opening the Stroller .....	10
Folding the Stroller .....	10
Footplate Height Adjustment .....	11
Front Wheel Swivel Lock .....	12
Adjusting the Calf Rest Support .....	12
Reclining the Backrest .....	12
Getting into the Stroller .....	13
Getting out of the Stroller .....	13
Negotiating Stairs .....	13
Negotiating Curb or Single Steps .....	14
<b>Accessories</b> .....	14
Flexi Pads – 010-174 .....	14

Thigh Fixation – 010-169.....	15
Work Board 010-144.....	15
Feet Fixation – 010-134.....	15
Abductor Block – 010-132 .....	15
H-Style Harness – 010-135 .....	16
Footmuff - Summer – 010-177.....	16
Rain Cover – 010-142 .....	16
Seat Inlay - 010-175 .....	17
Canopy Classic – 010-176.....	17
Headrest Adjustable – 010-173 .....	18
Transit Option- 010-186.....	18
<b>Cleaning Instructions</b> .....	20
Removing the Upholstery.....	20
<b>Maintenance</b> .....	20

**IMPORTANT:**

The information in this document is subject to change without notice. For more information, please contact our Customer Service at:

Toll free: 1-888-752-8818

Phone: 1-450-759-9449

Fax: 1-450-752-1644

Email: [info@synetikergocare.com](mailto:info@synetikergocare.com)

Website: [www.synetikergocare.com](http://www.synetikergocare.com)

Business Hours: 8 am to 4 pm Eastern Time

Only use parts and accessories supplied by Synetik ErgoCare. Any substitution of parts with those of another company will result in the loss of warranty and may cause damage.

Read this manual carefully before using the stroller for the first time and keep it for future reference. The safety of a child could be compromised if you do not follow the instructions and safety notices mentioned in the User Guide.

In case of apparent defects, which limit the safe use of the product (for example, the chassis is damaged, there are cracks or a visible defect), it is imperative to immediately stop using the product and contact your distributor or local repair centre. Synetik ErgoCare assumes no liability for damages and accidents caused by improper use of its products.

**Intended Use**

The Piper stroller-style wheelchair comes in one size. This stroller is produced from lightweight alloy. It is equipped with an optimized folding system, adjustable calf rest, extended reclining backrest and a large detachable and adjustable footrest. The stroller also comes with solid quick-release wheels for a stable ride. The adaptability of the stroller and the ability to attach a wide range of accessories ensure the fulfilment of every child's needs. You will find all the details in the assembly section.

## **Warranty**

1. A 24-month warranty is applicable on this product from the date of sale. The warranty applies to material and manufacturing defects.
2. The warranty is applicable at the location where the product was purchased, or in an authorized service repair shop.
3. A properly completed Certificate of Warranty and a copy of the proof of purchase must be presented when applying for the warranty. Do not remove the identification label. It must be legible and undamaged throughout the entire warranty period.
5. The product must be used entirely for the purpose for which it is designed for, the user must follow the directions mentioned in the Instructions for Use. The manufacturer/distributor is not responsible for defects caused by any handling that is contrary to the instructions for use.
6. The product must be used, treated, maintained and stored properly according to directions mentioned in the instructions for use.
7. Warranty proceedings can be initiated, if the product under claim has been returned completely in the original package, carefully packed and protected against damage. The owner is obliged to ensure the product under claim is properly cleaned, hygienically flawless as per general hygienic principles. The owner cannot ask the seller to do basic maintenance or cleaning of the product throughout the claim proceedings.
8. All defects must be claimed immediately.
9. The warranty is forfeited if the defects were caused by overloading, accident, violence or inappropriate tampering or mishandling of the product.

If you have any questions or comments, you can contact our Customer Service.

### **IDENTIFICATION SHEET**

Identification tag / Product type (write up):

Final inspection:

Name:

Signature:



## Safety and Warning Notes

**ATTENTION!** Read this manual carefully before first using the stroller, and keep it for further reference. The safety of a child might be in jeopardy if the instructions and safety information listed in the User Guide are not followed.

Safety points to consider when using the Piper Stroller.

- BAGS ATTACHED TO THE HANDLE AFFECT THE STABILITY OF THE STROLLER
- NEVER LEAVE YOUR CHILD UNATTENDED
- MAXIMUM LOAD CAPACITY OF THE STROLLER:
  - 110 lbs
- **WARNING !** Keep fingers and covers out of any moving parts when using the stroller.
- **WARNING !** Never leave your child unattended! Even if the belts and brakes are in use.
- **WARNING !** Check before use that all locking devices are properly secured and all safety equipment is properly used.
- **WARNING !** The seat unit is not suitable for a child younger than 6 months.
- **WARNING !** This product must not be used while jogging or rollerblading.
- The attendant must be familiar with the instructions of this manual.
- Professional medical advice regarding the suitability of this product must be sought before use.
- Always make sure, before heading out, that the child is comfortable, and that clothes and blankets, etc., are tucked in, so they do not get caught in the wheels.
- Ensure that child is clear of moving parts before making adjustments, to avoid any injury.
- When angle positioning and adjusting the seat and backrest act accordingly to avoid sudden uncontrolled movements.
- Do not allow the child to climb unassisted into and out of the stroller.

- Always apply the parking brakes when putting the child in and taking them out of the stroller.
- Make sure that the belts and other securing accessories, safety bar and other equipment are fitted and adjusted correctly.
- Do not stand on the footrest.
- The brakes must be engaged at all times when the stroller is not moving.
- Getting over the curb: Practice first using an empty stroller.
- The stroller is not designed to be used in the stairs.
- The attendant must take precautions against fire risk. In buildings, check the location of fire exits and ensure all procedures are understood.
- Do not let children play with or hang onto the stroller.
- Do not overload the stroller. Overloading the chassis, seat, bag or basket causes a reduction in stability of the stroller.
- Pay full attention, when handling the stroller, so not to injure the child or yourself.
- If it is possible, always use ramps or elevators to avoid any access restrictions.
- If possible, two people should lift the stroller.
- When you use the stroller on the road, follow the road traffic regulations.
- Do not use the stroller for any purpose other than what it is designed for.
- The stroller is designed to carry only one child.
- Do not use anything other than original PATRON accessories designed for this product.
- When the stroller is folded and unfolded, the User Guide must be followed carefully, to avoid any damage to the construction that may affect product stability.
- In case of apparent defects, which limits the product's safe use (e.g. damaged chassis, part comes off or other visible defects, cracks, etc.) it is necessary to stop using the product immediately and contact your local official distributor or service centre.
- Synetik ErgoCare does not bear any responsibility for the damages and accidents caused by inappropriate use of this product.

## **Transportation**

The Piper stroller-style wheelchair has successfully passed impact tests. The seat meets the WC-19 and ISO 7176-19. The tests were carried out in all possible configurations of the product.

To be compliant, the wheelchair must have the transit option which includes 4 tie-downs.

## **Overview of the Piper**

### **SCHEMA**



**SCHEMA DESCRIPTION**

1. Handle	11. Front swivel caster wheels
2. Folding hinge handle	12. Rear wheels
3. Safety belt	13. Buttons to remove the rear wheels
4. Calf rest	14. Brake lever
5. Hinge of calf support	15. Pedal to unfold
6. Footrest	16. Grip to fold
7. Locking pin of the footrest	17. Backrest recline locking catch
8. Buttons to remove the footrest	18. Transport safety-catch
9. Front wheels	19. Backrest
10. Swivel lock	

**Technical Specifications**

Measurements	Piper
Backrest Height	26.8
Seat Depth	8 -11.4 (*)
Seat Width	8 -13.8 (*)
Seat to Footrest	9.8–14.8
Backrest Angle (°)	90 - 135
Seat Angle (°)	26
Total Length	42.5
Total width	23.2

Total Height/with Handle	39.4
Total Weight	31 lbs
Maximum Load	110 lbs
Folded Stroller Length	39.4
Folded Stroller Width	12.2
Folded Stroller Height	11.8

\*With use of seat inlay and/or flexi-pads

## Configuration

### Box Contents

Upon delivery, you will receive one (1) box containing the stroller and the accessories ordered. The Piper is tool-free adjustable.

#### Items list:

- Stroller-style fixed tilt wheelchair
- Basket
- Accessories
- Footrest
- 5-point Belt

### Unboxing the Piper

- 1- Remove the contents of the boxes and place on a flat surface.
- 2- Make sure that the material corresponds to what you ordered and that no damage was caused during transportation.
- 3- The stroller is supplied with a partially removed cover. Before first use, it is necessary to attach the upholstery to the top of the chassis frame
  - Attach the 4 metal snaps to both sides of the chassis frame.
  - Apply pressure on the cover to make sure it is properly fastened.
- 4- Follow the instructions in the following section (Assembling the Piper)

## Assembling the Piper

The instructions in the User Guide will guide you through the assembly process of the positioning seat. However, it is recommended that the initial adjustment for the user be done in the presence of a Synetik ErgoCare representative.

**NOTE! The numbers in parenthesis refers to the schema presented on page 5.**

### Assembling the Front Swivel Wheels

- 1- Insert and push each swivel wheel into the wheel moulding until you hear a 'click' which indicates the wheel is properly locked in.

### Assembling the Rear Wheels

- 1- Insert each wheel axle into the wheel moulding and push in until locked. You should hear a 'click' which indicates the wheel is properly locked in.

### Unfolding the Stroller

- 1- Release the transport safety-catch (18).
- 2- Push the stroller partially into the upright position (Pic.1a).
- 3- Stand between the rear wheels of the stroller and using your foot, push down the pedal (Pic. 2b) to unfold the stroller until you hear a 'click' which indicates the frame is fully opened and properly locked.
- 4- Secure the folding handle by pulling up on it (Pic. 3) until the hinge handle clicks into place.



### Fitting the Footplate

- 1- Place the footplate tubes into the brackets on both sides of the front frame and push until you hear a click.



## Adjustment

Before placing the child in the stroller, adjust the position of the shoulder straps, the depth of the seat and install the desired accessories.

## 1. Seat Depth

Use the seat inlay to reduce the seat depth. It is possible to trim the backrest wedge to obtain the desired depth. Refer to the Accessories section for more information.

## 2. Brakes

To engage the brake, press the brake lever (14) fully to the end position. To disengage the parking brake, lift the brake lever. (Pic. 4)



## 3. Five-point Belt

3.1 Release all plastic quick fasteners (fork type).

3.2 Place the child into the stroller and adjust the belt to desired length.

3.3 Choose the hole in backrest to adjust the proper position of the shoulder straps. The hole should be level with or higher than the top of the shoulders.

\*For lower upholstery openings, run the upper straps under the upholstery up to the highest opening in the backrest and insert the buckle of strap through the hole in the backrest. (There is an in-between section under the upholstery that allows the straps to move). Run the bottom straps through holes in the lower corners of the seat. Secure with Velcro fasteners.



## 4. Seat Width

Use the Flexi pads to reduce the seat width. It is possible to remove pad layers to obtain the desired width. Refer to the Accessories section for more information.

## Daily Usage

Synetik ErgoCare recommends performing a daily inspection before seating a child in the Piper Stroller.

### Opening the Stroller

1. Release the transport safety-catch (18)
2. Push the stroller partially into the upright position (Pic.7a)
3. Stand between the rear wheels of the stroller and using your foot, push down the pedal (Pic. 7b) to unfold the stroller until you hear a 'click' which indicates the frame is fully opened and locked
4. Secure the folding handle by pulling it up (Pic. 8) until the hinge handle clicks



### Folding the Stroller

1. Apply the parking brake
2. Removing the footrest-
  - a. Remove the footrest by pressing the buttons underneath the footplate (Pic. 9) .
  - b. Release the backrest locking catch (Pic. 10) and raise the backrest to the upright position.
  - c. Press the button on the hinge handle to lower the mid section. (Pic. 11)
  - d. Grasp the folding grip and pull upwards (Pic. 12a)
  - e. Push the handle towards the front so that the stroller folds completely.
  - f. Secure the stroller in the folded position by attaching the transport safety-catch. (18)



**NOTE:** For a more compact folding you can:

1. Remove the front swivel wheels -
  - a. Press the front wheel-release button to remove the wheels (Pic. 13b)
2. Remove the rear wheels –
  - a. Press the rear wheel-release button to remove the wheels (Pic.13a)



Footplate Height Adjustment

- 1- Remove the footrest locking pins (7) located on both sides of the front frame (Pic. 14).
- 2- Adjust the height of the footplate by sliding the tubes appropriately on both sides so that the plate is parallel to the seat of the stroller.
- 3- Then release the locking pins.
- 4- Pull on the footrest to ensure that it is properly fastened. You will hear a ‘click’.



## Front Wheel Swivel Lock

If needed, the front wheel forks can be locked against vertical rotation. The wheels are only locked in the direction of travel.

1. Press the lock lever (10) down to lock the wheel. (Pic. 15c).
2. Make sure, with a slight pull on the wheels that they are both properly locked.
3. To unlock the wheels, set the lever to its upper position.



## Adjusting the Calf Rest Support

1. Press the buttons on the outer sides of the support hinge (Pic. 16), set it to the desired angle and release the buttons.
2. Press gently on the support to make sure it is securely fastened. You will hear a 'click'.
3. When lifting the calf support, the position is adjusted without pressing the buttons on the outer sides of the hinge.



## Reclining the Backrest

It is possible to set the backrest into different 6 positions (Pic. 17)

- 1- Hold the backrest recline locking catch (Pic. 18).
- 2- Pull up the adjustment mechanism and tilt the backrest to the desired position.
- 3- Release locking catch, press down on the backrest to make sure it is properly secured.



### Getting into the Stroller

1. Ensure the parking brakes are on
2. To make access easier, the footrest can be removed
3. If possible, place the back of the stroller against a wall or immovable object (alternatively, another helper may hold the stroller steady)
4. Place the child carefully into the stroller
5. Fasten the safety belt and reinstall the footrest
6. The child must always feel comfortable.

### Getting out of the Stroller

1. Ensure the brakes are on
2. If possible, place the back of the stroller against a wall or immovable object (alternatively, another helper may hold the stroller steady)
3. The footrest can be removed
4. Unfasten safety belt and lift the child out carefully.

### Negotiating Stairs

To facilitate travel:

1. Make use of ramps and elevators when they are available.
2. Where possible stairs should be avoided, if there is no alternative to using stairs.
3. If not, ensure at least one helper is available to provide assistance.
4. Do not attempt to take the stroller up or down a flight of stairs unless you and your helper are sure you have control of the stroller and can support the weight of its occupant.
5. Do not lift the stroller by the footrest.

If no alternative is possible, follow these steps:

Going down stairs:

- 1- Position the stroller squarely with the front wheels on the top step.
- 2- Tilt the handle backward and push the stroller forward until the rear wheels are at the top step.
- 3- The helper stands in front, steadily lower the stroller by firmly holding the front frame.
- 4- Support the weight and lower the rear wheels down the stairs.
- 5- Continue step by step to the bottom. (Pic.19)



Pic.19

### Going up stairs:

- 1- Position the stroller squarely with the rear wheels against the bottom step.
- 2- Tilt the stroller backward and raise toward the next step.
- 3- The helper stands in front, steadies and lifts the stroller by firmly holding on to the front frame.
- 4- Continue step by step to the top (Pic.20)



Pic.20

### Negotiating Curb or Single Steps

#### Down:

1. Position the rear wheels at the edge of the curb.
2. Hold the handles firmly and tip the stroller slightly backwards.
3. Balance on the rear wheels, lower the stroller down off the curb on its rear wheels.
4. Never tip the stroller forward at a curb.

#### Up:

1. Position the rear wheels at the curb.
2. With a firm grip on the handles, tilt the stroller backwards and place the rear wheels on top of the curb.
3. Position the front wheels at the curb bottom and lift to the upper level.

#### Caution

1. During this operation, the attendant and helper must be well positioned and have a secure grip on the stroller.
2. The attendants' hands must be inside the handle straps at all time.
3. Rest at regular intervals.
4. Do not lift the stroller by the footrests.

## **Accessories**

### Flexi Pads – 010-174

The cushion set allows for adjustments to different seat widths. Attach using Velcro fasteners.



### Thigh Fixation – 010-169

#### Mounting –

- 1- Attach the thigh support to the seat using the Velcro straps.
- 2- Place the thigh support on the front part of the stroller seat and Velcro the straps underneath the seat
- 3- Secure the child's thighs in place using the Velcro straps, which you thread through the metal clips. Make sure that the child's legs are sufficiently secured but not too tightly. The user must always feel comfortable.

### Work Board 010-144

- 1- Gently install the work board on the laps of the child
- 2- Wrap the straps around the seat tubes
- 3- Adjust the tension with the Velcro straps. The user must always feel comfortable.

### Feet Fixation – 010-134

#### Mounting –

- 1- Attach the belts to the footrest with Velcro straps.
- 2- Thread the straps through the footrest holes and on the underside of the footrest.
- 1- Secure the child's ankles by threading the straps through the metal clips and securing them with Velcro. Make sure the child's ankles are sufficiently secured, but not too tightly. The user must always feel comfortable.

### Abductor Block – 010-132

Put the buckle, which is sewn onto the bottom part of the block, through one of two holes on the seat, and secure the block using Velcro. (Place zipper outwards).

### H-Style Harness – 010-135

- 1- Slip the shoulder straps through the upholstery opening according to the top shoulder height of the child.

\*For lower upholstery openings, run the upper straps under the upholstery up to the highest opening in the backrest and insert the buckle of strap through the hole in the backrest. (There is an in-between section under the upholstery that allows the straps to move). Run the bottom straps through holes in the lower corners of the seat. Secure with Velcro fasteners.



### Footmuff - Summer – 010-177

- 1- Place the footmuff over the seat, attach it to the canopy with the help of attachments.
- 2- Pull the strap at the bottom of the footmuff through the footrest and secure it using the Velcro strap.
- 3- Adjust the footmuff as needed (two sizes) using the zipper.



### Rain Cover – 010-142

The rain cover should be pulled over the stroller, so the canopy and the footrest are both covered. Store when clean and dry.

## Seat Inlay - 010-175

### Install-

- 1- Unclip the shoulder straps of the 5-point belt.
- 2- Place the seat inlay over the seat and run the shoulder straps through the holes in the reduction pad according to the shoulder height of the child.
- 3- Run the side straps of the 5-point belt under the sides of the seat inlay.
- 4- Insert the top strap of the seat inlay over the top of the backrest. This will secure the seat inlay in place and allow the stroller to be folded with the inlay installed.
- 5- Secure shoulder straps to the 5-point belt.
- 6- If necessary, it is possible to adjust the width and the depth of the seat.

Width - Remove or add the side pads that are attached with Velcro.

Depth - Remove, add or trim the backrest wedge that is located behind the inlay.

### Remove-

To remove the reduction pads, do the opposite.



## Canopy Classic – 010-176

### Install-

Run the plastic canopy clamps through the holes in the upholstery and secure them over top of the chassis frame. The holes are on the interior side of the upholstery, just over the metal snap, second from the bottom. (see picture)

### Remove-

To remove the canopy, do the opposite.



### Headrest Adjustable – 010-173

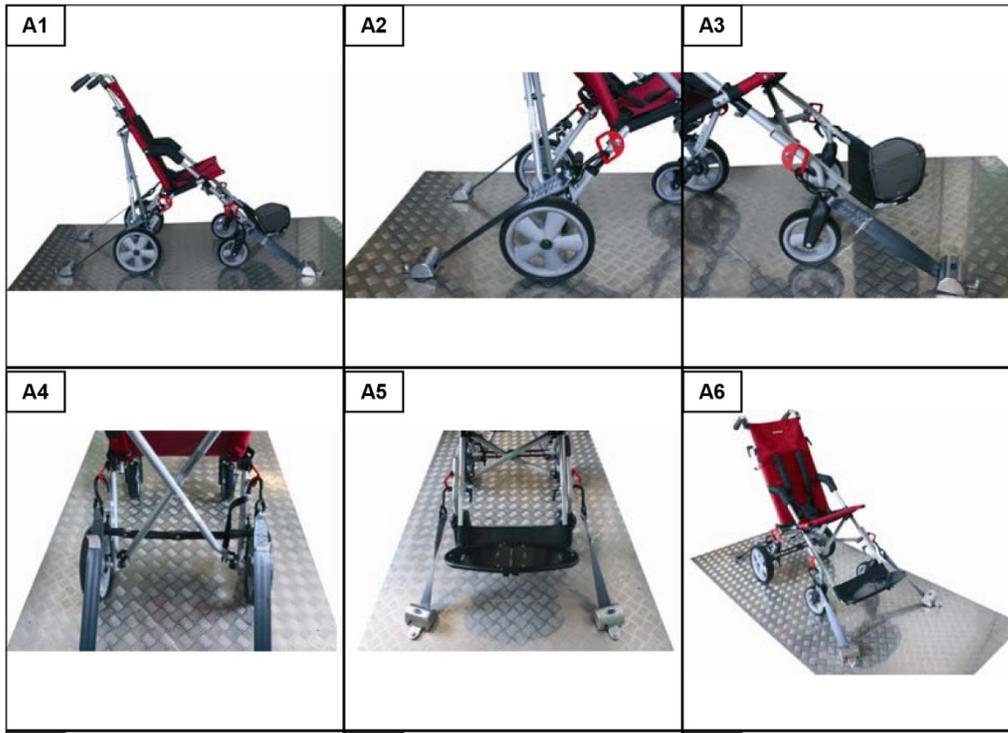
- 1- Position the headrest at the required height of the backrest and secure the Velcro straps onto the back of the backrest.
- 2- To lower the position of the headrest, thread the straps through the holes in the upholstery and then secure the headrest with the Velcro straps onto the back of the backrest.



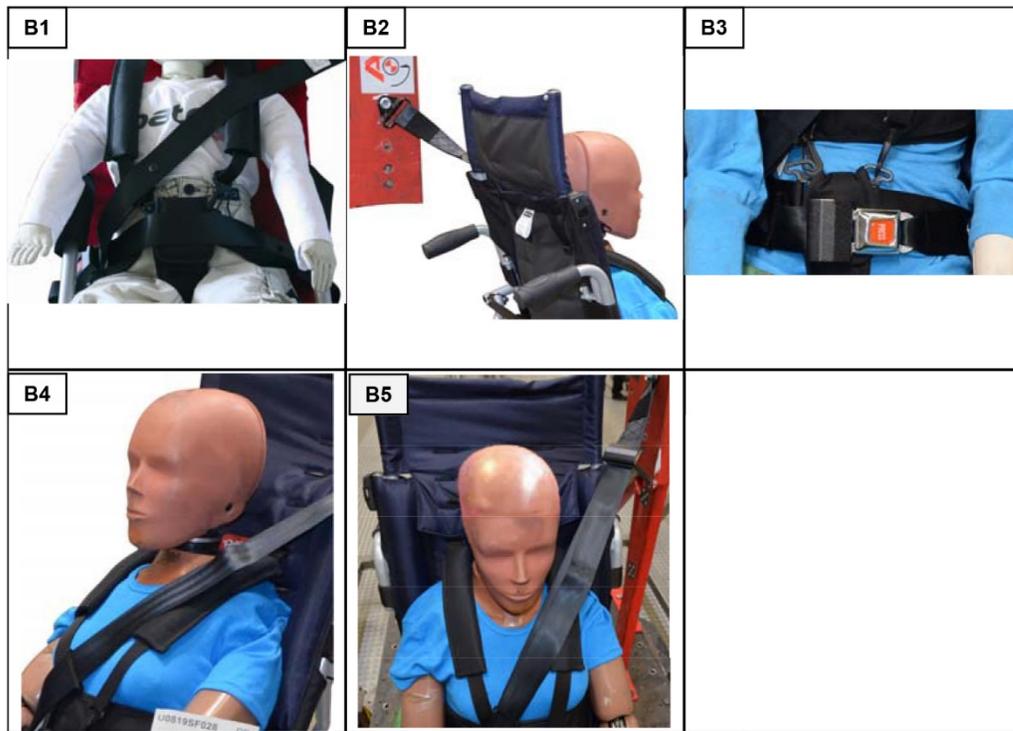
### Transit Option- 010-186



1. During transit, the chair must be forward facing.
2. The wheelchair tie-downs must be securely attached to the four red anchor points on the chair. See above photo for anchor points.
3. All floor tie-down straps must be drawn tight in the front and the back to eliminate any forward/aft movement of the chair. See picture A1 to A6.



4. Install the three-point belt of anchor system as shown in Figure B1 to B5.



5. Wheelchair restraint manufacturers' instructions must be followed precisely to ensure intended performance.

## Cleaning Instructions

The upholstery is detachable. You can clean it using warm water (Max. 40 °C) and a mild detergent. If needed, a replacement upholstery can be purchased.

### Removing the Upholstery

- 1- From the top of the frame, release the metal snaps located on each side of the stroller
- 2- Loosen the Velcro fasteners from the five-point belt and remove all the straps
- 3- Gently pull up on the backrest upholstery until it comes off the frame
- 4- Gently pull down the seat and calf upholstery until it comes off the frame
- 5- To attach the upholstery, follow steps in reverse order.

## Maintenance

Synetik ErgoCare recommends that a daily visual inspection of equipment be performed by a therapist, parent or caregiver to ensure the safe use of the product.

- Your Stroller has been designed to a high standard and with correct use and maintenance will provide many years of trouble-free service.

- Regularly inspect locking devices, catches, footrest, joint strapping to ensure they are secure and in full working order.
- Brakes, wheels, tires are subject to wear and should be replaced if necessary, by an authorized repair person approved by the stroller supplier.
- We recommend that the stroller be checked by authorized repair person every 12 months.
- We recommend that after 24 months, visit an authorized service department
- If the stroller is damaged or in need of repair, the authorized repair person will be able to advise on what is required.
- Alternatively, Synetik ErgoCare Customer Service Department is available for product information.
- Only PATRON Bohemia a.s. replacement parts should be used on this stroller.
- Should parts of your stroller become stiff or difficult to operate (no later than every 6 months), ensure that dirt is not the cause, apply a light application of a spray lubricant e.g. WD 40 (do not use oil or grease). Ensure that the lubricant penetrates between the components but do not overspray as this may encourage the accumulation of dirt. Wipe off any excess spray. Regular lubrication of moving parts will extend the life of your stroller and make opening and folding the device easier.
- Make sure that you are familiar with the operation of the stroller. It should always open and fold easily. If it does not, do not force it - stop and read the instructions.
- Wheels, plastic and metal parts may be wiped clean with warm water and mild detergent.
- The seat fabric can be washed by hand (Max. 30 °C).
- Never clean with abrasive, ammonia-based, bleach-based or spirit-type cleaners.
- After exposure to damp conditions, dry off with a soft cloth and leave fully open in warm environment.
- Store your stroller in a safe, dry place.
- Check and tighten the screw connections regularly.
- If there are used control cables (brakes, telescopes, tilt), check it regularly and, if necessary, oil them.
- Synetik ErgoCare reserves the right to make design changes to any of their products without prior notice as a part of their continuous development program.