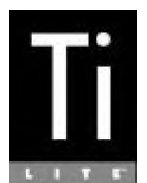


Policy and Procedures

Section 1



POLICIES AND PROCEDURES

Manual Overview

Your new “user-friendly” Parts Manual will help you place orders for TiSport and TiLite wheelchair parts. Use this manual as a tool to easily locate the correct parts for your customers.

This Parts Manual is categorized by frame types, component types, and accessories. Refer to the table of contents to locate the section for the items you need.

Each item is shown in an “exploded view” illustration. Below each illustration is a legend that has an item number, quantity used per assembly, part number and product description. Some parts may be included in an assembly but may not be available for purchase separately. Such parts will be included in the illustration but will not be called out individually in the legend below the illustration. Prices for parts are located in the parts manual price list at the back of this book, and are in order by part number.

Ordering Procedure

To place a parts order you may call Customer Service at 800-545-2266 or fax TiSport at 509-586-2413. You will need to provide the product description and the part number for each part needed. When ordering a replacement custom frame, please consult factory for original specs. Orders received without a part number may be subject to delay. There is a \$100.00 minimum purchase on all parts orders, or a \$25 handling fee will be charged.

New or Custom Parts

Items not listed in this Parts Manual are generally new or custom parts. Their prices and stated delivery times will be provided upon request.

Shipping Policy

All merchandise will be shipped FOB factory, unless another shipping method is requested. TiSport reserves the right to split shipments.

Return Merchandise Policy

All returned goods must have **PRIOR** approval from TiSport Customer Service. Call 800-545-2266 to receive a Return Material Authorization (RMA) number, which must be written on the outside of the box of item(s) being returned. If the RMA number is not marked on the outside of the box, the package being returned/exchanged or needing reimbursement may be delayed.

When making return inquires, please reference the serial number of the chair, part number, and invoice number.

All returned goods must be shipped transportation prepaid. Collect shipments will not be accepted.

If the reason for the return is the result of a factory error, TiSport, at its discretion, will issue credit or replace the part, including return transportation charges where applicable. **Note: Because TiSport and TiLite wheelchair frames are built to each customer's specifications, frames may not be exchanged or returned except for errors made by TiSport.**

A 20% restocking fee will be charged for all returns made due to dealer error.

Merchandise returned for credit must be in like-new condition.

Goods may not be returned for credit after 60 days from billing date.

If account is not current, replacement parts may be held.



ADHESIVE AND THREAD LOCKER KEY

ITEM	DESCRIPTION
△A	RUBBING ALCOHOL
△B	LOCTITE 242 OR 3M TL-42 (BLUE)
△D	DRYLUBE, SILICONE
△E	2 PART EPOXY - MIX THOROUGHLY BEFORE APPLYING
△F	TEFLON GREASE
△G	LOCTITE 680 OR 3M RT-80 (GREEN)
△H	GLUE DOT S-11783 1/2" HIGH PROFILE SUPER HIGH TACK
△L	GLUE DOT S-7587 1/2" LOW PROFILE SUPER HIGH TACK
△M	DOW CORNING MOLY DRY LUBE
△P	LOCTITE 7649 PRIMER - LET DRY BEFORE APPLYING LOCTITE
△Q	GLUE DOT S-13603 1/4" LOW PROFILE SUPER HIGH TACK
△R	LOCTITE 262 OR 3M TL-62 (RED)
△S	SUPER GLUE
△T	DOUBLE SIDED TAPE .002" THICK
△U	DOUBLE SIDED TAPE .045" THICK
△V	VIBRATITE (RED) - LET DRY BEFORE ASSEMBLY
△Y	3M 08008 (BLACK) OR 3M 1300 (YELLOW)

