



# MDS89745RA/H (2304) Troubleshooting Guide

Revision 1 - 12/03/2019 – Released by William Laubach

## **Product Description**

- Knockdown Bath Bench with Arms and Back
- MDS89745RA, MDS89745RAH
- Features aluminum frame with **weight capacity of 350lbs.**

## **Troubleshooting Topics**

### **Top Issue # 1 – Missing parts**

Yes   No

- ☐ ☐ Are all components listed in Appendix A present?
- If no, continue to Complaint Form on Page 2 and note the part/s that is/are missing per Appenfix A.



Figure 1 – Product Photo

### **Top Issue # 2 – Arms do not fit**

Yes   No

- ☐ ☐ Is the complaint for the arms not fitting like in Figure 2 (holster are on the front and back sides of the frame)?
  - If yes, continue to the next question.
  - If no, continue to Complaint Form on Page 2 and elaborate on what they are experiencing.
- ☐ ☐ Are there any dents, fractures or other damage to the product?
  - If no, continue to next question.
  - If yes, continue to Complaint Form on Page 2 and note what specific part, per Appendix A, is damaged.
- ☐ ☐ Are the arm holsters located on the outside as shown in Figure 2?
  - If yes, reference Appendix B on how to assemble the bench.
  - If no, continue to Complaint Form on Page 2 and elaborate on what they are experiencing in regards to the arms not fitting.



Figure 2 - Top Issue #2, Side view



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## **Complaint Form**

☐ Troubleshooting was attempted and could not resolve the issue

Document the following information below. Do not leave blank fields.

<b>Convey Representative Name</b>	
<b>Customer Name</b>	
<b>Customer Phone Number</b>	
<b>Customer Address</b>	
<b>Customer Email Address</b>	
<b>Item Number</b>	
<b>Optum Item Number</b>	
<b>Age of Product (estimated)</b>	
<b>Product Serial or Lot Number</b>	
<b>Photo Available?</b>	
<b>Defect Code</b> Check as many error codes are applicable to the customer issue.	<input type="checkbox"/> Missing Parts <input type="checkbox"/> Assembled improperly (customer) <input type="checkbox"/> Bend/dented/fractured

### Additional Information:

- Lot Number/Serial Placement:
  - Lot number is located on a sticker placed on the cross frame.
  - **There are some differences in the components and vary by version. The lot number is crucial to identify which version the customer purchased.**



Figure 4 – Lot/Serial Number Location



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## Appendix A – Components




Please note the lot number as some of these components differ per version. The below specifies the components found in each version.

Item	Photo
<p><b>Items with lot numbers that begin with 885 Hardware</b> – Contains 1 washer, 5 short (same size) hand screws and 4 long (same size) hand screws</p> <p><i>Note:</i> Short hand screws are same size, 4 screws is used to attach the backrest pad to the backrest pad frames. 1 screw is inserted through the center of seat to secure the frames (see picture on top right)</p> <p><b>Items with lot numbers that begin with 956 Hardware</b> – Contains 1 washer, 5 short (1 may be longer than the other 4 short hand screws) hand screws and 4 long (same size) hand screws</p> <p><i>Note:</i> 4 short hand screws will be the same size and are used to attach the backrest pad to the backrest pad frames. 1 hand screw will be longer and will be inserted through the center of seat to secure the frames (see picture on bottom right)</p>	
1 Backrest pad	
<p><b>Items with lot numbers that begin with 885</b> -1 Seat - pre-stamped with a '1' and '2' to aid in assembly. Please note that the seat may appear different than in the picture.</p> <p><b>Items with lot numbers that begin with 956</b> 1 Seat - pre-stamped with 'A' and 'B' to aid in assembly. Please note that the seat may appear different than in the picture</p>	



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<p>Padded arms – 2 arms are included</p>	
<p>Backrest 'L' frames – 2 backrests frames are included (same size)</p>	
<p>Main frames with holsters and extension legs – each bath bench contains 2 main frames stamped 1 and 2. 4 extension legs are attached.</p>	



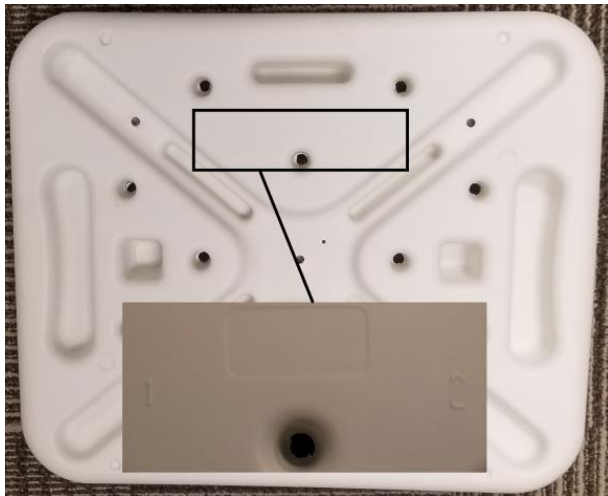
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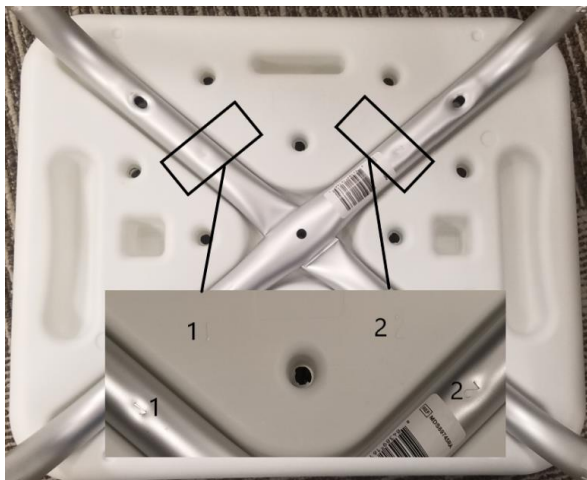
## Appendix B

1. Place the seat upside down on top of a raised flat surface. You should be able to see the indentations of where the frame should be placed.
2. Note the seat will be imprinted with '1' and '2' for the version with lots numbers beginning with '885'. This will be the **back** end of the seat.

Note the seat will be imprinted with 'A' and 'B' for the version with lots numbers beginning with '956'. This will be the **front** of the seat.



3. Locate the main frames, these are imprinted with '1' and '2'. Match the frame imprinted with '1' to the indentation on the seat imprinted '1' or 'A' (depending on the version). Do the same for the frame and seat imprinted with '2' or 'B'. **Note:** the '1' / 'A' frame is on the bottom, while the '2' / 'B' rests on top of '1' / 'A' as shown below.





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4. Use the washer and one (1) of the five (5) short hand screws provided to secure the center cross section.  
Note: items with lot numbers beginning with '885' will all have the same size short hand screws. Items with lot numbers beginning with '956' will have one that is longest of the short screws and this one will be used to secure the cross section.



5. Lay the bench on its side.
6. To attach the backrest tubes to the bottom of the bench, use the four (4) long hand screws. Each hand screw should be inserted through the back rest tube and leg tube. Ensure that the back rest tubes to attach the backrest pad is towards the back end of the seat. **Reminder:** the back end of the seat is where the imprinted '1' and '2' are located for items with lot numbers beginning with '885'. Items with lot numbers beginning with '956' will have 'A' and 'B' imprinted on the front side of the seat.







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7. Ensure the leg extensions are adjusted to the same height. The leg extensions have six (6) different notches.



8. Stand the chair upright and use the remaining four (4) short hand screws to attach the backrest pad.



9. Please note that the armrest holsters are on the side of the frame as shown below.





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10. Insert one arm rest into the armrest holders as shown below. Please note that the arm rests should flare outward.

