

# Boarding Chair

## Owner's Manual and Maintenance Instructions



**Before using the *staxi*<sup>®</sup> Boarding Chair, read this manual and follow all instructions and warnings.**

**Wow-Care™: Toll Free Phone +1 866 969 1463  
or +1 866 WOW 1463 Email: [Wow-Care@staxi.com](mailto:Wow-Care@staxi.com)  
Website: [www.staxi.com](http://www.staxi.com)**



**Strongest Design**



**Hardest to Steal**



**Safest to Use**

***Rolling out Excellence***

***staxi*<sup>®</sup>**

# Contents

2

Contents	2
Introduction	3
Pre-Use Inspection Checks	4
Features	5
Safety Instructions	6
Cleaning & Maintenance	8
Brake Inspection Checks	10
Appendix	11
Warranty	16
Contact Info	17



**Wow-Care™: Toll Free Phone +1 866 969 1463**  
**or +1 866 WOW 1463 Email: [Wow-Care@staxi.com](mailto:Wow-Care@staxi.com)**  
**Website: [www.staxi.com](http://www.staxi.com)**



**Strongest Design**



**Hardest to Steal**



**Safest to Use**

**staxi®**

**Rolling out Excellence**

Patent No.(US) 6,315,306 Patent No.(US) 6,161,848 Patent No.(US) 6,412,795 Patent No.(CAN) 2250184 Patent No.(EUR) P11385GBEP Patent No.(UK) EP0889709

## Thank you for purchasing your *staxi*<sup>®</sup> Boarding Chair

*staxi*<sup>®</sup> is a revolutionary, clinically developed, people transportation system. It is the leading wheelchair alternative and the best selling nestable transport chair worldwide.

The *staxi*<sup>®</sup> Boarding Chair is designed to take passengers from boarding gate, direct to their seat on the aircraft, in optimum safety and comfort.

Building on our strong sales base within leading hospitals and airports throughout North America and the UK, *staxi*<sup>®</sup> is now rapidly expanding throughout the rest of the world.

**STAXI<sup>®</sup> Corporation Limited is committed to being as environmentally aware as possible. *staxi*<sup>®</sup> is the most environmentally friendly transportation system.**

### **WHY? because it is:**

- Hard to Steal – reduces replacement costs
- Durable Construction – built to last
- Virtually Maintenance Free
- Minimal Spare Parts Required
- Virtually No Maintenance and Repair Costs
- Fully Recyclable Materials

## Preparing *staxi*<sup>®</sup> Chair for Use

*staxi*<sup>®</sup> chairs arrive ready for use. Most accessories are installed before the chair is shipped. If installation is required, follow the installation instructions provided with each individual accessory.

For further details contact your *staxi*<sup>®</sup> sales Representative or **Wow-Care<sup>™</sup>** on 1-866-969-1463 or email [Wow-Care@staxi.com](mailto:Wow-Care@staxi.com)

**Wow-Care<sup>™</sup>: Toll Free Phone +1 866 969 1463**  
**or +1 866 WOW 1463 Email: [Wow-Care@staxi.com](mailto:Wow-Care@staxi.com)**  
**Website: [www.staxi.com](http://www.staxi.com)**

 **Strongest Design**  **Hardest to Steal**  **Safest to Use**

**Rolling out Excellence**

***staxi*<sup>®</sup>**

Every chair is thoroughly inspected prior to leaving our facilities in accordance with the STAXI® Corporation Limited's stringent quality control procedures to ensure that each **staxi**® is in perfect working order. However, we strongly recommend that your new **staxi**® should now be inspected prior to use as on some occasions shipping can cause some movement to the mechanical parts of the chair. Prior to putting your **staxi**® into service we recommend that you undertake the following checks:

- 1 See our 'Damaged in Transit Policy' for the correct procedures to follow if any damage to either the chairs or the packing materials is visible, prior to accepting this shipment. Visit the 'Wow-Care™' section at [www.staxi.com](http://www.staxi.com)**
- 2 Visually inspect each chair to see if there are any signs of shipping damage that was not apparent prior to unpacking your new **staxi**® chairs.**
- 3 ENSURE THAT THE BRAKES ARE WORKING CORRECTLY. Follow the checks on page 10 of this manual and as recommended in our 'Maintenance and Inspection Schedule'. Visit the 'Quick Start' section at [www.staxi.com](http://www.staxi.com)**
- 4 Inspect the rear wheels and front casters for any signs of damage.**
- 5 Ensure that the front and back lifting handles are working correctly, that the handles fold away when not in use and that the footrest is working correctly. Follow the checks as recommended in our Maintenance and Inspection Schedule.**

**NOTE:** The Inspection Checklist and further Use and Care manuals and videos are available from our website. Visit the 'Quick Start' section at [www.staxi.com](http://www.staxi.com)

We strongly recommend you read and download these manuals and also watch the video presentation before your **staxi**® chairs are put into service.

**IMPORTANT:** If you notice any damage to your **staxi**® chairs following use of this checklist, please inform STAXI® Wow-Care™ immediately on:

**Tel:** Toll Free Phone +1 866 969 1463 or **Email:** [Wow-Care@staxi.com](mailto:Wow-Care@staxi.com)

**Wow-Care™: Toll Free Phone +1 866 969 1463**  
**or +1 866 WOW 1463 Email: [Wow-Care@staxi.com](mailto:Wow-Care@staxi.com)**  
**Website: [www.staxi.com](http://www.staxi.com)**

 **Strongest Design**  **Hardest to Steal**  **Safest to Use**

**Rolling out Excellence**

Patent No.(US) 6,315,306 Patent No.(US) 6,161,848 Patent No.(US) 6,412,795 Patent No.(CAN) 2250184 Patent No.(EUR) P11385GBEP Patent No.(UK) EP0889709

**staxi**®



## Strongest Design

**High Capacity** – strong, stable design provides 500lbs (227kgs) occupancy capacity

**Comfort** – contoured seat offers secure comfort.

**Non-folding frame** – durable and built to last.

**Virtually maintenance free** – no removable parts.

**Large storage space** – for occupant convenience.

**One year unlimited parts warranty** – for peace of mind. **Fully patented product.**



## Hardest to Steal

**Traceable Serial Number** – registered for easy retrieval.

**Unique non-folding frame** – non-collapsible design deters thieves.

**Non-removable Components** – footrest and front and back lifting handles move but are not removable.

**Attendant Propelled** – the *staxi*<sup>®</sup> chair requires an attendant, making it useful only as a commercial transport chair.

**Fail-safe Brake** – automatically locks to aid safe passenger transfers.



## Safest to Use

**Automatic Braking System** – engage brake handle forward to move, release for automatic, safe stop.

**Fail-safe Brake** – automatically locks.

### Built-in Anti-tip Features

- Maximizes Patient Safety
- Safe and easy to operate
- Perfectly balanced to reduce strain.

**Wow-Care™: Toll Free Phone +1 866 969 1463**  
**or +1 866 WOW 1463 Email: [Wow-Care@staxi.com](mailto:Wow-Care@staxi.com)**  
**Website: [www.staxi.com](http://www.staxi.com)**



**Strongest Design**



**Hardest to Steal**



**Safest to Use**

***staxi*<sup>®</sup>**  
**Rolling out Excellence**

To reduce the risk of **SERIOUS INJURY** or **FATALITY** follow these rules for safe use of this *staxi*<sup>®</sup> Boarding Chair:

**CAUTION:** Full harness and both leg straps must be used with this product at all times.

**Passengers must enter this chair from the side**

**Attendant must stay with chair when occupied**

Never leave a passenger unattended. Passengers are unable to move the chair and are at risk in the event of an emergency.

**Attendant must ensure that the 4 point body harness, the thigh wrap and the leg wrap are ALL securely fastened and the passenger is secure before moving off.**

**Do not overload the chair**

The total weight limit for this chair is 500lbs. This includes the weight of the passenger plus any bags, cargo, or accessories loaded onto the chair.

**Avoid tip-overs and falls from the chair**

Only one (1) passenger at a time.

Avoid pushing the chair over curbs or ledges. Lift the chair and passenger over such obstacles.

Do not attempt a 'U' turn or a 360° maneuver on a slope, ramp or incline.

Do not stand on the footrests. Footrests are only to be used by a properly seated passenger.

Never wheel this chair on escalators or stairs.

**Always use seatbelts, leg and thigh straps**

**Use caution when maneuvering chair**

As with all transport chairs, extra care should be taken when maneuvering an occupied *staxi*<sup>®</sup> chair through narrow or crowded spaces. Be careful not to pinch a passenger's arms or hands between the plane's seat backs, walls or door edges when navigating a narrow doorway or tight gap. Take care that the passengers feet are not jammed between, or stubbed on, the plane seats or other objects to the front or sides of the chair.

Use care and avoid collisions with other people when using a *staxi*<sup>®</sup>.

**Use caution when using the front and back lifting system.**

**Check functional parts regularly**

Inspect functional parts of the chair monthly. See the Cleaning and Maintenance section of this Owner's Manual for recommended checks.

**Wow-Care™: Toll Free Phone +1 866 969 1463**  
**or +1 866 WOW 1463 Email: [Wow-Care@staxi.com](mailto:Wow-Care@staxi.com)**  
**Website: [www.staxi.com](http://www.staxi.com)**



**Strongest Design**



**Hardest to Steal**



**Safest to Use**

**Rolling out Excellence**

***staxi***<sup>®</sup>

**Do not transport luggage in the seat or on the occupant's lap. Items may fall on slopes. Never place children in car seats on this chair.**

## Braking

**staxi**<sup>®</sup> Boarding Chairs incorporate a unique 'Fail Safe' Braking System. By engaging the brake, the chair will move freely. Once released, the chair will automatically and safely stop. For optimum comfort to the occupant release the brake bar after coming to a complete stop.

The **staxi**<sup>®</sup> chair braking system also allows for secure and safe entry and exit for the occupant.

**NOTE:** Always enter and exit from the side. Visit our website to see a video demonstration, also available from the 'Downloads' section at [www.staxi.com](http://www.staxi.com)

## Check functional parts regularly

Although **staxi**<sup>®</sup> chairs require very little maintenance, it is very important to do a thorough inspection of the functional parts of the chair monthly. See the Maintenance section of this manual for recommended checks. Visit the 'Customer Info' section of our website at [www.staxi.com](http://www.staxi.com) for a video presentation.

## Be aware of potential pinch points

Areas around the footrests, brake lever and brake mechanism can pose pinching risks. Do not operate these components without being aware of the potential pinch points. Do not allow small children to play around or under the chair.

Para obtener información de seguridad en español, visite nuestro sitio web.

Pour plus d'informations de sécurité en français, visitez notre site web.

For a replacement or additional manuals, please go to the 'Downloads' section of our website [www.staxi.com](http://www.staxi.com)

**Wow-Care™: Toll Free Phone +1 866 969 1463**  
**or +1 866 WOW 1463 Email: [Wow-Care@staxi.com](mailto:Wow-Care@staxi.com)**  
**Website: [www.staxi.com](http://www.staxi.com)**



**Strongest Design**



**Hardest to Steal**



**Safest to Use**

**Rolling out Excellence**

**staxi**<sup>®</sup>



## Check functional parts regularly

Although **staxi**<sup>®</sup> chairs require very little maintenance, it is very important to do a thorough inspection of the functional parts of the chair on a regular basis. See the Maintenance Schedule below for recommended checks or go to the 'Quick Start' section of our website at [www.staxi.com](http://www.staxi.com) for a video presentation.

Monthly Inspection Checklist	Quarterly Maintenance and as required
<b>Brake</b>	
<p>The brake is an automatic fail-safe system. When new the brake maybe a little stiff, but this will ease with use.</p> <ol style="list-style-type: none"> <li>1. Does the brake operate smoothly?</li> <li>2. Do the brake pins that engage in the brake locking cogs move smoothly in and out of the locking cogs when the brake is operated?</li> <li>3. Do the pins bottom out in the locking cogs when the brake is released?</li> <li>4. Does the brake make a clicking sound when the chair is pushed with the brake off?</li> </ol> <p>If you answer <b>NO</b> to any of questions <b>1</b>, <b>2</b> or <b>3</b>, the brakes need adjusting.</p> <p>If you answer <b>YES</b> to question <b>4</b> the brakes need adjusting.</p> <ol style="list-style-type: none"> <li>5. Brake lock check...</li> </ol>	<p><b>Lubricate:</b> Apply lubricant on and between the moving parts. Synthetic lubricants are recommended. Other lubricants such as WD40 can also be used.</p> <p><b>Adjust:</b> Squeeze the brake bar against the push bar and hold. Adjust the brake by turning the nut at the top of the black lower brake rod. While doing this watch the pin that engages in the brake locking cogs. When this pin is just clear of the cogs the brake is adjusted correctly. Release the brake bar and make certain that when released, the pin is seated in the bottom of the brake locking cogs. Please do not over-tighten or over-adjust the brake.</p>
<b>Rear Wheels and Front Casters</b>	
<p><b>Inspect for wear.</b> If either shows any signs of excessive wear, replace them. Make sure that the screws that hold the rear wheels on are tight. Make sure that the front casters are fully screwed into the chair frame, and are tight.</p>	<p>The rear wheel and front caster bearings are sealed and need no maintenance.</p>
<b>Footrest</b>	
<ol style="list-style-type: none"> <li>1. Do they lift smoothly?</li> <li>2. Are they secure?</li> <li>3. Do they stay upright when moved into the upright position?</li> </ol> <p>If you answered <b>NO</b> to any of these questions the footrests need adjusting.</p>	<p><b>Adjust:</b> Adjust by tightening or loosening the nut on the footrest pivot. Be sure that the footrest will move smoothly, and stay upright when moved to the upright position.</p>

**Wow-Care™: Toll Free Phone +1 866 969 1463**  
**or +1 866 WOW 1463 Email: [Wow-Care@staxi.com](mailto:Wow-Care@staxi.com)**  
**Website: [www.staxi.com](http://www.staxi.com)**



 **Strongest Design**     **Hardest to Steal**     **Safest to Use**

**Rolling out Excellence**



## Cleaning

Cleaning should be done as frequently as required to maintain hygiene and safety.

**Chair:** Clean the chair using mild detergent and water, or car wash cleaners. Do not use abrasive cleaners. Power washers can be used.

**Cushions:** You can clean the cushions using almost any cleaning fluids. Do not use bleach in high concentrations. Do not use any acid containing cleaning liquids.



**Wow-Care™: Toll Free Phone +1 866 969 1463**  
**or +1 866 WOW 1463 Email: [Wow-Care@staxi.com](mailto:Wow-Care@staxi.com)**  
**Website: [www.staxi.com](http://www.staxi.com)**



**Strongest Design**



**Hardest to Steal**



**Safest to Use**

**staxi®**

**Rolling out Excellence**

# Important: Brake Inspection Checks

- 1 Push brake lever and roll chair forward
- 2 If brakes 'click' with lever depressed then brakes need adjusting.
- 3 Squeeze the brake bar against the push bar and hold. Adjust the brake by turning the nut at the top of black lower brake rod. While doing this watch the pin that engages in the brake locking cogs. When this pin is just clear of the cogs the brake is adjusted correctly. Release the brake bar and make certain that when released, the pin is seated in the bottom of the brake locking cogs.

Alternatively visit 'Customer Info' section of our website at [www.staxi.com](http://www.staxi.com) to view the 'Monthly Maintenance' video presentation.

**Wow-Care™: Toll Free Phone +1 866 969 1463**  
**or +1 866 WOW 1463 Email: [Wow-Care@staxi.com](mailto:Wow-Care@staxi.com)**  
**Website: [www.staxi.com](http://www.staxi.com)**



**Strongest Design**



**Hardest to Steal**



**Safest to Use**

**Rolling out Excellence**

**staxi®**

## staxi® Boarding Chair Specifications



Overall Dimensions						
Width	Frame Width	Length footrest up	Length footrest down	Seat to Floor	Back Height	Seat Width
15" (380mm)	14.75" (375mm)	39" (990mm)	43" (1100mm)	21" (530mm)	40.5" (1035mm)	14.75" (360mm)

Weight		
Chair weight 60lbs (27kgs)	Shipping Weight 84lbs (38kg)	Occupancy Capacity 500lbs (227kg)

Colors
Anti-Bacterial Baked Powder, mar resistant.
Pearl Night Blue

Chair Specifications	
Frame Tubing	Heavy Duty, formed and welded steel oval
4 Lifting Handles	Oval steel tube with plastisol grips.
Footrests	Steel, with protective coating - Non-removable.
Brake	Automatic fail safe locking ratchet
Brake Lock	Automatic lock to aid safer transfers.
Rear Wheels	8" (200mm) Non Marring Tires. Sealed Bearings.
Front Casters	5" (125mm) Swivel Casters with Non Marring Tires. Sealed Bearings.
Seat	Bucket style steel wire mesh - Non-removable.
Frame	Heavy duty, formed and welded steel oval tubing.
Backrest	Steel Wire Mesh – Non removable.
Cushion	PU outer shell Antimicrobial treated material.
Seat Belt	4 point over the shoulder and around the waist style.
Upper Leg Strap	Nylon webbing with snap buckle.
Lower Leg Band	Padded PU with Velcro

**Wow-Care™: Toll Free Phone +1 866 969 1463**  
**or +1 866 WOW 1463 Email: [Wow-Care@staxi.com](mailto:Wow-Care@staxi.com)**  
**Website: [www.staxi.com](http://www.staxi.com)**



**Strongest Design** **Hardest to Steal** **Safest to Use**

**Rolling out Excellence**

## Components

### Brake

---

Automatic fail safe "on"; push chair brake bar to release.  
Brake lock automatic fail-safe system. Release lock to operate the chair.

### Casters and Wheels

---

Non-marking tires.  
Sealed bearings.  
Caster: 5" dia. (125mm)  
Rear Wheel: 8" dia. (200mm)

### Footrest

---

Steel with protective dip coating.

### Front and Rear Lifting System

---

Painted steel with plastisol cover.

### Brake Bar

---

Painted steel.

### Seat

---

Bucket style wire mesh permanently fixed to frame.

### Backrest

---

Wire mesh; permanently fixed to frame.  
Integrated storage basket and bag hooks.

**Wow-Care™: Toll Free Phone +1 866 969 1463**  
**or +1 866 WOW 1463 Email: [Wow-Care@staxi.com](mailto:Wow-Care@staxi.com)**  
**Website: [www.staxi.com](http://www.staxi.com)**



**Strongest Design**



**Hardest to Steal**



**Safest to Use**

**Rolling out Excellence**

**staxi®**

## Accessories

### Seat Cushion

---

Meets or exceeds CAL TB 133

Outer shell: PU, Fire Retardent inner liner and foam core. Anti-Bacterial. Anti-Fungal. Non-Allergenic.

### Harness Support System

---

4 point over the shoulder and around the waist style for optimum torso support.

**Thigh security wrap** – with nylon webbing snaplock.

**Leg security band** – anti microbial PU fabric wrapped foam with velcro attachment.

### Custom Name Plate

---

Custom graphics 152x60mm

**Wow-Care™: Toll Free Phone +1 866 969 1463**  
**or +1 866 WOW 1463 Email: [Wow-Care@staxi.com](mailto:Wow-Care@staxi.com)**  
**Website: [www.staxi.com](http://www.staxi.com)**



**Strongest Design**



**Hardest to Steal**



**Safest to Use**

**Rolling out Excellence**

**staxi®**

## staxi® Boarding Chair Service Parts

Code	Description
ST057	Boarding Chair Cushion
ST092	Boarding Chair 4 Point Seat Belt Kit
ST093	Boarding Chair Upper Thigh Wrap Kit
ST094	Boarding Chair Lower Leg Wrap Kit
ST1012	Boarding Chair Handle Bar Label Kit
ST1016	Boarding Chair Handle Bar Label Sticker
ST1017	Boarding Chair Brake Lock Label Sticker
ST1205	Boarding Chair Upper Brake Kit
ST1206	Boarding Chair Lower Brake Kit Left & Right
ST1207	Boarding Chair Brake Lock Kit
ST1302	Main Footrest - Commercial, Max and Boarding Chair
ST1401	Boarding Chair Lifting Handles Sleeve Kit
ST1405	Boarding Chair U Frame & Brake Bolt Kit
ST1407	Boarding Chair Front Lifting Handle & Bolt Kit Left & Right
ST1409	Boarding Chair Rear Lifting Handle & Bolt Kit Left & Right
ST1504	Boarding Chair Rear Wheel Kit
ST1510	Front Caster and Cover Mount Kit
ST1550	Anti Tip Wheel Kit - All Chairs
ST1601	Boarding Chair Seat Back Kit
ST1660	Boarding Chair Seat Kit
ST1700	Caster Mount Cover Kit
ST1905	Boarding Chair Small Parts Kit
ST1906	Boarding Chair Plastic Parts Kit

**Wow-Care™: Toll Free Phone +1 866 969 1463**  
**or +1 866 WOW 1463 Email: [Wow-Care@staxi.com](mailto:Wow-Care@staxi.com)**  
**Website: [www.staxi.com](http://www.staxi.com)**



**Strongest Design**



**Hardest to Steal**



**Safest to Use**

**Rolling out Excellence**





STAXI® Corporation Limited backs its **staxi**® Boarding Chair with a with a one year unlimited parts warranty. All cushions are backed with a one year warranty. These warranties protect against any defects in design, workmanship and materials that may arise under normal circumstances. These warranties do not cover normal wear and tear, misuse, extreme use or abuse. These warranties do not cover theft, vandalism or any defect or deficiency that results, in whole or in part, from the following:

Any alterations, improper storage or handling, inappropriate use or maintenance, or any extraordinary use of the products by anyone other than STAXI® Corporation Limited.

Failure to follow any of STAXI® Corporation's written recommendations or instructions.

Using or combining the products with parts or accessories, other than those provided by, or recommended by, STAXI® Corporation Limited.

Vandalism, any accident, act of nature or any cause external to the products as furnished by STAXI® Corporation Limited or beyond the Corporation's reasonable control.

## Returns Policy

If, for any reason, you are not satisfied with your purchase you can return it to STAXI® Corporation Limited within 30 days and you will be reimbursed for your order. We ask that you return the product to us in the same condition and with the same packaging that you received it. You are responsible for any costs incurred to return an item to us. A re-stocking charge may apply. For full details of our returns policy, please visit the '**Wow-Care**™' section of **www.staxi.com** or call: **Toll Free 1.866.969.1463**

**Wow-Care™: Toll Free Phone +1 866 969 1463**  
**or +1 866 WOW 1463 Email: Wow-Care@staxi.com**  
**Website: www.staxi.com**



**Strongest Design**



**Hardest to Steal**



**Safest to Use**

**Rolling out Excellence**

**staxi**®



## STAXI® Corporation Limited

**Toll Free Phone** 1.877.677.8294

**Toll Free Fax** 1.888.226.3518

**Email** info@staxi.com

[www.staxi.com](http://www.staxi.com)

## Wow-Care™

**Helen Ford** Wow-Care™ Manager

**Toll Free Direct Line:** 1-866-969-1463

**Email:** helenf@staxi.com



*staxiblog*

YouTube™



**Wow-Care™: Toll Free Phone +1 866 969 1463**  
**or +1 866 WOW 1463 Email: Wow-Care@staxi.com**  
**Website: www.staxi.com**



**Strongest Design**



**Hardest to Steal**



**Safest to Use**

**Rolling out Excellence**

**staxi**®