Owner's Handbook:

Ride® Custom 2 Cushion

Ride Designs®
a branch of Aspen Seating, LLC

8100 SouthPark Way
Littleton, Colorado 80120 USA

toll-free (U.S. Only): 866.781.1633
phone: 303.781.1633
www.ridedesigns.com

Supplier: This manual must be transferred to the end user of this product as it contains important information for proper use of this product.

User: Carefully read this entire manual prior to using this product and keep for future reference.

Intended Use and Installation Instructions

Intended Use

Your Ride Designs® Custom Cushion is a custom-made wheelchair cushion that has been carefully constructed to meet your posture and skin integrity needs and has been designed to be mounted to multiple wheelchair styles and sizes to aid in supporting and positioning of wheelchair users.

Weight Capacity

Maximum client weight capacity is 250 pounds for cushions 20" width or narrower; 300 pounds for 21" or wider.

General Product Safety

Safe application of this product depends upon your good judgment and common sense, as well as that of your provider, caregiver, and/or healthcare professional and your attentiveness in following the warnings, notes, and instructions in this manual.

NOTE: We have compiled this manual from the latest specifications and product information available at the time of publication. We reserve the right to make changes as they become necessary. Any changes to our products may cause slight variations between the illustrations and explanations in this manual and the product you have purchased. Always contact your nearest authorized Ride Designs supplier, distributor, or www.ridedesigns.com for the latest literature and information.

⚠ WARNING: Failure to heed these instructions could result in damage to the product or injury to the user.

⚠ Please read this instruction manual before using this product.

⚠ All Ride Designs back supports and cushions are designed to help reduce the incidence of pressure sores. However, no back support or cushion can completely eliminate sitting pressure or prevent pressure sores. Ride Designs back supports and cushions are not a substitute for good skin care including proper diet, cleanliness, and regular pressure relief techniques.

⚠ Installing a cushion on a wheelchair may affect the center of gravity of the wheelchair and may cause the wheelchair to tip backwards, potentially resulting in injury. Always assess for the potential need for anti-tippers or amputee axle adapter brackets to be added to your wheelchair to help increase stability.

⚠ Improper placement or securement of the Ride Custom Cushion to your wheelchair may result in injury. Your wheelchair must have complementary hook fastener on the sling or solid seat to properly secure the cushion.

⚠ Use of the Ride Custom Cushion without all components correctly assembled, including the cover, base, top foam layer, and any additional accessories may result in injury to the user.

⚠ The Ride Custom Cushion materials work optimally at room temperature. Do not leave the cushion in temperatures below 40° F (5° C) for prolonged periods of time.

⚠ Always allow the Ride Custom Cushion to come to room temperature before use. Sitting on excessively warm or cold surfaces can cause skin damage.

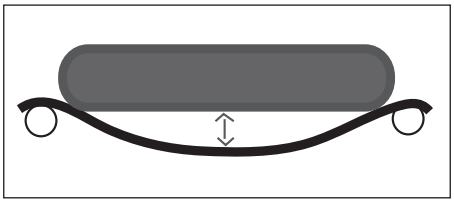
⚠ Wheelchair configuration, and correct foot and back support fit are critical for successful use of any wheelchair cushion. Failure to properly attend to these items may result in injury to the user.

⚠ Ride Cushions are designed to work optimally with only clothing between the user and the product. For best results, all materials should be removed from under the user prior to using a Ride Cushion. The presence of additional materials such as patient lift slings and disposable incontinence pads between the sitter and the Ride Custom Cushion may result in injury to the user.

Installation and Use Instructions

Preparing the wheelchair for your Custom Cushion

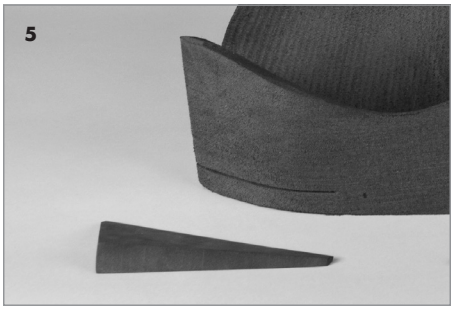
NOTE: If your sling seat has a gap between the Cushion bottom and sling upholstery, the seat upholstery must be tightened or replaced to eliminate gapping and provide full support to the bottom of the Cushion.



CAUTION: The Cushion must not extend more than 1" (2.54cm) beyond the front of your wheelchair's sling or solid seat.

⚠ WARNING: Use of the Ride Custom Cushion without its cover in place can result in "bottoming out" resulting in risk for severe injury. Always use the Ride Custom Cushion with its cover in place.

⚠ WARNING: Failure to accurately assess and adjust the fit of the Ride Custom Cushion may result in serious injury to the user.



Install, evaluate, and adjust your Ride Custom 2 Cushion

Your Cushion is designed to off-load or suspend your bony prominences and isolate forces to areas of your body tolerant of shear and pressure. Two Ride Gauges are included with your Ride Custom Cushion to test for "bottoming out." The Ride Gauge™ is a one-time-use assessment tool and will be used by your Ride Certified professional as outlined below.

The fitting process below is to be performed by a Ride Certified professional:

1. Place the cushion on the wheelchair so that the rear corners are butted against the back canes of the wheelchair (Illustration 1).

2. Unzip the cover of the Ride Custom Cushion. Do not remove the cover (Illustration 2).

3. Fold the top/rear of the cover forward and place one Ride Gauge in the ischial well of the Cushion. Replace the cover over the top/back of the Cushion (Illustration 3).

4. Transfer gently onto the Cushion. Lean forward at the trunk and scoot your bottom to the back of the Cushion. Ensure that the greater trochanters (hip bones) are in the relief on the sides of the Cushion and that the gluteal muscles are supported on the back corners of the Cushion. Your Ride Certified professional will adjust your wheelchair, back support, foot support and cushion position to ensure you can sit correctly on the Ride Custom Cushion.

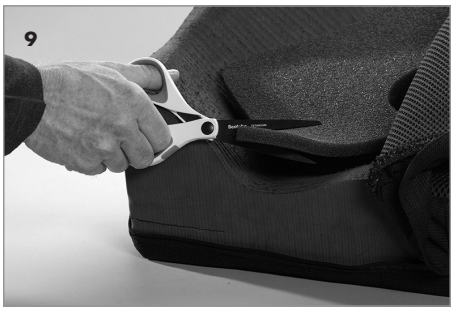
5. Ensure that the sacrum and tail bone are not contacting the back of the Cushion. There should NOT be pressure in the area of the sacrum and tailbone. A finger width, approximately ½" (1.27cm), of clearance is the recommended minimum clearance between the coccyx/sacrum and the Cushion.

6. Carefully transfer out of the wheelchair without disturbing the Gauge. The Ride Certified professional will roll the top/rear of the cover forward and locate the impression left in the Gauge by your ischial tuberosities and tailbone and use their finger to press into the lowest impression of the Gauge to ensure that there is at least ½" (1.27cm) of foam remaining which indicates off-loading of these bony prominences has been achieved (Illustration 4).

7. If you have less than ½" (1.27cm) of clearance at the ischial tuberosities it will be necessary to use the Ride CAM® wedges included with your cushion. Your cushion comes with two CAM wedges. Remove your cushion from your wheelchair, unzip the cover, and insert Ride CAM Wedges into the horizontal slots located in the back corner edges of the cushion (Illustration 5). Any combination of wedges can be used, provided the total does not exceed two wedges on either or both sides. CAM wedges can be used symmetrically to increase ischial tuberosity clearance or unilaterally for pelvic obliquity.

⚠ WARNING: If you are unable to achieve adequate off-loading of bony prominences OR optimal postural stabilization in the Ride Custom Cushion, then cease use of your Cushion and contact Ride Designs or your authorized Ride Designs supplier for assistance in improving the fit of your Ride Custom Cushion.

NOTE: Your cushion may have been ordered with well inserts, or they can be ordered separately through your authorized Ride Designs rehab technology supplier or authorized distributor.



8. Upon completion of the Ride CAM wedge adjustment for ischial tuberosity clearance, the optional well insert and spacer can be added to further alter the skin protection characteristics of the cushion.

NOTE: Ride Designs recommends the use of the Ride Custom Cushion without well inserts for the greatest degree of pressure relief and heat/moisture management. Ride well inserts introduce subtle contact and envelopment of the ischial tuberosities which may be desirable to improve the general "feel" of the cushion, and/or provide gentle support to hemorrhoid tissue.

9. Unzip the cover of the Ride Custom Cushion and fold the top of the cover forward to expose the ischial well relief.

10. Place the top insert, identified as the component with the "wings" that extend laterally towards your greater trochanters, into the well with the concave groin relief area oriented towards the front of the cushion (Illustration 6).

11. Replace the outer cushion cover and fully close the zipper.

12. Return the cushion to the chair and sit on the cushion to assess its feel with the insert in place.

13. If additional support is preferred, unzip cover, remove top well insert, and place the 1" (2.54 cm) bottom well insert spacer into the well with the concave groin relief area oriented towards the front of the cushion (Illustration 7). Place the top ischial insert on top of the 1" (2.54 cm) spacer matching the orientation of the groin relief contour (Illustration 8).

14. Return the cushion to the chair and sit on the cushion to assess its feel with the insert and spacer in place.

15. Upon completion of all cushion adjustments, if necessary, trim protruding material from accessories to improve fit of the cover (Illustration 9). Install cover.

Optional Accessories

Other accessories to personalize the fit of your Ride Custom Cushion are available and can be purchased through your authorized Ride Designs rehab technology supplier:

Ride Well Insert Kit

Ride well inserts introduce subtle contact and envelopment of the ischial tuberosities which may be desirable to improve the general "feel" of the cushion, and/or provide gentle support to hemorrhoid tissue.

Ride CAM® Wedge Kit

In addition to the Ride CAM Wedges being useful for adjustment of the Custom Cushion for ischial tuberosity clearance, they can also be used to help correct a pelvic obliquity. In the presence of a flexible and correctable pelvic obliquity, up to two CAM Wedges can be used on the low side of the obliquity to promote a more level pelvis.

Initial Wearing Schedule

Please make sure you have read, understand and signed the "You are responsible for your skin!" instruction insert located with your Cushion paperwork as an addendum to this owner's handbook.

Prior to prolonged sitting, it is advisable to sit on your Cushion for short periods of time. Make sure to visually check any area that contacts the Cushion after each period of use. Any reddened area should fade within 10-30 minutes.

⚠ Contact your doctor or therapist if the redness persists for greater than 30 minutes as this can be an indicator of initial skin breakdown and risk of injury.

As long as skin inspections do not show red areas persisting more than 30 minutes, extend the length of sitting time gradually (½ to 1 hour each day). Continue skin checks after each increased sitting time. Two to four hour periods are the general recommended maximum time in the sitting position. Skin checks should be made no less than daily, even after skin tolerance is established. Continue to perform routine intermittent pressure relief techniques (either manual lifts or weight shifts using power tilt) as advised by your healthcare professional.

Follow up

It is recommended to have your seated posture and skin integrity checked by your healthcare professional at least annually, or whenever you experience a change in your weight, posture, or general condition that could impact your ability to sit safely, comfortably, and functionally.

Care and Maintenance of the Ride Custom Cushion

⚠ Inspect cushion for damage or wear prior to each use. If found, discontinue use and contact your equipment provider.

Laundry Care Symbols	
	Machine wash warm water (40° C)
	Do not bleach
	Drip dry
	Do not dry clean
	Do not iron

Cleaning the Outer Cover

- Remove your Ride Custom Cushion from the wheelchair by simply lifting the front of the Cushion until the hook and loop fastening patches detach.
- Remove the outer cover from the Cushion. Zip cover closed.
- Machine or hand wash in warm water 40°C/104°F, regular detergent/no bleach).
- Hang dry.

Cleaning the Ride Custom Cushion, CAM Wdges and Well Inserts

- Submerge and swish your Cushion in a sink or tub of warm soapy water (using a mild detergent) or a diluted bleach solution (~ ¼ cup bleach per gallon of water). As an alternative, pour cleaning solution prescribed above into a sturdy plastic bag large enough to hold your Cushion. Put your Cushion in the bag and gently shake and roll the bag to ensure that the cleaning solution wets all surfaces. Ensure that Cushion remains fully saturated in cleaning solution for a minimum of 5 minutes. Remove the Cushion from the bag.
- Rinse your Cushion thoroughly with clean water using a hand held shower or sink sprayer. CAUTION: DO NOT USE A HIGH PRESSURE HOSE.
- Gently shake or tap excess water from your Cushion. Place Cushion level and upright on an absorbent material such as a terry cloth towel and allow moisture to drain from Cushion, preferably overnight. To accelerate the drying process you may place your Ride Cushion in front of a fan.
- Once dry, replace the cover. Ensure that the cover is placed correctly front to back. NOTE: The deep contour of the Cushion will always be at the back.
- Place the Cushion on your wheelchair and ensure that the back corners of the Cushion contact the back canes. Align the fastener patch on the cover with the fastener patch on the wheelchair.

CAUTION:

- Do not fold or bend your Cushion when placing in cover.
- When not in use, do not store heavy or sharp objects on your Cushion.
- Do not clean your Cushion with isopropyl alcohol or any other chemical solvent.

Product Life

The maximum intended usage of this product is four years.

Reuse

⚠ RISK OF INJURY: Consult an authorized Ride Designs dealer before transferring to another user. Do NOT use product if any damage is found.

Disposal

♻ Recycle components and materials per local, state, and national regulations.

Symbols Used in Product Labeling

Type:	Description:
CE	CE Mark
MD	This symbol means Medical Device
EC REP	EC Representative
UK RP	UK Responsible Party
UK CA	UK Conformity Assessed
cm cm kg Max	Cushion width, cushion depth, max cushion weight
⚠	Warning
i	READ INSTRUCTIONS - advise to user to read Information for use
SN	Serial Number
	Manufacturer
	Date of manufacture - YYYY-MM-DD
UDI	Unique Device Identifier

Warranty Policy

Your Ride® Custom Cushion has been carefully handcrafted to meet your unique posture and skin integrity needs. This Limited Warranty is effective for 24 months from the date of delivery to the original purchaser. If any defect in material or workmanship is found, Ride Designs® will repair or replace the component, at our discretion. This limited warranty does not cover daily wear and tear or damage that is a result of mishandling, misuse, neglect, or not following the care and maintenance instructions.

Your cushion cover is under warranty for 90 days. The warranty includes damage due to workmanship, material defects or errors caused by the manufacturer. This warranty does not apply to cigarette burns, damage to the cover by sharp objects that may cause tears, or damage as a result of not following the washing instructions.

Claims and repairs should be processed through your nearest authorized Ride Designs rehab technology supplier. A copy of the Bill of Sale issued to the purchaser of the product may be required prior to processing a warranty claim.

Maximum client weight capacity is 250 pounds (113kg) for cushions 20" (51cm) width or narrower; 300 pounds (136kg) for 21" (53cm) or wider.

Custom Product Fit and Function Guarantee & Return Policy

Ride Designs is committed to the success and quality of its products; therefore, we promise to manufacture all products according to the specifications on the original product order form and ensure satisfactory fit and function. To uphold this promise, all Ride Custom Products come with a 180-day Fit and Function Guarantee, effective from the product's initial shipping date and expiring 180 days thereafter.

If a product does not meet our customer's needs, Ride Designs will work with the customer's dealer to modify and adjust the product to achieve a desirable outcome. If modifications are unsuccessful, Ride Designs will decide if a remake is appropriate. If so, we will provide a remake, or the dealer may return the product for a 50% credit. If a remake is approved, Ride Designs will remake the product at no charge within the first 90 days or at 50% of the dealer's cost between 91-180 days.

For a remake, Ride Designs Customer Service must be contacted for prior approval and a return authorization. Remake approvals are at the sole discretion of Ride Designs. Changes in customer condition, including but not limited to weight fluctuations or surgical interventions, do not qualify for the Fit and Function Guarantee. Dealer delays or requests submitted after 180 days will not be accommodated.

Ride Custom Products may be returned for a 50% credit at any time during the 180-day guarantee period. Returns will only be accepted with a Return Authorization Number provided by Ride Designs Customer Service.

Ride Custom Backs paired with the Ride Custom 2 Cushion (above and below).

Pair the Custom 2 Cushion with a Ride Custom Back Support for optimal seating

Consider Ride Designs' lightweight, thin-profile and adjustable Custom Back support for the widest range o seating needs.

Breathable
The 3D mesh liner and spacer fabric cover help to keep the sitter dry and comfortable in virtually any climate.

Protection and comfort
Supplementary padding and reliefs improve protection and comfort at sensitive areas.

E**asy to clean and adjust**
The 3D printed Ride Custom Back's outer shell, plus a newly designed, removable cover eases cleaning, maintenance, and adjustments. Ultra breathable 3D mesh liner dries fastest of all.

Mounting options
Strong ventilated shell provides stability and surfaces for easy mounting of hardware and accessories.

Growable
Like the Ride Custom 2 Cushion, the Back can be grown at a fraction of the cost of a new custom system.

More information at www.ridedesigns.com

Installation Notes

Patents: www.ridedesigns.com/patents
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CE
EC REP

MDSS GmbH
Schiffgraben 41
30175 Hannover, Germany

As the manufacturer, RIDE DESIGNS declares that this product conforms to the Medical Device Regulation (2017/745).

The varieties of cushion fitting variants, as well as the different positioning components to deliver higher positioning and skin protection benefits according to each user requirement and indication, mean that it can be used by a range of users with different positioning and skin protection needs and indications as follows:
- Spinal Cord Injury
- MS
- Neurological disease pattern (hemiplegia, M. Parkinson)
- Extremity defect deformity
- Joint contracture
- Amputation
- Tetraplegia

The cushion for a wheelchair shall not be used in case of:
-Redness developed in skin contact area
-Decubitus

NOTE: General user advice. Not following these instructions may result in physical injury, damage to the product or damage to the environment.

Notice to the user and/or patient: any serious incident that has occurred in relation to the device should be reported to the manufacturer and the competent authority of the Member State in which the user and/or patient is established.