

COMFORT[®]
C O M P A N Y

**USER GUIDE
& MANUAL**

**BODILINK[®] LATERAL
PELVIC/THIGH SUPPORTS**



ABOUT US

At *Comfort Company* we are dedicated to creating and manufacturing seating and postural support systems designed for people with a wide range of rehabilitation needs. Whether for pediatric, geriatric, or bariatric needs we are committed to providing our customers with quality products designed for comfort, durability, and ease of use. Our vision is to lead in the development, manufacturing, and delivery of the most innovative seating and positioning products which provide the highest level of comfort, functionality, and quality of life for the user.



Customer Service
Bozeman, Montana



Manufacturing
New Berlin, Wisconsin

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BEFORE USE

The appropriate *Comfort Company* positioning product is intended to improve every day user function and comfort while providing support and stability for a variety of rehabilitation needs. However, prior to using any *Comfort Company* support, it is important that each individual be assessed by a qualified healthcare professional for but not limited to, mobility, nutrition, current condition, goals, and health history. In addition to this initial assessment, individuals should be regularly monitored by a health care professional for any changes in their condition.

This user guide and manual is for reference purposes only and is not intended to substitute for advice given by a physician or other licensed healthcare professional. You should not use this information for self-diagnosis or self-treatment of a health problem or condition. Contact your healthcare provider immediately if you suspect that your health problem or condition has changed or worsened.

Before using, make sure that you are properly trained to operate the equipment for its application. Failure to do so could lead to discomfort, injury or damages.

NOTE: "We," "Us" and "Our" refers to *Comfort Company*. "You" refers to the product purchaser or user.

SAFETY GUIDELINES

SAFETY SYMBOLS



Warning!

Without following the specified procedure, this indicates potentially hazardous conditions that could lead to personal injury, inadequate performance, product damage or malfunction.



Prohibited!

Indicates actions that should NOT be performed at any time under any circumstance. These actions could result in personal injury and/or damage to the product or equipment being used.

GENERAL SAFETY



No Smoking

Although this product meets flammability requirements, we do not recommend smoking while using this product. Damage from smoke and/or flame is not covered by the lifetime warranty. You must consider additional safety precautions when choosing to smoke while using this product.



Do Not Expose to sources of excessive heat such as open flame or spark.



Do Not Cut or Puncture

Avoid sharp objects. Do not modify the product. Doing so will void its warranty and may lead to personal injury or alter the effectiveness of the product by increasing the risk factors for skin breakdown and/or instability.



You must **READ and FOLLOW** all instructions, notes and warnings included in this manual. Understanding how to care for your product is the key to safe and proper use. Share this information with all caretakers to help them meet your healthcare needs and ensure your safety.



Comfort Company cannot be held responsible for damages or injury due to misuse of the product or failure to follow instructions provided in this manual. Please contact us if you require further assistance in understanding cautions, warnings or instructions for using or maintaining your product.



Installing alternate parts to your wheelchair may change the intended structure and function of the equipment. Be sure to assess the need for additional safety features for your chair such as anti-tip bars or other available options in order to maintain stability during use. Use this manual in conjunction with the user manual that came with your chair to ensure safety guidelines are being met.



Check packaging and inspect all parts for damage before use. **DO NOT USE** if damaged and contact *Comfort Company* immediately for further instruction. Check regularly for loose components and tighten as necessary. Contact *Comfort Company* if wear or damage is noted.



During the first few hours of use, a healthcare professional should be available to observe skin condition and assess the likelihood of skin breakdown. During regular use, periodically check for skin discoloration and/or irritation. If discoloration should occur and not disappear after 30 minutes of non-use, discontinue use and consult with your healthcare provider immediately.



DO NOT place anything in between the user and the product. Additional materials may reduce the effectiveness of the product and increase risk factors for skin breakdown and instability.



Always use the cover and base with any inserts as a complete assembly. Never use a cover other than one intended for your specific product and size.

CARE SYMBOLS



Wash Cover Only - Warm Cycle (Maximum Temperature)



Do Not Wash



Hand Wash



Air Dry Only Hang to Dry



Tumble Dry Low



Do Not Tumble Dry, Steam Clean or Autoclave



Do Not Bleach



Bleach Okay



Antibacterial or Disinfectant Spray



Wipe with Water Only



Do Not Iron

Detailed cleaning instructions on page 18

PLEASE NOTE

The information in this manual was gathered and recorded with the latest specifications available at the time of publication. Due to our continued effort to reassess and improve our products, information found in this manual such as drawings and notes may vary slightly from the product that you purchased. We reserve the right to make changes to products as they are deemed necessary.

The directions provided will help to maintain and extend the life of your product and ensure it is covered by the *Comfort Company Lifetime Guarantee*. Please see complete warranty information on page 19.

SAFETY GUIDELINES

BODILINK® LATERAL PELVIC/THIGH SUPPORT SAFETY DETAILS



PROHIBITED! Never use the equipment to maneuver a chair or anything that it is attached to. It is never to be used as a handle, lift, guide or support for anything other than what it was intended. (ex. support during transfers.)



WARNING! Ensure that the product does not interfere with any other chair components. Interference could jeopardize effectiveness and user safety as well as cause damage.



PROHIBITED! Never use the equipment unless all components are fully functional. Any issues should be addressed by contacting your dealer or customer support. Do not attempt to make your own modifications or repairs.



WARNING! It is necessary to fully articulate power recline features to ensure there is no possible equipment interference after installation. Do so slowly while watching closely.



This product is designed for the intended user and use only. Be aware that any modifications could potentially endanger the user, cause discomfort or damage.



ATTENTION! Make sure that pelvic/thigh supports are securely mounted to the wheelchair system and are adjusted properly each time they are in use.



This product passed crash testing. However, when possible, do not use during transport. Repeated or excessive force (braking or crash) could potentially change adjustment or cause extra wear shortening the life of the product. Use after a crash is not recommended.



ATTENTION! Always check that the gear teeth in each joint are aligned for full tooth engagement before final tightening. Failing to do so could cause wear on the teeth leading to parts slipping out of adjustment or hardware failure. (GT Hardware only)



Caregivers: It is necessary to learn from a healthcare provider how to properly adjust the equipment for the user's specific positioning needs and goals.



ATTENTION! Unless otherwise specified, fasteners should be tightened to 9.6 Nm (85 lb-in).



CAUTION! Please consider that adding additional links to the hardware may reduce the overall strength.

INTENDED USE - MATERIALS

COMFORT-TEK™ fabric cover is fluid-resistant, easily cleaned at any time and soft to the touch. Comfort-Tek™ fabric has stretch which helps alleviate pressure and conforms to both support pad and user.

STRETCH-AIR™ fabric cover is designed to be breathable on the surface for comfort. The multi-directional stretch allows for optimal conforming to the user and support pad shape.

GLIDEWEAR® fabric cover is intended for maximum skin protection by reducing shear. Recommended most for those with abnormal tone causing involuntary movements, difficult postures and frequent repositioning.

BodiLink® Lateral Pelvic/Thigh Support Pads are constructed of a wooden base with T-nut inserts, bonded to a structural foam pad. A cover is always required for use.

INTENDED USER

BodiLink® lateral pelvic/thigh supports are intended for those with positioning and support needs as deemed necessary by a qualified healthcare professional.

BodiLink® lateral pelvic/thigh supports offer a wide variety of available positions to accommodate user rehabilitation needs and goals while allowing for function and comfort. The sizes available and range of adjustability fit pediatric to full grown users and should be matched by the healthcare provider to suit the user needs. Adjustments or replacement components may be necessary as changes in condition occur or to accommodate developments such as growth.

BodiLink® Lateral Pelvic/Thigh Support (LPTS) Hardware and Pads

TT Mounting Hardware -
Fixed and Removable Options Available

Slot Mount Hardware



available in small, medium,
and large styles

Power Mount Hardware For:

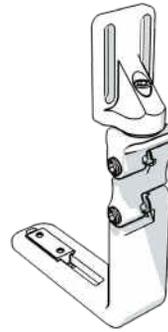
Permobil
Quantum
Quickie
Rovi
Avid Rehab



available in small, medium,
and large styles

GT Mounting Hardware -
Fixed and Removable Options Available

Slot Mount Hardware



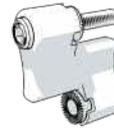
Additional TT Hardware -

TT Long Extension Arm (4")



Additional GT Hardware -

Additional GT Hardware Link



LPTS Pads

Zero Elevation Pads

3"L x 4"D



3"L x 5"D



4"L x 4"D



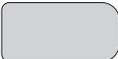
4"L x 6"D



5"L x 7"D



4"L x 8"D



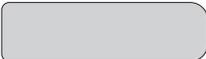
4"L x 10"D



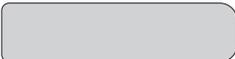
4"L x 12"D



4"L x 14"D



4"L x 16"D



Anti-Thrust Pads

3"L x 4"D



3"L x 5"D



4"L x 4"D



4"L x 6"D



5"L x 7"D



4"L x 8"D



4"L x 10"D



4"L x 12"D



4"L x 14"D



4"L x 16"D



INSTALLATION (PAD TO MOUNTING HARDWARE)

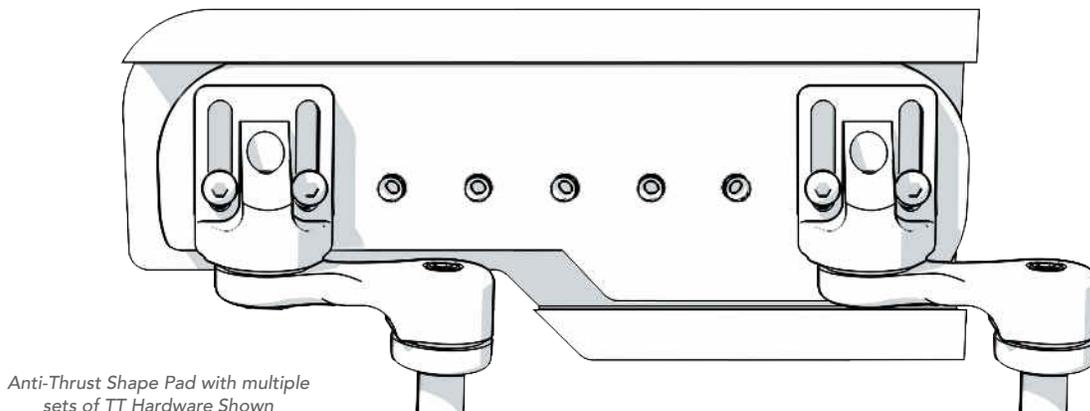
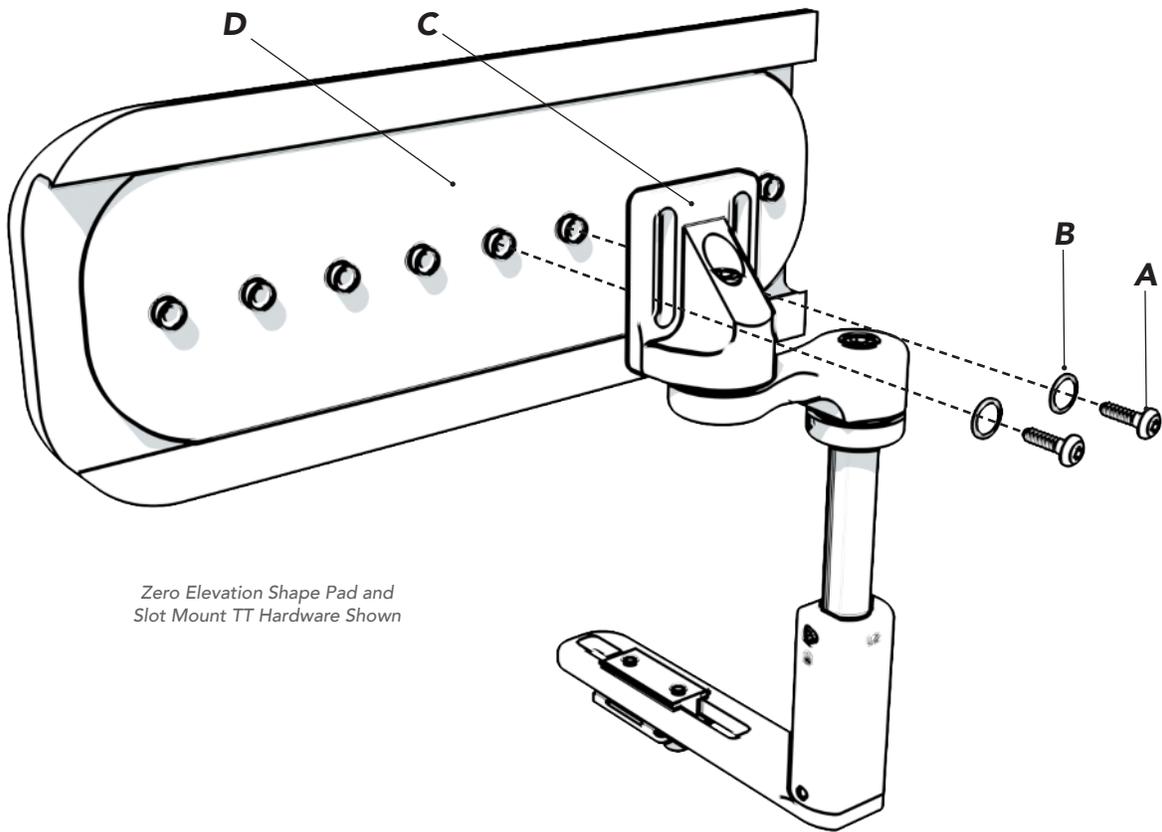
For any pad to TT or GT hardware styles.
All tools needed are provided.

In some cases, the pad will come installed on the hardware. Each pad will have a series of T-nuts for hardware mounting. The T-nuts are accessible through the slits in the cover (not pictured) for easy hardware mounting/removal.

- 1 Line up screws **A**, safety washers **B**, and slots on mounting bracket **C** with desired set of T-nuts on pad **D**.
Note: If one hardware assembly is being used per pad, it is recommended to install hardware closer to the center of the pad (depth). If two hardware assemblies are being assembled onto one pad, it is recommended to install one hardware assembly towards the front and one towards the rear of the pad.

- 2 Tighten pad mount screws **A** using 5/32" hex key.

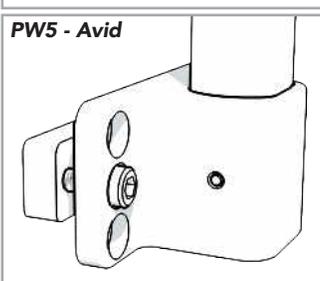
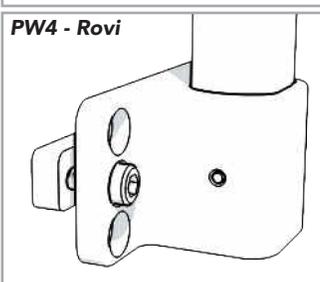
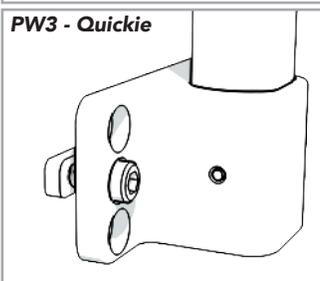
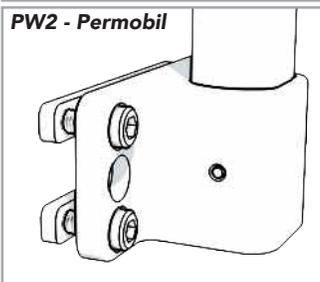
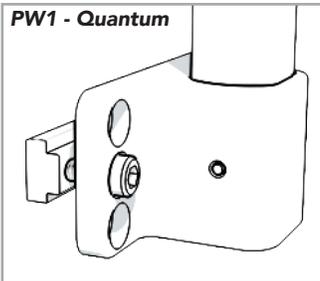
Note: If pad height adjustments may be needed during final installation on-chair, do not fully tighten screws to allow further/final adjustments.



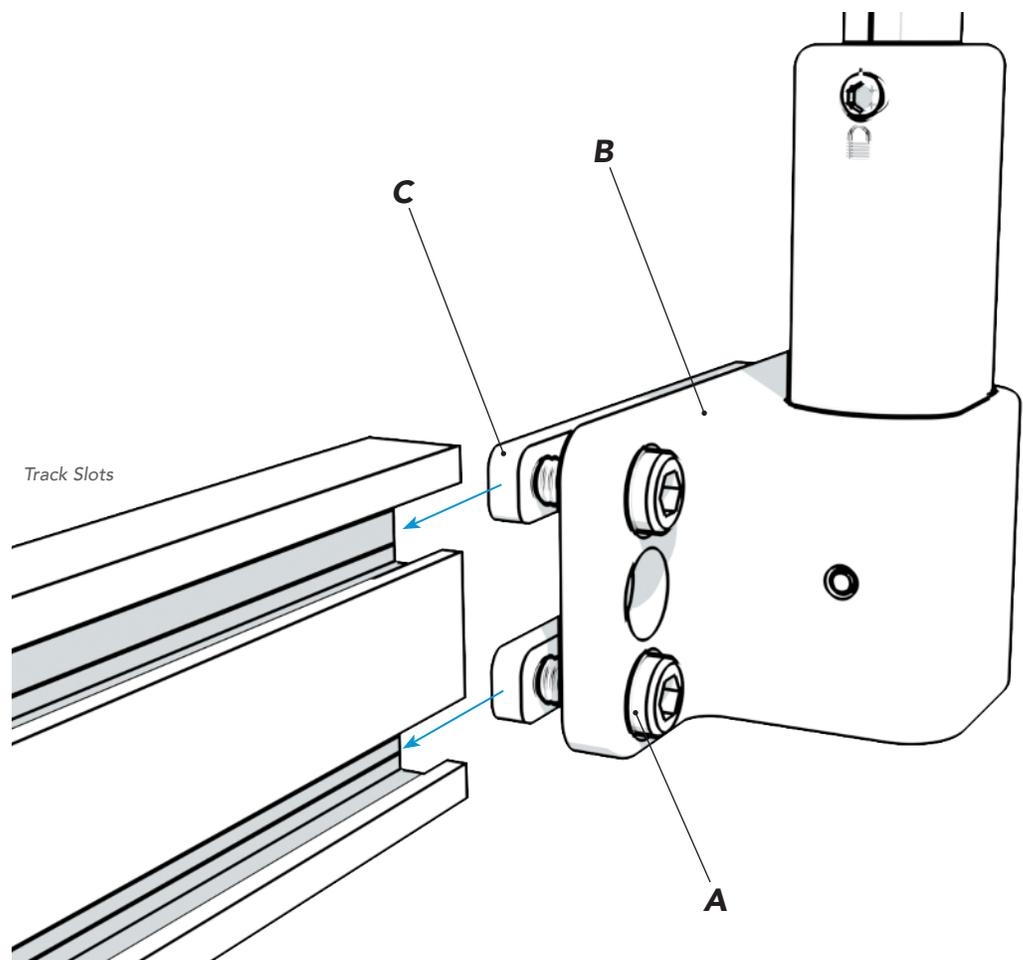
INSTALLATION (TT POWER MOUNT)

Attaching TT hardware to seat frame tracks: Permobil, Quantum, Quickie, Rovi, & Avid Rehab. All tools needed are provided.

- 1 Loosen screws **A** connecting hardware mounting block **B** to the double nut(s) **C** using 5mm hex key. A gap between the mounting block and double nut(s) is needed to slide into the seat frame track.
- 2 Attach hardware mounting block **B** to seat frame track by sliding the double nut(s) **C** inside of the seat frame track. Some chairs may require temporarily removal of a cap at the end of the track for this step. Slide hardware to the general location on the seat frame track for desired pad and hardware placement.
- 3 Do not fully tighten screws **A** before continuing to pages 12-17 for pad and hardware set up and/or adjustments.

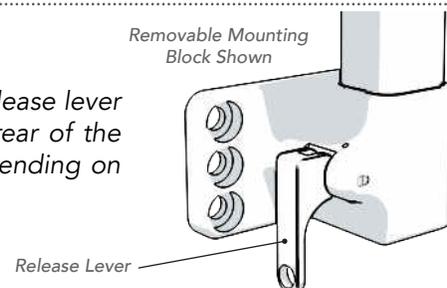


Permobil PW2 Mounting Block and Seat Frame Track Shown



Removable Mounting Block Shown

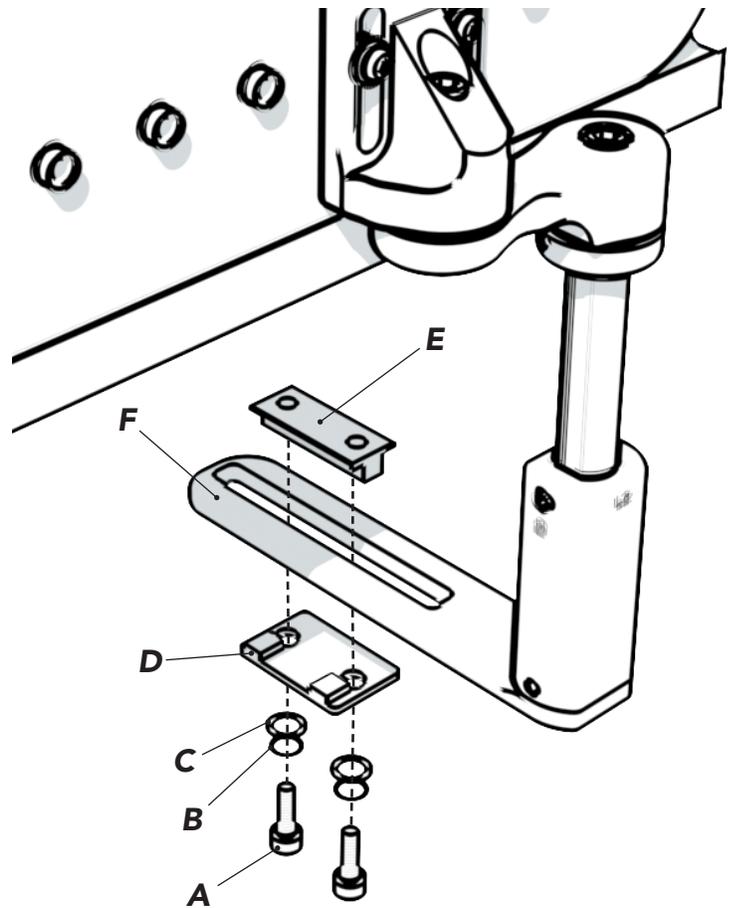
Note: For removable hardware, the release lever can be installed towards the front or rear of the chair pointing either up or down depending on user/caregiver preferences.



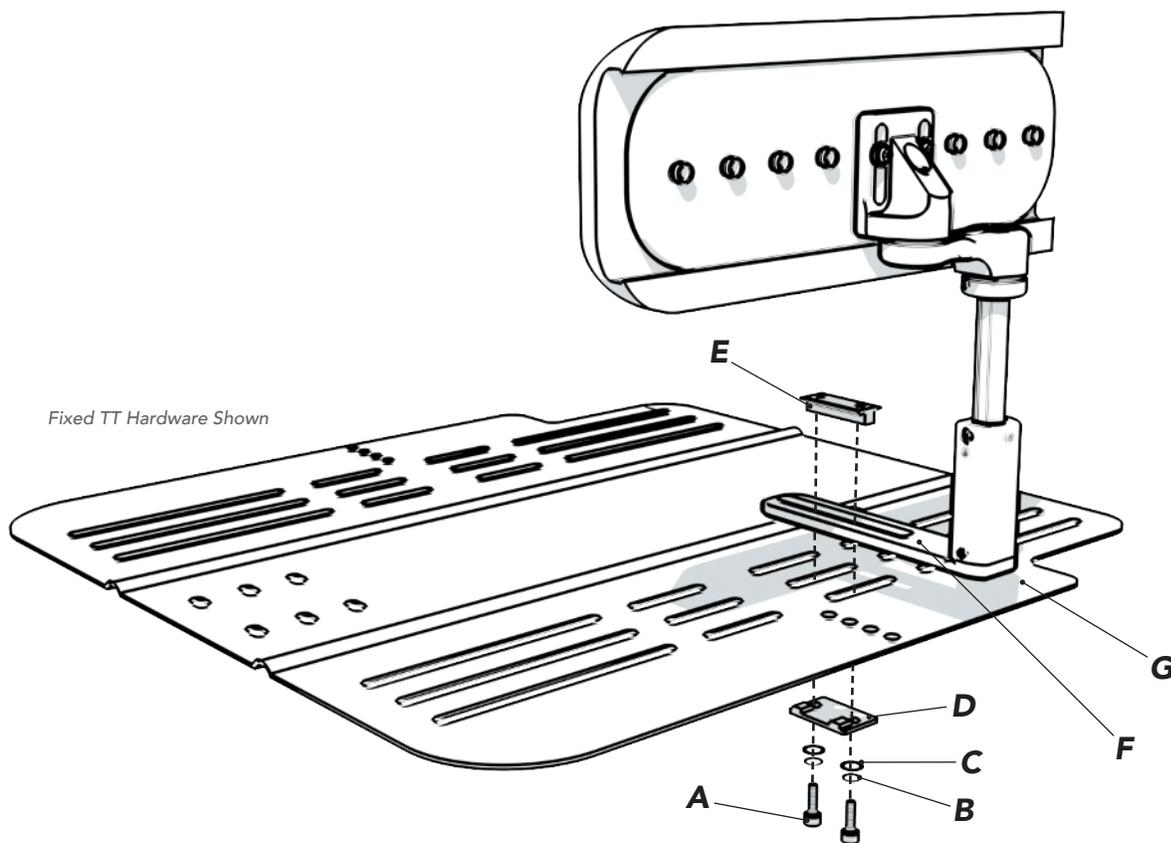
INSTALLATION (TT SLOT MOUNT)

Attaching TT hardware to Comfort Company solid seat support base. All tools needed are provided.

- 1 Remove screws **A**, safety washers **B**, flat washers **C**, double washer **D**, and double nut **E** from TT hardware assembly **F** using 5mm hex key. Retain fasteners for re-assembly.
- 2 Set hardware assembly **F** on top of seat support base **G** in desired location, making sure the slot in assembly base **F** lines up with two of the slots on the seat support base **G** as shown.
For removable hardware, silver release lever (not pictured) is intended to face the front of the chair.
- 3 Replace double nut **E** in the top of slot on **F**.
- 4 Replace screws **A**, safety washers **B**, flat washers **C**, and double washer **D** from below seat support base **G**. Note: The squares on **D** should fit into slots on **G**. Do not fully tighten screws to allow further/final adjustments.
- 5 Continue to pages 12-17 for pad and hardware set up and/or adjustments.



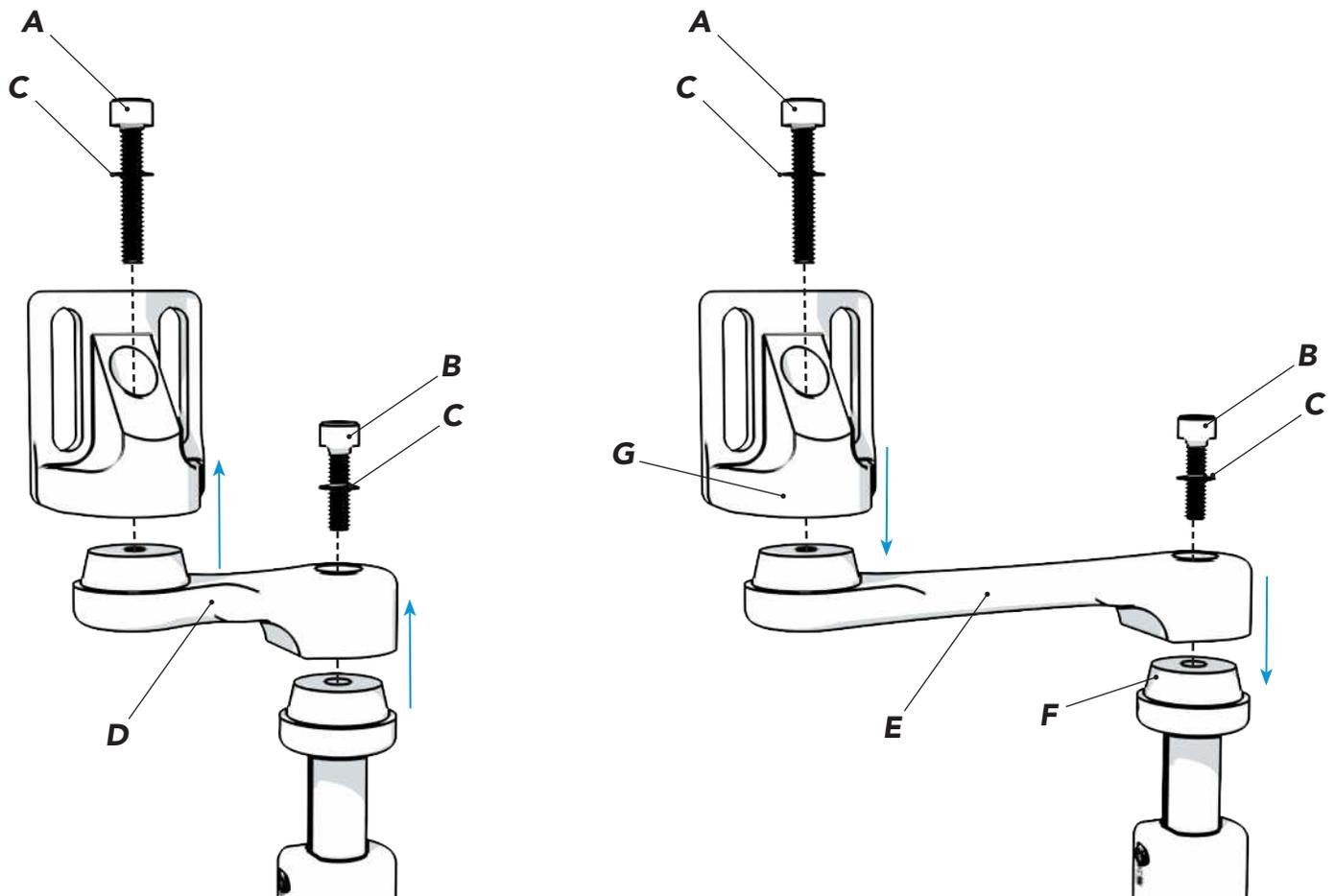
Fixed TT Hardware Shown



INSTALLATION (TT EXTENSION ARM)

For adding long extension arm to TT hardware.
Tools required shipped with TT mounting hardware.

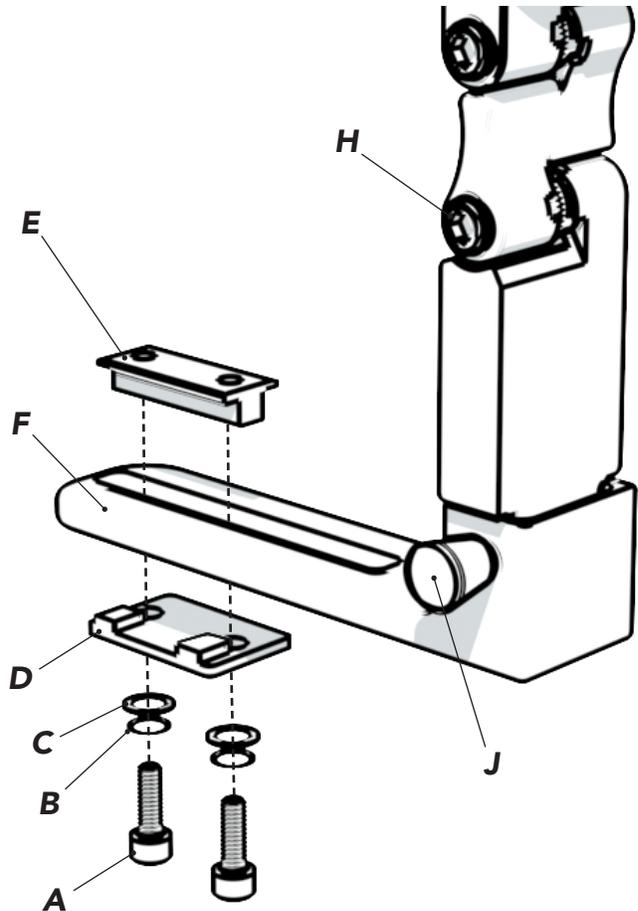
- 1 Using 5mm hex key, remove long screw **A** and short screw **B** with safety washers **C** from both ends of standard arm **D** included with TT hardware assembly. Retain fasteners for re-assembly.
- 2 Align long extension arm **E** with top of hardware assembly **F** and replace screw **B** and safety washer **C** in the orientation shown.
- 3 Align other end of long extension arm **E** with mounting bracket **G** and replace screw **A** and safety washer **C**.
- 4 Continue to pages 12-17 for pad and hardware set up and/or adjustments.



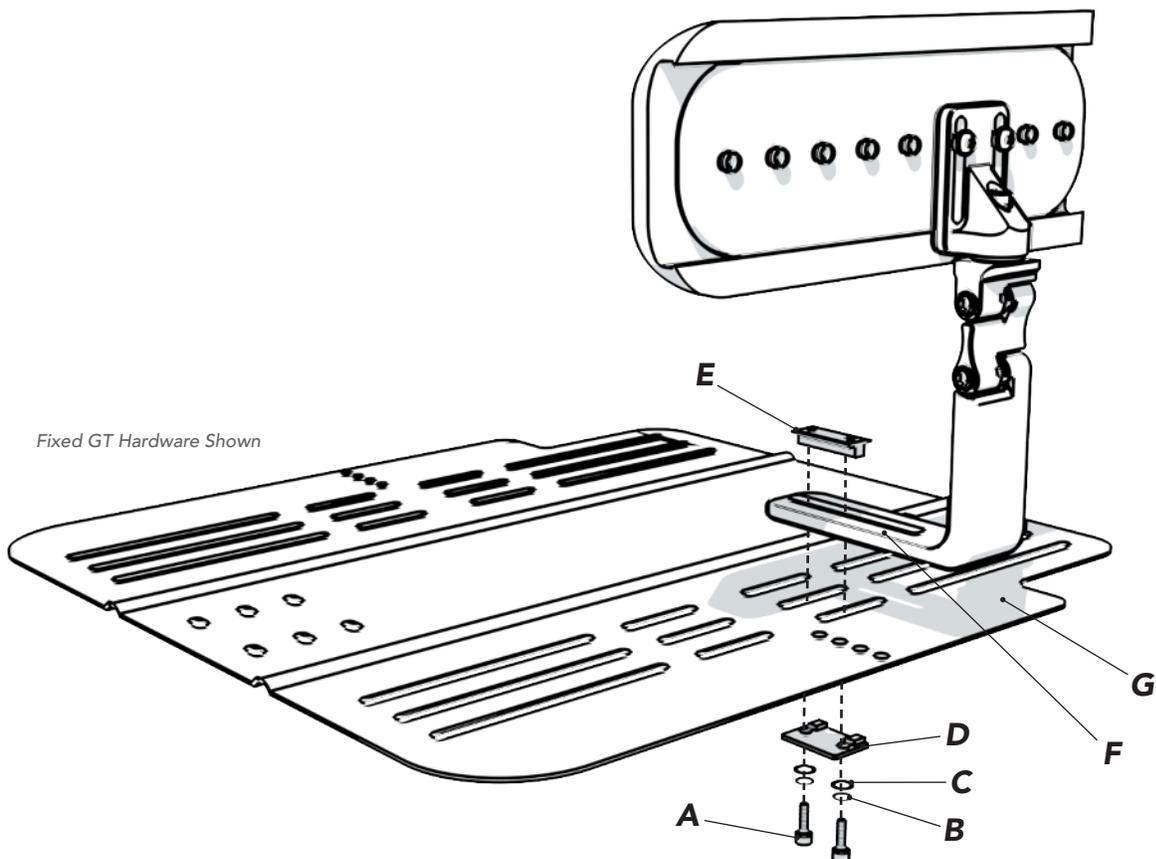
INSTALLATION (GT SLOT MOUNT)

Attaching GT hardware to Comfort Company solid seat support base. All tools needed are provided.

- 1 Remove screws **A**, safety washers **B**, flat washers **C**, double washer **D**, and double nut **E** from GT hardware assembly **F** using 5mm hex key. Retain fasteners for re-assembly.
- 2 Set hardware assembly **F** on top of seat support base **G** in desired location **F**, making sure the slot in assembly base **F** lines up with two of the slots on the seat support base **G** as shown. Screws heads **H** are intended to face forward on the chair easier adjustments. For removable hardware, silver release knob **J** is intended to face the front of the chair for easier access.
- 3 Replace double nut **E** in slot on **F**
- 4 Replace screws **A**, safety washers **B**, flat washers **C**, and double washer **D** from below seat support base **G**. Note: The squares on **D** should fit into slots on **G**. Do not fully tighten screws to allow further/final adjustments.
- 5 Continue to pages 12-17 for pad and hardware set up and/or adjustments.



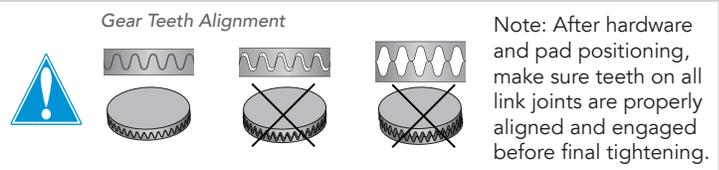
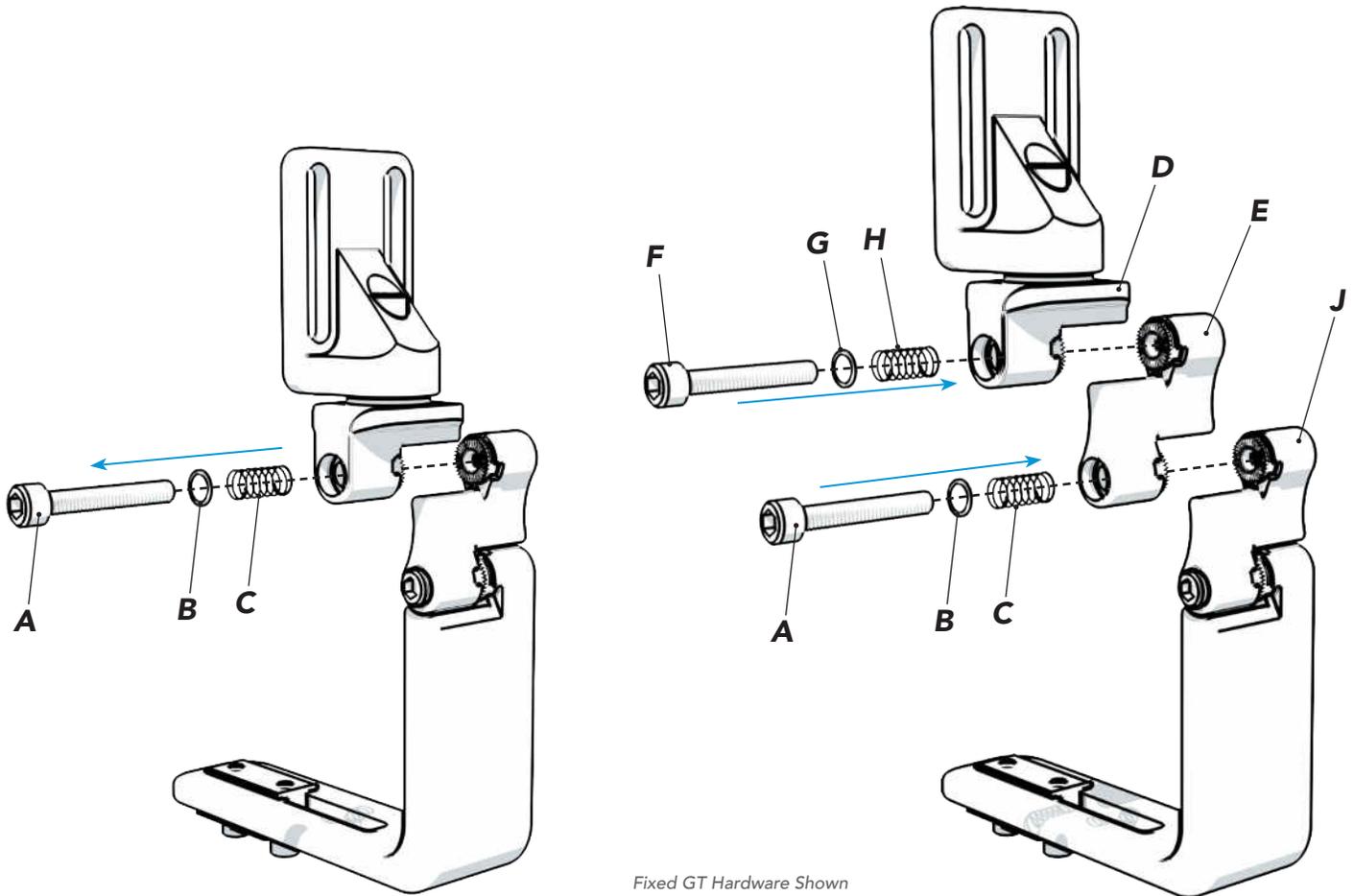
Fixed GT Hardware Shown



INSTALLATION (GT EXTRA LINK)

For adding extra hardware link(s) to GT hardware.
Tools required shipped with GT mounting hardware.

- 1 Remove screw **A**, safety washer **B**, and spring **C** from hardware joint using 5mm hex key. Retain screw, washer and spring for additional link.
Tip: if adding multiple links to one assembly, line up extra links and fasten with screws, washers and springs provided to create one extra link assembly first.
- 2 Line up extra link(s) **E** with link **D** and fasten with screw **F**, washer **G**, and spring **H** included with extra link.
Note: Make sure teeth on all link joints are properly aligned and engaged before final tightening.
- 3 Line up extra link(s) **E** with link **J** and fasten with screw **A**, washer **B**, and spring **C** retained in step 1.
- 4 Continue to pages 12-17 for pad and hardware set up and/or adjustments.

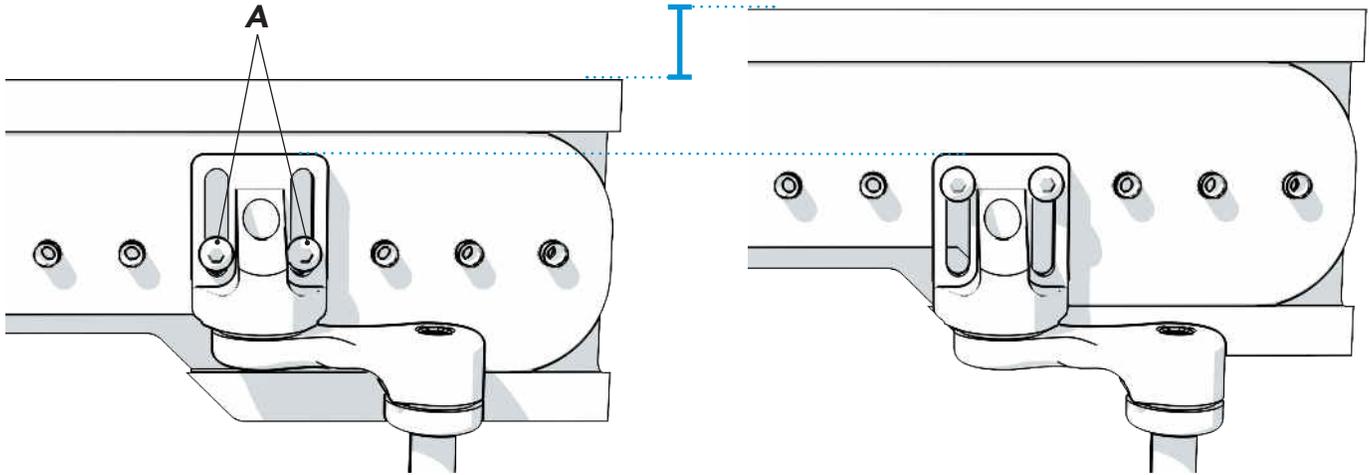


ADJUSTMENTS

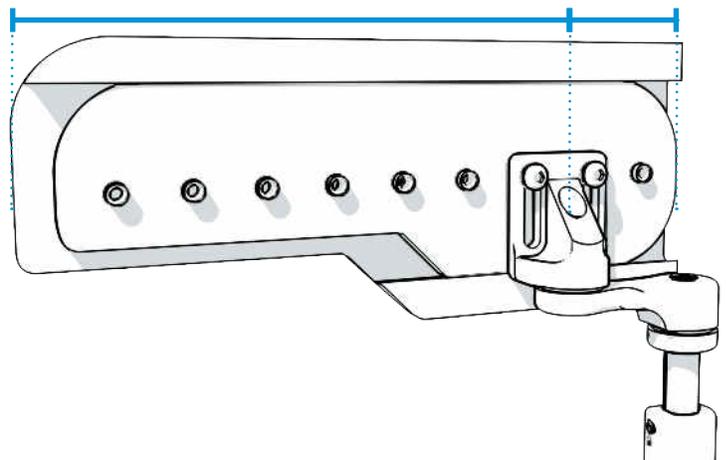
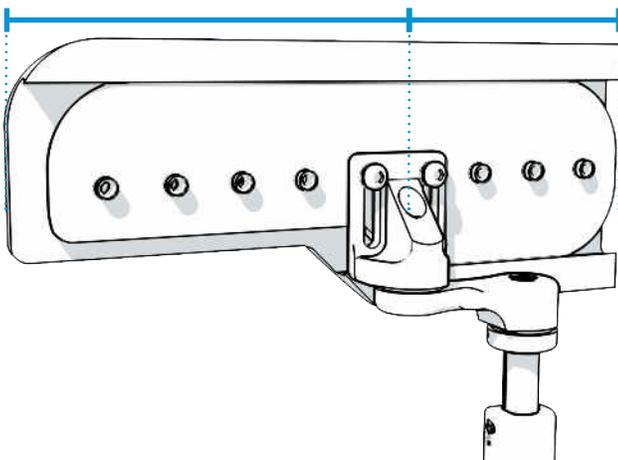
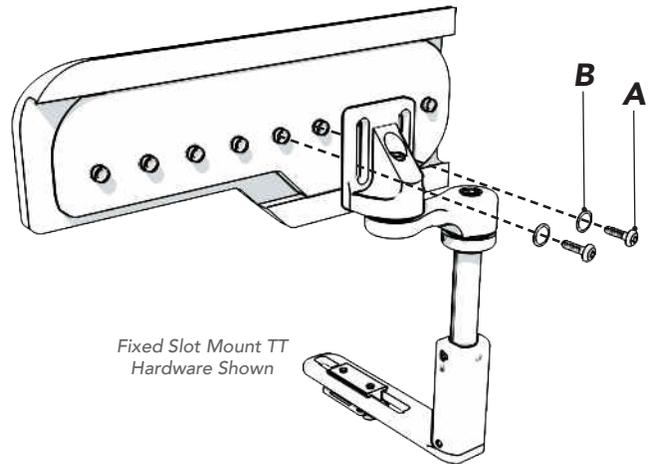
Adjusting support pad with TT or GT hardware

Note: If one hardware assembly is being used per pad, it is recommended to install hardware closer to the center of the pad (depth). If two hardware assemblies are being assembled onto one pad, it is recommended to install one hardware assembly towards the front and one towards the back (depth).

- 1 To adjust the pad height relative to the mounting hardware, loosen (but do not remove) pad mounting screws **A** using 5/32" hex key, slide pad to desired height position, and fully tighten screws using hex key.



- 1 To adjust position of pad depth relative to the mounting hardware, remove pad mount screws **A** and safety washers **B** using 5/32" hex key. Retain fasteners.
- 2 Move pad to desired position, lining up with new set of t-nuts. Reassemble fasteners using hex key.



Note: If one hardware assembly is being used per pad, it is recommended to place hardware closer to the center of the pad (depth).

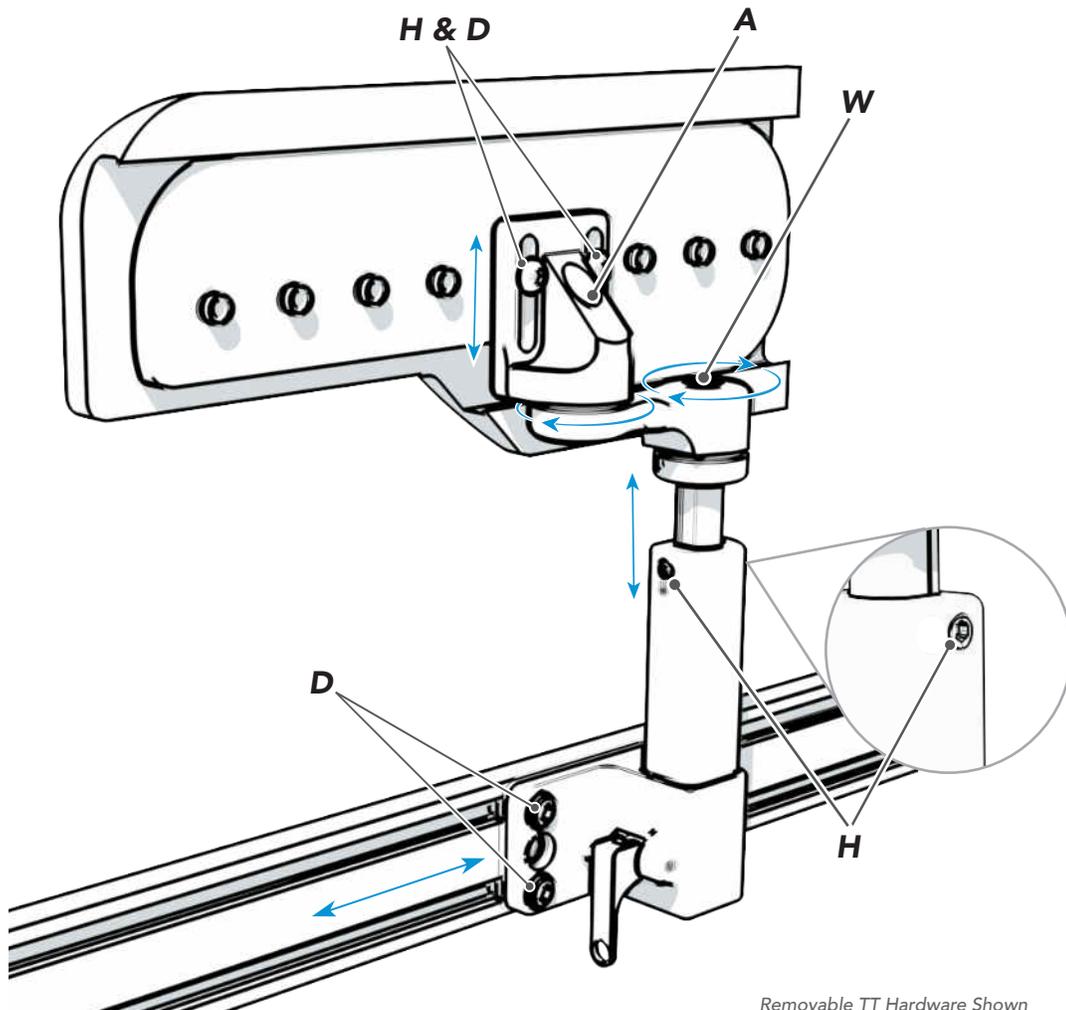
ADJUSTMENTS

Adjusting Power Mount TT Hardware

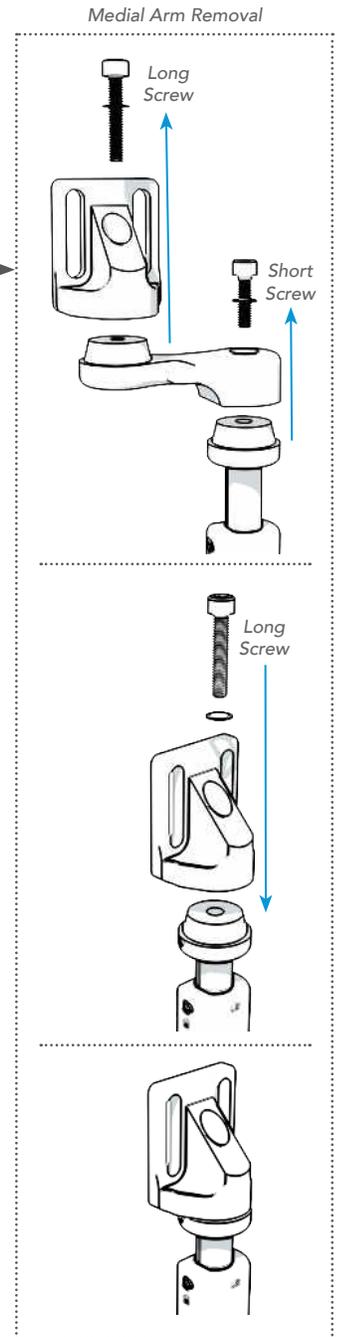
W = Width/Medial Adjustment **A** = Angle
H = Height **D** = Depth

- 1 Loosen the following screws:
 - H** Slider height set screws (each side of post) using 1/8" hex key.
 - W** Medial arm adjustment screw using 5mm hex key.
 Note: If no medial positioning is needed, the medial arm can be removed and the pad mount bracket fastened directly to the vertical slider post.
 - A** Pad swivel screw using 5mm hex key.
 May need to be adjusted in combination with the above.
 - D** Mounting block screws (if necessary) using 5mm hex key.
 - H & D** Pad mount screws (if necessary) using 5/32" hex key.
- 2 Position pad to desired height and width location and transverse angle.
 Note: Pad and/or medial adjustment arm should not compress the seat surface.
- 3 Fully tighten all screws loosened in step 1 using appropriate hex key.

REMOVABLE HARDWARE: See page 17 to change release lever orientation.



Removable TT Hardware Shown



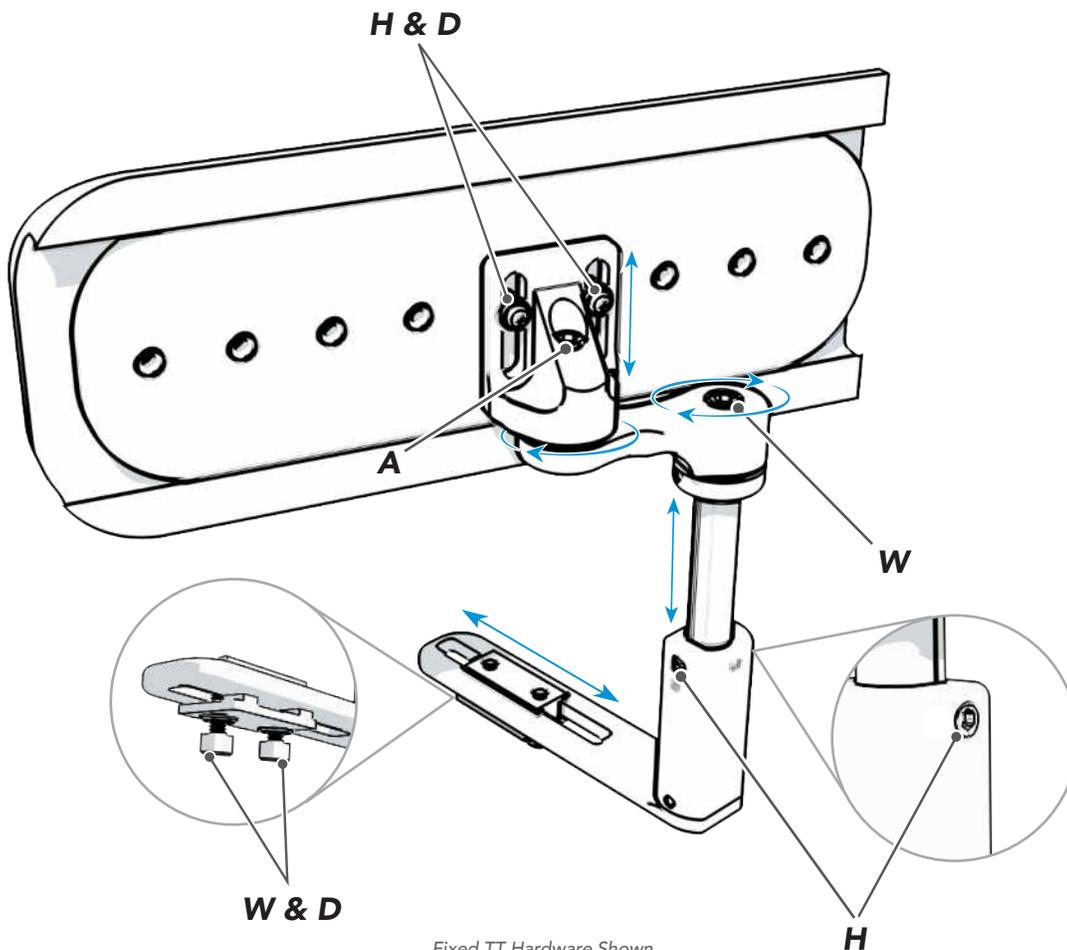
ADJUSTMENTS

Adjusting Slot Mount TT Hardware mounted on a solid seat support base.

W = Width/Medial Adjustment **A** = Angle
H = Height **D** = Depth

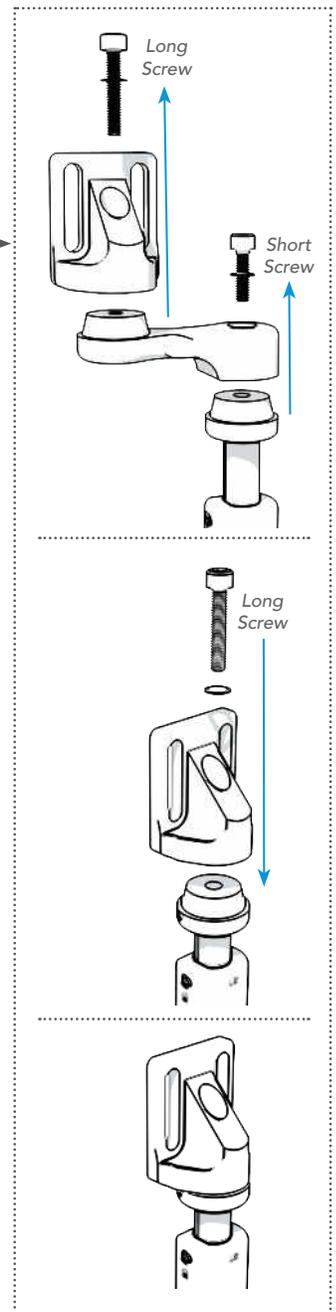
- Loosen the following screws:
 - H** Slider height set screws (each side of post) using 1/8" hex key.
 - W** Medial arm adjustment screw using 5mm hex key.
 Note: If no medial positioning is needed, the medial arm can be removed and the pad mount bracket fastened directly to the vertical slider post.
 - A** Pad swivel screw using 5mm hex key.
 May need to be adjusted in combination with the above.
 - H & D** Pad mount screws (if necessary) using 5/32" hex key.
 - W & D** Base mount screws (if necessary) using 5mm hex key. Note: If base mount needs to be repositioned towards the front or back of the seat support base, steps 1 - 4 on page 8 may need to be repeated.
- Position pad to desired height and width location and transverse angle.
 Note: Pad and/or medial adjustment arm should not compress the seat surface.
- Fully tighten all screws loosened in step 1 using appropriate hex key.

REMOVABLE HARDWARE: See page 17 to change release lever orientation.



Fixed TT Hardware Shown

Medial Arm Removal



ADJUSTMENTS

Adjusting Slot Mount GT Hardware mounted on a solid seat support base.

W = Width/Medial Adjustment **A** = Angle
H = Height **D** = Depth

1 Loosen the following screws:

W & H Link joint screw(s) using 5mm hex key.

Note: Link joints are "spring-loaded". Loosen screws enough to allow smooth ratcheting adjustment.

A Pad swivel screw using 5mm hex key.

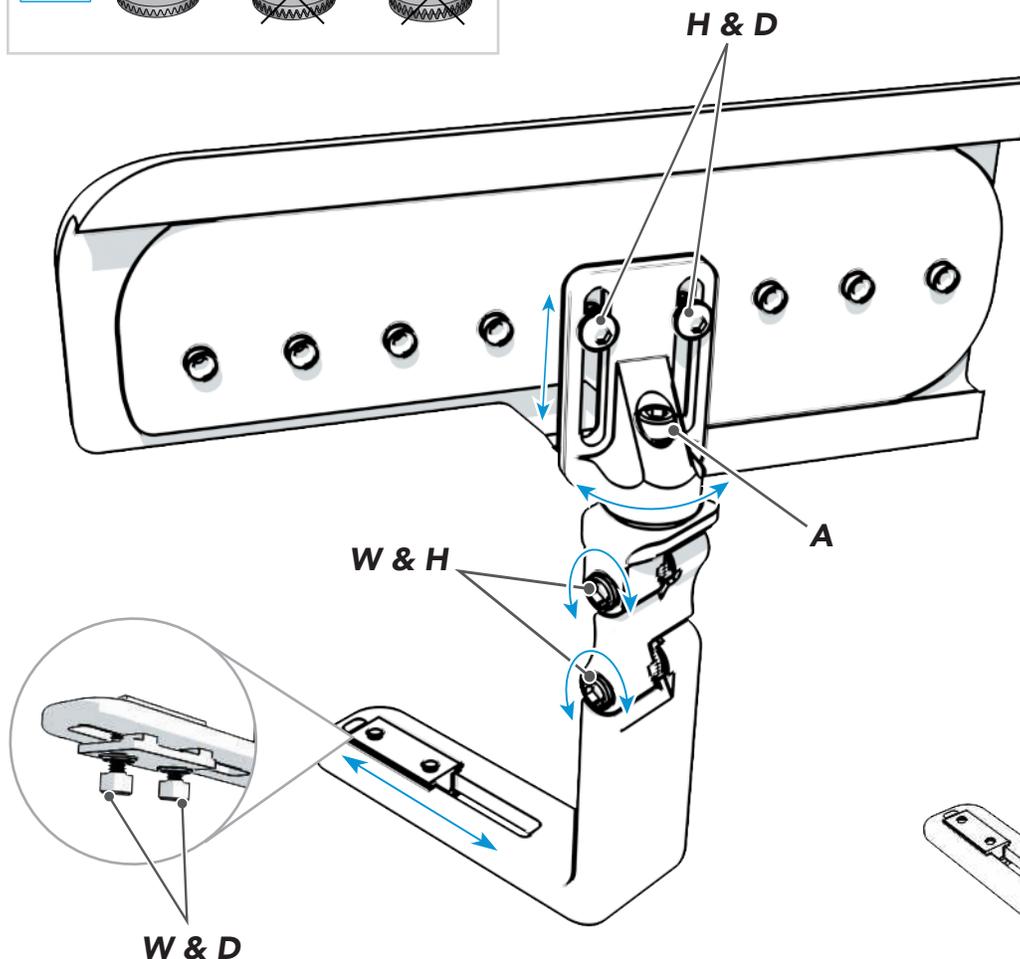
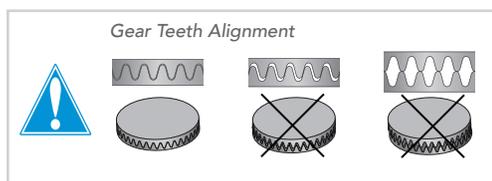
H & D Pad mount screws (if necessary) using 5/32" hex key.

W & D Base mount screws (if necessary) using 5mm hex key. Note: If base mount needs to be repositioned towards the front or back of the seat support base, steps 1 - 4 on page 10 may need to be repeated.

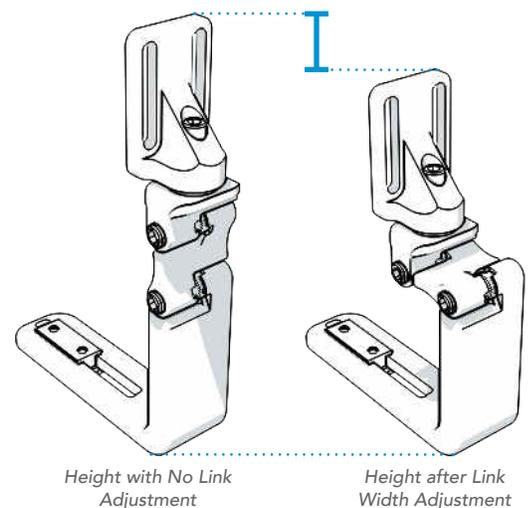
2 Position pad to desired height and width location and angle. Note: Pad and/or medial adjustment arm should not compress the seat surface.

3 Fully tighten all screws loosened in step 1 using appropriate hex key.

ATTENTION: It is crucial that gear teeth in all joints are properly aligned and engaged for a secure set up.



Note that some adjustments may be affected by each other and require compensation before final tightening.



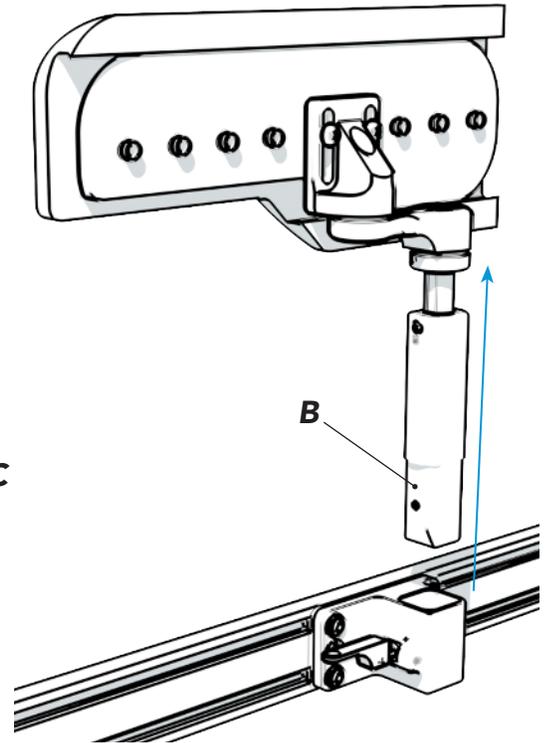
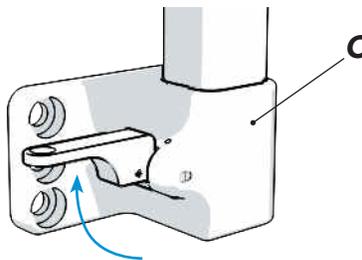
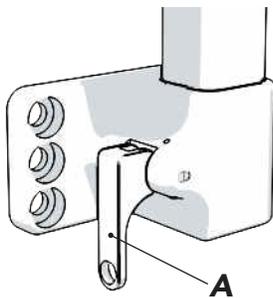
USE (TT HARDWARE)

Activating the removal feature on TT Hardware.

Note: Release levers on TT hardware have a hole near the end for an optional trigger pull lanyard. (Lanyard is not provided and should only be used at therapist's discretion)

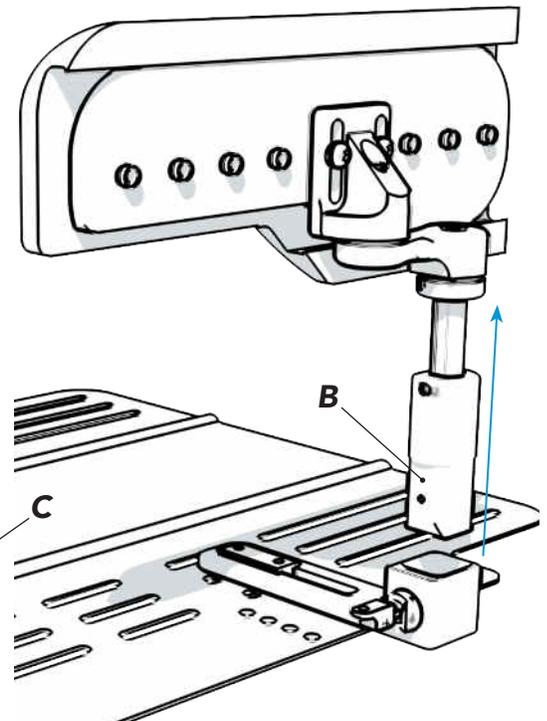
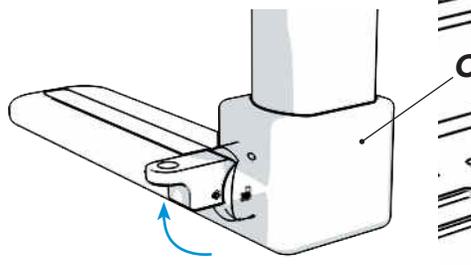
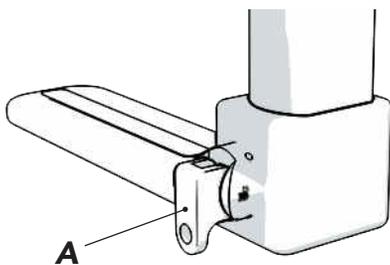
Power Mount TT Hardware

-  Hardware should be removed before all transfers into or out of chair.
- 1 To remove hardware from mounting block, pull release lever **A** up (or down) until lever remains in open position (~90°). Pull hardware post **B** straight up and out of mounting block **C**.
 - 2 To re-install hardware, insert post **B** straight down into mounting block receiver **C** until post is fully seated.
Note: Release lever can be open or closed when inserting the post.
 - 3 Once hardware is fully inserted into mounting block, ensure the release lever is fully closed and hardware is engaged before use.



Slot Mount TT Hardware

-  Hardware should be removed before all transfers into or out of chair.
- 1 To remove hardware from mounting base, pull release lever **A** up (or down) until lever remains in open position (~90°). Pull hardware post **B** straight up and out of mounting base **C**.
 - 2 To re-install hardware, insert post **B** straight down into mounting base receiver **C** until post is fully seated.
Note: Release lever can be open or closed when inserting the post.
 - 3 Once hardware is fully inserted into mounting base, ensure the release lever is fully closed and hardware is engaged before use.

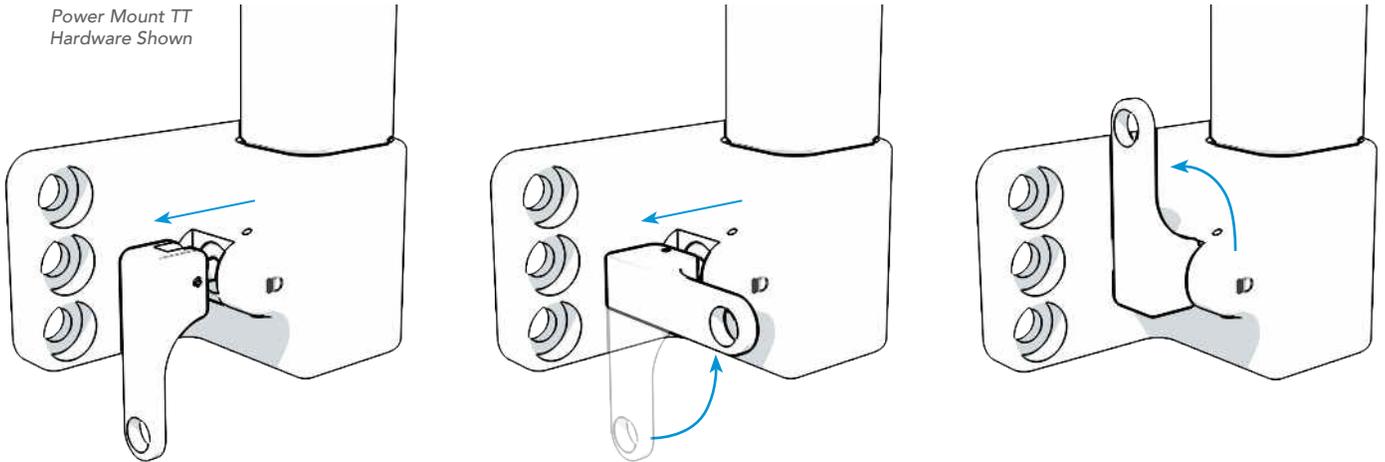


USE (TT HARDWARE)

Switching removable TT hardware release lever orientation. Instructions apply to both power and slot mount. Lever location and orientation are subject to user/caregiver preference and ability to operate.

- 1 Firmly grasp the sides of the release lever base and pull straight out.
- 2 While the lever is pulled out from the mounting block/base, rotate the lever 180° and release in the new position.

Power Mount TT Hardware Shown



Note: To switch location of the lever from the front to the rear of the mounting base/block, switch the left and right-hand side hardware (or rotate 180° for power mount) during the installation process outlined on pages 7 & 8.

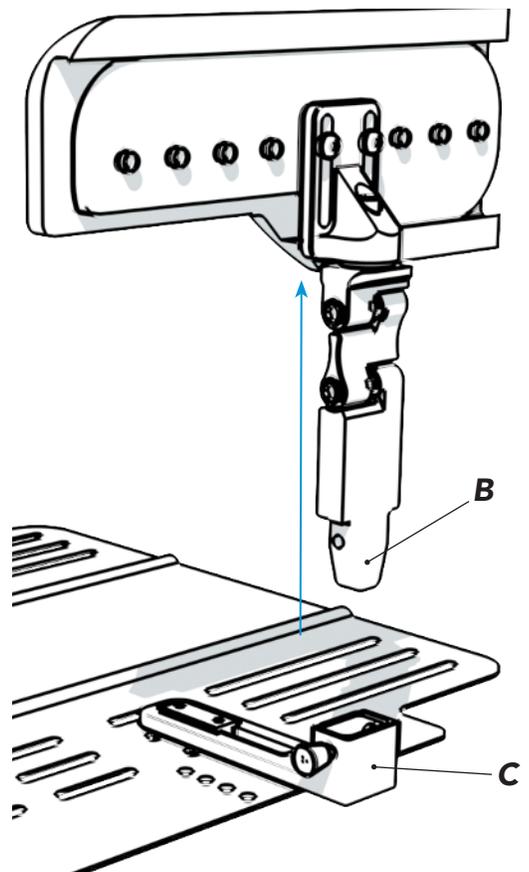
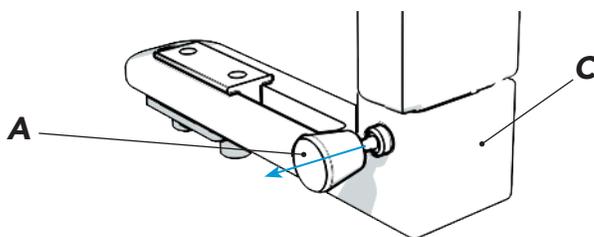
USE (GT HARDWARE)

Activating the removal feature on GT Hardware.

Slot Mount GT Hardware

 Hardware should be removed before all transfers into or out of chair.

- 1 To remove hardware from mounting base, pull and hold release knob **A** and pull hardware post **B** straight up and out of mounting base **C**.
- 2 To re-install hardware, insert post **B** straight down into mounting base receiver until hardware is fully seated. Ensure the release knob is fully retracted and hardware is engaged before use.



CLEANING

Frequent heat drying and bleaching naturally cause fabric break down.

Air drying and cleaning without bleach are recommended whenever possible to help extend the life of the cover.

SURFACE CLEANING COMFORT-TEK FABRIC ONLY*



Spray with common household or commercial antibacterial cleansers or disinfectants.



Wipe with damp, water-only cloth after disinfecting and let dry before use.

COMPLETE CLEANING (ALL FABRICS)

Remove cover from support pad and hardware.
Machine wash cover using any common laundry detergents. Let dry completely before use.



Machine Wash any temperature
Maximum 66°C/150°F



Hand Wash when possible



Tumble Dry *Low Temperature Only*



Air Dry when possible



Do Not Steam Clean or Autoclave
Do Not Tumble Dry High Temperature



Do Not Iron



Do not wash or dry Stretch-Air™ and GlideWear® covers along with hook and loop fasteners or other materials that could snag the fabric.
Note: Doing so could pull at the fabrics causing changes in the appearance but not the effectiveness of the fabrics.

DISINFECTING (ALL FABRICS)

Remove cover from support pad and hardware. Wash cover with water and bleach followed by thorough rinse.
Follow directions on bleach container. Let dry completely before use.



Machine Wash Maximum 66°C/150°F



Bleach

FOAM

Soiled foams should be replaced. Remove cover, dab foam with water-only cloth and let dry completely before replacing cover.



DO NOT submerge foam in any liquid, including water.



Dab with clean, damp, water-only cloth.



DO NOT use contaminated foam with multiple users.



Air Dry Only.

Foam should not be exposed to light for any extended period of time. Light will cause discoloration of the foam. This only effects the appearance of the foam, not the functional features. There is no need to attempt to "clean" discoloration caused by light exposure.

MAINTENANCE

INSPECTION

Inspect all lateral pelvic/thigh support components monthly.

Check and tighten all fasteners and adjustment points.

Inspect all materials for wear such as stretching, fraying, fractures, and bends. Some wear with regular use is expected. Signs of excessive wear to any component should be addressed by contacting your dealer or customer service for repair or replacement parts.

REUSE

You must re-fit the support to the new user or after extended periods of non-use by the same user. Follow the "Set up & Adjustments" procedure on Pages 12-17 to do so.

Before transferring to a new user, the product must be completely cleaned and disinfected as outlined on page 18.

STORAGE

Assembly or individual parts should not be stored in extreme hot or cold temperatures. Only store in a clean and dry place at room temperature.

Do not allow exposure to direct sunlight for prolonged periods of time. This could age the product more rapidly and decrease its effectiveness.

Do not store where there is risk of open flame or spark.

DISPOSAL

Please contact your local authorities for regulations on the proper disposal of your product and its components.



DO NOT incinerate as a means of disposal.

WARRANTY

This product is covered by the *Comfort Company Lifetime Guarantee*.



If a manufacturing defect should occur, the product will be replaced at no cost to the buyer.

If manufacturing defects should occur, discontinue use immediately.

Wear from regular use is not considered a manufacturing defect. Replacement parts are available by contacting Customer Service or your supplier, distributor, or retailer.

Any alterations made to the product or defects caused by irregular use voids the warranty. We can only guarantee that BodiLink® Lateral Pelvic/Thigh Support systems will properly mount to the *Comfort Company* products listed in this manual. Modifications in attempt to interface with any other products voids warranty.

WARRANTY REPLACEMENT PROCEDURE

Warranty claims should be filed by the original purchaser. End-users will need to contact the DME Supplier, Distributor or Retailer from whom the product was purchased. In the event the original dealer is not available, any authorized *Comfort Company* DME supplier, distributor or retailer will provide assistance.

DME suppliers, distributors or retailers with warranty issues will need to contact Customer Service by phone or email and provide original purchase order number, sales order number, or invoice number whenever possible. A Return Merchandise Authorization (RMA) will be issued by Customer Service so a warranty replacement order or quote can be processed.

COMMENTS

We invite you to leave testimonials of the product on our website on the individual product pages.