

PRODUCT SERVICING AND SERVICE LIFE GUIDE

Smirthwaite have compiled this bulletin for your convenience. It contains important information related to the service requirements and service life of your Smirthwaite product.

▪ **ANNUAL SERVICE**

Our products should be serviced at regular intervals. Servicing must only be undertaken by a Smirthwaite service engineer, or by a Smirthwaite trained representative.

Please refer to Pages 4 & 5 for the service interval for your product.

▪ **NOMINAL SERVICE LIFE**

Your product has a nominal service life, during which full post-sales support will be available with regard to spares and servicing.

Product service life has been determined based upon the design complexity of the product, and the anticipated exposure to normal use.

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

Please refer to Pages 4 & 5 for the nominal service life for your product.


▪ **EXTENDING NOMINAL SERVICE LIFE**

At Smirthwaite we are proud to produce products that have a reputation for quality and durability. We believe our products have the potential to provide benefits to 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 is 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 reserves the right to limit support where parts/components are no longer available.



	STOP!
	<p>If the product has been out of use for an extended period of time (6 months or more) it should always be serviced prior to being re-issued.</p> <p>If the product has been subjected to 'heavy' or 'constant' use, the service should be reduced to half the recommended period.</p> <p>Constant and/or heavy use is considered to be:</p> <ul style="list-style-type: none">• 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 client who is extremely active, either voluntarily or involuntarily

▪ **DOCUMENTATION/RECORDS**

It is the responsibility of the current equipment owner to ensure the 'Instructions for Use' manual and any further manuals for accessories fitted to the equipment are handed over to the new owner at the time of exchange/sale.

It is the responsibility of the current equipment owner to ensure the service and inspection record form is kept up to date.

▪ **PRODUCT CONFIGURATION**

Smirthwaite will document and maintain a record of the original product configuration at the time of first sale.

Smirthwaite will not be held responsible for any subsequent changes to this configuration unless authorized to do so in writing by Smirthwaite.

It is the equipment owner's responsibility to maintain their own records of changes to the equipment configuration and to be able to provide such records to subsequent owners to maintain traceability.

We recommend an inspection/service by a Smirthwaite service engineer (or Smirthwaite trained engineer) whenever a significant change is made to product configuration to ensure the product is safe to use. **If in any doubt, ALWAYS seek ADVICE**





IMPORTANT REMINDER!

DO NOT fit parts or accessories of other manufacturers to this product unless authorized to do so in writing by G&S Smirthwaite.

Any servicing or repairs required must be carried out by Smirthwaite (or a Smirthwaite trained engineer).

If you believe this product to be faulty – DO NOT USE

Contact: Smirthwaite Ltd

T: +44 (0)1626 835552

F: +44 (0)1626 835428

E: info@smirthwaite.co.uk

If in any doubt, ALWAYS seek ADVICE.

▪ **CONTINUOUS IMPROVEMENT**

Smirthwaite is committed to continuous improvement of their product range. Should you have any suggestions or comments please contact our product design department, using info@smirthwaite.co.uk

Smirthwaite reserves the right to change the specification or material without prior notice.

For catalogues, help and further information on our products please contact us at:

Smirthwaite Ltd
16 Wentworth Road
Heathfield
Newton Abbot
Devon
TQ12 6TL

T: +44 (0)1626 835552
F: +44 (0)1626 835428
E: info@smirthwaite.co.uk



REFERENCE TABLE

Product	Service Interval (years)	Nominal Service Life (years)
Juni	3	12
Juni Hi Lo Base	3	12
Juni Table	3	12
Juni Booster	3	12
Strato	3	7
Heathfield	3	12
Brookfield	3	12
Corner Chair	3	12
Samba	1	7
Hardrock	1	7
Foxdenton	3	12
Portable Hip Spica	3	12
Multi-adjustable Hip Spica	3	12
STEPS Hip Spica	3	12
Connect tables	3	12
Activity tables	3	12
Work N Play tables	3	12
Study desk	3	12
Personal tilt desk	3	12
Whirl	1	7
Whirl Terzo	1	7
Supro	1	7
Wentworth	3	12
Layprone	3	12
Independent	3	12
Combi	3	12
Chailey	3	12
Bath Chair	3	12
Bath Corner Chair	3	12
Potty Chair	3	12
Therapy bench	3	12
Therapy bolster	3	12
Ladders	3	12
Plinths	3	12
Steps, bars & footrests	3	12
Wheely stool	3	12
Saiza	1	7
Sensory frames (C, O & A frame)	1	7
Swing platform	3	12
Swing bolster	3	12



Product	Service Interval (years)	Nominal Service Life (years)
Activity bolster	3	12
Hug N Hold bolster	3	12
Flexi bolster	3	12
Height adjustment kit	1	7
Rocking horse	3	12
Body bumper	3	12
Body roller	3	12
Mobi changer	1	7
Mobi shower trolley	1	7
Easi-lift	1	7
Hi-riser	1	7
Hi-riser showering	1	7