



ROTATING FOOT ASSEMBLY

Periodically, the rotating foot assembly must be disassembled and cleaned, especially if it has been used in sand, mud, or water. This will increase the life and mobility of the feet components.

TO DISASSEMBLE:

- Use the SideStix tool to remove dust shield & ball nut.
- Remove the elastomer if needed.
- Only remove the collar if it needs replacing.
- Wash and rinse off any dust or debris from parts (use a plastic dish scouring pad to remove stubborn debris). Dry parts before re-assembling.

TO REASSEMBLE:

- Install new collar (if required) on lower portion of ball shaft, by gently spreading the collar and easing it onto the shaft.
- Install elastomer (new, if required) by sliding it down the ball shaft, and onto the collar. (Prior to replacement, soften elastomer in hot water for a few minutes.) Note, the elastomer should be inside out, when being installed. It should look like this:

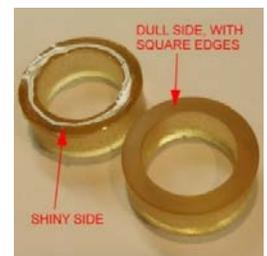


- Place the ball shaft in the cup of the foot socket.
- Install the ball nut over the ball shaft and onto the foot socket and hand-tighten.
- Install the dust shield and hand-tighten.



ELASTOMER:

The dull, square-edged side should be oriented upwards



Note: Do not extend the ball shaft past the last line.

At least 1" should be embedded in the lower tube at all times.



WARRANTY INFORMATION

SideStix Ventures Inc.

4484 Hilltop Road, Sechelt, BC V0N 3A1
Tel: 1-877-464-7849 info@sidestix.com
Fax: 1-888-784-9580 www.sidestix.com

30-DAY SATISFACTION GUARANTEE:

We want you to be completely satisfied with your SideStix forearm crutches & accessories. We encourage you to use them as often as possible and to contact us with any questions and concerns. SideStix incorporates a damping shock absorber, and optional articulating feet attachments, and because of this it may take a short while for you to get familiar with them.

If, within 30 days, you are not happy with the SideStix and they are in good – resalable condition, please contact us for a Return Merchandise Authorization (RMA) number, pack the SideStix and any accessories into the original shipping box, and return them to:

SideStix Ventures Inc.
4484 Hilltop Road
Sechelt, BC
V0N 3A1 Canada

“CANADIAN GOODS RETURNING” must be written on the box / customs documents and a value of \$0 should be used, to avoid customs charges.

Please use the POSTAL SERVICE to return items, as courier companies typically charge brokerage fees.

Upon receipt of the SideStix & accessories we will issue a refund of the original purchase price minus the original shipping costs (and any return shipping fees incurred.)

LIMITED LIFETIME WARRANTY:

SideStix forearm crutches and attachments are warranted to the original registered owner, to be free from defects in materials and workmanship. This warranty assumes that the SideStix have been used in normal conditions and all required maintenance has been correctly performed. In the event that a warranted part becomes defective, as its only responsibility, and your only remedy, SideStix Ventures Inc. will furnish a replacement part, without charge for the part only, to replace any part that is found to be defective. Any part replaced pursuant to this warranty is warranted only for the unexpired portion of the warranty term applying to the original part. These warranties do not apply to labour, freight, or any other cost associated with the service, repair or operation of the SideStix or Accessories. Please see below for specific part details:

Crutch grips, SideStix grip covers, Rotating/Articulating feet soles and Fetterman tips are warranted against manufacturing defects for a period of one (1) year, however wear is not warrantable, due to the wide range of usage variables, outside the control of the manufacturer.

Shock Assemblies are warrantied against manufacturing defects for a period of two (2) years. This warranty applies only if they are free of contaminants such as sand, mud or salt water. The bearings in the shock absorber are designed to be maintenance free, however as with all sliding mechanical parts, if abrasive material is allowed to enter the device, damage will occur. In the event that abrasive material and/or saltwater enters the shock absorber, we strongly recommend that the affected unit be disassembled, flushed with fresh water, dried and reassembled. A video tutorial is available on our website.

Articulating Rotating Feet are warrantied against manufacturing defects for a period of two (2) years. This warranty applies only if maintenance is carried out as specified in the maintenance tutorial. The frequency of maintenance varies according to usage, however if the feet become stiff, either in rotation or articulation, maintenance must be performed. A video tutorial is available on our website.

The Forearm, Lower Tube and Cuff are covered by a limited lifetime warranty against manufacturer defects which applies only to regular use as an ambulatory aid and only for the original owner.

It must be noted that carbon fibre is extremely light and durable, however if it is deeply scratched, or gouged, the lower tube strength will be compromised and could potentially break. In the event that a lower tube is broken, we will provide a replacement tube at 50% of the full retail price, plus shipping. We request that you return the broken tube to us, and we will analyze the break characteristics and examine the tube condition. If we determine that the tube has not been damaged due to usage, we will refund the price paid for the replacement tube.