



## Headrest Operation & Installation

EN | FR

Look closer. See further.

 HAAG-STREIT  
RELIANCE



## SERIAL NUMBER

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

**Haag-Streit USA Inc.**

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**MADE IN USA**

QUALITY MANAGEMENT  
SYSTEM  
REGISTERED TO  
ISO 13485:2016

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## IMPORTANT INFORMATION

### SAFETY SYMBOLS

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.**



**“AVERTISSEMENT” – LE SYMBOLE AVERTISSEMENT IDENTIFIE DES INSTRUCTIONS OU PROCÉDURES SPÉCIALES QUI, SI ELLES NE SONT PAS SUIVIES CORRECTEMENT, POURRAIENT CAUSER UNE BLESSURE.**



**“CAUTION” – THE CAUTION SYMBOL IDENTIFIES SPECIAL INSTRUCTIONS OR PROCEDURES WHICH, IF NOT STRICTLY OBSERVED, COULD RESULT IN DAMAGE TO OR DESTRUCTION OF EQUIPMENT.**



**“PRÉCAUTION” – LE SYMBOLE DE PRÉCAUTION IDENTIFIE DES INSTRUCTIONS OU PROCÉDURES SPÉCIALES QUI, SI ELLES NE SONT PAS STRICTEMENT SUIVIES, POURRAIENT CAUSER UN DOMMAGE OU LA DESTRUCTION DE L'ÉQUIPEMENT.**



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

**“REMARQUE”** – Remarque indique des points d'intérêt particulier ou des renseignements additionnels. la note indique des remarques d'information particulière ou supplémentaire.



Not To Be Used as a Handle

## 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 – 1060 hPa

### 1. INTRODUCTION

- 1.1. This manual contains information applicable only to the Reliance® Headrest Models No. 18, 22, and 10. Should you have a different model, please disregard any information that does not apply.
- 1.2. Should your product not perform properly, or if the product is in need of repair, 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



**WARNING: INSTALLATION & REPAIRS MAY ONLY BE PERFORMED BY TRAINED TECHNICAL PERSONNEL.**



**AVERTISSEMENT: L'INSTALLATION ET LES RÉPARATIONS NE DOIVENT ÊTRE EFFECTUÉES QUE PAR DU PERSONNEL TECHNIQUE FORMÉ.**

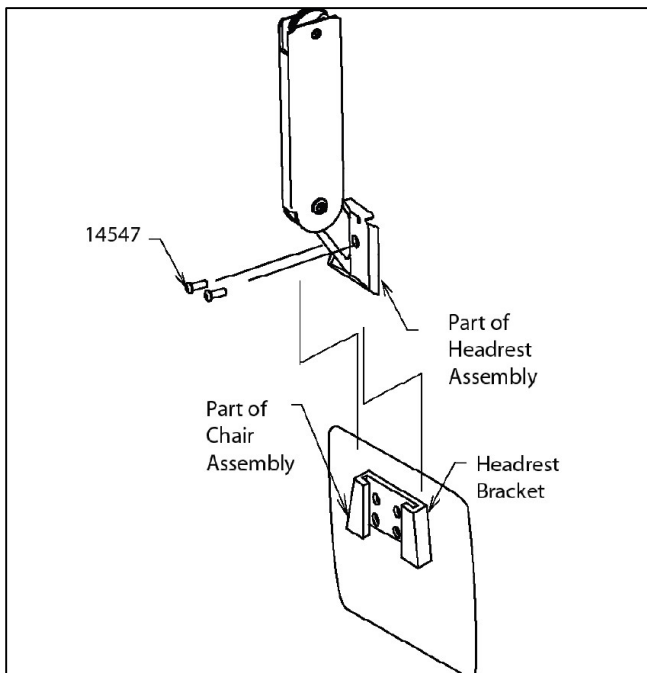
### 2.1. Unpacking and Attaching Headrest



**NOTE:** Intended use of the Headrest is designed for comfort and support during normal seated use only.

**REMARQUE:** L'utilisation prévue de l'appuie-tête est conçue uniquement pour offrir confort et soutien dans des conditions normales d'utilisation en position assise.

**2.1.1.** Remove the headrest from its carton and inspect for any damage from transportation before proceeding. Mount headrest into position onto the chair back by sliding the headrest into the Headrest Bracket. Using a 5/32" hex key wrench, tighten the cap screw to clamp the headrest securely into its mounting bracket. (See Figure 1).



**FIGURE 1  
NO. 18, 22 HEADREST**



**WARNING: IF THE NO. 18 OR 22 HEADREST RECEIVES AN IMPACT OR STRIKES AN OBJECT WITH FORCE CONTACT HAAG-STREIT TECH SERVICE IMMEDIATELY.**



**AVERTISSEMENT: SI L'APPUIE-TÊTE # 18 OU 22 REÇOIT UN CHOC OU FRAPPE UN OBJET AVEC FORCE, CONTACTEZ IMMÉDIATEMENT LE SERVICE TECHNIQUE HAAG-STREIT.**



**WARNING: NEVER USE THE HEADREST AS A HANDLE WHEN REMOVING THE CHAIR FROM THE SKID OR DURING TRANSPORT TO ITS FINAL LOCATION.**



**AVERTISSEMENT: NE JAMAIS UTILISER L'APPUIE-TÊTE COMME POIGNÉE LORS DU RETRAIT DU FAUTEUIL DE LA PALETTE OU PENDANT SON TRANSPORT VERS SON EMPLACEMENT FINAL.**



**WARNING: NEVER OPERATE DEFECTIVE EQUIPMENT. CONTACT HAAG-STREIT TECH SERVICE IMMEDIATELY.**



**AVERTISSEMENT: NE JAMAIS FAIRE FONCTIONNER UN ÉQUIPEMENT DÉFECTUEUX. CONTACTEZ IMMÉDIATEMENT LE SERVICE TECHNIQUE HAAG-STREIT.**



**WARNING: ONLY TRAINED/QUALIFIED PERSONNEL SHOULD OPERATE HEADREST.**



**AVERTISSEMENT: SEUL LE PERSONNEL FORMÉ ET QUALIFIÉ DOIT UTILISER L'APPUIE-TÊTE.**

### 2.1.2. Operation – No. 18, 22 Headrest

2.1.2.1. The No. 18, 22 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 Headrest

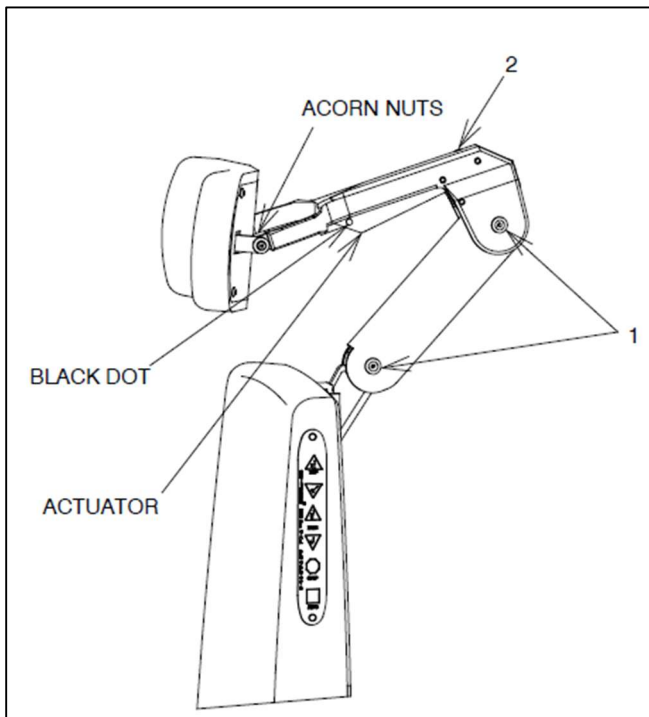
2.1.3.1. There are three adjustments provided on the No. 18, 22 headrest. The first is the tension on the pad rotation. By tightening the two hex acorn nuts on the pad pivots with a 3/8" open end wrench, the tension will be increased.

2.1.3.2. 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) with a 3/32" hexagon key wrench. Next, tighten the pivot screw on the other side of the pivot, with a 1/8" hexagon key wrench. Now, retighten the set screw to retain the pivot screw at the new adjustment. Either pivot may be adjusted.

2.1.3.3. 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 lock 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 Headrest

2.1.4.1. The No. 10 headrest has a fixed, rigid upholstered backboard which supports a sliding, center pillow section. For patient comfort simply move this pillow to a desired position.



**FIGURE 2**  
**NO. 18, 22 HEADREST**

## 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:** Non-abrasive 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 (naphtha).

**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.**



**PRÉCAUTION: CES SOLVANTS SONT EXTRÊMEMENT INFLAMMABLES. FAITES TRÈS ATTENTION LORS DU NETTOYAGE ET AVISEZ LE PERSONNEL DANS LA ZONE DE TOUT DANGER. PORTEZ DES GANTS DE CAOUTCHOUC DURANT TOUTE ACTIVITÉ DE NETTOYAGE. FAITES ATTENTION EN NETTOYANT AUTOUR DES BOUTONS, DES COUTURES ET AUTRES FINITIONS DE BOIS OU DÉCORATIVES, PUISQUE CES SOLVANTS POURRAIENT ENDOMMAGER SÉRIEUSEMENT CES ENDOITS.**

### Cleaning Painted Surfaces

Painted metal surfaces are covered with a durable powder coat paint which is resistant to scratching and scuffing. Painted surfaces may be cleaned with a clean cloth dampened with mild, soapy water or equivalent household spray cleaner.

### Recommended Infection Control Products

The following Infection Control Products have been tested on the equipment and will not cause damage to upholstery, painted surfaces or plastic covers:

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



**WARNING: REFER TO LOCAL OR HEALTHCARE PROFESSION GUIDELINES FOR SELECTING EFFECTIVE INFECTION CONTROL PRODUCTS.**



**AVERTISSEMENT:** SE RÉFÉRER AUX DIRECTIVES LOCALES OU DES PROFESSIONS DE LA SANTÉ POUR SÉLECTIONNER DES PRODUITS DE CONTRÔLE D'INFECTION EFFICACES.



**CAUTION:** FOLLOW MANUFACTURER'S DIRECTIONS FOR CONCENTRATION AND APPLICATION OF DISINFECTING CLEANER. AVOID PROLONGED APPLICATION OF ANY DISINFECTANT/CLEANER PRODUCTS, BECAUSE THEY MAY CAUSE STAINING OR DISCOLORATION OF MATERIAL.



**PRÉCAUTION:** SUIVEZ LES INSTRUCTIONS DU FABRICANT POUR LA CONCENTRATION ET L'APPLICATION DE NETTOYEURS DÉSINFECTANTS. ÉVITEZ UNE APPLICATION PROLONGÉE DE TOUT PRODUIT DÉSINFECTANT/NETTOYANT, PARCE QUE CEUXCI POURRAIENT CAUSER DES TACHES OU UNE DÉCOLORATION DU MATÉRIEL.



**NOTE:** Equipment should be cleaned as needed or per local or healthcare profession guidelines.

**REMARQUE:** L'équipement devrait être nettoyé au besoin ou selon les directives locales ou celles des professions de la santé.



**WARNING:** TO AVOID BIOLOGICAL HAZARDS WHEN EQUIPMENT HAS REACHED THE END OF ITS USEFUL LIFE, DISPOSE OF EQUIPMENT PER LOCAL REGULATIONS OR HEALTHCARE PROFESSION GUIDELINES.



**AVERTISSEMENT:** POUR ÉVITER LES RISQUES BIOLOGIQUES LORSQUE L'ÉQUIPEMENT A ATTEINT LA FIN DE SA VIE UTILE, DISEPOSEZ DE L'ÉQUIPEMENT SELON LES RÉGLEMENTATIONS LOCALES OU LES DIRECTIVES DES PROFESSIONS DE LA SANTÉ.



**NOTE:** To ensure a long service life, the device should be cleaned as described. It is also recommend having the device inspected by an authorized service technician annually.

**REMARQUE:** Pour assurer une longue durée de vie, l'appareil doit être nettoyé comme décrit. Il est également recommandé de faire inspecter l'appareil par un technicien d'entretien autorisé chaque année.

## 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 two (2) years 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 instruction 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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**P/N 27369 REV J  
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Revised 04-2026-10014**