



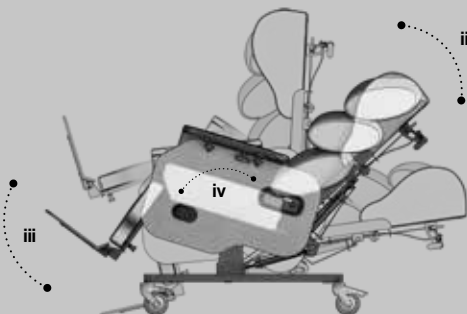
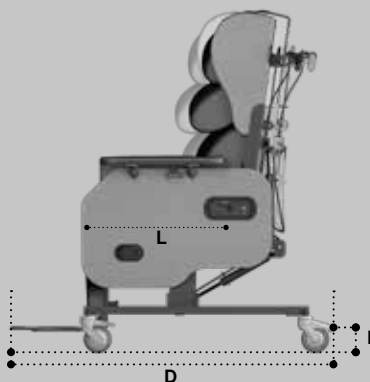
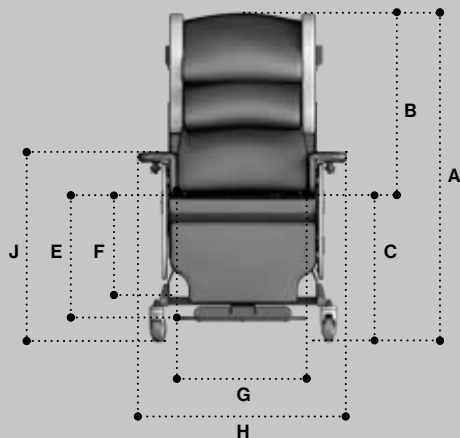
MilanoTM

Instruction Manual

This Instruction Manual is frequently updated to ensure safe use of your chair.
Visit seatingmatters.com where you can find a free copy of the most up to date version.

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Basic Dimensions

A	Overall Height	1300mm / 51"
B	Back Height	820mm / 32" 795mm / 31" 770mm / 30" 745mm / 29" 720mm / 28"
C	Seat Height	540mm / 21"
D	Overall Length	930mm / 36.5"

*Height measurements are based on 100mm castors.

Footplate Height Adjustments (From seat)

E	High	400mm / 16"
F	Low	580mm / 23"

Seat Depth (L)

Seat Position 1	400mm / 16"
Seat Position 2	450mm / 18"
Seat Position 3	500mm / 20"

Available Seat and Overall Width

G	H
400mm / 16"	700mm / 27.5"
450mm / 18"	750mm / 29.5"
500mm / 20"	800mm / 31.5"

Clearance Height

I	130mm / 5"
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*Height measurement is based on 100mm castors.

Arm Height

J	750mm
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*Height measurement is based on 100mm castors.

Recline and Tilt Angles

ii (Back Angle Recline)

Manual	Motorised
100° - 140°	100° - 120°
40° range	20° range

iii (Leg Rest Angle)

Position 1	90° - 160°
Position 2 (Neg Angle)	75° - 145°

iv (Tilt in Space)

From 5° forward (anterior) tilt
to 35° backward (posterior) tilt

Weight Limits

Chair weight unloaded	8 Stone / 52 Kg / 114lb
Patient weight limit	25 Stone / 159 Kg / 350lb

Terminologies

Patient

The person sitting in the chair.

User

Competent person with responsibility for the persons sitting in the chair as well as the suitability of the equipment for the Patient. The User is responsible for checking the chair for faults during the course of its use.

All instructions must be read and understood before the chair may be used.

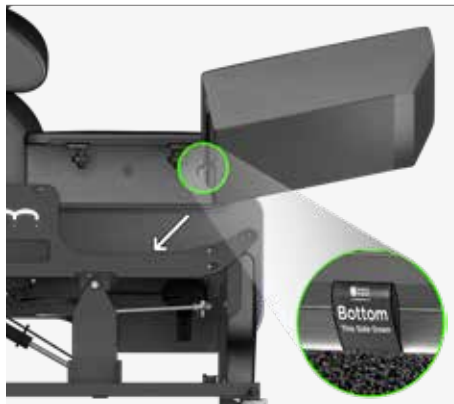
Seat Cushion

Removal and fitting of the modular Seating Matters cushion (fig.1).

The underside of the Seating Matters cushion is upholstered with non-slip material, which creates a friction contact when the chair is occupied. To fit the cushion correctly, place the cushion onto the seat base of the chair, with the non-slip underside of the cushion facing downwards (fig.1a). The rear, zipped end of the cushion should be facing towards the back of the chair (fig.1b). See cushion label for orientation. To remove the cushion, simply lift it out from the chair.



(fig.1)



(fig.1a)



(fig.1b)

Correct fitment of the Seating Matters cushion is important as the structure of the foam allows good immersion ONLY when fitted as instructed above.

Tilt in Space (Manual Option)

For motorised option, see page 18.

To adjust the tilt angle of the chair (fig.2).

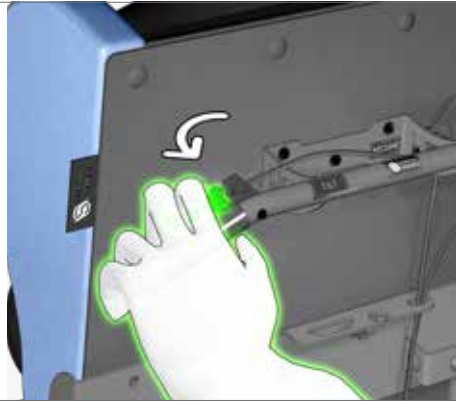
From the back of the chair, place both hands on the push handle and locate the left release lever (fig.2a) with your left hand. To tilt the chair, close your left hand pulling the lever towards you (fig.2b). With the lever engaged, tilt the chair to the required angle and release the lever again to lock the tilt in this position.



(fig.2)



(fig.2a)



(fig.2b)

Back Angle Adjustment (Manual Option)

For motorised option, see page 18.

To adjust the back recline of the chair (fig.3).

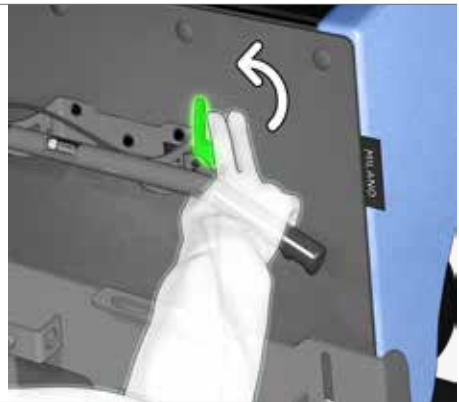
From the back of the chair, place both hands on the push handle and locate the right release lever with your right hand (fig.3a). To recline the back of the chair, push the lever with your right hand (fig.3b), with the lever engaged, recline the back to the required angle and release the lever again to lock the back in this position.



(fig.3)



(fig.3a)



(fig.3b)

*There are three options for seat depth.

16"	18"	20"
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Milano™

Seat Depth Adjustment

To adjust the seat depth of the chair (fig.4).

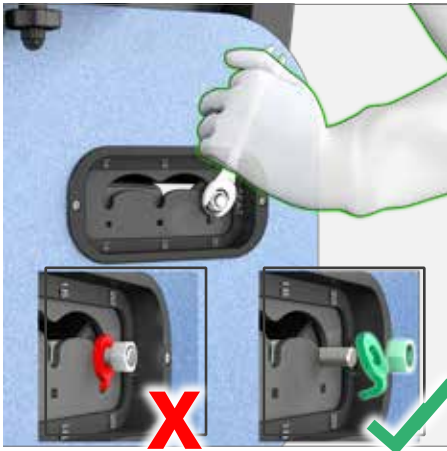
*Some tools are required to carry out this adjustment.



Using a 17mm spanner, remove the locking nut and the safety washer (fig.4a). Do this on both sides of the chair. Then move the back to the desired position by sliding it backward or forward through the arched slots. (fig.4b) Engage the safety washer and tighten the locking nut securely.



(fig.4)



(fig.4a)



(fig.4b)

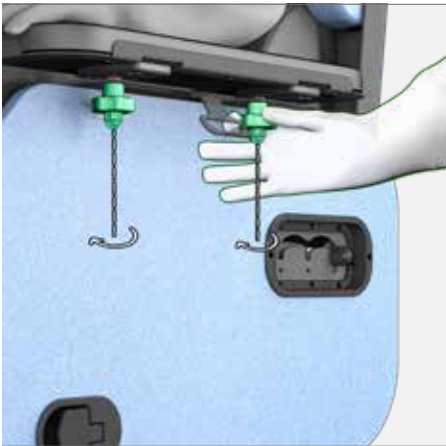
Seat Width Adjustment

To increase or decrease the seat width of the chair (fig.5).

Loosen the two grips knobs on the underside of the arm pads (fig.5a). Move the arm pads inwards to reduce seat width and outwards to increase it (fig.5a). Tighten the grip knobs once the desired width has been achieved.



(fig.5)



(fig.5a)



(fig.5b)

Leg Elevation (Manual Option)

To adjust the angle of leg rest elevation (fig.6).

Locate the release lever on the left side of the chair (fig.6a). To elevate the leg rest, engage the release lever by pulling it out (fig.6b). Move the leg rest to the required position and allow the manual lever to move to its relaxed position.



(fig.6)



(fig.6a)



(fig.6b)

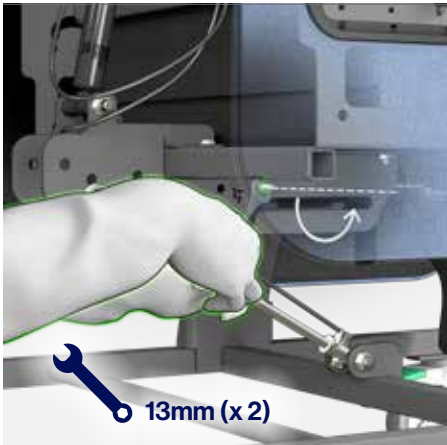
Negative Angle Leg Rest (Manual Option)

The closed angle of the leg rest can be adjusted inwardly to achieve a negative angle (fig.7).

To change the setting, loosen the bolt holding the gas strut in place (**fig.7a**). Remove the bolts. Move the gas strut to the desired setting, insert the bolt and tighten.



(fig.7)



(fig.7a)



(fig.7b)

Footplate Height

To adjust the seat to footplate height of the chair (fig.8).

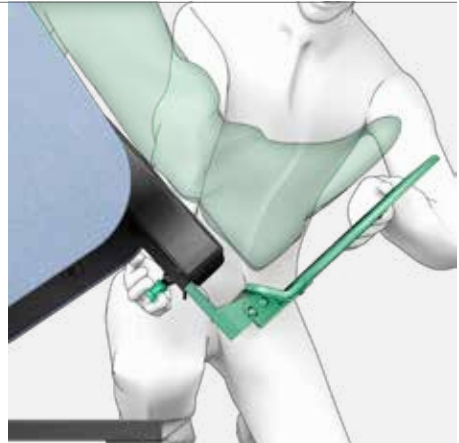
The footplate can be adjusted in height by pulling out the spring plunger, located behind the calf pad of the chair. Once the spring plunger is released it will catch on the next immediate hole position. The footplate can also be completely removed by firstly elevating the leg rest and secondly pulling the plunger and sliding the footplate out of its guide bracket.



(fig.8)



(fig.8a)



(fig.8b)

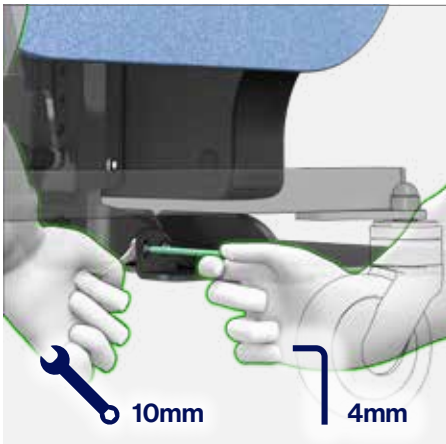
Footplate Angle

To adjust the angle of the footplate (fig.9).

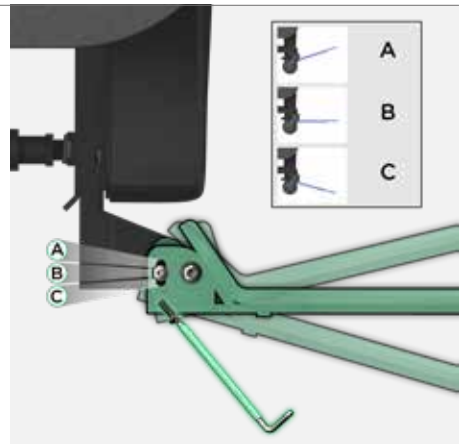
Using a 4mm allen key and 10mm spanner, loosen and remove the fixing bolt at either side of the footplate pivot (fig.9a). Relocate both bolts to the required setting (fig.9b) and tighten securely.



(fig.9)



(fig.9a)



(fig.9b)

Back Height Adjustment

To adjust the back height of the chair (fig.10).

Remove the safety bolt positioned on the left side of the back (fig.10a). Loosen the three sliding bolts (fig.10b).

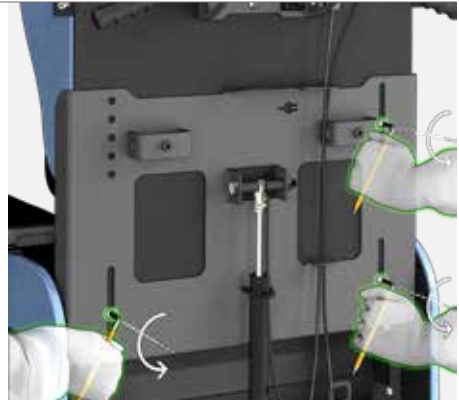
Slide the back to the desired height, securing the safety bolt in place (fig.10c) and tightening the sliding bolts (fig.10d).



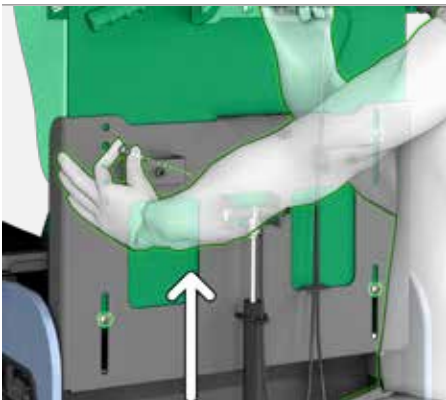
(fig.10)



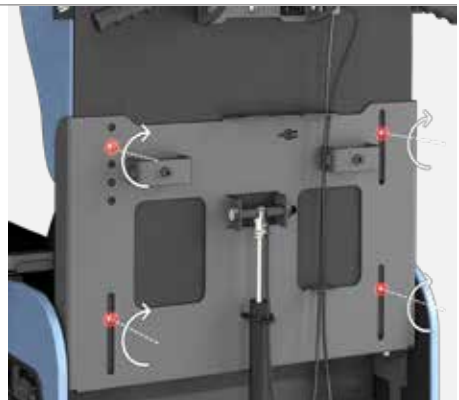
(fig.10a)



(fig.10b)



(fig.10c)



(fig.10d)

Anterior & Posterior Tilt

To adjust the Anterior and Posterior tilt of the chair (fig.11).

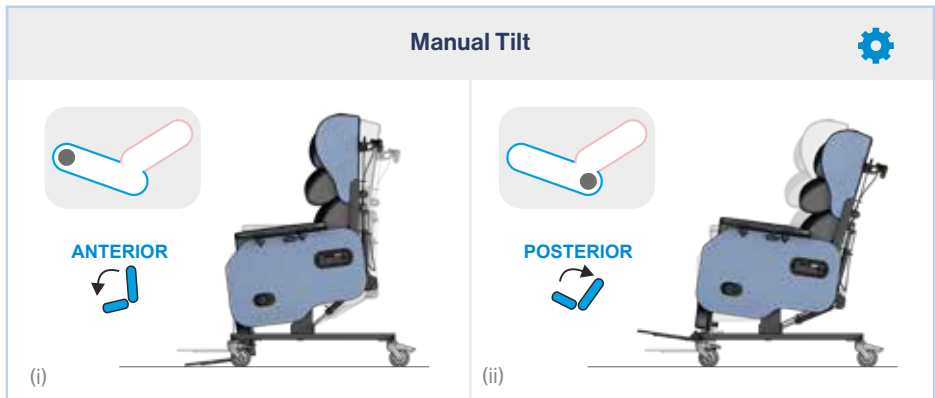
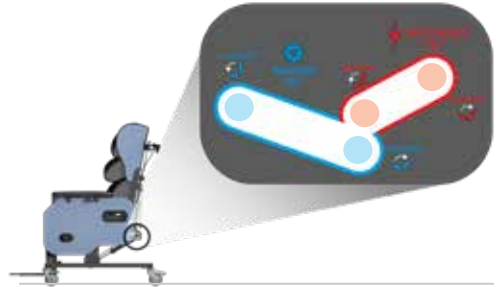
To achieve Anterior or Posterior tilt the gas strut must be positioned accordingly.

Manual Tilt (fig.11a)

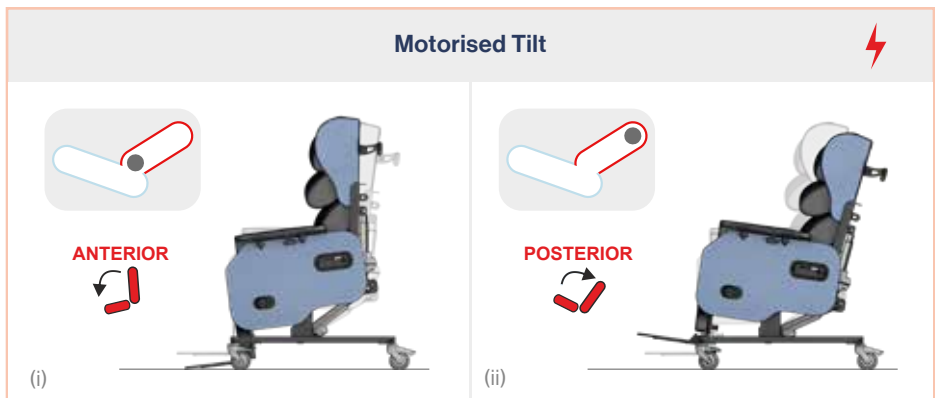
- (i) To achieve Anterior tilt.
- (ii) To achieve Posterior tilt.

Motorised Tilt (fig.11b)

- (i) To achieve Anterior tilt.
- (ii) To achieve Posterior tilt.



(fig.11a)



(fig.11b)

Chair Movement

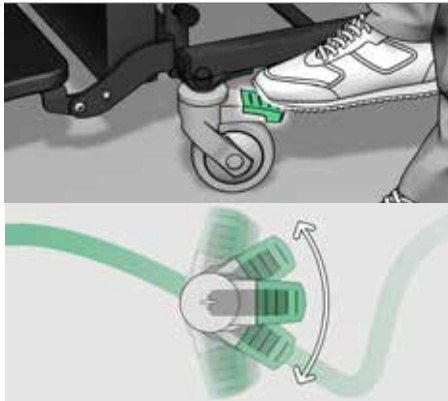
Directional Lock Castor

For control of direction and manoeuvrability while pushing the chair (fig.13c).

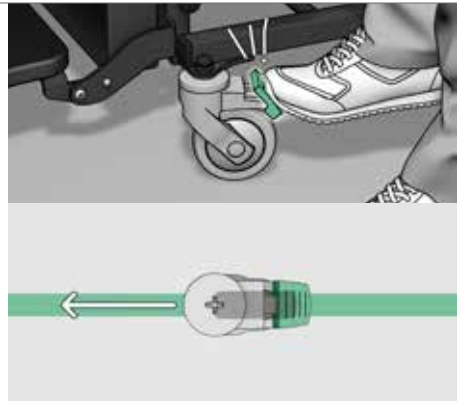
The directional lock castor is located on the front left side of the chair (fig.13). To engage the directional lock castor simply press the green pedal with your foot (fig.13a) and swivel the castor until it clicks into the forward line (fig.13b).



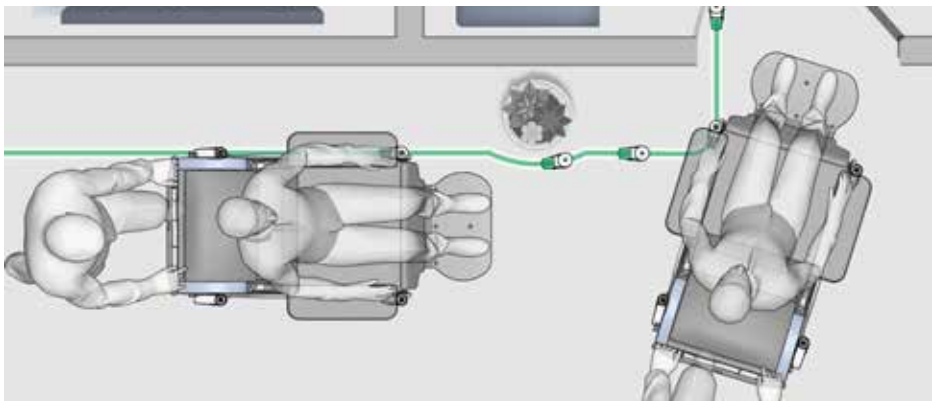
(fig.13)



(fig.13a) Directional lock disengaged.



(fig.13b) Directional lock engaged.



(fig.13c) Image showing use of the directional lock to improve manoeuvrability.

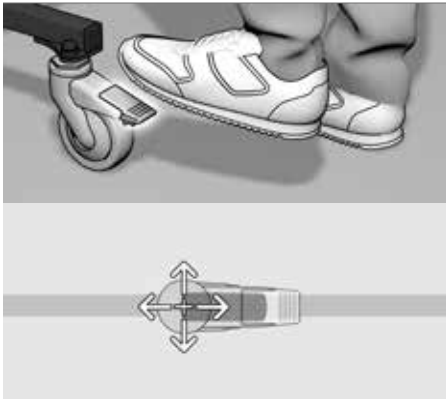
Braking Castors

To lock the chair in position (fig.14c).

Both rear castors on the chair are total lock castors (fig.14). When engaged, the swivel and rotation of the castor will be locked. To engage the braking castor simply press the pedal with your foot until it clicks in place (fig.14b).



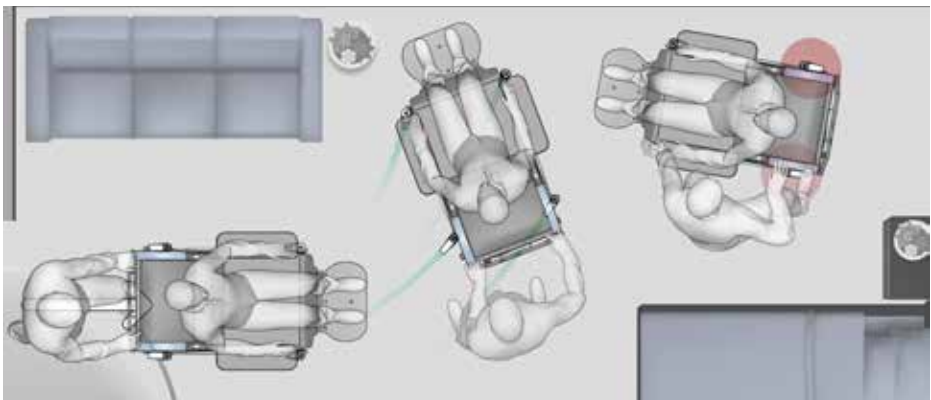
(fig.14)



(fig.14a) All locks disengaged.



(fig.14b) Braking castors engaged.



(fig.14c) Image showing chair in locked position.

Chair Function (Motorised Option)

Motorised Handset

If your chair is a **motorised model**, **Tilt in Space**, **Back Angle** and **Leg Elevation** are controlled by the handset.

Simply push the button displaying the symbol of your intended function.



Quick Reset

The buzzer will make a warning sound when a button on the hand control is pressed and the battery is low.

If the buzzer makes a warning sound when the hand control is pressed and the chair is plugged in or fully charged, your chair may need to be reset.

To reset the chair press and hold both Tilt buttons for 5 seconds.

- 1 The control box will sound for a prolonged period when the reset has been initiated.
- 2 When the buzzer stops the chair is ready to use.

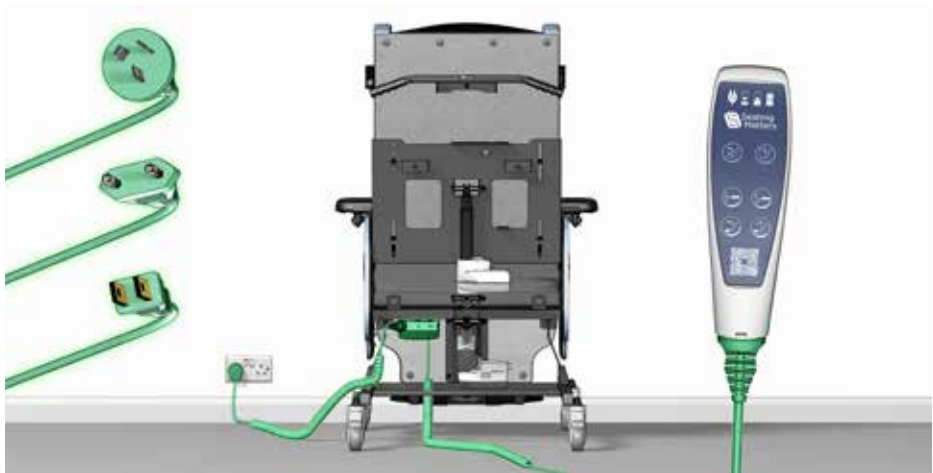


Charging Your Chair

Your chair will arrive fully charged. It is recommended to charge your chair daily to maintain battery health. The Milano battery is a 2.5ah capacity battery. This equates to 1 hour 45 mins of continuous use.

Regional plugs

The charger will arrive fitted with a plug compatible with your region. To charge your chair, plug the charger into a wall socket (fig.15a).



(fig.15a)

Charger Status

Status lights are located on the left side of the charger (fig.15b). Monitor your chair's charging status using the status light (fig.15c).



Cleaning Instructions



Cleaning & Maintenance of Upholstery

Your Seating Matters chair is upholstered with two distinct materials, Vinyl and Dartex multi-stretch material. See image above for how to identify these on your chair.

Properties

Vinyl

Vinyl is resistant to urine, most household stains, mild acids/alkalis, drinks and beverages as they are not absorbed and can be wiped off without any problem or lasting damage. Some difficult substances such as lipstick, ball point pen ink and food colourings should be cleaned off immediately to avoid permanent staining.

Dartex Multi-stretch Fabric

Dartex is waterproof, has the ability to be wiped clean and has biostatic (anti-mycotic) coatings to provide an impenetrable barrier to virus and bacteria.

Cleaning

Superficial dirt may be removed by wiping with a soft cloth moistened with water containing a neutral detergent. More persistent contamination may be treated by wiping with alcohols or turpentine substitute, followed by hot water and detergent. Routine cleaning and disinfection may be carried out on the coating with hand hot water and a neutral detergent or with a bleach solution (0.1% or 1000 parts per million available chlorine). The material is compatible with the 10,000ppm available chlorine in solution required for the decontamination of blood spills. Excess solution must be removed and the surface thoroughly rinsed and dried prior to reuse or storage. Proprietary disinfectants may be used provided manufacturer's instructions are followed. All cleaning agents, and disinfectants, must be thoroughly rinsed off and the item dried after cleaning.

What you can use:

1. Warm Soapy Water	Use warm soapy water to wash down your chair. Bear in mind that it is important to dry the surface afterwards.
2. 70% Alcohol	This can be used in line with the manufacturer's guidelines.
3. Bleach	Concentrations of bleach from 1,000ppm to 10,000ppm available chlorine, is likely to be considered effective cleaning. Use bleach sparingly.

Example of Dilution Ratio

The ppm of available chlorine may vary with each different brand of bleach. Search online for its data sheet and adjust your ratio accordingly to achieve a dilution of approx. 1000ppm of available chlorine.



Water



Bleach

For an in-depth guide to cleaning, please consult our Clinicians Guide to Infection Control, available on our website.



Safety Instructions

Assembly, Installation, Warnings & Hazards

- ① A competent person, or User, trained in the use of the chair, who is either a suitably qualified medical professional, or is working under their guidance and instruction, should make adjustments and set up the chair according to the Patient requirements and dimensions before the Patient sits in the chair. Where possible, adjustments should be made when the Patient is not in the chair to avoid injury to the User and Patient.
- ② This chair, and its accessories, should be used in accordance with local or regional guidelines regarding the use of such medical devices.
- ③ This chair should be fully assembled, all fixings secured and the chair checked for safety by a competent person before use.
- ④ The User must ensure that the chair is in good condition before use (check all nuts and bolts are fastened, fabric in good condition etc). If there are any problems, these must be reported to your Seating Matters provider and corrected before the chair is put into use.
- ⑤ Keep all body parts away from the mechanisms under the chair. Repairs and maintenance should only be carried out by fully trained technicians.
- ⑥ Exercise care in using the release lever for the reclining mechanisms and adjustments to avoid injury.
- ⑦ Pressure ulcer or pressure injury reduction is not a guarantee with this equipment. The User must ensure that the Patient has a period out of the chair after prolonged sitting to raise tissue oxygenation levels. Although the chair offers pressure management, the body tissue still needs time to recover. In many places, local or national guidelines recommend a maximum of 2 hours sitting at any one time. You must also observe Patient specific recommendations and guidelines as set by their health professional with regard to the use of tilt and recline for appropriate pressure management.
- ⑧ The chair must be used on a level, plain, hard surface with the brakes engaged to avoid it moving during use and to ensure stability. When the chair is not in transit, all the braking castors on the product must be engaged to prevent risk of injury when being used.
- ⑨ The chair may not be left in an outdoor environment. More information on fabrics and their environment can be found later in this manual.
- ⑩ Ensure there is more than one competent person there when making adjustments to ensure they are correct and safe for the Patient.
- ⑪ If in doubt as to any the adjustments, feel free to contact Seating Matters direct at technical@seatingmatters.com.
- ⑫ Under no circumstances must the User or Patient stand or sit on the footplate of the chair.
- ⑬ The chair should not be transported in a vehicle while the Patient is seated on the chair.
- ⑭ This chair should not be lifted at any time unless by competent persons trained in such manual handling.
- ⑮ When operating the leg rest and recline features on the chair please ensure there is a 450mm / 18" gap around the chair to prevent the back or leg rest coming into contact with a wall or any other object.
- ⑯ On powered options, please ensure that your chair is charged daily.

Please call your Seating Matters provider if you have any questions on these points.

Maintenance & Servicing

Regularly servicing your Seating Matters chair will prevent untimely and inconvenient breakdowns, reduce repair costs and extend the chair's working life. Damage to the chair can also cause excess strain for the User and Patient.

Important

Parts can only be changed by service persons trained in Seating Matters products and use only Seating Matters parts. We recommend that your chair is serviced every year by a Seating Matters approved provider for any running repairs and maintenance.

Maintenance

Carry out the following regular checks to ensure the operation and safety of the chair. If you are in any doubt about the functioning of your chair contact your Seating Matters approved provider immediately.

Daily

- 1 Check that the castors are not damaged.
- 2 Check that the castors turn freely.
- 3 Make sure that the castor forks run free and are not bent.
- 4 Check all fabrics for damage or contamination and replace where necessary.
- 5 See Cleaning Instructions section in the manual for cleaning instructions.
- 6 Check batteries and electrical connections are secure.

Weekly

- 1 Check the castor fittings for hair and dirt etc. which could restrict the castor movement.
- 2 Pick out any such material with tweezers or take the spindle out, clean it and then replace it.
- 3 If it is still not free (one continuous turn without it sticking) contact your Seating Matters approved provider for a replacement.

Monthly

Castors

Make sure the top of the castor housing is parallel with the floor. Any variation will cause restricted movement. If it is damaged contact your Seating Matters approved provider for a replacement.

Mechanisms

Check all tilting mechanisms are working smoothly.

Check that cables are not kinked or frayed.

Check that all nuts and bolts are present.

Check that all nuts and bolts are secure.

Note: If nuts or bolts need attention, contact your Seating Matters approved provider IMMEDIATELY and DO NOT USE the chair until it has been serviced.

Leg Rest

Check that all leg rests are easily removed/swung-away and replaced or repositioned easily. Ensure that parts lock in place securely. If parts are not locking try lubricating. If the problem still remains contact your Seating Matters approved provider.

Frame

Check the visible parts of the frame for cracks, splits, large dents or other damage. If you find any of these things DO NOT USE. Contact your Seating Matters approved provider immediately.

Recycling Policy

Seating Matters are committed to reducing waste and improving our care for the environment. Where possible we have manufactured our chairs with recyclable materials. Guidance on recycling can be found below.

The WEEE Directive

The WEEE Directive, 2012/19/EC, urges producers of Electrical and Electronic Equipment (EEE) to provide information on how these products can be treated, reused or recycled.

In order to comply with this directive in the European Union, Seating Matters electrical components are marked with a crossed out wheelie bin. This indicates that the electrical components should be treated in accordance with the WEEE regulations after their useful life.

Advice on Recycling

- ① Your Seating Matters chair may contain batteries which should not be disposed of in household waste.
- ② Never dispose of the battery in a fire. This may cause an explosion.
- ③ The chair may contain substances that could be harmful to the environment.
- ④ Electrical components must be taken to a proper recycling facility.
- ⑤ Your Seating Matters chair contains component parts which can be recycled.
- ⑥ We thank you for being environmentally responsible and for making efforts to recycle your Seating Matters chair at the end of its' safe and useful life.
- ⑦ Contact your local authority or governmental agency for the regulations that apply in your area.
- ⑧ If you wish to have Seating Matters recycle your chair on your behalf, you are welcome to return the product to our company.



Plastic Components

Many of our plastic components are made from polypropylene and can be recycled as long as they are recycled with other polypropylene resin materials. Polypropylene sheets can be recycled with any other materials that have this symbol.



Plastic Trays

Our plastic tray tables are made from Polyethylene Terephthalate Glycol (PETG) which is a sturdy, transparent, easily cleaned material. Like acrylic, PETG is 100% recyclable and can be recycled and re-purposed indefinitely. Capable of being sterilized, it's a renowned food-safe material and will help us meet a higher standard towards infection prevention & control. PETG's damage resistance is far higher than that of acrylic & has an impact resistance 30 times that of glass. PETG can be recycled with any other materials that have this symbol.



Safety

The **Milano™** is CE marked to show conformance to the Medical Devices Directive 93/42/EEC and conforms to BS ISO 7176 at medium hazard.

Regional Variations

The device referred to as a "**Milano™**" is a Seating Matters product category and the information included in this document reflects common features of this group of products. In some regions of the world, we supply product design variations of equivalent function and ease-of-use but with alternative specifications or reinforcements.

Warranty

The following table outlines the parts covered under frame warranty and the warranty period specific to your chair;

Chair	Frame Warranty Period	Frame Parts Covered
Phoenix & Sorrento	7 Years	(a) Metal base frame. (b) Metal seat frame. (c) Metal back rest frame. (d) Armrest brackets. (e) Cracks or tears in metal work. (f) Leg rest linkages.
Phoenix Petite & Sorrento Petite		
Sorrento Bariatric		
Atlanta		
Monaco		
Atlanta 2		
Phoenix 2 & Sorrento 2	3 Years	(g) All mounting points for gas struts and electric actuators. (h) All metal fixings and hinges. (i) All welds on chair frame.
Milano		
Sydney GoFlat		
Orlando Range	1 Year	

The following table outlines the parts covered under components warranty;

Chair	Component Warranty Period	Components Covered
Phoenix & Sorrento	1 Year	(a) Actuator systems including control box, handset and charger/ charger lead. (b) Gas struts including release cables and component parts. (c) Upholstery if there is a clear and obvious manufacturing error. (d) Castors. (e) Wing knobs and adjustment handles. (f) Bolts and attachment fixings.
Phoenix Petite & Sorrento Petite		
Sorrento Bariatric		
Atlanta		
Monaco		
Atlanta 2		
Phoenix 2 & Sorrento 2		
Milano		
Sydney GoFlat		
Orlando Range		

For full terms and conditions visit our website or scan the QR code here:



Intellectual Property

Seating Matters are at the forefront of seating research and design, therefore we take the protection of our intellectual property very seriously and have our designs, patents and trademarks protected in many jurisdictions throughout the world.

The Seating Matters Trademark is registered throughout the European Union and various countries globally.

Patent Pending	No. GB1915470.7 No. GB2207271.4
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US Design Patent	No. 601360S No. D611718 No. 600932 No. D602704S
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Australian Design Registration	No. 325536 No. 324011 No. 325537 No. 324012
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Community Design Registration	No. 001016364-002 No. 000942180-0004 No. 002428813-0001 No. 001016364-001 No. 012673018
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Canadian Design Registration	No. 130224 No. 128763 No. 130217 No. 128764
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We are here to help

For any questions or queries regarding your Seating Matters chair please contact:
contact@seatingmatters.com



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