



# Headrest Operation & Installation



Look closer. See further.





## SERIAL NUMBER

---

For your future reference, mark the serial number in the space provided.

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**MADE IN USA**

QUALITY MANAGEMENT  
SYSTEM  
REGISTERED TO  
ISO 13485:2016

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## IMPORTANT INFORMATION

### SAFETY SYMBOLS



#### **DANGER! WARNING! or CAUTION!**

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in this Installation and Operating Instructions.



#### **DANGER, AVERTISSEMENT, ou PRÉCAUTION**

Le point d'exclamation à l'intérieur d'un triangle équilatéral vise à alerter l'utilisateur à la présence d'importantes instructions de fonctionnement et de maintenance (service) dans ce manuel d'installation et .

#### **NOTE:**

Amplifies a procedure, practice, or condition.

#### **REMARQUE:**

Amplifie une procédure, pratique ou condition.



Safe Working Load

## TRANSPORTATION / STORAGE CONDITIONS

Temperature: Operating: 59 to 104° F  
15 to 40° C

Storage: -22 to +140° F  
-30 to +60° C

Relative Humidity: Operating: 5%RH to 95%RH  
without condensation  
Storage: 10%RH to 100%RH,  
including condensation

Atmospheric Pressure: Operating: 700hPa - 1060hPa  
Storage: 500hPa - 1060hPa

## 1. INTRODUCTION

**1.1.** This manual contains information applicable only to the Reliance® Headrest Models #18, 22, 26 and C6, 10, 11, 20, 21, 27, 30 and 31 headrest. Should you have a different model, please disregard any information that does not apply.

**1.2.** Whenever you see the symbols shown below, heed their instructions! Always follow safe operating and maintenance practices.



**“WARNING”**- The warning symbol identifies special instructions or procedures which, if not correctly followed, could result in personal injury.



**“AVERTISSANT”** Le symbole d'avertissement identifie les instructions spéciales ou les procédures qui, sinon correctement suivies, pourraient avoir comme conséquence des blessures.



**“CAUTION”**- This caution symbol identifies special instructions or procedures which, if not strictly observed, could result in damage to or destruction of equipment.



**“ATTENTION”** - ce symbole d'attention identifie les instructions spéciales ou les procédures aux lesquelles, sinon strictement observées, pourrait avoir comme conséquence les dommages ou la destruction de l'équipement.



**“NOTE”**- Note indicates points of particular or additional information.

**“NOTE”** - la note indique des remarques d'information particulière ou supplémentaire.

**1.3** Should your product not perform properly, or if you have any questions concerning the use and care of any Haag-Streit product, contact the Haag-Streit Distributor, where you purchased this product or contact the Technical Service Department, Haag-Streit USA, Inc., 3535 Kings Mills Road, Mason, Ohio 45040-2303, or call (800) 787-5426



**NOTE:** Always have the model number and serial number available before contacting Haag-Streit or your authorized Haag-Streit Distributor.

**REMARQUE :** Ayez toujours le numéro de modèle et le numéro de série à portée de la main avant de contacter Haag-Streit ou votre distributeur Haag-Streit autorisé.

## 2. INSTALLATION

### 2.1. Unpacking and Attaching Headrest

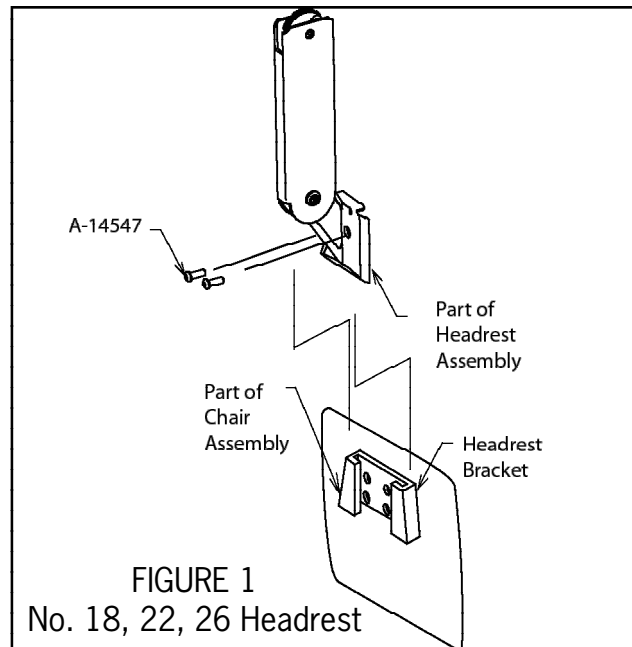
**2.1.1.** Remove the headrest from its carton, and mount it into position onto the chair back by sliding the headrest into the Headrest Bracket. Using a 5/32" hex key wrench, tighten the cap screws to clamp the headrest securely into its mounting bracket. (See Figure 1).



**“WARNING”**- If the No. 18, 22, or 26 headrest receives an impact or strikes an object with force contact Haag-Streit Tech Service immediately.



**“AVERTISSANT”** - si le numéro 18, l'appuie-tête 22, ou 26 reçoit un impact ou frappe un objet avec le service de technologie de Haag-Streit de contact de force immédiatement.



#### 2.1.2. Operation-No. 18, 22, 26 Headrest

**2.1.2.1.** The No. 18, 22, 26 headrest is designed so it can be operated with just one hand. To unlock, squeeze the clear plastic actuator into lock housing. This will allow both pivots of the articulating arm to rotate so the headrest can be moved to a new desired position. Once in the new position, release the actuator. Make sure the actuator expands to its original position fully exposing black dot on handle to insure a positive lock. The headrest pad is free to rotate at all times. (See Figure 2).

#### 2.1.3. Adjustment-No. 18, 22, 26 Headrest

**2.1.3.1.** There are three adjustments provided on the No. 18, 22, 26 headrest. The first is the ten-

sion on the pad rotation. By tightening the two hex acorn nuts on the pad pivots with a 3/8" open end wrench, the tension will be increased. To adjust the drag on the pivots of the articulating arm, loosen the set screw in the center of the pivot (Figure 2, item 1) using a 3/32" hex key wrench. Next, tighten the pivot screw on the other side of the pivot, using a 1/8" hex key wrench. Now, retighten the set screw to retain the pivot screw at the new adjustment. Either pivot may be adjusted.

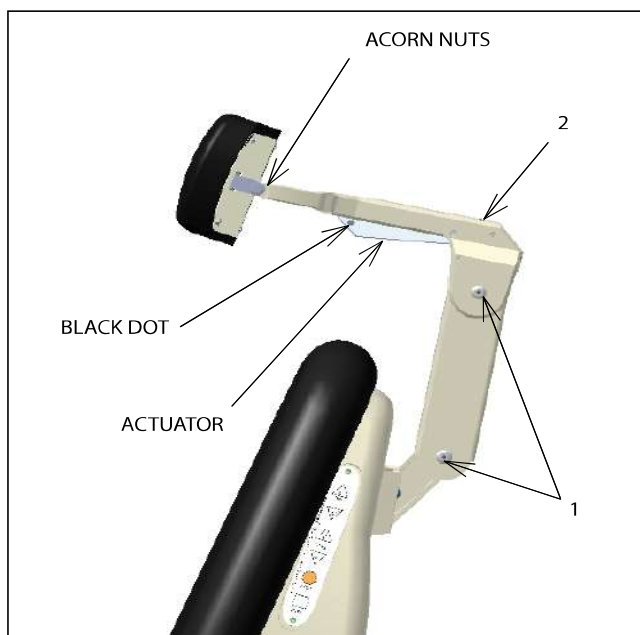


FIGURE 2  
No. 18, 22, 26 Headrest

2.1.3.2. The third adjustment is for proper clearance of the block dot to indicate that the headrest is properly locked. If the dot does not fully clear the lock housing when the headrest is locked securely, turn the set screw located at the top of the lock housing (Figure 2, item 2) counterclockwise until the dot on the actuator is fully exposed.

#### 2.1.4. Operation-No. 10, 30 Headrest

2.1.4.1. The No. 10 headrest has a fixed, rigid upholstered backboard which supports a sliding, center Pillow section Assembly. The Pillow Assembly is held in place by a fixed strap. For patient comfort simply move this pillow to a desired position.

2.1.4.2. The No. 30 headrest has a fixed, rigid upholstered backboard which supports a moveable, center Pillow Assembly. The Pillow Assembly is magnetically retained to the Upholstered Backboard, and may be re-positioned as required for Patient comfort. The Pillow is easily removed if it is not required.

#### 2.1.5. Operation-No. 11, 21, 31 Headrest

2.1.5.1 A single handle on the rear of the No. 11, 21, 31 headrests controls the locking mechanism. To unlock, grasp the handle and turn counter-clockwise. Change the tilt of the headrest until it is in the desired position. To lock, turn the handle clock-wise until snug. (See Figure 3, No. 11 Headrest shown)

#### 2.1.6. No. 11, 21, 31 Headrest Adjustment

2.1.6.1. The handle on the outermost knob can be adjusted to any preferred, locked position. Simply push in on the large screw while pulling out on the handle. Rotate as desired, and release. (See Figure 3, No. 11 Headrest shown)

2.1.6.2. The No. 21 headrest pillow assembly will slide to a preferred patient position. Simply slide pillow on the attached headrest strap to the desired position. (Not Shown)

2.1.6.3. The No. 31 headrest has an upholstered backboard which supports a moveable, center Pillow Assembly. The Pillow Assembly is magnetically retained to the Upholstered Backboard, and may be re-positioned as required for Patient comfort. The Pillow is easily removed if it is not required.

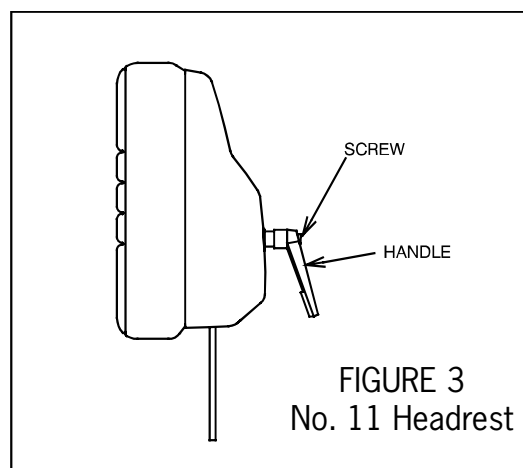


FIGURE 3  
No. 11 Headrest

#### 2.1.7. Operation-No. 20 Headrest

2.1.7.1. There are two lock handles on the No. 20 Headrest. Both handles unlock by turning counter-clockwise.

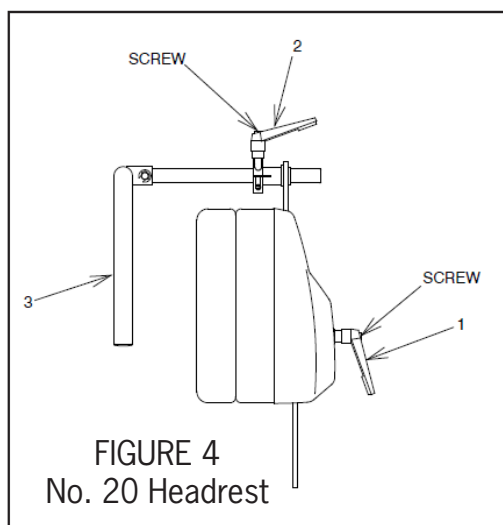
2.1.7.2. To change the tilt of the headrest unlock handle (Figure 4, item 1).

2.1.7.3. To change the height of the wrist support unlock handle (Figure 4, item 2).

2.1.7.4. When desired, the upper, curved wrist support bar (Figure 4, item 3) can be rotated up, out of the way. This also allows required clearance for a patient who is entering or leaving the chair.

### 2.1.8. Adjustment-No. 20 Headrest

2.1.8.1. The lever part of either lock handle can be re-located to any preferred, locking position. Simply push in on the large screw while pulling out on the handle, rotate the lever as desired, and release.



### 2.1.9. Operation-No. 27 Headrest

2.1.9.1. The No. 27 Headrest is designed to tilt and fold to a stowed location whenever it could interfere with a specific Examination or Procedure. Remaining attached to the chair, this Headrest is easily rotated and returned to its Standard Operating Position.

2.1.9.2. The Pillow Assembly is magnetically retained to the Upholstered Backboard, and may be re-positioned as required for Patient comfort. The Pillow is easily removed if it is not required.

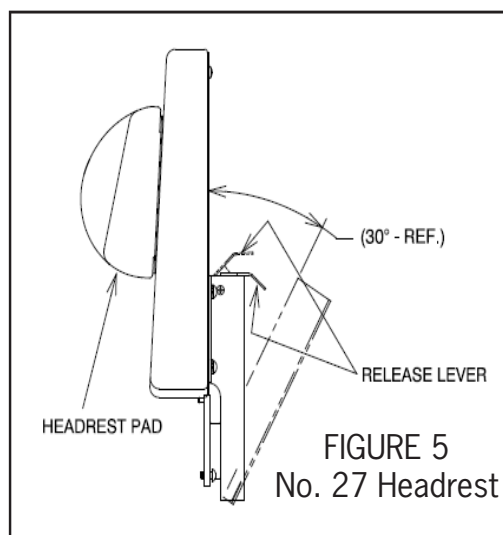
2.1.9.3. To install the Headrest, lift up on the Release Lever (See Figure 5) and tilt the Headrest backward. Fold (Rotate) the Headrest down until screws are clearly visible. Place mounting plate into headrest bracket; tighten screws with a 1/4" Allen Wrench. Rotate Headrest in a straight up position, and then push forward to lock for normal operation.

2.1.9.1.4. To stow the Headrest, lift up on the Release Lever (See Figure 5) and tilt the Headrest backward. Fold (Rotate) the Headrest down (180°). Gravity and Friction will retain the Headrest in its stowed position, where it will not interfere with any movements of the Chair Top.

2.1.9.1.5. To return the Headrest to its Standard Operating Position, rotate straight up, then push forward to lock into position.

### 2.1.10. Adjustment-No. 27 Headrest

2.1.10.1. For proper operation, all adjustments have been made at the factory.

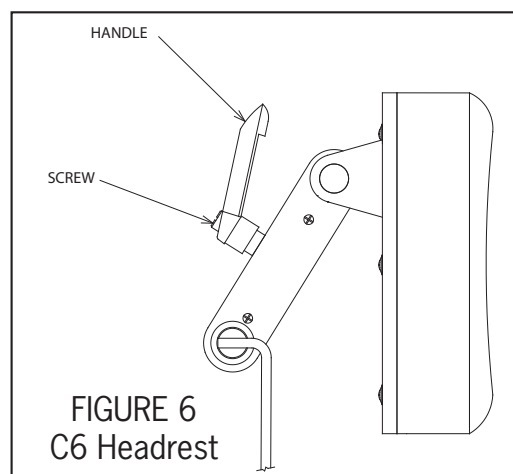


### 2.1.11. Operation C6 Headrest

2.1.11.1 A single handle on the rear of the C6 headrest controls the locking mechanism. To unlock, grasp the handle and turn counter-clockwise. Change the tilt of the headrest until it is in the desired position. To lock, turn the handle clockwise until snug. (See Figure 6)

### 2.1.12. C6 Headrest Adjustment

2.1.12.1. The handle on the outermost knob can be adjusted to any preferred, locked position. Simply push in on the large screw while pulling out on the handle. Rotate as desired, and release. (See Figure 6)



## CLEANING AND MAINTENANCE

### Cleaning the Upholstery

When cleaning upholstery, it is suggested that you use all recommended commercial cleaning agents in an inconspicuous spot to check for potential damage to the upholstery material before applying to the entire area to be cleaned.

#### Day to Day soil:

Remove ordinary dirt and smudges with a mild soap and warm water solution. Dry with a soft, lint-free cloth or towel. For more difficult stains, use of a stronger detergent is recommended; however, follow the detergent manufacturer's instructions closely.

#### Disinfecting Material:

In order to disinfect, use a 1:9 solution of bleach and water (1 part bleach to 9 parts water). Wipe surface with damp cloth then rinse with water immediately, using a damp cloth.

#### Special cleaning problems:

The following methods are recommended to clean stains on PreFixx-protected vinyl upholstery. Most stains will be removed when these cleaning agents are used in the following order.

**Type 1 Cleaners:** Nonabrasive household cleaners to be used with water and a soft cloth.

- Formula 409®~ All-Purpose Spray Cleaner
- Fantastik® Spray Cleaner
- Other similar household cleaners and bleaches

**Type 2 Cleaners:** Solvent-type cleaner to be liberally applied with a soft cloth. Dry area with another cloth, rinse with clean water and dry.

- Rubbing alcohol (isopropyl alcohol)
- Lighter fluid (naptha)

**Type 3 Cleaners:** Strong, active solvent cleaners such as nail polish remover (acetone/water) to be applied with a soft cloth. Stain should be removed with less than six (6) rubs; if stain persists after six rubs, contact manufacturer. Dry area with another cloth, rinse with clean water and dry.



**CAUTION-** These solvents are highly flammable. Exercise proper care in cleaning and notify personnel in area of danger. Wear rubber gloves during all cleaning activity. Use caution in cleaning around buttons, stitching and wooden or other decorative trim, since these solvents could seriously damage such areas.



**ATTENTION -** Ces dissolvants sont hautement inflammables. Prenez le soin approprié dans le nettoyage et informez le personnel dans la zone du danger. Utilisez les gants en caoutchouc pendant toute l'activité de nettoyage. Faites attention en nettoyant autour des boutons, en piquant et panneau en bois ou autre décoratif, puisque ces dissolvants pourraient sérieusement endommager de telles zones.

### Cleaning Painted Surfaces

The painted metal surfaces are covered in durable, powder-coated paint which is resistant to scratching and scuffing. It may be cleaned with a clean cloth dampened with mild, soapy water or equivalent household product that uses spray application.

### Recommended Infection Control Products

The disinfectant/cleaner products that we have tested and recommend for our upholstery, painted items and plastic covers are as follows.

- Cavicide® Hospital Disinfectant
- Precise® Hospital Foam Cleaner Disinfectant



**CAUTION -** Follow manufacturer's directions for concentration and application of disinfecting material. Avoid prolonged application of any disinfectant/cleaner products, because they may cause staining of upholstery material.



**ATTENTION -** Suivez les sens du constructeur pour la concentration et l'application de la désinfection produit. Évitez l'application prolongée de tous les produits désinfectants/plus propres, parce qu'elles peuvent causer la souillure du produit de capitonnage.



## **LIMITED WARRANTY**

The Reliance® product must be used only for the purposes and in the manner described in the literature distributed with the product. The products are warranted against defective materials and workmanship for a period of one (1) year from date of installation. Products or parts thereof will be repaired or replaced as required at Haag-Streit USA, Inc. Such repair or replacement shall be the sole remedy under this warranty. This warranty extends only to the original purchaser from an authorized Haag-Streit dealer and is subject to the following conditions:

1. The warranty card must be completed and returned to Haag-Streit USA, Inc. within two (2) weeks from the date of installation.
2. Installation and servicing of the products must be performed by trained Haag-Streit USA, Inc equipment dealer service personnel in accordance with the appropriate instructions manual for the products. Warranty will be voided if installation is performed by a non-authorized individual
3. The products have not sustained breakage or other types of damage due to accident or misuse.
4. This warranty will not apply to Reliance® products which have had the serial number removed, altered or effaced.

**EXCEPT FOR THE EXPRESS WARRANTY SET FORTH ABOVE, HAAG-STREIT DOES NOT GRANT ANY WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE.**

Haag-Streit USA, Inc neither assumes nor authorizes any person to assume for it, any other liability in connection with the sale and use of its products.

**REMEDIES ARE LIMITED EXCLUSIVELY TO REPAIR OR REPLACEMENT OF PARTS. HAAG-STREIT USA, INC. EXPRESSLY DISCLAIMS LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGE RESULTING FROM THE USE OF THE EQUIPMENT.**

Claims covered by this warranty will be honored when presented within one (1) month from discovery of a defect.





**MADE IN USA**

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