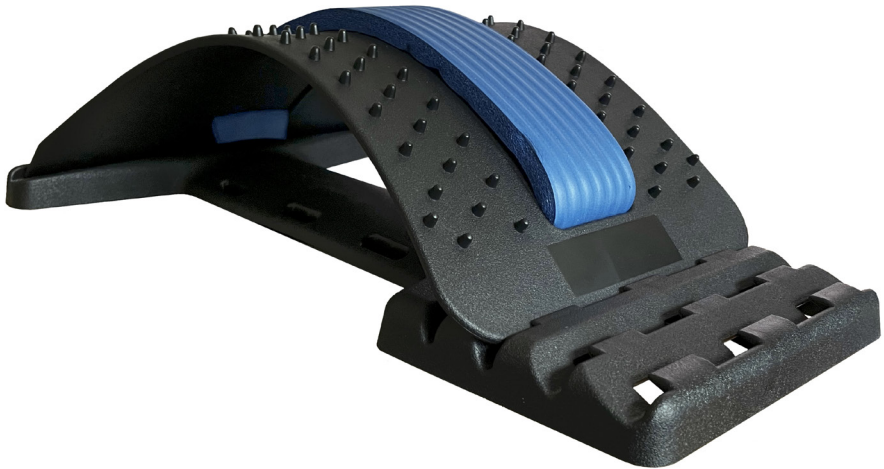


MULTI-LEVEL BACK STRETCHER



Model WPC100

Instruction Manual & Warranty Information



Read Instructions Carefully Before Use

Thank you for purchasing the Welcare Health Multi-Level Back Stretcher.

Please keep this instruction manual in a safe place where it is readily available.

Note: The illustrations in this manual may differ slightly from the product itself.



Important Safety Information



Caution

Read this section thoroughly before using the product. Please ensure you observe the safety instructions to avoid accidents, injury, and damage.

Intended Purpose

The Welcare Health Multi-Level Back Stretcher is used to relieve discomfort and tension in the back and neck by stretching and promoting good posture.

Limitations

- This product is not intended for use by children.
- **DO NOT** use this product for anything other than its intended purpose and only use as described in this manual.
- The Welcare Health Multi-Level Back Stretcher is a non-professional appliance designed for private use.

Contraindications

- This product is **NOT** intended for use by persons with limited physical, sensory, or mental abilities or lacking experience and/or knowledge, unless they are supervised by a person responsible for their safety or have received and understand the instructions/safety warnings for use of the product from this person in advance.
- **DO NOT** use if you have a fused vertebrae.
- **DO NOT** use if you have brittle bones.
- **DO NOT** use if you are pregnant.

Safety Warnings

- Dispose of the plastic bag immediately.
- Keep away from babies and children to avoid suffocation.
- Keep the product and its components out of reach of children.
- **DO NOT** let children play with the product.
- If you feel any discomfort such as a pain, stop using the product immediately and consult your doctor.
- **DO NOT** fall asleep while using this product.
- A person with pre-existing medical conditions should consult their Health Care Professional before use.

Features

- Multi-level – 4 height settings to choose from for maximum stretch and comfort.
- Fits the natural curve of the body.
- Can help to support good posture.
- Can help with discomfort of the back, neck, and shoulders.
- 96 individual massage points helping to loosen and soothe tight muscles.
- Foam insert for maximum comfort.

Benefits

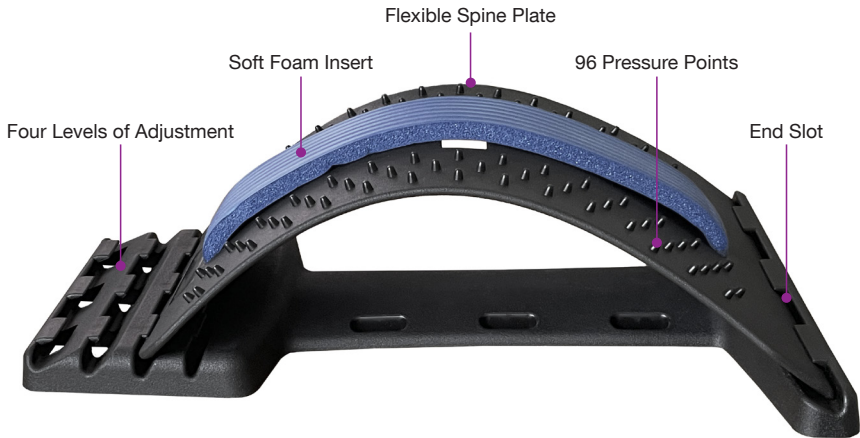
- Relieve/Soothe fatigue in shoulders and back.
- Helps to encourage flexibility in shoulder and back muscles.
- Supports postural imbalances.
- Helps to support the natural back curvature.
- Increases flexibility.

Box Contents

- 1 x Back Stretcher Panel
- 1 x Back Stretcher Base
- 1 x Foam Insert
- 1 x Instruction Manual & Warranty Information



Components



Before Using the Welcare Health Multi-Level Back Stretcher

Carefully remove all packaging materials and keep the enclosed documents in a safe place.

Keep the packaging, product, and its components out of reach of children.

Check the product and accessories are undamaged and in working order. **DO NOT** use if any part is damaged or broken.

If any abnormalities are detected, please contact our service centre:

In Australia – 1800 807 464

In New Zealand – 0800 523 583

How to Assemble the Back Stretcher

- On first use, place the foam insert through the hole on the underneath of the longer side of the Back Stretcher and thread through to the short side of the Back Stretcher (Figure 1).
- Starting at the longer end, insert the Back Stretcher into the base (Figure 2).
- Select your desired height then insert the short end accordingly (Figure 3).
 - Level 1: Low
 - Level 2: Moderate
 - Level 3: High
 - Level 4: Intense

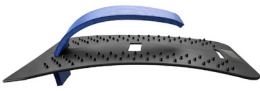


Figure 1.



Figure 2.



Figure 3.

Using the Back Stretcher

- Place the Back Stretcher on a safe, sturdy surface (it is recommended to be used on the ground).
- From a sitting position lower your back onto the wide end of the Back Stretcher.
- Gently lie back slowly until your head reaches the ground and you feel a gentle stretch.
- Start with sessions lasting no more than a few minutes at a time.
- Gradually build-your progress to a maximum between 10-20 minutes.
- Use the back stretcher 2 times a day for maximum benefits.



Level 1
7cm from ground
Low



Level 2
9cm from ground
Moderate



Level 3
11cm from ground
High



Level 4
13cm from ground
Intense

Note: A cushion can be used behind the head for support and comfort.

Note: Always lie down slowly and gently - never force any movements.

Note: Wear comfortable clothing to avoid unnecessary contact with the Back Stretcher.

Cleaning and Storage

When not in use, separate the Back Stretcher from the base. If the Back Stretcher is not separated, the Back Stretcher panel can become misshapen.

Wipe clean with a soft damp cloth.

Technical Information

Product Name	Welcare Health Multi-Level Back Stretcher
Model Number	WPC100
Material	ABS polyurethane and EVA
Dimensions	38.7 x 25.5 x 13cm
Weight	0.45kg
Contents	1 x Back Stretcher Base 1 x Back Stretcher Panel 1 x Foam Insert 1 x Instruction Manual & Warranty Information

Should you require any further information please do not hesitate to contact us.

IN AUSTRALIA:

J A DAVEY PTY LTD

Telephone: 1800 807 464

Website: www.jadavey.com.au

IN NEW ZEALAND:

J A DAVEY LTD

C/- Healthcare Logistics

Telephone: 0800 523 583

Website: www.jadavey.co.nz

Disposal



OTHER

Consult local recycling regulations.

PRODUCT WARRANTY

Please register your warranty information at:

AUS – www.jadavey.com.au NZ – www.jadavey.co.nz

This Welcare Health Multi-Level Back Stretcher product is warranted to be free of manufacturing defects for 1 year from the date of purchase*. This Warranty is void if the product is modified or altered, is subject to misuse or abuse, damaged in transit or lack of responsible care, is dropped, if damage occurs by reason of failure to follow the written instruction manual, or if product repairs are carried out without authority from J A Davey Pty Ltd.

We will repair, or at our option replace free of charge, any parts necessary to correct material or workmanship, or replace the entire product and return to you during the period of the warranty. Otherwise, we will quote for any repair which will be carried out on acceptance of our quotation. The benefits conferred by this Warranty are in addition to all other rights and remedies in respect of Product which the Consumer has under the Australian Consumer Law and other State or Territory laws in Australia and New Zealand (as applicable).

Our goods come with guarantees that cannot be excluded under Australian and New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

**Please note the accessories are not covered under warranty.*

BEFORE YOU SEND IN YOUR UNIT FOR SERVICE

Before sending in your product for service, please take a few minutes to do the following:

- To ensure safe and correct use, storage and cleaning, please ensure you review the Instruction Manual in full. The Instruction Manual can be downloaded online.
- Contact Welcare customer service. Our staff are trained to assist you with most issues you may have experienced, without the need to send your product in for service.

PLEASE CALL OUR TOLL FREE NUMBER:

IN AUSTRALIA:

Free call: 1800 807 464

IN NEW ZEALAND:

Free call: 0800 523 583

SENDING IN YOUR UNIT FOR SERVICE

1. Should repair be needed within the warranty period, enclose the cut-off section of the warranty form and your proof of purchase receipt. Please ensure all relevant details are completed before sending your unit in for service. Please ensure your contact details are still current and include a brief description of the problem you are experiencing together with your purchase receipt.
2. Include the unit with all product components in your package. This is extremely important, so our repair technicians can make the correct diagnosis with any problems.
3. Please return the product and warranty form at your cost to:

IN AUSTRALIA:

J A DAVEY PTY LTD

Welcare Repairs

PO Box 84

Port Melbourne

Victoria, Australia 3207

IN NEW ZEALAND:

BV Medical

Welcare Repairs

Unit 7, 110 Mays Road

Onehunga

Auckland, New Zealand 1061



PLEASE RETAIN THE WARRANTY INFORMATION.

RETURN THIS PORTION ONLY WHEN YOU RETURN YOUR PRODUCT FOR REPAIR UNDER WARRANTY.

Our Privacy Policy can be found here <https://jadavey.com.au/privacy-policy/>

NAME: _____

ADDRESS: _____

POSTCODE: _____

DAYTIME PHONE: _____

EMAIL: _____

MODEL: _____

DATE OF PURCHASE: ____ / ____ / ____

(PLEASE ATTACH PROOF OF PURCHASE)

RETAILER'S NAME: _____

RETAILER'S ADDRESS: _____

POSTCODE: _____

BRIEF DESCRIPTION OF PROBLEM YOU ARE EXPERIENCING: _____

Warranty is void unless the above information is completed and correct.



MULTI-LEVEL BACK STRETCHER

Manufactured for:

(Australia)

J A DAVEY PTY LTD

Telephone: 1800 807 464

Website: www.jadavey.com.au

(New Zealand)

J A DAVEY LTD

C/- Healthcare Logistics

Telephone: 0800 523 583

Website: www.jadavey.co.nz

MADE IN CHINA

V04/23