

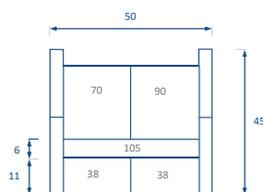
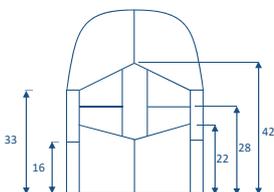
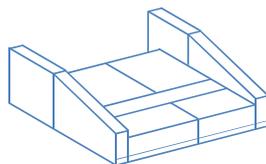
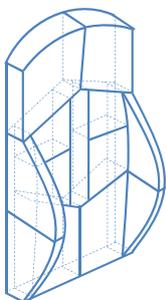
CUSTOM MADE ENDLESS POSSIBILITIES

Medical practitioners often work with complex cases in the field of seating and positioning. Generally our Vicair Adjuster O2 and Vector O2 cushions are able to offer a solution, but sometimes it is necessary to provide a solution that is custom made for the client. For those situations it is possible to create a Vicair Custom Made seat- or back cushion.

For 25 years Vicair has been creating products specifically designed for clients with complex disabilities or with specific body contours. The flexibility of the Vicair technique, based on SmartCells, makes this relatively easy to do. Our R&D team department consists of a medical doctor, a physiotherapist and a product designer.

The request for a Vicair Custom Made product is usually made by one of the product specialists of our distributors. They work closely together with the medical practitioner in the process of ordering the Vicair Custom Made product.

First the specific case is discussed in a Vicair R&D team meeting. Based on the description of the client's medical background and needs, the R&D department is able to start designing the product and creates a 3D drawing. The drawing will be discussed with the product specialist and the medical practitioner. After the design has been approved, the production of the cushion commences. Vicair has its own Product Design Studio, so within a few weeks the Vicair Custom Made product is ready to be shipped. The medical practitioner further guides the installation of the product.



QUALITY WARRANTY ISO



Quality

Vicair is devoted to the development and production of products that will positively influence the daily comfort of the wheelchair user, to offer him or her as much freedom as possible.

We expect our products to be of very high quality, to ensure a reliable and safe result. During production all procedures and processes are performed as documented in our quality management system, in which we have implemented the applicable ISO standards and CE regulations.

Warranty

Vicair offers a limited warranty against defects in workmanship and materials for a period of 24 months (for mattresses this is 5 years) after the original date of purchase, provided the product has been used normally. Any damage arising from abnormal use, or caused by improper handling, cleaning, or negligence, is excluded from this warranty. Should a defect in materials or workmanship occur within 24 months (for mattresses this is within 5 years) from the original date of purchase, Vicair will, at its own choice, repair or replace the product free of charge. The cushion cover is excluded from this warranty. The new generation Vicair SmartCells (grey with black logo print) have a lifelong warranty period.

Remedies for breach of express warranties herein are limited to repair or replacement of the product. In no event shall damages for breach of any warranty include any consequential damages or exceed the cost of non-conforming goods sold.

ISO certified

Vicair is ISO 13485 certified. This means it has a comprehensive quality management system for the design and manufacture of medical devices.

