



# User Manual Hardrock

Doc Ref 999-1-09 – en-gb -REV 4  
23/07/2025



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## 1.0 Introduction



This user manual should be kept safe for future reference.



Please read and understand this manual in its entirety before using your Hardrock Chair.

This manual contains important safety information for anyone near the chair. It must be read and understood to help prevent injuries. Proper operation and maintenance of the Hardrock chair are also crucial.

Should you have any questions while reviewing this manual, don't hesitate to get in touch with your local authorised representative.

Failure to comply with the warnings in this manual may result in injury to the operator, client, and/or damage to the chair or related components.

If a serious incident occurs while using this device or as a result of its use, please report it to the manufacturer and your national authority.

Store this manual with the documents included with the Hardrock chair. Its contents are subject to change without prior written notice.



Do not attempt to use this equipment without first understanding the contents of this manual.



Unauthorised modifications to this product may affect its safety. The manufacturer will not be held responsible for any accident, incident, or performance deficiency that occurs due to unauthorised modification of its products.

## 1.1 Manufacture

The chair is manufactured at the address below:





















Smirthwaite  
16 Wentworth Road  
Heathfield,  
Newton Abbot  
TQ12 6TL  
Telephone number: 01626 835552



## 1.2 Symbols Used

The table below lists symbols from BS EN ISO 15223-1:2021 that may appear in this manual or on the product. These symbols are provided for reference and may not all apply to this specific product. If you are unsure of a symbol's meaning, please refer to this table for clarification.

			
Place of Manufacture	Country of Manufacture	Serial number	Catalogue number
			
Medical Device	CE Marking	Consult instructions for use.	Safe Working Load
			
For internal use only	Packaging indicator – Keep dry	Do not use if the package is damaged.	UK Conformity Assessment Marking
			
Temperature range	Please observe local laws on recycling.	Humidity range	Atmospheric pressure limitation
			
Caution – see instructions for use	Type 'B' applied part		



### 1.3 Contraindications/Limitations

Contraindications of the chair include:

There are no known "contraindications" associated with using the Hardrock chair and its accessories, provided they are used according to the manufacturer's recommendations and guidelines.

It is recommended that a trained and knowledgeable health care professional complete a client-specific assessment to determine the best method of transfer and use.

Smirthwaite Ltd. does not recommend a required number of operators to use our products. This information and recommendation can only be provided after a thorough, personalised, case-specific assessment, as many factors can influence these decisions.

Limitations of the chair include:

- The chair should only be operated by competent and trained persons.
- The chair should only be used with patients weighing under the safe working load of the chair.
- The lowest safe working load of the components should not be exceeded between the chair and other accessories.
- The chair is only to be used within the environment in which it is installed. The chair must only be relocated by an authorised person.
- The chair is only compatible with the allocated accessories found within this manual.
- The chair is designed for human transfer only. There is no other application for this product.
- The chair operator must always pay attention to the user's well-being.
- Users should not be left unsupervised during operation.
- The chair is not designed for self-adjustment. A carer must operate the chair during use.



### 1.4 Intended Purpose



For internal use only. The Hardrock is intended to give moderate postural support to users/children who are prone to rocking repetitively.

#### 1.4.1 Indications

The Hardrock is a chair designed to provide moderate postural support to children/ users aged 2-18 who require postural support. The intended user requires postural support as they are prone to rocking repetitively and have difficulty maintaining postural control on their own.

#### 1.4.2 Intended User

The Hardrock has been designed for children, teenagers and adults with postural support needs. Caregivers, including carers, therapists, and teaching staff, will be responsible for maintaining and cleaning the chair per the recommended guidelines in section 'Cleaning'. Under their care, they will assist the users in and out of the chair and ensure their safety while seated in the Hardrock. This includes conducting safety checks, making necessary adjustments and recharging the batteries where applicable.

The Hardrock is designed to be checked and adjusted by a therapist to ensure the child is seated correctly.

The device is used under instruction, and the operation of the aid is undertaken by a trained carer. A risk assessment must be performed before using the chair to ensure safe use can be established.



Some people may need specialist advice to assist with specific moving and handling needs. Sources of advice include, but are not limited to, professional bodies and organisations, occupational therapists, physiotherapists, manual handling advisers, and ergonomists with experience in health and social care.



## 1.5 Safety Instructions and Warnings



Please ensure that you read and understand all the statements below, along with the warranty requirements, for the safety of the caregivers and users.

- The user should NOT be left unattended whilst in the chair. Always ensure a responsible therapist or carer is in attendance.
- Measurements of the child's seat depth and height are required for the initial setup of the Hardrock and at subsequent/future reviews of the child.
- The therapist should be familiar with the methods of adjustment and have completed all adjustments appropriately to meet the needs of the child, using the measurements taken before transferring the child into the chair.
- Before making any adjustments, tilt the chair slightly onto its side and ensure all castors on the mobile base are locked with the castors facing inwards.
- Adjusting the seat height of the Hardrock is easier and safer if carried out by two people.
- If you believe the chair or any fitted accessory to be faulty at any time, do not use it. Contact Smirthwaite Ltd. by telephone at +44 (0)1626 835552.
- The chair is only to be used indoors on a flat level surface.
- Do not exceed user maximum weight limits.
- Sizes 1, 2, and 3 have rear transporter wheels installed to facilitate moving the chair. DO NOT move these chairs while the user is seated in them.
- Always fasten pelvic straps or any other straps provided with the chair.
- Always keep this product away from naked flames, cigarettes, and sources of heat, including open fireplaces, radiators, and heaters.
- DO NOT fit parts or accessories of other manufacturers to this product unless authorised in writing by Smirthwaite Ltd. Failure to follow these instructions will invalidate the guarantee and could make the chair dangerous to use.
- Smirthwaite Ltd will not accept liability for any injury or damage incurred by malpractice. Any repairs required must be carried out by authorised personnel of Smirthwaite Ltd.
- Lap straps must be appropriate and safe for the user and the user's clothing. Lap straps and harnesses must be checked every time the chair is used to ensure they are fitted as the clinician prescribes, take account of the user's clothing, and are tightened so the user cannot sustain injury. The fit of lap straps and harnesses must be checked with the user in the chair and undertaken as soon as the user sits in the chair.
- To ensure safe use, a risk assessment must be performed before using any manufactured chair.
- All chairs are less stable on sloping surfaces. A 5-degree slope is the maximum permitted.
- Take care during the transfer of the person; do not move the person at speed, as this increases the risk of an accident.
- All chairs are less stable when the load is moving.



- The chair must be installed only by persons authorised by Smirthwaite or who have the right to safely install and commission the chair for use.
- Under no circumstances should the chair be put in the hands of a person who has not been appropriately trained to use and care for this equipment. Failure to adhere to this warning may result in serious injury to the operator and/or the individual being transferred.
- The chair and its accessories (including straps and harness) are not toys. Please do not use it for unsafe practices. Please do not allow children to play with the chair or its components. The chair should not be used for any practice except its intended use.
- In facilities where more than one operator will be responsible for using the chair, it is imperative that all such members be trained on the chair before use. The facility should establish a training program to acquaint new operators with this equipment.
- To maintain optimum function, the chair should be inspected and maintained regularly. See the section 'Daily checks, Servicing, and Cleaning' in this user manual.
- The chair and its accessories are intended only for the seating of a person. Smirthwaite will not be responsible for any damage caused by the misuse, neglect, or purposeful destruction of the unit and/or its associated components.
- Any accessories used with the chair, including the harness, should be checked to ensure that they are in good working order. Before use, check for signs of wear on each component. Report any unusual wear to your local authorised dealer.
- The chair and its associated parts are certified for users with a maximum weight of 80kg (size 1 & 2)/120kg (size 3&4)/ 150kg (size 5). Do not exceed the maximum rated load.
- Maintain a clear space around the chair. Before use, check for and remove all obstacles.
- To protect the people, present, visually monitor the harness (if applicable) to ensure the user is safe. Always be vigilant of the user when there is no harness supporting them.
- To reduce the risk of unintended use, remove the harness from the product when the chair is not in use to prevent entrapment or strangulation if the device is tampered with.
- Between the chair and any accessory used with it, the lowest maximum load shall always be used.
- Although Hardrock's on mobile bases have castors at all four corners, the chair has not been designed as a wheelchair. Therefore, any movement while occupied should be carried out slowly and at a controlled pace to minimise the risk of injury.
- The Hardrock chair is for internal use **only**. Smirthwaite strongly recommend that this product be used only on smooth level surfaces.



## 2.0 Components/Key Parts

When delivered, the chair will be supplied fully assembled except for the attachment of any special accessories ordered. Please see below to familiarise yourself with the components of the Hardrock chair. If you have not received all the components listed below, contact your local Smirthwaite dealer immediately – contact details are provided on the last page of this manual.

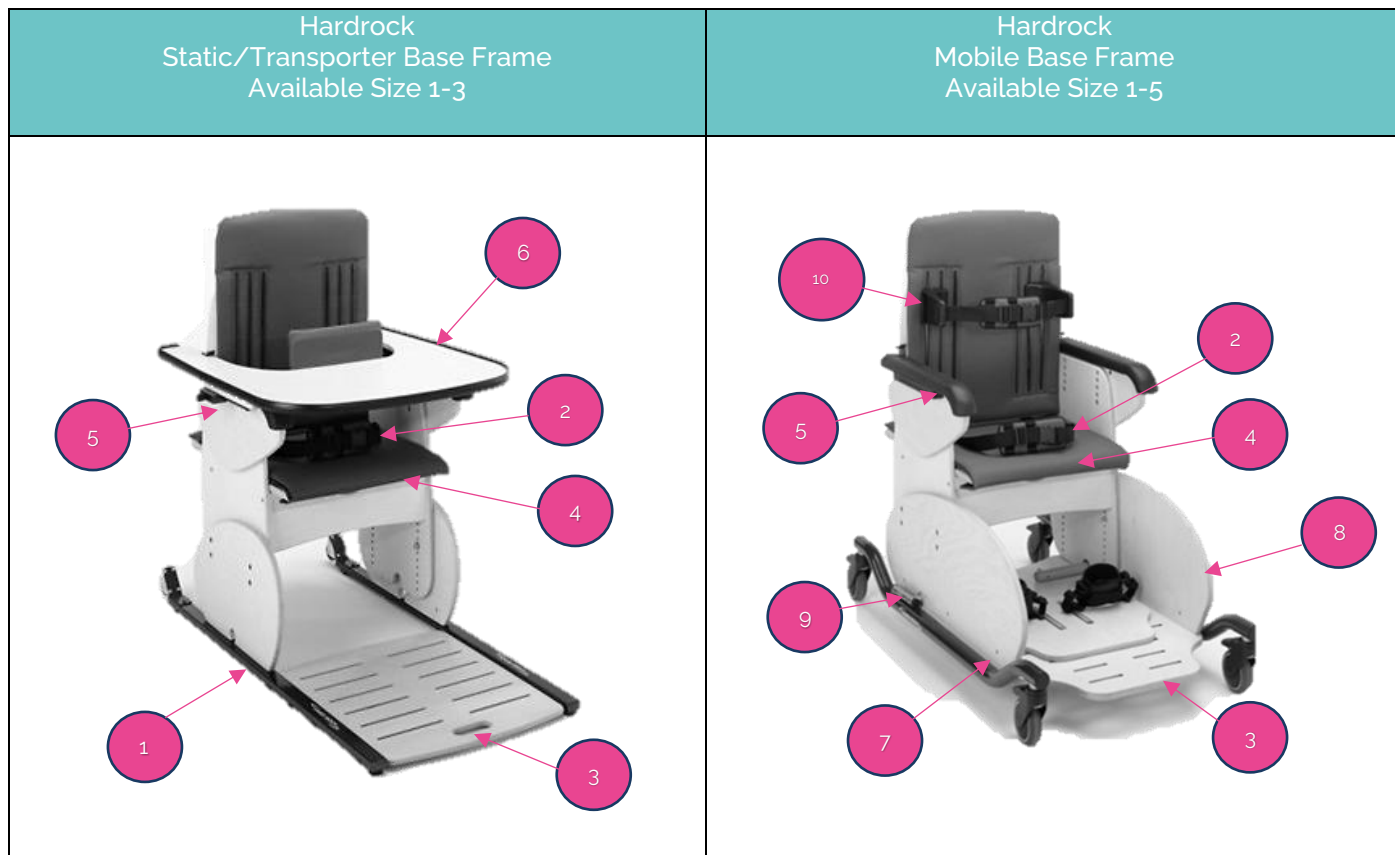
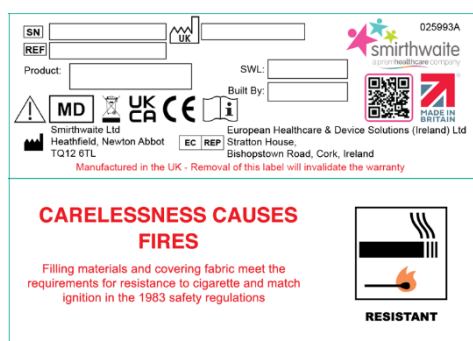


Fig. 2-1

Table 2-1

Item	Description
1	Transporter/Static Base
2	Pelvic Strap
3	Footboard
4	Anti-thrust cushion
5	Armrest
6	Tray – also available for Sizes 4 and 5 (not shown)
7	Mobile Base with lockable castors
8	Extended gables – standard on size 5 (not shown)
9	Stabiliser (optional)
10	Thoracic Supports (optional)
11	Information Label (located at the bottom of the backrest)
12	Fire Safety Label (located at the bottom of the backrest)



\*Disclaimer: The label shown is for illustrative purposes only and may not represent the label affixed to the product. Refer to the label itself for accurate and current labelling information.



### 3.0 Compatible Accessory List

The Hardrock chair comes with a variety of accessories that are compatible with it. These accessories and part codes are listed below.

Approved Accessories Chair	Size 1 Code 8201	Size 2 Code 8202	Size 3 Code 8203	Size 4 Code 8204	Size 5 Code 8205
<b>Lower Leg Accessories</b>					
Mobile Base with Push Handle	MB010	MB010	MB012	MB012	AS STANDARD
Heel Huggy Plate	FP016	FP017	FP018	FP019	FP020
Stabilisers*	SB001	SB001	SB002	SB002	SB002
Extended Side Gables*	EG001	EG001	EG002	EG002	STANDARD
<b>Seat Accessories</b>					
Pommel	PL020	PL020	PL021	PL021	PL022
4 Point Pelvic Strap*	HN073	HN074	HN075	HN076	HN097
Increased Height Backrest (Extra 100mm) *	BK154	BK155	BK156	BK157	BK159
<b>Tray Accessories*</b>					
Tray Handrail Full Width	GB009	GB010	GB011	GB012	GB015
Padded Tray Insert (Fitted Top)	TR034	TR035	TR036	TR037	TR045
Padded Tray Insert (Fitted Underneath)	TR030	TR031	TR032	TR033	TR046
Front Tray Retaining Strap	ST053	ST053	ST053	ST053	ST053
Rear Tray Retaining Strap	ST054	ST054	ST054	ST054	ST054
Side Tray Retaining Strap	ST055	ST055	ST055	ST055	ST055
<b>Back &amp; Head Accessories</b>					
Moulded Pelvic Support	SP016	SP017	SP018	SP019	SP019
Trunk Supports with Straps	SP010	SP010	SP011	SP011	SP011
Samba Style Headrest Size 1	HT014	HT014	HT014	HT014	HT014
Samba Style Headrest Size 2	HT015	HT015	HT015	HT015	HT015
<b>Cushions</b>					
25mm Pelvic Cushions (Pair)	CS138	CS139	CS140	CS141	CS240
38mm Pelvic Cushions (Pair)	CS142	CS143	CS144	CS145	CS241
50mm Pelvic Cushions (Pair)	CS146	CS147	CS148	CS149	CS242
62mm Pelvic Cushions (Pair)	CS150	CS151	CS152	CS153	CS243
75mm Pelvic Cushions (Pair)	CS154	CS155	CS156	CS157	CS244
25+25mm Pelvic Cushions (Pair)	CS210	CS211	CS212	CS213	CS245
38+25mm Pelvic Cushions (Pair)	CS221	CS222	CS223	CS224	CS246
50+25mm Pelvic Cushions (Pair)	CS214	CS215	CS216	CS217	CS247
62+25mm Pelvic Cushions (Pair)	CS218	CS219	CS220	CS221	CS248

Table 3-1

**\*NB Items marked with \* must be factory fitted at the time the product is ordered**

#### **Items fitted as standard**

Sizes 1 to 3 come complete with adjustable armrests, anti-thrust cushion, tray, buckle pelvic strap with pad, and transporter base (which consists of skis with transporter wheels and integrated footboard).

Sizes 4 and 5 come complete with adjustable armrests, an anti-thrust cushion, a tray, a buckle pelvic strap with pad, and a mobile base with push handle. Size 5 also comes standard with extended side gables.



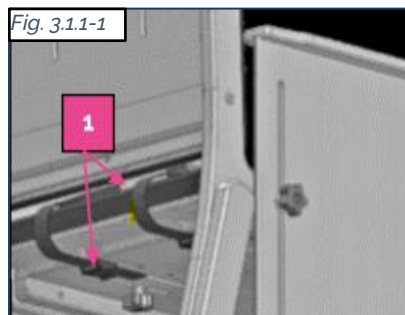
### 3.1 Attaching and Adjusting Accessories

The following sections provide clear instructions for installing, removing, and adjusting your chair's accessories. Please follow these guidelines carefully for a safe and successful assembly. If you have any doubts about the steps, do not hesitate to seek advice.

#### 3.1.1 Pelvic Straps

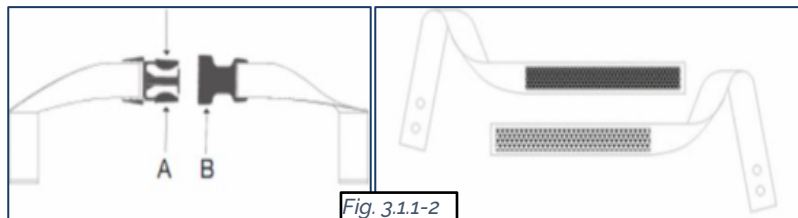
- *To fit and remove the pelvic strap, please follow these steps:*

1. Insert the two ends of the straps between the chair's back and seat, then thread them through the two cam locks underneath the seat towards the back (see Fig. 3.1.1-1, Ref 1).
2. Secure each strap in the cam locks (see Fig. 3.1.1-3 below)
3. To completely remove the strap, open the cam locks and retract the two end straps from their positions.

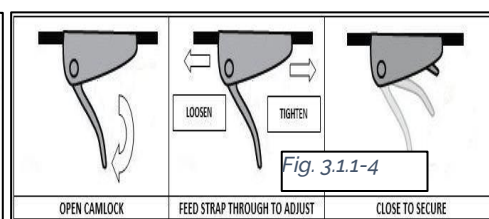
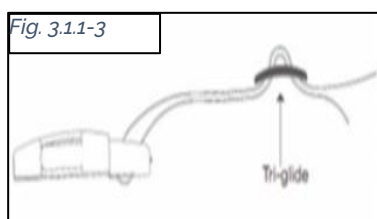


- *To secure and adjust the strap for a comfortable fit for the user, follow these steps:*

1. Once the user is seated in the chair, fasten the straps using the buckles or hook-and-loop fasteners (see Figs. 3.1.1-2). Make sure two fingers can fit between the strap and the user.



2. Adjust the strap length using the tri-glide slider to achieve a comfortable fit (see Fig. 3.1.1-3).
3. If further adjustments are needed, feed more or less of the strap through the cam-lock fasteners underneath the seat (see Fig. 3.1.1-4).





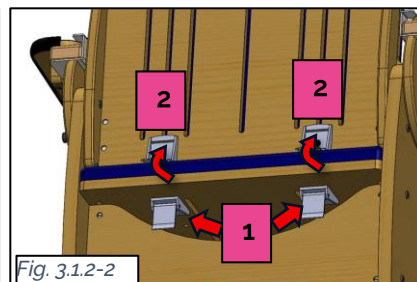
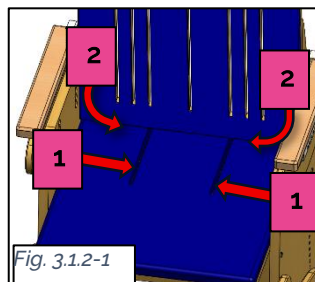
### 3.1.2 4-Point Pelvic Strap

**Note:** If the strap is specified during factory ordering, the seat base will be supplied with the necessary slots. You must also buy a slotted seat if the strap is purchased separately.



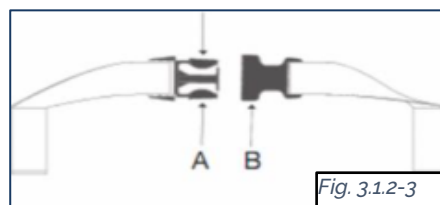
- To fit and remove the strap, follow these steps:**

1. Insert the shorter, lower ends of the strap through the two slots in the seat base. (see Fig. 3.1.2.1 ref 1)
2. Thread the strap through the two cam locks underneath the seat base and fasten them securely in place. (see Fig. 3.1.2.1 & Fig. 3.1.1-2).
3. Pass the straps' longer upper ends between the chair's back and seat. Then, thread them through the cam lock and secure them in place. (see Fig.3.1.2-3 ref 2)
4. To completely remove the strap, open the cam locks and retract the straps from their position

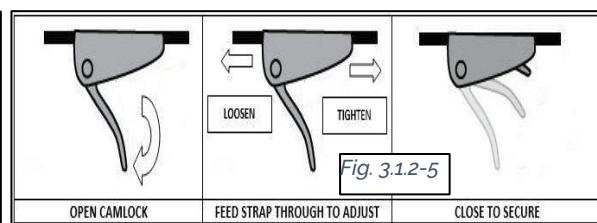
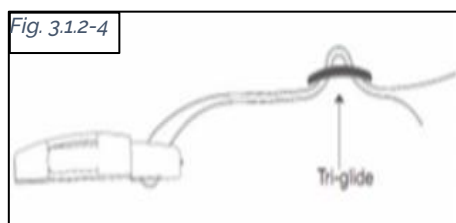


- To secure and adjust the strap for a comfortable fit for the user, follow these steps:**

1. Once the user is seated in the chair, fasten the straps using the buckles or hook-and-loop fasteners (see Fig. 3.1.2-3). Make sure two fingers can fit between the strap and the user.



2. Adjust the strap length using the tri-glide slider to achieve a comfortable fit (see Fig. 3.1.2-4).
3. If further adjustments are needed, feed more or less of the strap through the cam-lock fasteners underneath the seat (see Fig. 3.1.2-5).



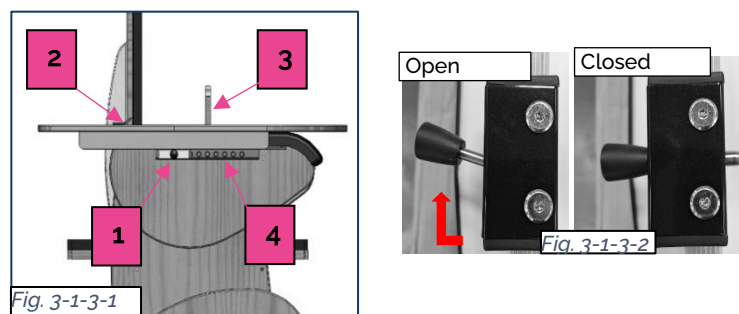


### 3.1.3 Tray

The tray is installed and removed using the same process. Follow the instructions below to install or remove the tray.

To fit the Tray, follow these steps:

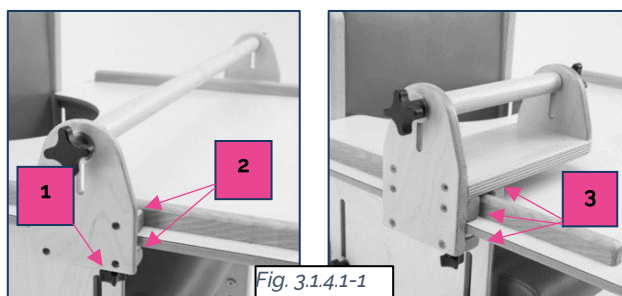
1. Locate the two plunger pins (see Fig. 3.1.3-1 Ref 1) and adjust them to the open position by pulling and pushing them to one side (Fig. 3.1.3-2).
2. Hold the tray with both hands on either side.
3. Slide the tray's back into the tray retainer (see Fig. 3.1.3-1 Ref 2).
4. Adjust the tray to the desired position, ensuring the chest pad (see Fig 3.1.3-1 Ref 3) is correctly positioned in front of the child for safety, providing appropriate support and minimising undesired movement.
5. To secure the tray, release the plunger pins into the corresponding holes along the armrest (see Fig. 3.1.3-1, Ref. 4). Ensure the pin is in the closed position (See Fig.3.1.3-2)



### 3.1.4 Tray Full and Half Handrail

#### 3.1.4.1 Attaching

1. Loosen the handwheel on the side clamp/s of the handrail (see Fig. 3.1.4.1-1 Ref 1).
2. Slide the clamps onto the side of the tray from the front. ref to Fig. 3.1.4.1-1 Ref 2 for full handrail and Fig. 3.1.4.1-1 Ref 3 for half handrail
3. To lock into position, tighten the handwheels.

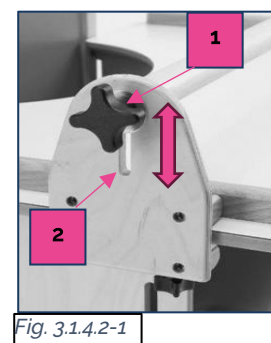


#### 3.1.4.2 Adjusting Depth

1. Loosen the handwheel on the side of the handrail under the tray (see Fig. 3.1.4.2-1 Ref 1)
2. Slide the handrail into a comfortable and functional position for the user.
3. Once in position, tighten the handwheels to secure them in place.

#### 3.1.4.3 Adjusting Height

1. Loosen the hand wheels located on the side of the handrail (see Fig. 4.2.4.2-1 Ref 1).
2. Slide the handrail to the desired height (see Fig 3.1. 4..2-1 Ref 2)
3. Once in position, tighten the handwheel to secure it in place.





### 3.1.5 Tray Retaining Straps – Side, Front & Rear

Three retaining straps are used to secure the tray: one on each side, one at the front, and one at the rear. All straps are fitted using the same method, but are attached at different locations. Refer to the figures in the table below for strap positions.

#### 3.1.5.1 Strap Mounting Positions

Strap Position	Attachment Points	Figure
Side	Side gable to underside rear edge of tray	3.1.5.1-1
Front	Front edge of tray to underside of seat	3.1.5.1-2
Rear	Rear corners of the tray	3.1.5.1-3

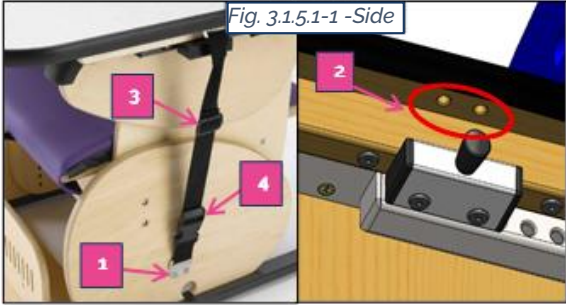


Fig. 3.1.5.1-1 -Side

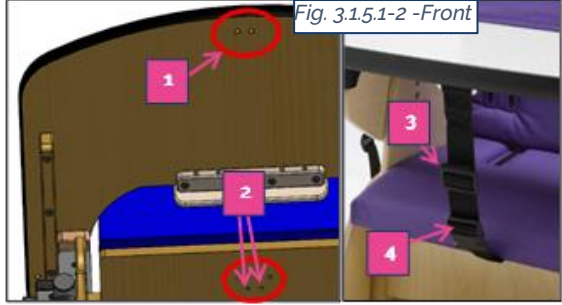


Fig. 3.1.5.1-2 -Front

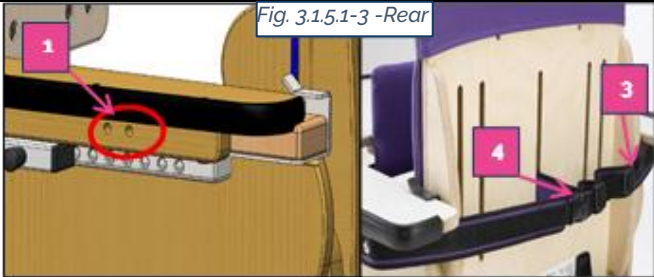


Fig. 3.1.5.1-3 -Rear

#### 3.1.5.2 Attaching Straps

1. Use four screws (provided) per strap to secure the brackets to the mounting point:
  - **Side Strap:** Attach to the side gable and tray underside (see Ref 1 & Ref 2 in Fig. 3.1.5.1-1).
  - **Front Strap:** Attach to the front edge of the tray and the underside of the seat (see Ref 1 & Ref 2 in Fig. 3.1.5.1-2).
  - **Rear Strap:** Attach to the rear corners of the tray (see Ref 1 in Fig. 3.1.5.1-3).

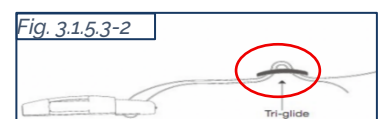
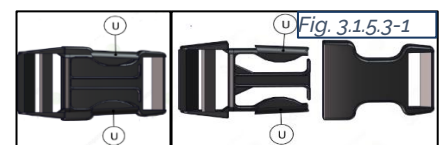
**\*\*Note:** Ensure the buckle is positioned **close to the gable or seat**, not the tray, in all strap positions.

2. Clip the two ends of the strap together until they click and lock securely. Refer to Ref 4 in each respective figure.
3. Use the tri-glide adjuster to tighten or loosen the strap as needed until secure. Refer to Ref 3 in each respective figure.

#### 3.1.5.3 Buckle Operation and Adjustment

Follow the steps below to use and adjust the tray retaining straps:

1. Press the release points (U) on both sides of the buckle to unlock it, then pull the two parts apart (see Fig. 3.1.5.3-1)
2. To fasten, push the two parts of the buckle together until you hear a 'click' – this indicates the buckle is securely locked.
3. To adjust the length of the strap, feed both sides of the strap upwards through the tri-glide (see Fig. 3.1.5.3-2). Hold one side and pull the other to tighten or loosen as needed.





### 3.1.6 Tray Padding (Optional)

If tray padding was included with your order, it will come pre-installed with hook-and-loop attachment strips already applied to the tray surface. Otherwise, the hook-and-loop strips will not be pre-installed. In this case, a qualified service engineer is required to attach the strips to the tray correctly.

To attach the padding to the tray, follow these steps:

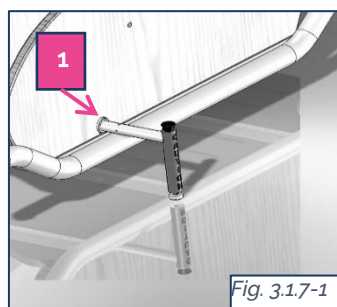
1. Position the padding on the top or bottom surface of the tray, ensuring it aligns with the shape and the hook-and-loop strips (see Fig. 3.1.6-1).
2. Press down firmly across the entire surface to secure the hook-and-loop connection.



### 3.1.7 Stabilisers

To retrofit the stabilisers, follow these steps:

1. Loosen the side panel fixing screws located under the chassis.
2. Insert the stabilisers through the 'mouse-hole' of the side panel (see Fig 3.1.7-1. Ref 1)
3. Turn the stabiliser to the vertical position (see Fig. 3.1.7.1).
4. If necessary, drill an M8 clearance hole through the baseboard.
5. Secure the stabilisers with M8 cap screws, nuts, and washers.
6. Retighten the leg/side panel fixing screws under the chassis.

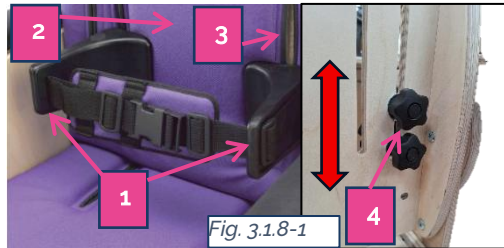




### 3.1.8 Moulded Pelvic Supports and Moulded Trunk Supports

- **Attaching the supports**

1. Press the support firmly against the seat back, ensuring the holes on the back of the supports align with the slots on the seat back (see Fig. 3.1.8-1 Ref 1,2&3)
2. From the rear of the chair, insert the star handle through the aligned holes and back slots. Ensure the threaded ends pass completely through (see Fig 3.1.8-1 Ref 4)
3. Turn the hand wheel clockwise until it is securely tightened.



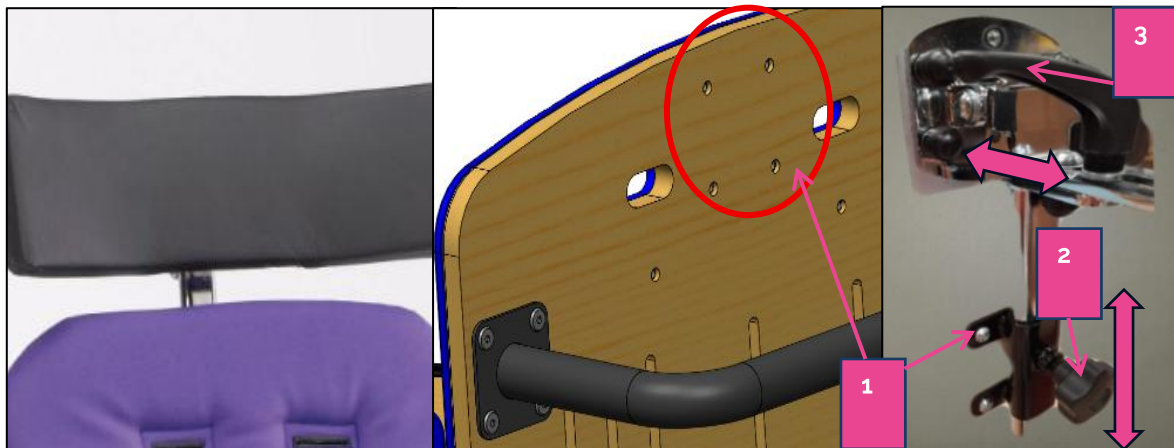
- **Adjusting the supports**

1. Ensure the buckle has been disengaged before adjusting the supports.
1. Loosen the star handle located on the rear of the backrest (see Fig. 3.1.8-1 Ref 4).
2. Raise or lower the support to the desired height.
3. Re-tighten the star-handle.
4. Reattach the buckle and adjust for a comfortable fit for the user (see section 3.1.6.3 – Buckle Operation and Adjustment)

### 3.1.9 Headrest

- **Attaching the Headrest**

1. Align the headrest bracket with the pre-drilled holes located at the top-centre of the backrest (see Fig. 3.1.9-1, Ref 1).
2. Using the provided screws, secure the bracket firmly in place.
3. Insert the headrest post into the mounted bracket.
4. Tighten the star-handle to secure the headrest (see Fig. 3.1.9-1, Ref 2).



- **Adjusting the Headrest**

1. Loosen the star-handle at the rear of the headrest (see Fig. 3.1.9-2).
2. Adjust the headrest to the desired height, then re-tighten the handle to secure it.
3. To adjust the depth (forward/backwards position):
  - a. Pull the adjustment lever toward you to unlock the headrest (see Fig. 3.1.9-1 Ref 3)
  - b. Slide the headrest to the preferred position.
  - c. Push the lever forward to lock it in place (see Fig. 3.1.9-4).



## 4.0 Operating/Adjustment Instructions



Any person operating the chair should undergo appropriate training in postural seating procedures for their own and the client's safety and comfort. These instructions are designed to cover the methods of using the Hardrock.

### 4.1 Operating

#### 4.1.1 Manoeuvring the Chair

The Hardrock chair is available with two types of base configurations. Please follow the specific instructions below based on the kind of base supplied with your chair.

##### 4.1.1.1 Manoeuvring with Mobile Base (castor front and rear)

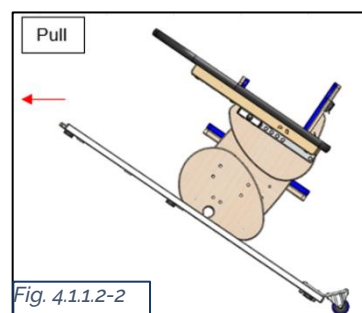
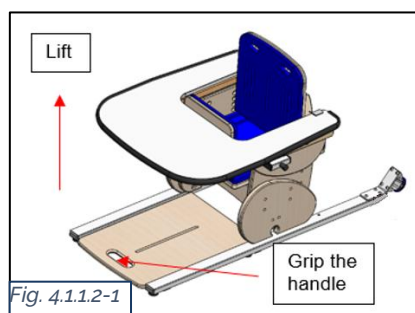
The mobile base Hardrock chair features front and rear castors for easy manoeuvring.

1. To manoeuvre the chair, hold onto the handles and push forward. The designated handle is located behind the backrest and can be held at the comfiest location. Always use two hands to manoeuvre the chair.
2. The handle must be used to manoeuvre the chair in the forward direction of travel.
3. To rotate the chair, use both hands on the handle to control the product. Alternatively, it is possible to rotate the chair by applying a single brake, allowing the user to rotate it around the castor. This manoeuvring must be done with a smooth, slow action to avoid discomfort to the patient. See section 4.2 on how to activate the brakes.

##### 4.1.1.2 Transporter Base (Castors at rear only)

The transporter base is fitted with rear castors only and is designed to allow the chair to be tilted back and wheeled when unoccupied. Always use safe handling techniques when moving the chair.

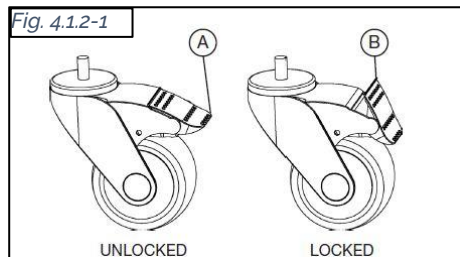
1. The chair must only be moved using the transporter base when **not** occupied.
2. Standing in front of the chair, bend your knees (keeping your back straight) and firmly grip the designated transport handle (see Fig.4.1.1.2-1).
3. Gently tilt the chair backwards onto the rear castor by carefully standing up (see Fig. 4.1.1.2-2)
4. Once balanced on the rear castors, wheel the chair slowly and carefully to the desired location.
5. To lower the chair back into its standard position, bend your knees and gently lower the front of the chair onto the floor.





#### 4.1.2 Brakes

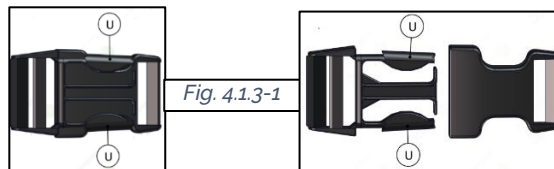
1. The Smirthwaite Hardrock size 4 and 5 chairs have four braked castors.
2. The castors should/can be applied when parking, to avoid lateral movement, and used as an emergency stopping system.
3. To apply the brake, simply press the lower end of the brake pedal down with your foot.
4. To release the brake, simply press the top end of the brake pedal down with your foot.



#### 4.1.3 Buckle and Strap Operation

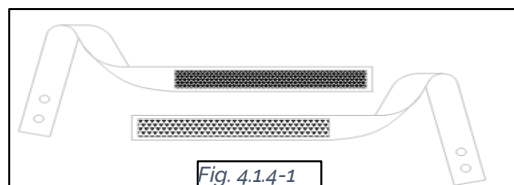
Below is a step-by-step instruction guide on how to operate the Pelvic straps and the Thoracic Support buckle.

1. Press areas (U) to unlock the buckle and pull the two buckle parts apart.
2. To fasten, simply reconnect the two parts – the buckle will 'click' and lock.



#### 4.1.4 Hook and Loop Strap

1. Secure in place by pressing the Hook and Loop Sections of the strap together.
2. To ensure they are securely fixed, they should overlap by at least 75mm.
3. To release gently, pull the straps apart.





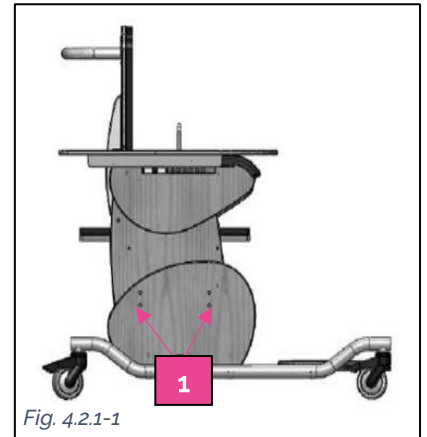
## 4.2 Chair Adjustments

The Hardrock features components that can be adjusted to meet your specific requirements. Refer to the instructions below for guidance on adjusting these components correctly. If you are unsure of any process, do not continue and seek advice.

### 4.2.1 Seat Height

To adjust the height, follow the steps set out below:

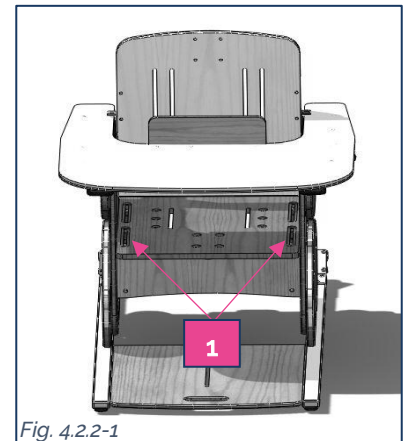
1. Place the chair onto its side (requires two people).
2. Unscrew the four screws on each side of the chair (see Fig 4.2.1-1 Ref 1)
3. With one person holding the top seat section, slide the seat to the desired height.
4. Insert and replace all eight screws, making sure they align with the pre-drilled height adjustment holes.
5. Ensure all screws are tightened securely.
6. Carefully return the chair to its upright position.



### 4.2.2 Seat Depth

To adjust the depth, follow the steps set out below:

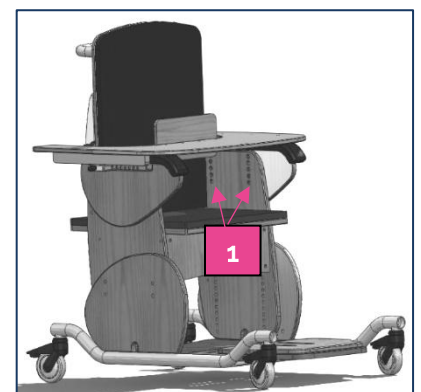
1. Lift the front edge of the seat, which is secured by hook and loop underneath.
2. Loosen the four screws located in the slots along the seat's edge, (see Fig. 4.2.2-1 Ref 1). Turn the screws slightly – just a few turns.
3. Slide the seat forward or backwards to adjust to the desired depth.
4. Tighten the screws to lock the seat in place.



### 4.2.3 Armrests

To adjust the armrest height, follow the steps set out below:

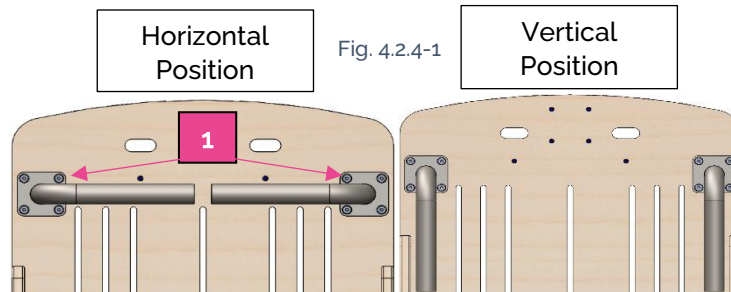
1. Loosen the two screws (see Fig. 4.2.3-1 Ref 1)
2. Adjust the armrests to the desired height using the available holes, ensuring both armrests are at the same height and are horizontal.
3. Tighten the screws to lock the armrests in place





#### 4.2.4 Push Handle Configuration (size 5 only)

The Size 5 model features two bullhorn-style push handles, unlike the continuous bar found on Sizes 1-4. The push handles' default installation position is horizontal but can also be installed in a downward-facing configuration. This adjustment allows shorter caregivers to push the patients comfortably, even when the chair is set up with the high-back option.



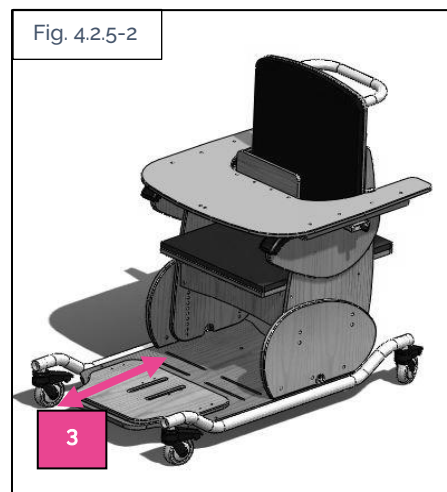
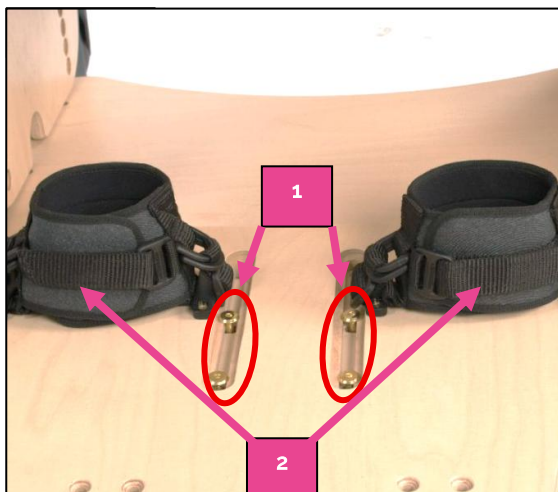
To alter the bullhorn-style push handle position, follow the steps set out below:

- A. Remove the four screws (see Fig. 4.2.4-1 Ref 1)
- B. Rotate the handles to the preferred position, either horizontal or vertical.
- C. Reinsert the screws into their original holes and tighten them to secure the handles in place.

#### 4.2.5 Heel Stop for Heel Huggy

To adjust the depth of the Heel Stop and secure the heel hugger to the occupant, follow the steps set out below:

1. Loosen the screws (see Fig 4.2.5-1 Ref 1)
2. Slide the heel stop forward or backwards to adjust to the desired depth (see Fig. 4.2.5-2 Ref 3)
3. Once in the correct position, tighten the screws to lock in place and undo the strap on the Huggies (see Fig 4.2.5-1 Ref 2)
4. Once the user has been transferred into the chair, place the user's feet in the heel Huggies and re-attach the straps, ensuring a secure and comfortable fit for the user.





## 4.2.6 Thoracic Supports

### 4.2.6.1 Height

To adjust the height of the Thoracic Supports, follow these steps:

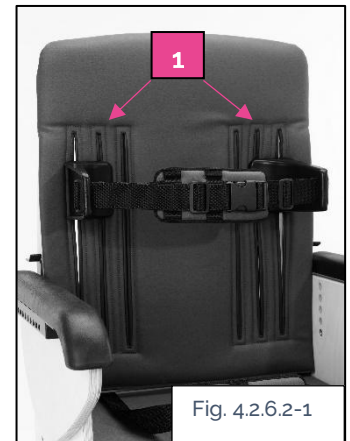
- Loosen the handwheels located on the rear of the backrest as shown in Fig. 4.2.6.1-1
- Slide the thoracic support up or down to the desired position.
- Once in position, re-tighten the locking handwheels to secure in place.



### 4.2.6.2 Width

To adjust the height of the Thoracic Supports, follow these steps:

- Loosen and remove the handwheels on the rear of the backrest as shown in Fig.4.2.6.1-1.
- Remove the Thoracic Support from the vertical slot in the backrest.
- Re-insert the thoracic support in the appropriate vertical slot (1) for the desired position as shown in Fig. 4.2.6.2-1.
- Once in the correct position, re-attach the handwheels and tighten them to secure them in place.



### 4.2.7 Pommel

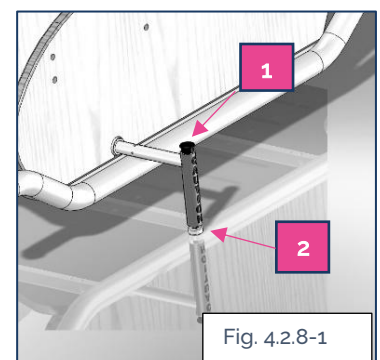
To adjust the pommel, follow the steps set out below:

- Loosen the handwheel located on the underside of the seat shown in Fig. 4.2.7-1
- Slide the Pommel into the position that is most suitable for the user.
- Once in position, re-tighten the locking handwheels to secure in place.



### 4.2.8 Extend Stabiliser

- Depress button (1) shown in Fig. 4.2.8-1 to release the stander tube.
- Pull the stander tube to extend to the ground (2) shown in Fig. 4.4.10-1
- Once in the correct position turn the stander tube until you hear a click to indicate its lock into position.





## 5.0 Technical Specifications

### 5.1 Hardrock Chair Dimensions

The diagram(s) above include the relevant dimensions of the chair. For further details on the chair specification, see the table below. All dimensions are in millimetres unless otherwise stated.

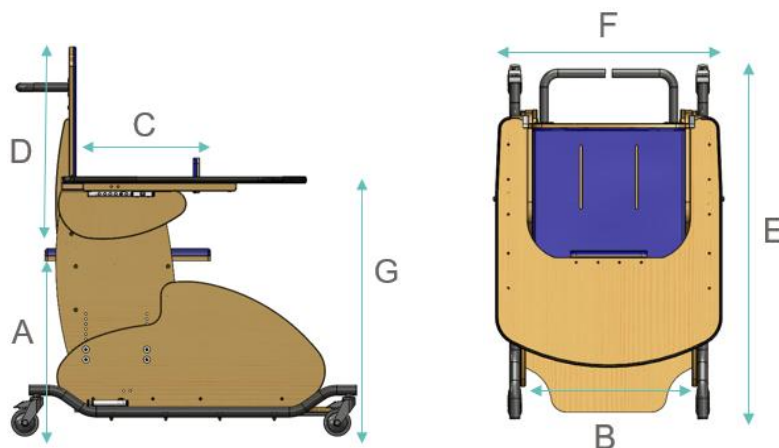


Table – 5-1-1

Dimensions (Ref to Drawing)		Size 1 Transporter/ Mobile Base	Size 2 Transporter/ Mobile Base	Size 3 Transporter/ Mobile Base	Size 4 Transporter/ Mobile Base	Size 5 Mobile Base only
(A) Floor-to- Seat Height		220-315	260-410	290-440	375-525	425-550
(B) Internal Chair Width		290	35	430	470	550
(C) Seat Depth		230-305	300-415	370-485	400-550	450-600
(D) Back Height	Low	300	390	370	575	650
	High	400	490	470	675	750
(E) Max Depth		1015	1015	1115	1115	1265
(F) Max Chair Width		538	603	658	678	767
(G) Floor to top of Tray		404-498	450-563	680-830	770-920	815-946
Safe Working Load		50kg	60kg	70kg	90kg	150kg
Product Weight		<24kg	<36kg	<42kg	<45kg	<63kg



## 5.2 Standards Applied

The standards that have been applied to the device are as follows:

- BS EN ISO 21856:2022: Assistive products for persons with disability – General requirements and test methods
- BS EN 62366-1:2015: Medical devices Part 1 - Application of usability engineering to medical devices
- BS EN ISO 15233-1:2021: Medical devices. Symbols to be used with medical device labels, labelling, and information to be supplied. General requirements
- BS ISO 20417:2021: Information supplied by the manufacturer of medical devices
- BS EN ISO 14971: 2019 Medical devices. Application of risk management to medical devices
- BS EN ISO 10993-1:2020 – Biological Evaluation of Medical Devices
- Medical Device Regulation 2017/745 - CE marking of Medical Devices
- UK Medical Device Regulation 2002: UKCA marking of medical devices
- (Regulating medical devices in the UK:  
<https://www.gov.uk/guidance/regulating-medical-devices-in-the-uk>)

## 6.0 Environmental Conditions

The chair is intended to be used in dry environments.

The chair is intended for use in a professional healthcare facility or a home healthcare environment and is not suitable for any other environment.

The chair is not intended for use in environments with rapid changes in temperature and humidity.

The chair's operation is not adversely affected by lint, dust or light.

### 6.1 Normal operating conditions

+5°C to +40°C (41°F to 104°F) at a relative humidity between 15% to 90% RH, non-condensing but not requiring a water vapour pressure greater than 50hPa and atmospheric pressure between 700hPa to 1060hPa.

### 6.2 Shipping and storage conditions

NOTE: All sizes of Hardrock weigh over 20 kg, so they require a 2-person lift to move.

-25°C to +5°C (-13°F to 41°F) with any humidity level

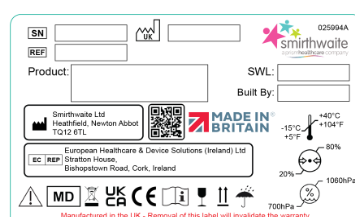
+5°C to +35°C (41°F to 95°F) at a relative humidity up to 90%,

+35°C to 70°C non-condensing at a water vapour pressure up to 50hPa

During all transportation, it is recommended that the chair remain in its original packaging.

It is recommended that the chair be stored in a cool, dry place out of direct sunlight. If cleaning is required after storage, please refer to the 'Cleaning' section of the user manual for instructions.

Shipping and storage conditions are also contained on the Hardrock Box Label:





## 7.0 Daily Checks



Inspection is to be completed before each use by the user of the Hardrock chair.

Should any of the components in the table below fail the inspection, DO NOT use the chair.

Contact your local authorised dealer for service – contact details are on the last page of this manual.

Ensure all component inspections in the table below are completed before each chair is used.

### Check List before Use

Table 7-1

Component	Service/Inspection required.
Generic	<p>Visually inspect the chair's exterior. Significant damage that may affect its function and create a clear safety hazard is unacceptable.</p> <p>Check the labelling on the chair to ensure it is all still legible. This includes the Serial Number and other necessary markings. If the labels are not readable, contact your local authorised dealer immediately.</p> <p>Check all main nuts and bolts to ensure they are tight and secure, and tighten them as needed. Check all upholstery for signs of wear and tear. If you have concerns, contact your local authorised dealer immediately.</p> <p>The product is not waterproof and is not intended to be exposed to water for extended periods.</p> <p>Always ensure that the product is kept dry.</p>
Castors	<p>Examine the product's castors for signs of damage or wear, and ensure they run freely and are not cracked.</p> <p>Check that all castors are flat on the floor and the chair is stable.</p> <p>Ensure the product can rotate freely with ease.</p>
Brakes	<p>Ensure the brakes function when activated.</p> <p>Ensure the chair can move freely when the brakes are deactivated. (Ensure they aren't rubbing on the wheels.)</p>
Frame	<p>Examine the whole frame of the product for any cracks or fractures.</p> <p>Ensure the frame is solid and there are no loose attachments between the frame, accessories, or any other constructional part.</p> <p>Ensure that the product is used on a level surface.</p> <p><i>For a Hardrock on a Transporter base</i> - Ensure that the four corners of the frame's underside are always in contact with the floor.</p>
Footrest	<p>Inspect the footrests for damage, including cuts and breaks.</p> <p>Ensure the footboard is fixed and does not slide back and forth. If this does occur, tighten the star handles on the underside of the footboard.</p> <p>Ensure that all nuts and bolts securing the footrest are tightened securely.</p> <p>Inspect the footrest for any deformation due to fatigue. A badly deformed footboard must be replaced.</p>
Seat Pad	<p>Inspect the seat pad for damage, including cuts and breaks.</p> <p>Ensure all nuts and bolts that secure the seat pad are tightened securely.</p> <p>Inspect the seat pad for any deformation due to fatigue. A badly deformed seat pad must be replaced.</p>



Arm Rests	<p>Inspect the armrests for damage, including cuts and breaks.</p> <p>Ensure that the armrests are fixed in position and not loose. Tighten the star handles to avoid unwanted movement.</p> <p>Ensure that all nuts and bolts securing the armrests are secure.</p> <p>Inspect the armrests for any deformation due to fatigue. A badly deformed armrest must be replaced.</p>
Back Rest	<p>Inspect the backrest for damage, including cuts and breaks.</p> <p>Ensure that the backrest is not sloped. The fixings on either side of the frame must be level before use—a sloped backrest results from an incorrect adjustment.</p> <p>Ensure that the backrest is in a fixed position and isn't loose. The backrest should be locked in place in one of the angle configurations.</p> <p>Inspect the backrest for any deformation due to fatigue. A badly deformed backrest must be replaced.</p>
Tray	<p>Inspect the tray for damage, including cuts or breaks. Ensure no parts are loose or damaged. Inspect the tray for any deformation due to fatigue. A badly deformed tray must be replaced.</p>
Accessories	<p>Ensure that all accessories used are in good condition.</p> <p>Ensure the accessory is free of cuts, breaks, cracks, fractures, or any damage that may affect its function or safety.</p> <p>Ensure all accessories are securely fastened to the product, and follow the assembly instructions carefully when assembling it yourself.</p> <p>Ensure all fixings are securely fastened and will not come loose during use of the product.</p> <p>Ensure that the accessory used is compatible with your product.</p>
Lap strap	<p>Ensure the lap strap is in good condition.</p> <p>Ensure that the lap strap is free of cuts, breaks, cracks, or fractures or that no damage may affect its function or safety.</p> <p>Ensure the lap strap is securely fastened to the product.</p> <p>Ensure the lap strap is not worn, there is no fraying, and the locking clips are functional.</p>



## 8.0 Cleaning

It is recommended that the chair and accessories be cleaned before being used by a different person to reduce the risk of cross-contamination.



Please follow the recommended cleaning guidelines below to clean and disinfect the chair.

### 8.1 Frame Cleaning

The frames can be cleaned mildly using a damp cloth, soap and water, or an antibacterial spray. Avoid using industrial bleaches, abrasive cleaners, or organic solvents, and refrain from immersing the chair in water. For more stubborn marks on the woodwork, gently clean them with a soft brush.

At the end of the cleaning process, all cleaning solutions must be thoroughly rinsed off the product, and the product must be dried using a dry cloth or towel. Always ensure the product is dry before use.

### 8.2 Fabric Cleaning

All materials can be wiped down using a damp cloth to remove mild dirt, dust, and minor spillages. When a spillage occurs, it is recommended to clean it as quickly as possible to avoid staining. It is good practice to gently dab the spillage, rather than rubbing it, as this can cause staining. Hot water with an antibacterial spray can also be used for more persistent stains and dirt.

All cleaning solutions must be thoroughly rinsed off the product at the end of the cleaning process and dried using a dry cloth or towel. Always ensure the product is dry before use.

### 8.3 Pelvic Strap Cleaning

If the pelvic strap becomes heavily soiled, it can be machine washed at a low temperature with a mild detergent, but ensure it is drip-dried for optimal care.

### 8.4 Disinfecting (if necessary)

Should the chair require a more thorough cleaning, using the Actichlor™ disinfectant product (widely available in tablet form and used throughout the healthcare industry) is recommended.



To ensure safe use for both the operator and the user, follow the manufacturer's safety instructions before using this cleaning product.

Ensure the cloth is damp before the cleaning process.

The application is through a clean, damp cloth, which is used to wipe the product down. Use in the following dilutions to ensure an effective clean:

- Actichlor™ dissolvable chlorine tablets provide a concentration of 1000 ppm of available chlorine (0.1%) per 1 tablet.
- One tablet (1.7g formed tablet (x1)) will create a virucidal solution diluted in 1 litre of water to effectively clean a "dirty" product. This is also ideal for use after an outbreak of the Norovirus/winter vomiting and can be used as a precaution against C.Diff. It is effective against viruses, bacteria, spores, yeasts, and moulds.
- A minimum of 5 minutes of contact time with the outer components is recommended to prevent virucidal infections while maintaining the integrity of the product. The product can withstand a more extended contact period, but a minimum of 5 minutes is required to provide an effective cleaning regimen.
- An increased concentration of the solution should be used to deal with blood spills—please refer to the instructions on the manufacturer's product label.



Dilution chart					
Product used as	Product condition	Concentration (ppm)	Dilution qty* (l)	Tablets per 1l (0.26gal)	Contact time (minutes)
Bactericidal	Clean	200	5 (1.32 gal)	1	1
	Dirty	1000	1 (0.26 gal)	1	5
Yeastical	Clean	200	5 (1.32 gal)	1	1
	Dirty	1000	1 (0.26 gal)	1	5
Fungicidal	Clean	2000	1 (0.26 gal)	2	15
	Dirty	5000	1 (0.26 gal)	5	15
Mycobactericidal	Clean	1000	1 (0.26 gal)	1	15
	Dirty	5000	1 (0.26 gal)	5	15
Virucidal	Clean	500	2 (0.53 gal)	1	5
	Dirty	1000	1 (0.26 gal)	1	5
Sporcidal (C. Diff)	Clean	1000	1 (0.26 gal)	1	10
	-	-	-	-	-
Sporcidal	Clean	5000	1 (0.26 gal)	5	10
	-	-	-	-	-

- Dilution is made with water. DO NOT dilute within any other medium.
- When diluted in water, one tablet gives 1000ppm of available chlorine.
- The concentration of the solution depends upon whether the object being cleaned is noticeably dirty (indicated in the table by "Product condition").

Table 8.4-1

Handling and storage safety precautions when using this cleaning agent:		
Advice on Safe Handling	Hygiene Measures	Conditions for Safe Storage
<p>Avoid contact with skin and eyes.</p> <p>Do not breathe dust, fumes, gas, mist, vapours, or spray.</p> <p>Use only with adequate ventilation.</p> <p>Wash your hands thoroughly after handling.</p> <p>Mixing this product with acid or ammonia releases chlorine gas.</p>	<p>Handle in accordance with good industrial hygiene and safety practice.</p> <p>Remove and wash contaminated clothing before re-use.</p> <p>Wash face, hands, and any exposed skin thoroughly after handling.</p>	<p>Keep out of reach of children.</p> <p>Keep the container tightly closed.</p> <p>Store in suitable, labelled containers.</p> <p>Storage temperature: 0-25°C (32-77°F).</p>
Individual Protective Measures		Dissolve
Hand protection: Gloves		Dissolve in cold water—With no agitation, one tablet will take approximately 10 minutes to dissolve fully in the water.
<p>The information above has been extracted from the Actichlor™ MSDS (Manufacturers' Safety Data Sheet). For a full review of the data, please follow the link below:</p> <p><a href="http://www.nhsggc.org.uk/media/236215/msds-actichlor-plus.pdf">http://www.nhsggc.org.uk/media/236215/msds-actichlor-plus.pdf</a></p>		

Table 8.4-2



## 9.0 Servicing

**NOTE:** All sizes of Hardrock weigh over 20 kg, so they require a 2-person lift to move.



No service will be performed on the Hardrock chair while transferring a person to reduce the risk of injury.

Service must be completed by a Smirthwaite authorised service engineer or a Smirthwaite Ltd trained representative.

Do not attempt to service the product yourself; otherwise, the warranty will be void.

Routine service must be performed to ensure your chair's safety and continued good function. The Hardrock chair should be serviced every **12 months** to ensure the product meets the required standard. Servicing must only be undertaken by a Smirthwaite Ltd. service engineer or by a Smirthwaite Ltd. trained representative. The product's service history should be documented for each service in the Service Log at the back of this User Manual.

### 9.1 Nominal Service

Your product has a nominal service life of 7 years, during which full post-sales support will be available regarding spares and servicing.

Product service life has been determined based on its design complexity and the anticipated exposure to everyday use.

Good practice dictates that all Smirthwaite Ltd. products have been designed and manufactured to high levels of safety and quality and will meet the requirements of everyday use when maintained in line with our servicing recommendations.



If the product has been out of use for an extended period (6 months or more), it should always be serviced before being reissued. If the product has been subjected to 'heavy' or 'constant' use, the service should be reduced to half the recommended period.

Constant and/or heavy use is:

- Daily use above 7 hours' duration.
- Weekly use above 5 days' duration.
- Monthly use above 10 months per year.
- Use by a client who is at 90% to 100% of the maximum weight limit of the product. The maximum weight limit must NEVER be exceeded.
- Use by a highly active client, either voluntarily or involuntarily.

### 9.2 Extending Nominal Service Life

At Smirthwaite Ltd., we take pride in producing products with a reputation for quality and durability. We believe our products have the potential to benefit our clients beyond the nominal service life documented above.

We will continue to provide full support beyond the nominal service life, provided the following conditions are met:

1. A full-service schedule has been maintained.
2. A full service and inspection are undertaken at the end of the nominal service life period.
3. The product is subsequently serviced annually (or biannually if under 'heavy/constant' use conditions).
4. Smirthwaite Ltd. reserves the right to limit support where parts/components are unavailable.



### 9.3 User Serviceable Parts

Please contact Smirthwaite Ltd. or your local dealer for information on service requirements for the Hardrock, including the necessary details for replacement parts and components. Contact details are shown on the last page of this manual.

Contact your local authorised Smirthwaite Ltd. dealer if you:

- Need more information.
- If you have any questions about the use or service of your product.
- Notice any change in the performance.
- Want to report an unexpected occurrence.
- Want to arrange a service.
- Need to ascertain necessary information for replacement parts and components.

Contact details of your local Smirthwaite Ltd. dealer are shown on the last page of this manual.

### 9.4 Documentation/ Records

The current equipment owner is responsible for ensuring that the User Manual (and any further manuals for accessories fitted to the equipment) is handed over to the new owner at the time of exchange/sale.

The current equipment owner is responsible for keeping the service and inspection record form up to date.

## 10.0 Troubleshooting

Review the table below if a problem arises when using the Hardrock chair. Identify the issue and implement the recommended solution.

If the fault is not found and/or the solution does not correct the problem, contact your local Smirthwaite authorised dealer immediately – contact details are provided on the last page of this manual.

Fault	Action
Castors do not operate.	Ensure the brake has been fully disengaged. Check that the castors are free-running and in contact with the ground.
Movement is compromised by the excessive force required to move the chair	Check castors are not fouled with debris that would restrict their movement (clean out, test, and return to service).
Adjustment features include loose/sliding components (armrests, tray, seat, and thoracic supports).	Ensure that the handwheels are fully tightened in your preferred location. If the handwheels are loose, the adjustments can move and adjust into unwanted locations. These features must always be positioned before use for the user's safety.

Table 10-1



## 11.0 Disposal

**NOTE:** All sizes of Hardrock weigh over 20 kg, so they require a 2-person lift to move.

When the chair has completed its life cycle and can no longer perform its intended use safely, it must be decommissioned by an approved service engineer. The following outlines the importance of adhering to the correct disposal procedure, including compliance with local laws and environmental friendliness.

Please observe the local laws on recycling and adhere to the current rules for disposing of the device within the community where it is being used. If you are uncertain about the guidelines below, contact your local authorities to determine the proper disposal method of potentially biohazardous parts and accessories. The relevant components utilised in the manufacture of the device that can be recycled at the end of the device's life are:

Table 11-1

Fully recyclable:	Considerations when Recycling:
Wooden frame	Chair Padding
Metal Base & Castors	Neoprene Accessories
Initial packaging of the device (cardboard)	
Metallic fixing – screws, etc.	
Leg Rests	
Arm Rests	
Quick Release Tray	
Metal Accessories	



The product may be contaminated and must be disinfected before being recycled or disposed of. See the section on 'Cleaning' for details of how to do this.

## 12.0 Warranty

It is impossible to eliminate all risks associated with this product. However, to reduce risk and improve safety and proper use, users should always read and understand the user manual before use. Product failure may occur due to a lack of maintenance and care, misuse, unauthorised and improper servicing or alterations, improper storage, environmental use, or through normal wear and tear. These factors are all beyond the manufacturer's control. The users take on these risks.

The chair comes with a 2-year warranty covering all manufacturing defects. Refer to your terms and conditions for more detailed information. The warranty is valid if the product has been maintained in its intended use and the user manual instructions have been followed. The warranty does not extend to the use of the product when it is used contrary to the user manual. This guarantee does not affect or in any way limit your statutory rights.

1. The manufacturer's liability under the terms of this guarantee shall be limited to replacing the defective part(s) for the sales distributor, dealer, agent, person, or entity that purchased the equipment from the manufacturer. The manufacturer shall incur no liability for any consequential or unforeseen losses.
2. This equipment guarantee is void if an authorised service engineer does not service the equipment in accordance with the manufacturer's recommendations or if unauthorised persons carry out work on the equipment.
3. This guarantee does not apply to failure attributable to normal wear and tear, damage by natural forces, user neglect, misuse, or deliberate destruction.
4. Do not attempt to service the product yourself, or the warranty is void.



## 13.0 Service Record History

Complete this record after each service, repair, inspection and/or maintenance.

\* Photocopy additional pages as required \*

### 13.1.1 Product Information

Model	
Size	
Date of Manufacture	
Serial Number	

### 13.1.2 Service & inspection record for

Date	Procedure	Service Personnel











[illegible]



[illegible]



**Dealer/service contact details:**

**Manufacturer contact details:**

Smirthwaite Ltd,  
16 Wentworth Road  
Heathfield  
Newton Abbot  
Devon  
TQ12 6TL  
Telephone Number: 01626 835552

## Disclaimer

While every effort has been made to ensure the accuracy of information contained in this user manual, no liability can be accepted by Smirthwaite Ltd for any errors or omissions. Smirthwaite Ltd operates a policy of continuous improvement. Specifications and other data are subject to change without notice.

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