



ROHO Backrest Cushions Frequently Asked Questions

Q Which Permobil Backrest configurations will the ROHO Back Cushions be available on?

A The following Permobil Ergonomic Backrests are compatible with ROHO Backrest Cushions:

Part Number	Part Description
1101853-99-0	Ergo Back Fixed 14"W x 21"H - Leatherette
1311106-00-80-0	Ergo Back Fixed 14"W x 21"H - Fabric
1101863-99-0	Ergo Back Fixed 14"W x 26.5"H - Leatherette
1100731-99-0	Ergo Back Fixed 14"W x 26.5 H - Fabric
1101854-99-0	Ergo Back Recline 16"W x 21"H - Leatherette
1311108-00-80-0	Ergo Back Recline 16"W x 21"H - Fabric
1101861-99-0	Ergo Back Recline 16"W x 26.5" H - Leatherette
1100743-99-0	Ergo Back Recline 16"W x 26.5"H - Fabric
1101855-99-0	Ergo Back Recline 18"W x 21"H - Leatherette
1311110-00-80-0	Ergo Back Recline 18"W x 21"H - Fabric
1101862-99-0	Ergo Back Recline 18"W x 26.5"H - Leatherette
1100744-99-0	Ergo Back Recline 18"W x 26.5"H - Fabric
110240	Solid Back 16"W X 21"H
110130	Solid Back 16"W x 26.5"H
110241	Solid Back 18"W x 21"H
110131	Solid Back 18"W x 26.5"H

Q What will the warranty period be and what will it cover?

A ROHO will offer a two year warranty on ROHO Backrest Cushions for Permobil Ergonomic Backrests, starting from the original sale date of the cushion. Please refer to the information that was provided in your backrest cushion kit for specific details regarding the warranty. You may also obtain more specific information regarding ROHO's two year warranty by going to the following website: <http://www.theROHOgroup.com/medical/warranty.jsp> Search for the document titled: "The ROHO Group, Inc.'s 2 Year Limited Warranty"

Q How will Permobil process warranty related issues with ROHO Backrest Cushions?

A The ROHO Group will process all warranty related issues specific to ROHO Backrest Cushions. Should you have a Warranty Claim specific to a ROHO Backrest Cushion, please contact The ROHO Group's Custom Support Department at 1-800-851-3449. Permobil will readily provide a copy of the sales receipt of the cushion upon request to show that the backrest cushion still falls within the two year warranty period.

Q Will Permobil offer custom backrest heights for Ergonomic Backrests with ROHO Backrest Cushions? Is there a longer lead time to obtain these cushions?

A Quotations for Custom Height Ergonomic Backrests with ROHO Backrest Cushions may be obtained by calling Permobil at 1-800-736-0925. Please ask specifically for Robert Davis, our Customer Support Specialist, to obtain a custom quote. If ordering custom height backrests and cushions, lead times will likely be at least 4 weeks after placing the order.

Q What type of cover comes with the ROHO Backrest Cushion and will different covers of different materials be available?

A The standard black, mesh cover that ROHO offers is the only cover available for these cushions.

Q Is there an internal contact at ROHO if I have any Technical Support Questions specific to ROHO Cushions?

A General technical support questions can be handled by Permobil. Simply call 1-800-736-0925 and ask for either Mike Raway in Tech Support or Robert Davis, Custom Support Specialist. For more specific questions, please contact ROHO Customer Support directly at 1-800-851-3449.



- Q** Does the ROHO Cushion or Cover contain any Latex?
A No. More information pertaining to the content of these cushions may be accessed at: <http://www.theROHOgroup.com/medical/faq.jsp#16>
- Q** What service parts are available for ROHO Backrest Cushions?
A Currently, replacement covers, pumps and patch kits should be obtained directly through ROHO, although these items may become available through Permobil in the very near future.
- Q** How will this backrest/cushion combination be coded?
A Currently, the backrest/cushion combination has not been coded; however, Permobil is in the process of applying for a code. For coding inquiries, contact Permobil at 1-800-736-0925, and ask to speak to the Funding Department.
- Q** If I order an Ergonomic Backrest Kit and a ROHO Backrest Cushion, will I also receive the leatherette or fabric backrest cushion that would normally come with the Ergonomic Backrest?
A If ordering the ROHO Backrest Cushion with a new wheelchair, you will automatically be sent the Ergonomic Backrest Cushion as well, unless you indicate otherwise. If you do NOT wish to receive the Permobil Ergonomic Backrest Cushion, please indicate this by selecting part number 110320 – Omit Ergonomic Backrest Cushion, which is located on the Permobil Order Form immediately below the part numbers for the ROHO Backrest Cushions.
- Q** What are the necessary steps to take if I just need to order a new cover for the ROHO Backrest Cushion?
A Permobil will be offering replacement covers for these backrest cushions in the very near future
- Q** Will the ROHO Backrest Cushion affect my usable seat depth on the Corpus Seat?
A Adding a ROHO Backrest Cushion may affect your usable set depth. These cushions utilize ROHO MID PROFILE® cells which, in their inflated state, are 3” thick. Preferably an evaluation should be done with the client in the Permobil Wheelchair and a sample ROHO Backrest Cushion to determine the correct seat depth.
- Q** What is the purpose of the two vertical strips of soft Velcro at the top of my ROHO Backrest Cushion?
A These two strips of Velcro may be used to provide additional support to the Backrest Cushion. This is done, by looping the two strips of Velcro over the top of the backrest and attaching it to the back side of the backrest shell using hooked Velcro. These are not necessary, and may be cut off if they interfere with other accessories that are attached to the backrest shell.
- Q** Can these backrest cushions be purchased directly from ROHO?
A No. These cushions are being offered exclusively through Permobil.
- Q** Are the ROHO Backrest Cushions available on the C400 Stander Jr or C500 Stander?
A No. The ROHO Backrest Cushions only work with Permobil Ergonomic Backrests for Corpus Seating Systems. They do not contain the two elastic straps with snaps, which are necessary for attaching a cushion to a Permobil Standing Backrest Shell.
- Q** Can ROHO Backrest Cushions be ordered with the Split Backrest Option (1100972-99-0)?
A Yes. You may still order a Split Backrest Shell however; the ROHO Backrest Cushion cannot be split.
- Q** Will Permobil offer ROHO seat cushions as well as backrest cushions?
A No. ROHO seat cushions are not offered through Permobil at this time.