

# OWNER'S MANUAL & WARRANTY

## World's First

Transfer Wheelchair



### Winner Transfer Wheelchair Model 4020

with optional Kingfisher 125T Retractable Kit



- Providing Patient Comfort • Preventing Injury to caregivers •
- Improving Nurse/Caregivers' working environment •

Manufactured & Distributed by

**winner.sg**<sup>®</sup>  
WORLD'S FIRST TRANSFER WHEELCHAIR

#### DEALER

This manual must be provided to the user of the wheelchair

#### USER

Before using this wheelchair please read this entire manual  
and save for future reference

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# 1. INTRODUCTION

Thank you for purchasing the **WINNER TRANSFER WHEELCHAIR**. For the best long-lasting performance, read and follow this Owner 's Manual carefully before using the wheelchair. After reading, please store the Manual in a safe place and refer to it for operational questions or in the event of any irregularities.

The safety precautions in this manual are general warnings intended to be used only as basic guidelines.

This manual describes the operating limits of your wheelchair, maintenance, operations and adjustments that you or your assistance can make. Refer to Page 24, Maintenance and Adjustments, for proper maintenance of the wheelchair.

The **WINNER TRANSFER WHEELCHAIR** is designed for both indoor and outdoor use and is available without prescription. This wheelchair has two important purposes: to transport people who are not able to walk over a long distance, and to help with lateral or sideways transfer when one side of the rear wheel is retracted (also called "elongated").

All information and specifications in this manual are current at the time of printing. As Winner SG's policy is to continually improve the quality and reliability of all our products, we reserve the right to make changes to the Owner's Manual at any time without notice.

## THE INNOVATION

THE **WINNER TRANSFER WHEELCHAIR** has been designed and engineered to perform as a stable and well balanced unit when used for its intended purpose. The **WINNER TRANSFER WHEELCHAIR** can use the optional Kingfisher 125T Retractable Kit to retract either rear wheel to provide more room for the patient to transfer. The Kingfisher slider is easily activated using Translational Dynamics, a small force is translated into a smooth translational motion by interfacing a set of twin linear bearings and two parallel linear guide-rods. The linear bearing uses recirculating ball bearings that maintain a constant pressure on the bearing surface, providing an extremely low friction mechanism while maintaining high tolerance on load carrying capacity.

Stability is one of the most important design elements for the **WINNER TRANSFER WHEELCHAIR**. The **WINNER TRANSFER WHEELCHAIR** should not be wheeled while either one or both rear wheels are retracted (elongated). Wheels should be returned to the home position before wheeling.

## INTENDED USE AND INDICATIONS FOR USE STATEMENT

The **WINNER TRANSFER WHEELCHAIR** is a manually operated wheelchair that is intended for medical purposes to provide mobility to persons restricted to a sitting position.

## INTENDED USER AND USE ENVIRONMENT

The intended users are persons who are restricted to a sitting position and who are less than 275 lb. (125 kg) in body weight. The wheelchair is designed for use on firm, even surfaces such as concrete, asphalt, indoor flooring and carpets.

The [WINNER TRANSFER WHEELCHAIR](#) can be used by the patient either assisted or unassisted. In practice, the retractable wheel has been tested and proven to be sliding friendly over repeated usage.

## PRODUCT SHELF LIFE

The Kingfisher 125 T Retractable Kit has been laboratory tested and passed 23,000 cycle sliding movements simulated by an air driven pneumatic cylinder at a traveling speed of 70mm/s to 90mm/s. If the Retractable Kit were used 15 times per day, this would equate to more than 4 years of trouble-free usage before the replacement of the roller bearings. When used together with the wheelchair and depending on usage, you may require one time replacement of ball bearings. The Kit itself has a limited LIFETIME Warranty (refer to Page 29). The average usable life of this wheelchair is five (5) years, provided the product has been correctly and regularly maintained according to the manufacturer's recommendations.

The linear bush bearings of the "slider" (retractable) mechanism was laboratory tested to over 23,000 cycles and should be replaced sooner than five (5) years if the retraction requires more strength than usual. Please contact your local distributor to have the roller bearings replaced.

## CUSTOMIZATION SERVICE

The Kingfisher 125T Retractable Kit is made to fit the [WINNER TRANSFER WHEELCHAIR](#) model 4020. It can be customized to fit the left or the right side of the [WINNER TRANSFER WHEELCHAIR](#). The customization work can ONLY be performed by factory trained Technicians and Engineers to ensure safety and effectiveness. Additional charges are applicable.

## IMPORTANT SAFETY PRECAUTIONS

Always follow these safety precautions when using your wheelchair. Failure to do so could result in personal injury to you or others or damage to your wheelchair.

Safety requires the constant attention of the wheelchair user and the attendant. It is extremely important to learn and always use safe methods of performing basic daily activities. Refer to WARNINGS and CAUTIONS on the following page. Always consult your health care professional to determine those methods most suitable for your individual abilities. Periodic inspection, adjustment and replacement of worn parts will provide many years of superb performance.

## 2. WARNING & CAUTIONS

**Please note the following special statements used throughout this manual and their significance:**



Indicates a potential hazard situation or unsafe practice that, if not avoided, could result in death or serious personal injury.



Indicates a potential hazard situation or unsafe practice that, if not avoided, could result in minor personal injury or product/property damage.



Model #4020 **WINNER TRANSFER WHEELCHAIR** maximum weight is 125 kg (275 lbs.).



**DO NOT** deploy both rear retractable wheel at the same time when performing the transfer.



Elongate (retract or pull back) the Left or Right Retractable Wheel one at a time – usually the side is used that is nearest to the transfer surface.



Always ensure that the wheelchair is on a stable, level surface and engage wheel locks before transfer.



**DO NOT** step on the footplates; this could cause the wheelchair to tip. Fold them up, and either detach them or swing them aside.



**DO NOT** remove the Kingfisher 125T retractable kit from your original **WINNER TRANSFER WHEELCHAIR** and re-install to another make of wheelchair. Chances are it will not fit onto the frame. If you need to, contact Winner SG's authorized distributors. Installations **MUST** be performed by factory trained Technicians/Engineers.



Wheel locks are not brakes. **DO NOT** use the wheel locks to slow down your wheelchair, or use them while the wheelchair is moving. Wheel locks are only intended to keep the wheelchair in place after it is at a complete stop.



Your chair is designed for use on firm, even surfaces such as concrete, asphalt, indoor flooring and carpets. **DO NOT OPERATE** your chair in sand, loose soil or over rocky terrain.



This product is not intended for street use. Obey and follow all legal pedestrian pathways. Be alert to the danger of motor vehicles in parking lots, or if you must cross a road.



**DO NOT** oil or grease the twin linear guide rods of the retractable kit. The kit is maintenance free.



**DO NOT** wheel the Transfer Wheelchair with the rear wheel elongated (retracted). Ensure that it is docked to its original position and locked before wheeling.



Just like any wheelchair, a user should stop using the **WINNER TRANSFER WHEELCHAIR** and seek technical help from a qualified technician if the Transfer Wheelchair fails to function as it should.



**DO NOT** overtighten hardware attaching to the frame. This could cause damage to the frame tubing.



**DO NOT** use the wheelchair on stairways or on an escalator. **DO NOT** use with excessive speed, as the wheelchair may tip. The **WINNER TRANSFER WHEELCHAIR** is not to be used while driving in a vehicle with user seated in the wheelchair.



### 3. COMPONENT IDENTIFICATION AND LABEL LOCATION

The main components of the **WINNER TRANSFER WHEELCHAIR** are shown in **Figure 1** below, including the padded seat back, the seat, height adjustable and retractable armrests, the swing-away detachable footrests and foldable footplates, wheel lock handle, and location of the Kingfisher 125 Retractable Kit on the right side of this wheelchair.

When the Plunger Cam on the Retractable Kit is pressed, the wheel is unlocked and can slide back to elongate the opening on the right side of the wheelchair for easier exit. In **Figure 2**, the right wheel has been retracted and one can see the “ghost” of the original wheel position. After the Plunger Cam is unlocked and wheel is moved, the Plunger Cam is pressed in the reverse direction to re-lock the Retractable Kit, the wheel is locked, and the patient may exit.

Further directions are provided in the sections below.



*Figure 1. WINNER TRANSFER WHEELCHAIR Unfolded with Footrests Attached*



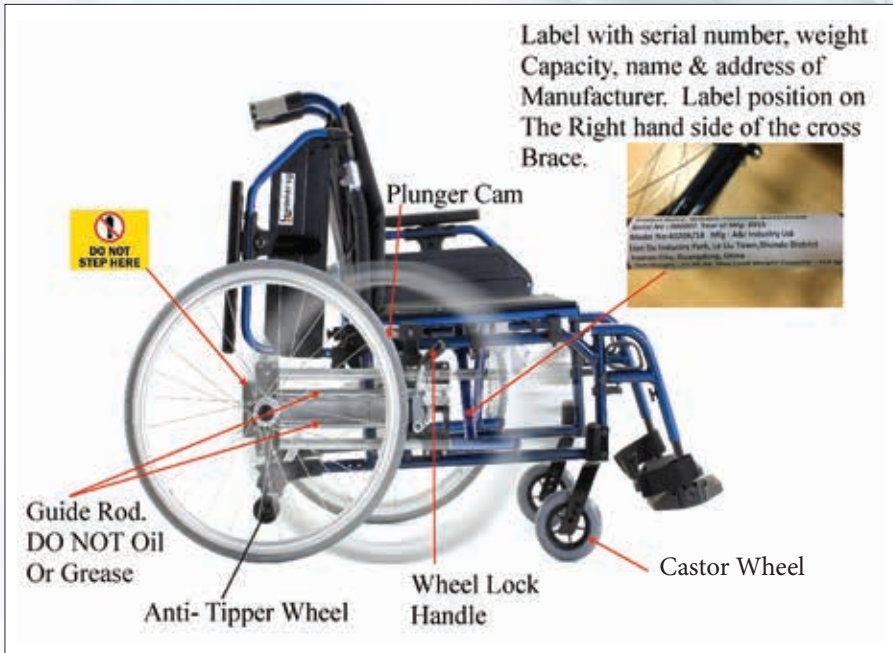


Figure 2. Image of WINNER TRANSFER WHEELCHAIR with Wheel in Elongated Position to Enable Lateral Transfer and Location of Serial Number

## UNPACKING THE WHEELCHAIR

Your wheelchair will normally be delivered folded with the footrests detached and all other accessories packed separately.

To set up your wheelchair, please refer to these sections of the Owner's Manual:

- Unfold your wheelchair as shown in the next section on Page 10
- Fold your wheelchair as shown in the section on Page 12



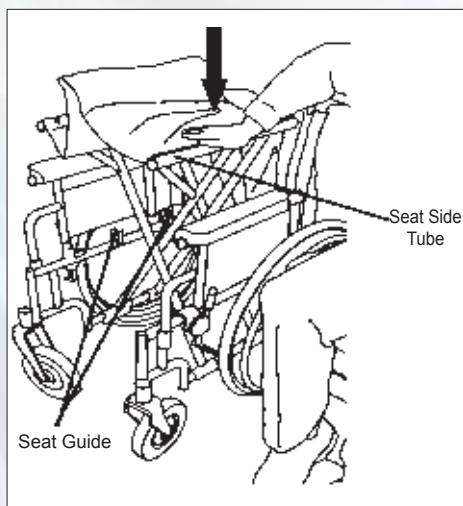
To avoid injury while folding and unfolding the wheelchair, make sure your hands and fingers **DO NOT** become trapped between moving parts.

## 4. UNFOLDING THE WHEELCHAIR

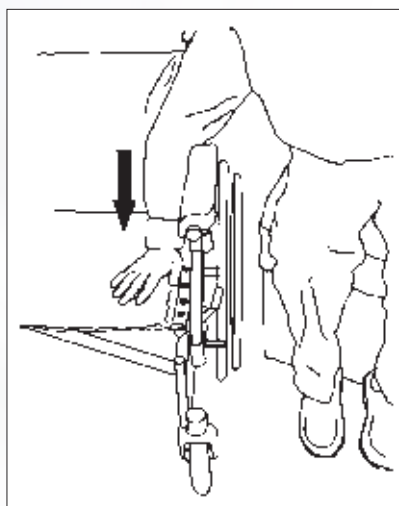
The **WINNER TRANSFER WHEELCHAIR** may be unfolded while either sitting or standing, depending on which is the more comfortable for you.

To Open the Wheelchair while you are Seated:

1. Apply both wheel locks
2. Position the wheelchair so that you are facing one side of the folded chair
3. Tilt the wheelchair toward you such that the rear wheel and front castor furthest from you are lifted slightly off the ground
4. Press down on the seat guide tube nearest to you and the wheelchair will smoothly unfold (shown in **Figures 3 and 4**).



*Figure 3. Unfold the WINNER TRANSFER WHEELCHAIR by Pressing on the Side Away from You*



*Figure 4. Press Down on the Seat to Make Sure it is Firmly in Place*

### Attaching the Footrest and Footplate

The footrest is attached to the wheelchair by inserting the black rubber end onto the hollow of the upright tube of the foot end of the wheelchair (**Figure 5**).

Rotating the footrest to the normal operating position will cause the release mechanism to click. This locks the footrest and prevents further rotation (**Figure 6**).

To swing and remove the footrest, depress upwards the black handle located on the footrest assembly. The footplate can be folded up to make it easier for the user to stand up (**Figure 7**).



Figure 5. Footrest with Footplate (left), and Location for Attachment to the Wheelchair

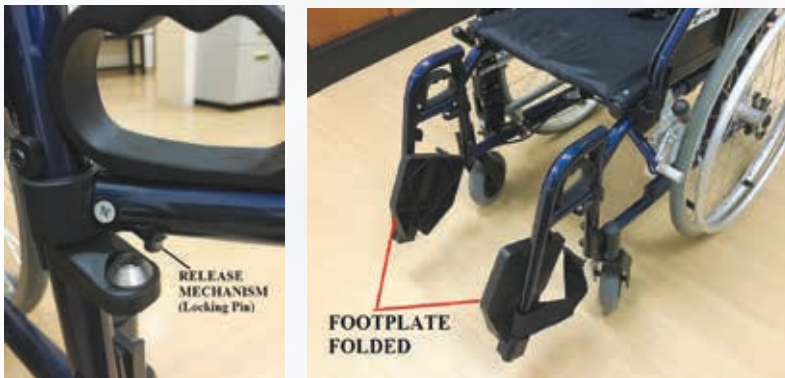


Figure 6. Rotation of Footrest to Locked Position

Figure 7. Footrest with Footplate Folded

## 5. FOLDING THE WHEELCHAIR

1. Ensure the footrests are in the normal locked position with the footplates pivoted to the vertical position. If the footrests are to be detached from the chair, remove by pulling the protruded black rubber end of the footrest onto the hollow of the upright tube of the foot end of the wheelchair (the opposite to the description above).
2. Position yourself or the wheelchair so that you are facing one side of the unfolded chair.
3. With both hands grasp the front and back edge of the seat upholstery along its center line and lift up. The wheelchair will smoothly fold (see **Figure 8** below).

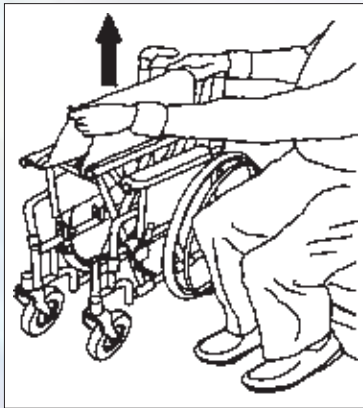


Figure 8. Folding the WINNER TRANSFER WHEELCHAIR



To avoid injury whilst folding and unfolding the wheelchair, ensure that hands and fingers **DO NOT** become trapped between moving parts.



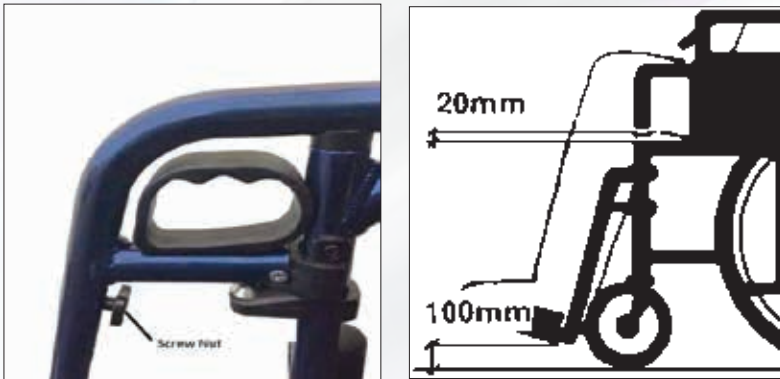
## 6. ADJUSTMENT OF FOOTPLATE HEIGHT

Adjustment should be made by an attendant while the user is seated in the wheelchair.

Loosen the nut located at the top portion of the footplate tube near the handle, and slide the inner tube up or down as required. When the correct position has been reached, tighten the hand nut (see **Figure 9**, left photo). No tools required.

### NOTES:

1. The footplate height should be adjusted so that there is no pressure on the legs from the front edge of the seat. As a general guide, allow approximately 20mm (0.8 in.) clearance between the thigh and the front edge of the seat (see **Figure 9**, right).
2. To allow full maneuverability of the wheelchair in use, the lowest point of the footrests should be approximately 100mm (4 in.) above ground level as shown in **Figure 9**.



*Figure 9. Adjustment of Footplate Height using the Hand Nut to Allow Sliding of the Footrest Tube to Adjust Height (Left) and Adjusted Height of Footrest (Right)*

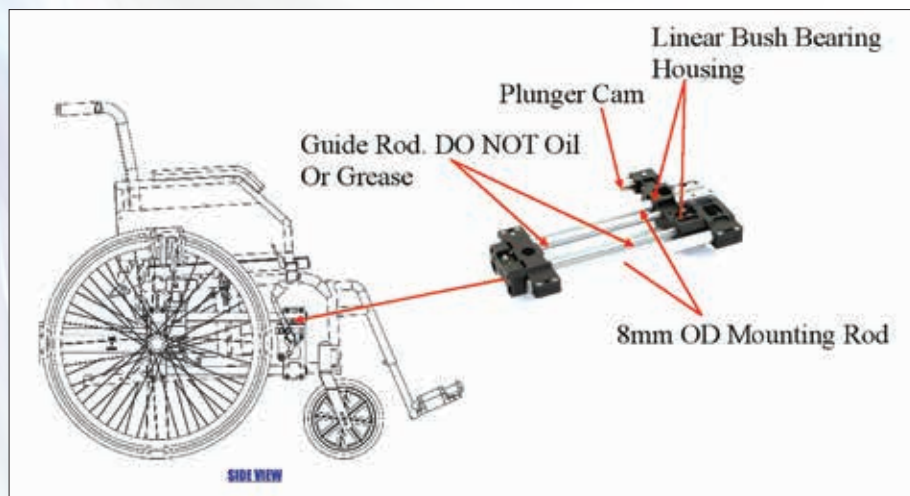
## 7. OPERATING THE KINGFISHER 125T SLIDER MECHANISM

Your wheelchair comes factory fitted with the Kingfisher 125 T Slider Mechanism. Depending on your order, it will come fitted with either the LEFT Slider Mechanism or the RIGHT Slider Mechanism or both LEFT & RIGHT sides of the wheelchair. The purpose of the Slider Mechanism is to allow you to retract the rear wheel, moving the wheel out of your way during transfer by elongating the open side of the **WINNER TRANSFER WHEELCHAIR**.



Removing or dismantling the slider (retractable) mechanism requires specific technical training and therefore **MUST** be performed by your distributor.

**Figures 10, 11 and 12** below shows the side view of the location of the Slider Mechanism. In this example, the Kingfisher Slider Mechanism is installed on the right side, and is parallel to the large wheel. The Plunger Cam is pressed to release the lock on the Slider Mechanism. Colorized diagrams are found in on the following page to show clearly the position of the Slider Mechanism and the Plunger Cam.



*Figure 10. Side View of Wheelchair with Kingfisher Slider Mechanism Installed on Right Side*

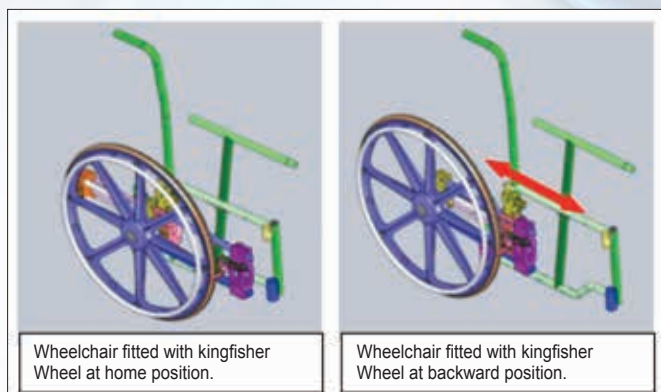


Figure 11. Color Diagram of the Kingfisher Slider Mechanism (Plunger Cam Shown as Green In Center of Diagram)

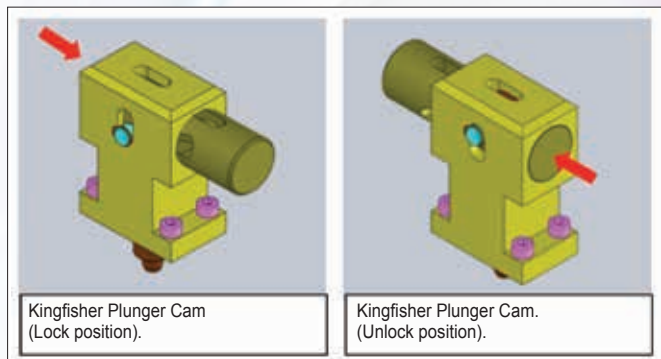


Figure 12. Color Diagram of the Locked and Unlocked Plunger Cam

No tools are needed to operate the Slider Mechanism. Please follow these instructions in the example of retracting the Right Rear wheel for the wheelchair with right Slider Mechanism.

1. Wheel lock the left wheel. **DO NOT WHEEL LOCK THE RIGHT WHEEL.**
2. Fold up the footplates and swing away the footrest assemblies to the side.
3. Flip up the right armrest by pressing down top of the latch and lift arm up out of socket. Swing arm up and back.
4. Push the Plunger Cam backward by pressing the silver plunger to release the Slider Mechanism. (Note: this plunger is colored dark green in **Figure 12** above.) This will allow the wheel to slide backward creating a wide-open space, allowing a transfer board to be place across laterally to the adjacent bed or chair.
5. Retract the right wheel and then push the Plunger Cam to the original position to lock the right Slider Mechanism. Then, wheel lock the right wheel. Now, the patient transfer can occur safely!

### Instructions to move the right wheel back to its original position:

6. After the transfer is completed, unlock the brake on the right wheel. Make sure that the left wheel remains locked.
7. Push the Plunger Cam to unlock it, which will release the Slider Mechanism.
8. Slide the wheel forward to its original position and push the Plunger Cam forward to lock the Slider Mechanism.
9. Bring the right armrest to its original position by pushing from front of arm down into socket until it locks into place.
10. Release the right wheel brake and the wheelchair rolls off like any manual wheelchair.

For the wheelchair with left Slider Mechanism, a similar procedure will be used but remember to wheel lock the right wheel before engaging the left slider mechanism.

Note: Please refer to **Figure 13** and the pages that follow for instructions on Transferring with a Transfer Board.

## 8. MALFUNCTION OF SLIDER MECHANISM



In the unlikely event that the Slider Mechanism fails to retract, please follow these instructions. If the Slider Mechanism does not retract the wheel, **DO NOT FORCE** the plunger cam. Refrain from using the Slider Mechanism and contact your local distributor immediately.



In the unlikely event that the Slider Mechanism does not allow wheel to go back to its original position, transfer to a standard chair or another wheelchair. Contact your local distributor immediately. **DO NOT** wheel the Transfer Wheelchair with the rear wheel retracted. Make sure that it is docked to its original position and locked before wheeling.



Activate the Slider Mechanism **ONLY** when performing lateral transfer and in stationery locked position. **DO NOT** activate the Slider Mechanism when the wheelchair is on the move or on a slope. If your wheelchair comes fitted with both Left and Right Slider Mechanism, retract the required side for transfer. Retracting both sides at the same time does not serve the intended use. Always remember to bring the retracted wheel to its original position before wheeling off.



## 9. USING A TRANSFER BOARD

A transfer board is a flat, rigid board made of wood or plastic. It is used to make a “bridge” between two surfaces. Using a transfer board has certain benefits. For instance, it allows you to move between surfaces without using your legs. It allows for several small movements instead of one big motion. It also needs less upper body strength than other types of transfers.

At first, you’ll need help using a transfer board. One or two caregivers will assist you. You may need to wear a “gait belt,” which is a special belt that lets a caregiver support you more easily. Later, you may be able to use the transfer board by yourself.

### TRANSFERRING TO AND FROM WHEELCHAIR WITH A TRANSFER BOARD

Transferring means moving between two surfaces (such as a bed and a wheelchair) (**Figure 13**). Safe transferring is crucial to preventing falls. The type of transfer you will use depends on your overall health and strength. The next section describes one type of transfer using a transfer board.



Figure 13. Illustration of Transfer from Wheelchair to Bed

### TIPS FOR A SUCCESSFUL TRANSFER

These tips can help you perform transfers using transfer boards more safely and easily:

- **If your healthcare provider recommends that you use a transfer board**, always use it during transfers. Keep it within easy reach. Never substitute another object if the transfer board is not nearby.
- **Move slowly and carefully.** Pay close attention to your movements and the location of your body parts as you transfer across the board.
- **Transfer between surfaces of similar height.** Or, transfer to a slightly lower surface. This reduces work for you and your caregiver.
- **Protect your skin.** This means keeping your skin from getting pinched or rubbed during the transfers. As you move across the board, stop as needed and re-position your legs and feet. Do this one leg at a time, keeping each foot aligned with the knee. To avoid stress on the wrist or overstretching your hand while moving, try making your hands into fists. Support your body weight on the flat surface between the knuckles. When transferring, never put your hands or fingers under the board.

- **Wear any orthopedic devices you have while transferring.** And always wear sturdy shoes when possible.
- **If you have decreased strength or sensation in your upper body,** work with a caregiver to help you transfer. As you grow more comfortable using a transfer board, you may learn to transfer without a caregiver. At this point, you may use special transfer board equipment that can help you transfer by yourself.

## 10. TRANSFER FROM A BED TO A WHEELCHAIR USING THE SLIDER MECHANISM TO RETRACT THE WHEEL



When transferring to or from the wheelchair **DO NOT** stand on the footplate (see **Figure 15**)

One common transfer is from a bed to a wheelchair. Follow these steps to perform this movement safely using a transfer board, while using your Slider Mechanism to retract one rear wheel. You may have a caregiver or two helping you. They will be trained in providing the amount of support that you need.

1. Decide on which side of the wheelchair you want to transfer to and position the wheelchair next to and as close to the bed as possible. This will depend on which side your Slider Mechanism is located.
2. Assuming you want to transfer from the LEFT side of the wheelchair, retract the LEFT rear wheel. Your chair should be fitted with a LEFT Slider Mechanism.
  - Lock the Right wheel but **DO NOT** lock the Left wheel.
  - Retract the Left wheel by pressing the Plunger Cam to unlock the Kingfisher Slider Mechanism
  - After the Left wheel is retracted, push the Plunger Cam in the opposite direction to lock the Slider Mechanism.
  - You will have a more open exit space on the left side to perform the transfer.
  - Then, apply the wheel lock on the Left wheel. [These are the same instructions as are in **Section 7** Page 14.]
3. Both wheels of the chair should be locked at this time. Both footrests (including footplates) should be moved out of the way and the Left armrest should be removed or flipped up.
4. You or your caregiver should slide one end of the transfer board beneath your thigh. Point it downward to keep from pinching the skin. Leaning your upper body in the opposite direction from the board can make placing the board easier.

5. One end of the board should be placed flat on the wheelchair seat and the other end resting on the bed. If possible, place a slide sheet over the transfer board. This will reduce friction and allow a smooth glide during transfer.
6. To move across the board, push with your arms to lift your body. Next, carefully move your body toward the second surface and lower it back onto the board. Repeat, using several short movements instead of one long movement. As you transfer, lean your head and shoulders in the opposite direction of the move. For instance, to move left, lean your head and shoulders to the right as you move your buttocks to the left.
7. Once you are settled fully on the second surface, the transfer board can be removed.

## 11. MOVING BETWEEN OTHER SURFACES USING A TRANSFER BOARD

Here are tips for moving between other surfaces using a transfer board.

**Between a wheelchair and other household surfaces.** The basic steps listed in **Section 9** can also be used to transfer to and from other surfaces in the home. These include a toilet and a couch.

**From a wheelchair into a car.** The basic steps listed in **Section 9** can also be used for getting into a car.

The following tips can also be helpful:

- You may have one or two caregivers helping you transfer into a car.
- Before starting the transfer, the car seat should be moved as far back as possible. This gives you more room to move. It also makes it easier to pull the folded wheelchair into the car.
- If more head room is needed, the back of the car seat can be slightly reclined.
- The window of the door you're entering should be rolled down. This provides a surface you can grip while moving.
- After your buttocks are positioned on the car seat, fasten your seat belt. This will give you more stability as you move your legs into the car.
- Move your legs into the car one at a time.
- Fold the wheelchair per the instructions in **Section 5**. If caregivers are helping you, they may load the chair into the back seat or trunk of the car.

## FOR CAREGIVERS: TAKE CARE OF YOUR BACK

Helping a patient transfer can be hard on your back. To reduce the risk of a back injury, remember to do the following:

- Organize the steps in your mind before you move
- Explain the steps of the move and ask the patient when he or she is ready to move.
- Keep your knees bent and your back straight.
- You may use a gait belt to provide a firm hold, rather than clasping your hands behind the patient's back.
- Get help when you need it.
- Ask to practice first with supervision from a healthcare provider.

## 12. IMPORTANT NOTES



Always ensure that the wheelchair is on a stable, level surface and engage wheel locks before transfer



Before attempting to transfer in or out of the wheelchair, every precaution should be taken to reduce gap distance. Turn both castors toward the object you are transferring onto. Also, be certain the wheel locks are engaged to help prevent wheels from moving.



Remember to push back the Plunger Cam after retracting the rear wheel. This will lock the Plunger Cam and prevent the retracted wheel from moving.



When transferring, position yourself as far back as possible in the seat. This will prevent damaged upholstery and the possibility of the wheelchair tipping forward.

**NOTE: If you have adequate mobility and upper body strength you may perform an independent transfer**

1. Position the wheelchair as close as possible alongside the seat to which you are transferring, with the front castors pointing toward it. Retract the rear wheel (refer to **Section 7**). Operating the Slider Mechanism. Engage wheel locks. Shift body weight into seat with transfer.
2. During independent transfer, little or no seat platform will be beneath you. Use a transfer board and sliding sheet if at all possible.



# 13. WHEELCHAIR PRACTICE

## Stability and Balance

To ensure stability and safe control of your wheelchair, you must at all times maintain proper balance. The wheelchair has been designed to remain upright and stable during normal everyday routines, so long as whilst in the wheelchair, you do not move your center of gravity beyond the normal seating position.

## Reaching – Bending Forward

Ensure that the castor wheels are orientated forward. If necessary, advance the chair a little, then reverse it, so that the castors swivel into the forward position. Apply both wheel locks.

- DO NOT** lean forward out of the wheelchair any further than the length of the armrests.
- DO NOT** attempt to reach objects by moving forward on the wheelchair seat.
- DO NOT** attempt to pick objects from the floor by reaching between your knees. See **Figure 14** positions to avoid.
- DO NOT** exercise while in wheelchair.



Figure 14. Do Not Reach Forward In this Manner

## Reaching – Bending Backward

Again, position the castor wheels so that they point forward. Move the wheelchair as close as possible to the object in question. **LEAVE THE WHEEL LOCKS RELEASED.** It is better to roll backward than tip over. Reach back only as far as your arm will extend without changing your sitting position.

- DO NOT** lean over the top of the backrest, because it will shift your center of gravity and may cause you to tip over (**Figure 15** below).

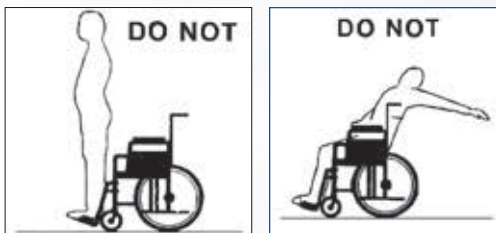


Figure 15. Do Not Stand Directly in Front of Chair or Reach Backward in this Manner

## 14. COPING WITH EVERY DAY OBSTACLES

### Use on Curbs, Steps, Platforms

As a rule, when using the wheelchair without an assistant, do not attempt to negotiate obstacles higher than 25mm (1 in.) unless your wheelchair is equipped with anti-tipper wheels to minimize the risk of tipping over backwards. Anti-tipper wheels are an option that can be installed at the time of purchase.

### Gradients



**WARNING!** Any attempt to climb or descend a slope steeper than 5° (8.7%) may put your wheelchair in an unstable position and cause it to tip (see **Figure 16**).

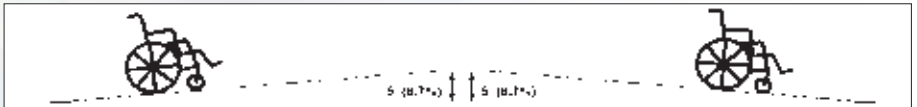


Figure 16. Recommended Maximum Safe Slope Up and Down is 5 Degrees

### Uphill

Bend your upper body forward and propel the wheelchair with quick, short pushes on the hand rims in order to maintain momentum and control of direction. If you need to rest, apply both wheel locks (**Figure 17**).

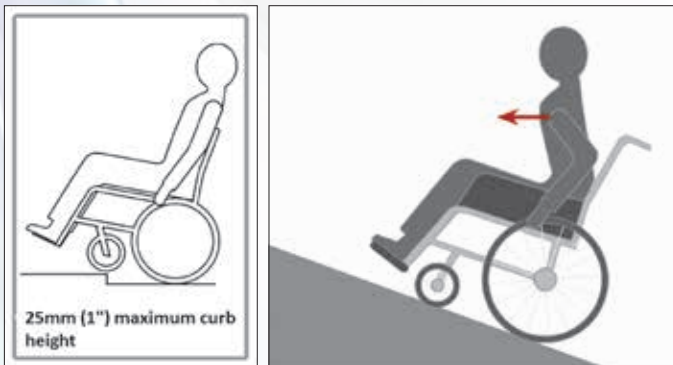


Figure 17. Going Uphill Avoid More than a 1 Inch Obstacle (left) and Propel the Wheelchair by Leaning Forward (right)

## Downhill

Lean carefully backwards and allow the hand rims to slide through your hands, but be ready at all times to check the movement in order to control speed and direction (Figure 18).



**WARNING!** Your chair is designed for use on firm, even surfaces such as concrete, asphalt, indoor flooring and carpets. **DO NOT OPERATE** your chair in sand, loose soil or over rocky terrain.

When climbing or descending a gradient, avoid any abrupt steering maneuvers and **NEVER ATTEMPT TO NEGOTIATE SLOPES SIDEWAYS.** (Figure 18, right)



Figure 18. Going Downhill Lean Backwards (left) and Never Go Across a Downhill Area

## 15. USE OF WHEEL LOCKS

As already indicated in connection with various wheelchair operations, the wheel locks function purely as a parking brake to secure the wheelchair at standstill.

**DO NOT** attempt to slow down or stop a moving wheelchair using the wheel locks. Before leaving or entering your wheelchair, always ensure that both wheel locks are applied.

# 16. MAINTENANCE AND ADJUSTMENTS

## CLEANING AND GENERAL CARE

To clean the upholstery, sponge with a damp cloth, using only hot water with a small quantity of mild detergent added.

**DO NOT USE ANY OTHER CLEANERS, SOLVENTS, POLISHING WAX, ETC.**

Wipe all metal parts with a soft cloth at least once a week. Should chromium parts develop dull areas during the course of time, especially if the wheelchair is frequently exposed to high humidity, rain, etc., the finish can be restored with a proprietary brand auto wax or chromium polishing agent.

Note: Model 4020 & E4020 wheelchair frame and parts are made of Aluminium. Cleaning with wet cloth is recommended.

**DO NOT USE ANY ABRASIVE CLEANERS.**

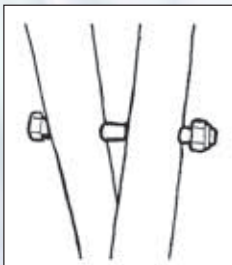
Whenever your wheelchair is exposed to wet conditions, rain, etc. Wipe the moisture off as soon as possible and dry with a soft cloth. As a preventive treatment against the loss of high-polish finish, chromium parts may be given a light petroleum jelly (Vaseline) coating.

## LUBRICATION

The center bolt and attachments of the cross-brace should be lubricated periodically (approximately every six to eight weeks) with a few drops of light machine oil or a silicone spray (WD40 or similar). This will assist in smooth folding and unfolding of the wheelchair.

### NOTE:

Check that the nut of the center bolt/cross-brace is properly tightened. The extra-long center bolt itself, however, must be seated loose in the cross-brace to ensure easy folding of the wheelchair. DO NOT attempt to reduce the center bolt working length in any way.



**IMPORTANT:** DO NOT oil hinges, clamps or extension tubes of footrests



## TIRES

The **WINNER TRANSFER WHEELCHAIR** comes fitted with polyurethane flat free tires to provide shock absorption and superior performance. The material used are highly resistant to abrasion, rolling and wear and tear. Thus, they last longer than most wheelchair tires. If you need to replace the tires, the replacement should be entrusted to your local dealer.



**REMEMBER:**  
GOOD CONDITION OF TIRES IS  
ESSENTIAL FOR YOUR SAFETY!

## ENVIRONMENTAL CONDITIONS

1. Use extra care if you must ride your chair on a wet or slick surface. If you are ever in doubt as to your ability to navigate across wet or slick surfaces, ask for help.
2. Contact with water or excess moisture may cause your chair to rust or corrode. Avoid all extreme weather situations if possible.
  - a. Do not use your chair in a shower, pool or other body of water. The chair tubing and parts are not water-tight and may rust or corrode from the inside.
  - b. Avoid excess moisture (for example, do not leave your chair in a damp bathroom while taking a shower).
  - c. Dry your chair as soon as you can if it gets wet, or if you use water to clean it.



**WARNING!** If you fail to heed these warnings damage to your chair, a fall, tipover or loss of control may occur and cause severe injury to the rider or others. The **WINNER TRANSFER WHEELCHAIR** comes fitted with polyurethane flat free tires to provide shock absorption.

# 17. WHEELS AND CASTORS

## Spoked Wheels

Check weekly that all spokes are uniformly tight and not bent. Spin the wheel and check that it rotates without any wobble. If any spokes are broken or bent, contact your Dealer for repair.

## Tightness of Axle Bolt

At least once a month check rear wheels and castors for tightness of the axle bolts. If a wheel or castor appears loose or wobbles, tighten as follows:

## Standard Axle

Slacken the locknut, then re-tighten the axle bolt as necessary. Test for correct tightness by spinning the wheel. It should rotate freely and slow down gradually to a halt. If it stops abruptly, the axle bolt is too tight and must be released slightly. After adjustment, re-tighten the locknut.

## Castors

The castors are secured to the castor fork by an axle bolt and axle nut. If necessary, tighten the axle bolt and nut using two spanners. Ensure that the castors are firmly seated in the fork without any wobble or play, but can rotate freely.

## REMOVAL/INSTALLATION OF WHEELS

In general, the only time that a rear wheel or a castor will be removed is for replacement of a tire or castor.

## Standard-Axle Wheels

Remove the locknut on the inboard side of the wheel, then unscrew and remove the axle bolt. When installing the wheel, first screw in and tighten the axle bolt. Spin the wheel to check that it rotates freely without wobble. Finally, install and tighten the locknut.

## Castors

Using two spanners, remove the locknut and withdraw the axle bolt. Reverse the procedure for installation.

## 18. REGULAR CHECK AND ADJUSTMENT OF WHEEL LOCKS

Whenever you are about to use your wheelchair, always check that the wheel locks operate properly.

Once a month check the clearance between the released wheel lock shoe and the surface of the tire. The dimension should be 0.8 inches (20mm) (**Figure 19**, left). If necessary adjust the wheel locks for your particular model as follows:

Loosen the pinch bolt in the wheel lock clamp to obtain the specified dimension of 20mm. Re-tighten the pinch bolt. Or loosen the nut and carriage bolt which run through the slot of the clamp and the frame tube. Move the clamp as required to obtain 20mm clearance and re-tighten the nut and bolt (**Figure 19**, right).

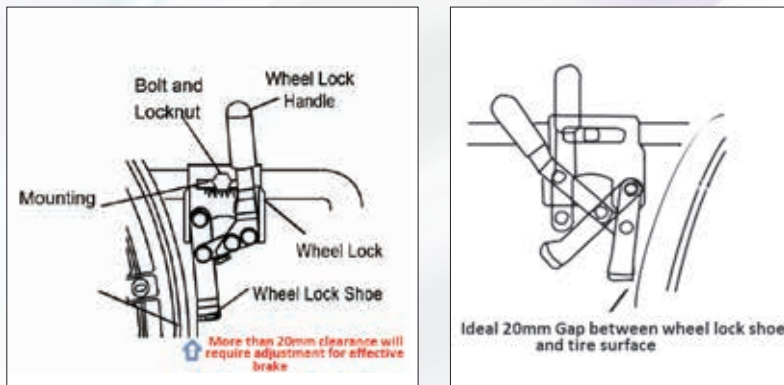


Figure 19. Clearance and Adjustment between Wheel Lock and Tire Surface

## 19. SAFETY INSPECTION – MAINTENANCE

Your product is a precision product – precision product – proper care will ensure proper function. Regular cleaning will reveal loose or worn parts. DO NOT over tighten parts or hardware as doing so can damage the frame. DO NOT operate the product if there are any missing parts or hardware. You should have a dealer or qualified professional perform maintenance on your product at least once every six months, or immediately if you notice any item needing service. Frequent use likely means that your product will require more maintenance than we suggest. In anticipation of any excessive use, we recommend that you perform a complete safety inspection including all items.

ITEM	INSPECT ITEM	INITIAL	WEEK	MONTH	6 MONTH
GENERAL	Wheelchair should roll straight , doesn't				
	feel "tight" or pull to one side	X	X		
	Inspect for loose, missing or broken hardware in all				
	locations	X		X	
FRAME	Inspect for bent frame	X		X	
CROSS BRACES	Inspect weld points for cracks, chips or loose material	X			X
	Inspect for bent cross-braces	X		X	
	Inspect weld points for cracks, chips or loose material	X			X
	Ensure locks do not interfere with tire when rolling	X	X		
WHEEL LOCKS	Pivot points free of wear and looseness	X		X	
	Wheel locks are easy to engage, and engage fully	X	X		
	Wheel locks prevent wheelchair from moving when	X	X		
	engaged				
SEAT & BACK	Inspect upholstery for rips or sagging	X			X
	Inspect for loose or broken hardware	X		X	
	Inspect hand grips for wear, looseness or deterioration	X			X
TIRES	Inspect for cracks and wear	X		X	
REAR WHEELS	Lift, spin and check for side movement, rubbing or	X		X	
	binding				
	Inspect for cracks and wear	X		X	
	Inspect for signs of rough edges or peeling	X		X	
HAND RIMS	Inspect for signs of rough edges or peeling	X		X	
FRONT FORKS	Inspect wheel/fork assembly for proper tension by	X		X	
	spinning castor. Castor should come to a gradual stop				
	and not bind or grind				
	Adjust bearing system if wheel wobbles noticeably or	X		X	
	binds to a stop				
	Ensure wheel bearings are clean and free of moisture	X			X
	Check head tube locknuts for tightness	X		X	
	Inspect castors for cracks and wear (hubs & rims)	X			X
	Inspect for cracked or broken spokes	X			X
	Inspect for cracks & wear of Linear Bush Bearings	X			X
SLIDER MECHANISM	Inspect for cracks & wear of 16mm OD mounting metal	X			X
	rods				
	CLEANING	Clean upholstery and arm rests	X	X	

Table 1. Safety Inspection and Maintenance Items





The **WINNER TRANSFER WHEELCHAIR** is warranted to the Original Purchaser if there is failure of product due to defective material and workmanship but does not include wear and tear items such as, tires, seat and back upholstery, armrest pads, anti-tippers, bearings for the castors and wheels.

Warranty is void if product is subject to misuse, abuse, unauthorized alterations, improper assembly, accident, if used other than designated purpose or if maximum load capacities are exceeded. This warranty is NOT Transferable and does not cover chipping, flaking, scratches, rust, dents, or other damages to finish or surface of the product. Responsibility of Winner SG Pte Ltd is limited to repair or replacement of product. Winner SG Pte Ltd is NOT responsible for consequential, incidental or other damages or losses resulting from product failure. Winner SG Pte Ltd will not accept liability for damage caused by any misuse, unauthorized alterations or non-observance of the instructions set out in this User Manual.

### **Duration of Limited Lifetime\* Warranty**

The following Winner products are covered by this warranty:

- Kingfisher 125T Retractable Kit: Lifetime
- Replaceable Roller Bearings in the Kit: 36 months from date of purchase
- Model #4020 **WINNER TRANSFER WHEELCHAIRS** are covered by this warranty for a period of 12 months from date of purchase to the original end user customer.

### **Warranty Claim Procedures and Requirements**

Proof of purchase (Original Receipt) **MUST** be provided in order to establish the original purchase date and pricing.

Subject to the conditions and limitations set forth below, Winner SG Pte Ltd will, at its option, either repair or replace any part of its product that prove defective by reason of improper workmanship or materials. Repaired parts or replacement parts will be provided by Winner SG Pte Ltd on an exchange basis, and will be either new or recertified. All recertified products have been tested to ensure that they are functionally equivalent to new products.

Repaired or replacement products will continue to be covered by this limited warranty for the remainder of the duration of warranty term or (90) days, whichever is longest.

In the event the product has been discontinued, Winner SG Pte Ltd, at its own discretion, shall either repair the product, offer to replace it with a comparable product or provide a refund at the lesser of the purchase price of the product's current value.

Should a defect or operating fault arise within the warranty period, the Dealer from where the product was originally purchased should be notified immediately. Failure to register the fault may invalidate the warranty. The Dealer from where the product was purchased is responsible for any warranty repair.

**To contact Winner SG Pte Ltd, please visit [www.winner-sg.com](http://www.winner-sg.com)**

*All questions concerning the validity, operation, interpretation and construction of this Warranty will be governed by and determined in accordance with the law of the Republic of Singapore.*

## 20. WHEELCHAIR PARAMETERS

### Determination of Static Stability (per ISO 7176-1: 2014)

- The most stable wheelchair tipping angles:
  - Forward wheelchair tipping angle: 7°
  - Rearward wheelchair tipping angle: 7°
- The least stable wheelchair tipping angles:
  - Forward wheelchair tipping angle: 7°
  - Rearward wheelchair tipping angle: 7°
- Lateral orientation of least stability: 7°

### Parking brake:

- Maximum slope uphill angle: 7°
- Maximum slope downhill angle: 7°
- Brake operating force: 14 lb. force (6 kg force)

### Determination of Dimensions, Mass and Maneuvering Space

(per ISO 7176-5: 2008, ISO 7176-7: 1998)

Full overall length:	50 in. (1275 mm)	Stowage length:	32 in. (810 mm)
Overall width:	28 in. (715 mm)	Stowage width:	17 in. (440 mm)
Handgrip height:	38 in. (965 mm)	Stowage height:	31 in. (780 mm)
Rising:	1 to 4 in. (28 mm -110 mm)	Required doorway entry depth	54 in. (1380 mm)
Total Mass:	46 lb. (20.8 kg)	Required corridor width for side opening	37 in. (945 mm)
Mass of Heaviest part:	41 lb. (18.4 kg)	Required width of angled corridor	39 in. (1000 mm)
Seat plane angle	6°	Footrest to seat distance	15 in. (390 mm)
Effective seat depth	16 in. (400 mm)	Footrest clearance	4 in. (110 mm)
Effective seat width	18 in. (460 mm)	Footrest length	8 in. (195 mm)
Seat surface height at front edge	20 in. (500 mm)	Leg to seat surface angle	62°
Backrest angle	75°	Front armrest to backrest distance	13 in. (320 mm)
Backrest height	16 in. (410 mm)	Handrim diameter	21 in. (530 mm)
Backrest width	15 in. (390 mm)	Horizontal displacement of axle	2 in. (55 mm)
Maximum load weight capacity	250 lb. (115 kg)		

## 21. OPERATING THE RETRACTABLE WHEEL FOR MODEL #E4020 (One or Both Sides Kit)



***ONE SIDE KIT***



***TWO SIDES KIT***

To retract the Right wheel (for wheelchair installed with Right Side Kit), apply wheel lock on the Left wheel. Pull upwards the knob and push the wheel backward until you hear a clicking sound. In this position the slider mechanism is automatically locked. Apply wheel lock on the Right wheel. The wheelchair with the Right wheel retracted is now ready to facilitate the lateral transfer. Similar procedure for wheelchair installed with LEFT Retractable Kit.

After transfer is done, pull upwards the knob and push the wheel forward until you hear a clicking sound. The wheel is now back in its original position and ready for use.



***Picture of Knob***

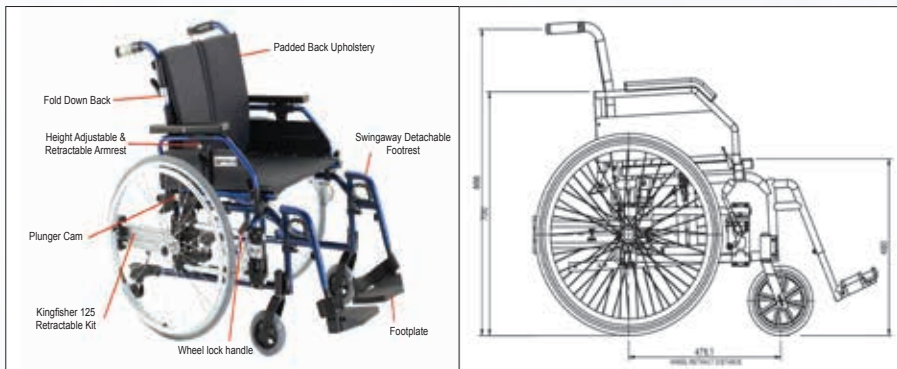


***Wheel retracted***



## 22. PRODUCT FEATURES & SPECIFICATIONS

Aluminum Frame with Flip away, Height Adjustable and Retractable Armrest. Adjustable Tension Back Upholstery and Flip Down Back complete with Anti-Tipper wheels. Swing away and removable footrest with hinged footplate. Optional Left or Right Kingfisher 125T Retractable Kit.



### Wheelchair Specifications

With One Side Kit		With Both Sides Kit					
18 (in) 460 mm	16 (in) 400 mm	26.8 (in) 680 mm	15 (in) 370 mm	35 (in) 900 mm	19 (in) 490 mm	(275 lb) 125 kg	(48 lb) 22 kg
18 (in) 460 mm	16 (in) 400 mm	26.9 (in) 720 mm	15.5 (in) 400 mm	35 (in) 900 mm	19 (in) 490 mm	(275 lb) 125 kg	(56 lb) 25.65 kg

## CONTACT INFORMATION

The name and address of the manufacturer is:

**A & I CO., LTD**  
**LIAN DU INDUSTRY PARK,**  
**LE LIU TOWN, SHUNDE DISTRICT, FOSHAN CITY, GUANGDONG, CHINA**

If you have complaints or problems with your

[WINNER TRANSFER WHEELCHAIR](#)

please contact Winner SG Pte Ltd - email: [michael@winner-sg.com](mailto:michael@winner-sg.com)

For USA customers, please contact

Address:

**Business Asia Consultants Inc.**  
**1920 Hallandale Beach Blvd**  
**Suite 905, Hallandale Beach, FL 33009**

Telephone number (in US): 954-457-2450

Email address: [larry@bacinc.info](mailto:larry@bacinc.info)

Website: [www.winner-sg.com](http://www.winner-sg.com)