



# STAR

a part of Etac

---

Owner's Manual  
- For -  
StarLock Cushions

---

Dynamic Air Flow Cushion

**Users: Read instructions before using product and  
save this manual for future reference**

## About this manual

This manual contains information on the operation and maintenance of your Star Cushion. You must fully read these instructions before use. Star Cushion Products, Inc. is not responsible for any negative results if the instructions are not followed. If you have any additional questions within the USA, please contact Star Cushion. Internationally, please contact your national distributor.

## Table of Contents

Page 1: About this Manual/Table of Contents

Page 2: Intended Use

Page 3-4: Customer Responsibilities/Cautions

Page 5: Product Specifications

Page 6: What is Included

Page 7-9: Instructions for Use

Page 10: Cover Use and Removal

Page 11-12: Cleaning and Disinfection Instructions

Page 13: Warranty>Returns/Disposal

Page 14: Troubleshooting/ Contact Information

Products in this manual may be covered by one or more U.S. and foreign patents and trademarks. For further details, please refer to [www.starcushion.com](http://www.starcushion.com).

Star Cushion Products has a policy of continual product improvement, and thus may amend this document. For a current version of this document, please visit [www.starcushion.com](http://www.starcushion.com).

## Intended Use:

Each Star Cushion product this manual is an air adjustable, cellular design wheelchair support surface. There is no weight limit to the cushions so long as the cushion is properly sized to the individual.

Star Cushion Products, Inc. recommends evaluation by a clinician or healthcare professional who is experienced in seating, positioning and mobility to determine whether the cushion is appropriate for the individual, and to determine whether a solid seat platform is recommended if using the cushion on a sling-seat wheelchair.

Each of the following products utilizes dynamic air flow technology and is intended to conform to an individual's seated shape upon immersion to provide skin/soft tissue protection, positioning, and an environment to facilitate wound healing.

StarLock (2" or 5 cm)

StarLock (3" or 7.6 cm)

StarLock (4" or 10 cm)

StarLock (5" or 12.7 cm)

## Customer Responsibilities:

- Carefully read and follow all the instructions provided in this manual
- Follow a regular routine in examining and adjusting the cushion for proper inflation and immersion, recommended at least daily.
- If you are unable to perform any of the tasks described in this manual, seek assistance
- If you need further assistance with understanding the tasks described in this manual, seek assistance from a clinician who is experienced in seating, positioning and mobility

## Cautions:



**Check inflation:** At least once per day.



**Check Skin:** Check skin frequently, at least once per day. Skin and soft tissue breakdown can occur due to many reasons, which may vary by individual. Redness, bruising, or discolored skin may indicate the beginning of soft tissue or skin breakdown. If this occurs, consult with a clinician immediately.



**Cushion and Cover Matching:** The cushion and cover must be compatible sizes and must be used as directed in this manual (Instructions for Use). If they are not, the benefits provided by the cushion may be decreased or eliminated, which increases risk to the skin and/or soft tissue. Further, it may increase the risk of instability and falling.



**Cushion and Cover Orientation:** A Star Cushion must be used with the air cells facing up. If the cushion is not facing up, or the cover is not used correctly, it may reduce or eliminate the cushions' benefits and could increase risk to the skin and other soft tissue.



**Under-inflation:** DO NOT USE an under-inflated cushion. Insufficient inflation or loss of cushion air may cause lack of body support. It is important that you are immersed into the cushion, but not resting on the base or bottom of the cushion, as it can result in peak pressure areas. Prolonged exposure to peak pressures could increase risk of breakdown to the skin and other soft tissue.



**Over-inflation:** DO NOT USE an over-inflated cushion. If the cushion remains over-inflated for daily use, the body will not immerse into the cells, which may reduce or eliminate the product's benefits, and increase risk of breakdown to the skin and other soft tissue.



**Locking (One User):** Do not allow anyone else to use and lock your cushion. This cushion is designed to conform to your body shape when immersed, and stay in that shape once locked. Allowing another person to use your cushion and lock it could cause inconsistent pressure points, resulting in an increased risk of breakdown to the skin or other soft tissue.



**Safety Valve:** Always make sure the safety valve is turned to form an “X” with the tubing when locked. If the safety valve is ‘in line’ with the tubing, your lock could be accidentally released, resulting in a risk of instability or improper inflation.



**Climate:** If a cushion has been in temperatures less than 32°F / 0°C and exhibit its unusual stiffness, allow the cushion to warm to room temperature. Then, knead the cushion with your hands, or roll up the cushion and then unroll it (with the valve open) until the neoprene is soft and pliable again. Repeat proper adjustment instructions before using. Avoid extreme heat and keep away from heat sources, hot ashes, or open flames.



**Pressure:** Changes in altitude may require you to readjust your cushion for proper inflation. Check inflation each time you change altitude.



**Puncture:** In order to prevent your cushion from being punctured, keep your cushion away from sharp objects.



**Handling:** DO NOT attempt to carry your cushion by the valve(s) or pull your cushion by the valve(s). Carry your cushion by the cover’s handle, or lift underneath the base of the cushion to carry.



**Obstructions:** DO NOT place any obstructions between the user and the cushion, as this may reduce or eliminate the product’s benefits and increase the risk of skin or soft tissue breakdown.



**Instability/Fall Hazard:** DO NOT use your cushion in conjunction with, or place on top of any other products or materials, except as listed in the Intended Use section. This may result in instability and/or falls.

## Product Specifications:

The cushions addressed in this manual are made of latex-free neoprene rubber with a urethane base and electroplated copper valve. These cushions, when used and maintained properly (including minor repairs), are expected to last 5 years.

Cushion	Height	Average Weight*
StarLock (SL2)	2" (5 cm)	2.6lbs (1.18kg)
StarLock (SL3)	3" (7.6 cm)	3.2lbs (1.43kg)
StarLock (SL4)	4" (10 cm)	3.3lbs (1.5kg)
StarLock (SL5)	5" (12.7 cm)	3.9lbs (1.76kg)

\*Note: The average weights are based on 9 x 9 cells cushions.

Cells: 2" (5cm), 3" (7.6cm), and 4" (10cm) cushions	Width/Depth (inches)	Width/Depth (cm)
6	11.75"	30 cm
7	13.5"	34 cm
8	15.5"	39 cm
9	17.25"	44 cm
10	19.25"	49 cm
11	21"	53 cm
12	22.75"	58 cm
13	24.75"	63 cm
14	26.5"	67 cm

Cells: 5" (12.7 cm) cushions	Width/Depth (inches)	Width/Depth (cm)
6	14"	36 cm
7	16"	41 cm
8	18"	46 cm
9	20"	51 cm
10	22"	56 cm
11	24"	61 cm
12	26"	66 cm
13	28"	71 cm
14	30"	76 cm

Note: Above charts are not limited

## What is included:

A – Air cells: each air cell is connected to each other and will allow air to be distributed evenly across the whole cushion

B - Hand Pump: dual action pump to inflate the air cells through the inflation valve

C – Inflation Valve: supports the flow of air into the cushion

D1 – Bulb Pump: The blue/red bulb pump fills lock pockets in the base of the cushion which stops the flow of air between the air cells and allows the cushion to remain shaped to the user.

D2 – Safety Valve: When turned to form an “X” with the tubing the safety valve prevents air from being released out of the lock pockets.

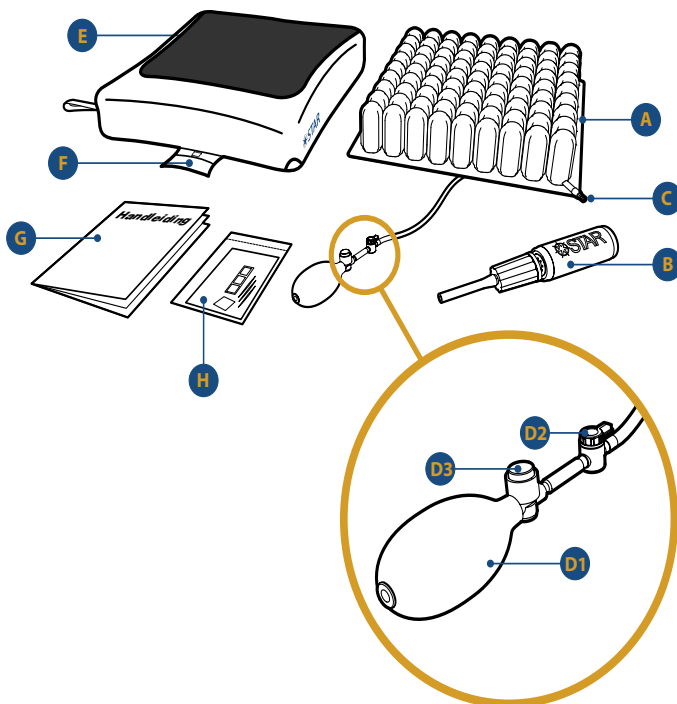
D3 – Release Button: Pressing this button releases air out of the lock pockets and allows air to flow between the air cells.

E – Cover: Covers are made of nylon, spandex, polyester, and a non-skid material to aid in preventing the cushion from moving on the surface

F – Pocket: Where the bulb pump can be stored when not in use.

G – Owner’s Manual

H - Repair Kit: Minor punctures to your cushion can be easily repaired with the repair kit. The repair kit contains 3 patches, sandpaper, 3 toothpicks, and an instruction card.

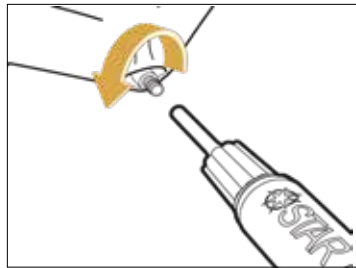


## Instructions for Use:

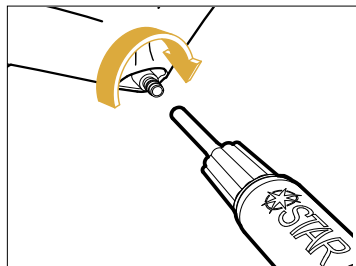
Please read the instructions carefully and follow guidelines to properly adjust your Star Cushion. Failure to comply with the instructions may cause improper inflation of this dynamic airflow cushion, resulting in a loss of therapeutic value.

### **Inflating the Cushion:**

1. Locate the permanently attached inflation bulb pump. You will notice a black release button and a lock valve. Make sure the lock valve is in an open position (in line with the tubing). Push the black release button for approximately 3-5 seconds to insure that all air is released from the lock pockets.
2. Locate the cushions' air valve on the corner of the cushion and open it by turning the silver tip counterclockwise. Do not apply pressure when opening and closing valve. The valve maintains a tight seal with little effort.
3. Attach the rubber hose end of the black hand pump to the open valve. In sure the pump hose is placed tightly over the valve.



4. With the pump attached, pump to moderate inflation.  
*Note: Moderate inflation is achieved when the center of the cushion begins to arch.*
5. Remove pump from cushion valve and quickly close valve tip by lightly turning ing clockwise.

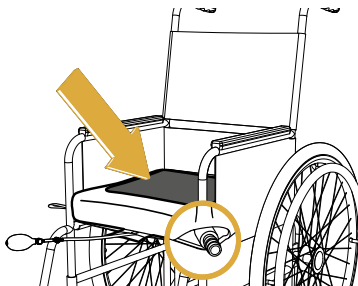


6. With the valve closed, no air escapes.

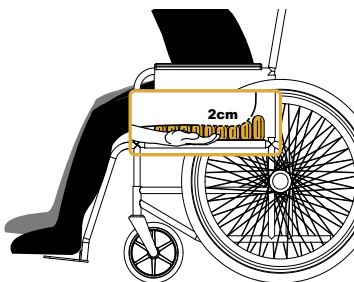


## Personalizing the Inflation of Your Cushion:

1. Now place the cushion on the chair with the inflation valve in the front, left corner (see image below) and the bulb pump in the front. Sit on the cushion and in the chair in a position that provides appropriate sitting posture. Ensure that your arms and legs are positioned in an appropriate and comfortable position.

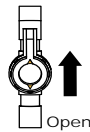


2. Now place your hand between the cushion and your bony prominence, usually your ischials.
3. Open the valve and begin slowly letting air escape from the cushion. As air escapes, use your fingers as a guide to estimate distance between your bony prominence and the base of the cushion.
4. Continue releasing air until you are positioned approximately  $\frac{3}{4}$ " (2 cm) off of the base of the cushion (see image). At this point, gently close the valve by turning the outer silver tip clockwise to the closed position.

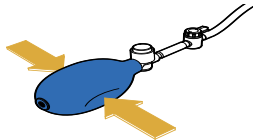


### Step 3: Customize the Stability and Positioning of your Star Lock Cushion (if desired):

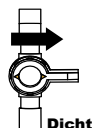
1. Once you have completed Steps 1 and 2, you may customize the stability and positioning of your Star Lock by locking the flow of air between the air cells.
2. To do this, you first position yourself (or in the case of a clinician, position the user) in the cushion in the desired seating position/posture. The Star Lock can accommodate a variety of seating issues including an obliquity or no contact area.
3. Once positioned, make sure the safety valve is in line with the tubing of the bulb pump.



4. Then, pump the attached bulb pump until bulb pump becomes firm, usually 15 times or more depending on cushion size. This will fully inflate and pressurize the lock pockets, which locks the adjusted air volume in each cell and allows the cushion to stay shaped to the user. You can view the fully inflated lock pockets on the base of the cushion when the cover is off. Your cushion is now locked.
5. When the desired position of the client is achieved and locked into place (steps 2 -4 of this section), turn the safety valve to the closed position (forming an X with the tubing).



6. Review position of the user in the cushion and chair. If additional adjustments are needed, first turn the safety valve to the open position (in line with the tubing). Then, press and hold the black release button on the bulb pump for at least 5 seconds to release air from the lock pockets and repeat steps 2-5 of this section. This will ensure that the desired seating position will be maintained.

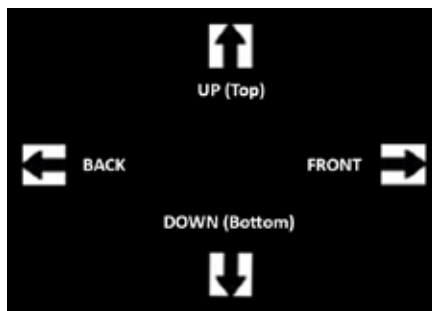


## Cover Use and Removal:

Every Star Cushion comes with a fitted cover to help prevent the cushion cells from expanding beyond the listed dimensions of the cushion and to aid in slide board transfers. The bottom of our covers are made of non-skid material, with added Velcro strips, to help keep the cushion more secure in the chair.

### **To cover your cushion:**

1. Set the cover on a flat surface with the non-skid material facing upward and the Velcro flap facing you.
2. Open the Velcro flap and insert your cushion with the bulb pump entering the cover first with the air cells facing down.
3. Gently pull the bulb pump through the hole in the cover and into the pocket.
4. Close the Velcro flap and turn the cushion over so cells are facing up.
5. Make sure the valve comes out of the corner of the cover for inflation/deflation. Your cushion is now ready for use as long as it has been properly adjusted (see Instructions for Use in this manual).
6. Place the covered cushion on the chair. The pocket containing the bulb pump will be in front. The non-skid material will be on the bottom, with all air cells covered, and the valve will be showing through the corner. Please reference the label on cushion to verify the cushion is positioned on the chair correctly.



**To remove the cover:** Undo Velcro flap and remove the cushion from the cover. Reattach Velcro strips before cleaning or inspecting the cover for damage. Replace if necessary.

## Cover Cleaning and Disinfecting Instructions:



Before washing, close cover with Velcro strip!

**To Clean the Cover:** Remove the cover. Machine wash in warm water (max. 140°F or 60°C) with a mild detergent, with like colors. No Bleach. Rinse in cold water and machine dry on low temperature or line dry.

**To Disinfect the Cover:** The cover can be machine washed in hot water (80°C) to disinfect. Tumble dry low.

*Star Cushion Products, Inc. is not responsible for any damage that may occur from your washing machine or dryer.*

## Cushion Cleaning and Disinfecting Instructions:

Before cleaning/disinfecting, remove the cushion cover and wash separately.

Cleaning is the removal of soil, dirt and organic matter from the product.

Disinfecting is the elimination of pathogenic microorganisms.

Cleaning must precede disinfection.

**To Clean the Cushion:** Close the cushion valve. Using a washcloth, sponge, and/or soft bristle brush, hand wash the Star Cushion in lukewarm water with a liquid dishwashing detergent, laundry detergent, soap, or general purpose housekeeping cleaning products. (DO NOT USE automatic dishwasher detergents which are too caustic for personal safety) If necessary, dilute following the product label directions for surface cleaning. Make sure to thoroughly scrub all of the air cells and spaces between. Rinse completely with fresh water. Allow the cushion to dry for approximately 15 minutes. If not completely dry, use a towel to spot dry your cushion. DO NOT PLACE YOUR STAR CUSHION IN A CLOTHES WASHER OR DRYER, OR HEAT ABOVE 100\* FARENHEIT (37°C).

**To Disinfect the Cushion:** Periodic cleaning is all that is recommended unless there is a known infection or an open wound. If disinfection is desired, follow the above cleaning instructions using a solution of 1 part household liquid chlorine bleach to 9 parts warm water. Soak the product for 10 minutes in the solution, rinse completely, and dry thoroughly. **Do Not Use Undiluted Bleach!**

Note: Most germicidal disinfectants are safe if used following the disinfectant manufacturer's dilution directions.

**DO NOT:**

- machine wash or machine dry the cushion.
- use abrasives such as steel wool or scouring pads.
- use cleaning products containing petroleum or organic solvents.
- allow water or cleaning solution to enter the product (make sure the valve(s) are closed tightly before starting).
- expose the product to ultraviolet light or ozone gas cleaning methods.
- use oil-based lotions, lanolin, or phenolic-based disinfectants on your product, as they may compromise the integrity of the material.

**To Sterilize the Cushion:** Follow Cleaning and Disinfection guidelines above. Star Cushion's products are not packaged in a sterile condition nor are they intended or required to be sterilized prior to usage. High temperatures can accelerate aging of the product and may cause damage or failure. If institution protocol demands sterilization, open the valve and use the lowest temperature possible for the shortest time possible. Neither are recommended, but gas sterilization is preferable to steam autoclave. In any process using pressure, ensure all valves are open to prevent damage to the product. Star Cushion Products, Inc. highly discourages sterilization methods using temperatures greater than 180° F (82° C) for air-adjustable products.

**Deodorizing:** To deodorize products mix one tablespoon of baking soda per quart of water (25 gm/l) in 10 parts water. Soak for several hours, rinse and let dry. This may need to be repeated several times. Clean product frequently or use an incontinent covering to avoid strong odors and staining.

## Warranty:

### **Limited Two Year Warranty on Cushion Limited Thirty Day Warranty on Cushion Cover**

Star Cushion warrants your cushion for a period of two years from the date of purchase, and the cushion exterior cover for thirty days from the date of purchase to be free of defects in material and/or workmanship.

#### **What is NOT covered by the cushion or cushion cover warranty:**

1. Necessary replacement or repair that has been caused by improper usage, abuse, negligence, or punctures from outside objects.
2. Daily wear and tear, or damage that is a result of disregarding the specific directions contained in this instruction manual.

Warrantor is **not** responsible for consequential damages or incidental damages.

Star Cushion requires proof of original purchase date, such as your original sales slip to establish warranty period.

Warranty service is available by returning the cushion and/or cushion cover, at your expense to:

Star Cushion Products, Inc.  
Attn: Repairs  
5 Commerce Drive  
Freeburg, IL 62243

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. All implied warranties with respect to this product are limited to two years from the date of purchase for the cushion and thirty (30) days for the cushion cover. This warranty gives you specific legal rights and you may also have other rights that may vary from state to state.

**International Warranty:** Please contact your local distributor. A list of distributors can be found at [www.starcushion.com](http://www.starcushion.com) or if you cannot find a distributor contact Star Cushion (see Contact Information).

## Returns:

All products returned must be new and unused, require prior authorization from Star Cushion Products, Inc. and are subject to a restocking charge. Before returning your product in the U.S.A., contact our Warranty Service Department

## Disposal:

There are no known environmental hazards associated with the components of the products in this manual when properly used and disposed. Dispose of the product and/or components in accordance with the applicable regulations in your jurisdiction.  
DO NOT INCINERATE.

## **Troubleshooting:**

### **Not Holding Air:**

1. Open valve(s) by turning counter clockwise and add air to the cushion using your black hand pump.
2. Close valve(s) tightly by turning valves clockwise.  
If still not holding air
3. Visibly check to see if there are any holes. If no holes are visible, immerse cushion (with the valves tightly closed) in sink or tub of water and look for air bubbles.
  - If pin-hole sized holes are found, use the repair kit that came with your product and follow the repair kit instructions.
  - If large holes or other leaks are found, see Warranty Section.

### **Uncomfortable/Unstable:**

- Make sure cushion is not over-inflated. (see Instructions for Use).
- Make sure the air cells and the cover's stretch top are facing "UP".
- Make sure cushion is not too big or too small for the wheelchair.

Allow the user to sit on the cushion for a minimum of one hour to get use to the texture of the product's surface and immersion into the air cells.

## **Contact Information:**

In the U.S.A:

Star Cushion Products, Inc. Customer Care and Warranty Service:

Phone: 888-277-7827

Fax: 618-539-7073

[www.starcushion.com](http://www.starcushion.com)

Customer Care/Warranty Service: [CS@StarCushion.com](mailto:CS@StarCushion.com)

Note: If directed to return any items, please send to:

Star Cushion Products, Inc.

5 Commerce Drive

Freeburg, IL 62243

Outside the U.S.A.:

Star Cushion International: [intl@starcushion.com](mailto:intl@starcushion.com)

Or visit [www.etac.com](http://www.etac.com) for a list of Star Cushion International distributors.

Members of the Etac Group

R82 UK Ltd.

Unit D4A, Coombswood

Business Park East

Coombswood Way,

Halesowen

West Midlands B62 8BH

England

Tel. 0121 561 2222 Fax. 0121 559 5437

[enquiries@etac.uk.r82.com](mailto:enquiries@etac.uk.r82.com)

[www.etac.com/uk](http://www.etac.com/uk)



# STAR

a part of Etac

Manufacturer:  
Star Cushion Products, Inc.  
5 Commerce Drive  
Freeburg, IL 62243

Phone: (618)539-7070  
Toll Free: (888)277-7827  
Fax: (618)539-7073  
Sales@starcushion.com  
www.StarCushion.com



Etac Supply Center AB  
Långgatan 12  
33424 Anderstorp  
Sweden



Control Document

**QF 71-03**

last updated 11/19/2019