

# LINK

# Welcome to the Adapt Solutions Family!

Thank you for choosing the LINK from Adapt Solutions. We are proud to welcome you to the Adapt Solutions family.

As our core values are based on **excellence**, **innovation**, **cooperation**, **pride** and **goodwill**, every product we create is built with a commitment to **safety**, **reliability**, and **ease of use**. The LINK is designed to enhance your mobility and independence, and we stand behind it with the same dedication that has guided our company since its founding.

This manual contains important information about the **operation**, **safety precautions**, and **maintenance** of your new LINK. With proper care and use, your LINK will serve you reliably for years to come.

We appreciate your trust in Adapt Solutions and hope the LINK brings you greater freedom and confidence in your daily life.

Warm regards,

The Adapt Solutions Team

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### WARRANTY REGISTRATION

Adapt Solutions #1 Ltd located in St-Lambert-de-Lauzon, Québec, Canada, warrants this product to be free from any manufacturer's defect and workmanship for a period of three years from the date of purchase. This product has to be installed by an authorized dealer and has to be operated properly to be warranted. This warranty is limited to the original purchaser and does not cover defects on the vehicle. The warranty registration must be completed and returned within 30 days of purchase. This warranty does not cover abnormal wear or damages resulting from an accident, misuse, neglect or if the product has been altered in any way or aspect. Defective parts must be returned by an authorized dealer, who will have received a prior return authorization from Adapt Solutions #1 Ltd. All warranted parts shall be sent to Adapt Solutions #1 Ltd prepaid. Parts will be replaced or repaired at Adapt Solutions #1 Ltd discretion.

Date installed:				
Dealer:				
Dealer signature:				
TO KEEP FOR YOUR RECORDS				

(Place serial number here)



Scan QR Code to Register Online



Read and understand the operating and safety instructions before using the unit. Failure to follow the operating and safety instructions could result in bodily injury or damage to the unit.



## MAXIMUM WEIGHT CAPACITY

350 lbs (159 kg)



# MOVING COMPONENTS: PINCH AND CRUSH HAZARD

The LINK is a turning and lowering seat base. It moves in and out of the vehicle, rotates, and lowers toward the ground to assist with transfers.

#### To ensure safe use:

- Keep all hands, fingers, limbs, and loose items away from moving parts during operation.
- Never allow persons or pets to stand, sit, or move behind, under, or near the LINK while it is in motion, whether occupied or not.
- The LINK is designed and tested for use by a single seated person only. It must not be used with multiple riders or while someone is sitting on the user's lap. Any additional weight or interference may compromise safety and damage the unit.



### CALIFORNIA PROP 65 WARNING

This product may expose you to chemicals including benzene, which is known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, visit: www.P65Warnings.ca.gov



### AUDIBLE WARNING

For details on each audible warning you may hear, please refer to page 4.





# SAFETY GUIDELINES TO PREVENT INJURY OR DAMAGE

- Do not step on the LINK base or cover while the seat is in motion.
- Do not recline the seatback while the LINK is operating.
- Store any personal belongings, cables, or accessories away from the LINK. Loose items may become entangled in the mechanism, which can damage the unit or pose a risk of injury.
- Operate the LINK only when the vehicle is parked on a flat, level surface. Make sure to allow full clearance around the seat and door area.
  - Engage Park, or the hand brake if the vehicle is equipped with a manual transmission.
  - Ensure there is no contact with the ground or surrounding objects while the LINK is turning or lowering.
- Before entering or exiting the vehicle using the LINK:
  - Make sure your head, arms, and legs clear the door frame and interior vehicle structure.
  - The user may release the control button at any time to stop movement and adjust positioning if needed.
- Never use the LINK if there is any visible damage. Contact your dealer for a full inspection before continuing use.
- Do not allow anyone to sit directly behind the LINK seat while it is occupied and in motion.
- Always wear the seatbelt and adjust the headrest properly before driving.
- Do not ride with the seat excessively reclined, as this may reduce seatbelt effectiveness and increase the risk of injury in the event of a collision.
- Never try to operate the LINK while the vehicle door is closed or if the vehicle is in motion.
- If the LINK produces unusual sounds, such as clicking or grinding, or exhibits abnormal movements, stop using it immediately and contact your dealer.



# IMPORTANT REMINDER

Place all provided safety stickers inside the vehicle, in a visible location, to remind users and caregivers of these safety precautions.



### LINK AUDIBLE WARNING **Audible: Quantity and Tones** Meaning Description Unit powering up, following loss of 12V. BEE-BEE-BEEP 12V Power Connection \*CONTACT YOUR DEALER The overload protection mechanism is activated. **BEEEEEEEEEP** Overload Protection \*CONTACT YOUR DEALER BEE-BOO-BEE-Power issue concerning one of the motors of your LINK. Motor Overload \*CONTACT YOUR DEALER **BOO-BEE-BOO** Check for any obstruction in the mechanism from passenger or personal items. Prohibit further use if damage is suspected, **BEEP-BEEEEEEP** Pivot Obstruction and require professional inspection before resuming use \*CONTACT YOUR DEALER BEEEP-BEEEP-Annual maintenance is due. (see page 18) Maintenance Reminder **BEEEP** \*CONTACT YOUR DEALER RFFP-RFFP-Error concerning one component of your LINK. Frror **BEEP-BEEP** \*CONTACT YOUR DEALER

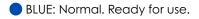
Rev. 02

<sup>\*</sup>Please contact your dealer for full diagnostics, support and maintenance.

# HAND PENDANT L.E.D. LIGHT REFERENCE







YELLOW: Reduced Power Mode (see below).

RED: Problem detected. Do not use the LINK. Contact your Dealer

GREEN: No response or 12 volt power supply failure. Contact your Dealer

● BLUE/RED: Annual maintenance is due. (see page 18) Contact your Dealer

# YELLOW: REDUCED POWER MODE

If the vehicle's battery (12V) is disconnected or fully drained, the LINK will go into **Reduced Power Mode** to prevent damage to the vehicle and to itself.

# How to exit Reduced Power Mode

The LINK must run a full cycle. Use this time to visually inspect each movement. **NOTE**: It is possible that the LINK will stop through its cycle as it is running on reduced power. Visually confirm nothing is impeding the movements and then simply press the **IN** or **OUT** button again to continue the cycle.



Rev 02

# LINK FUNCTIONS

The LINK is a pivoting and lowering seat base that uses your vehicle's original seat which affords comfort and freedom. The user-friendly functions of the LINK make it a breeze to operate.

# POWER!

Use the POWER button on top of the pendant to activate it. A blue light will indicate that the pendant is active and will allow you to use your LINK. This light will flash during movements. If the pendant is not used for ten (10) seconds, the light will go off and the pendant will no longer be active. Simply press the POWER button on the top of the pendant again to activate.

# IN

Use this button to move the LINK into the vehicle.



# **OUT**

Use this button to move the LINK out of the vehicle.

Watch the short video by scanning here:



Rev. 02

# LINK SEAT ADJUSTMENTS



PLEASE NOTE: The seat adjustments will only be available to you once the LINK is completely inside the vehicle and the cycle of the LINK is complete. If you have pushed the POWER button, the blue light is on and the seat adjustment buttons do not work, make sure the LINK has completed its full cycle and is fully 'IN'. Use the IN button until the LINK and seat no longer move to ensure the cycle is completed.

upward.

# LINK LIFT UP FEATURE

The LINK system can be equipped with a **LIFT UP** feature.

This innovative feature offers you the possibility of having the LINK assist you in standing once you have exited the vehicle. It can also make transferring onto the LINK easier, by adjusting the tilt angle of the seat to fit your needs.

This feature is incorporated into the LINK's programming by your mobility service provider – where you purchased the LINK. Please make sure you understand clearly how this feature can be of benefit to you. If you will be using the LINK simply to level transfer, your mobility service provider will simply omit the option in your LINK's programming.

This feature **cannot** be added or modified by you.

It is only available through a certified **Adapt Solutions** mobility service provider.





#### **ENTERING YOUR VEHICLE**

## Follow the next few steps:

- After opening the door, retrieve the handheld pendant.
- Push the **POWER** button on the top of the pendant to activate it. The light in the top corner will turn blue. This light will flash during movements. If the pendant is not used for ten (10) seconds, the light will go off and the pendant will no longer be active. Simply press the **POWER** button on the top of the pendant again to activate.
- Press and hold the OUT button until the LINK has reached a desired height for your transfer.
  - Once you are comfortably positioned on the LINK, press and hold the IN button until the LINK has completed its cycle
    and is inside the vehicle. At any time throughout the movements, you may release the button and the LINK will stop,
    allowing you to reposition. Once you are ready to continue, simply press and hold the IN button to resume your ascent
    into the vehicle.
- Close your vehicle door and replace the handheld pendant.
- Use the steps outlined on page 3 to adjust your seated position for appropriate legroom, space, positioning and comfort inside your vehicle.

**Note**: Transfer onto the LINK with a smooth and controlled motion. This helps ensure a safe and comfortable transition from your wheelchair to the seat.

### **EXITING YOUR VEHICLE**

# Follow the next few steps:

- Start by removing your seat belt and opening the door.
- Locate the handheld pendant.
- Push the **POWER** button on the top of the pendant to activate it. The light in the top corner will turn blue. This light will flash during movements. If the pendant is not used for **ten (10) seconds**, the light will go off and the pendant will no longer be active. Simply press the **POWER** button on the top of the pendant again to activate.
- Press and hold the OUT button until the LINK has reached a desired height for your transfer. At any time, you may release the
  button and the LINK will stop moving allowing you to reposition. Once you are ready to continue, simply press and hold the
  OUT button to resume your descent out of the vehicle.
- Once you have transferred out of the seat, press and hold the IN button until the LINK has returned completely inside the
  vehicle.
- Replace the handheld pendant and close your vehicle door.



NEVER TRY TO OPERATE THE LINK WHILE THE VEHICLE DOOR IS CLOSED OR IF THE VEHICLE IS IN MOTION.

### MANUAL BACKUP

Your new LINK is equipped with a manual backup system. If you were to encounter a power failure or other functional problem, this backup system will allow your seat to be returned to the inside of your vehicle.

IMPORTANT: This feature cannot be used with a passenger seated on the unit and will require physical effort.

Please look through the following pages for the steps to follow and details on how to use this feature. For further instruction on how to use the manual backup, a short video can be found by scanning the QR code below.





# Please contact your dealer for full diagnostics and needed repairs.

If your LINK will not run and the seat is outside of the vehicle. Follow the steps outlined in the next few pages to manually return the seat into the vehicle. (Note: If your LINK has the **LIFT UP** feature, two additional steps must be done first, found on page 16.)

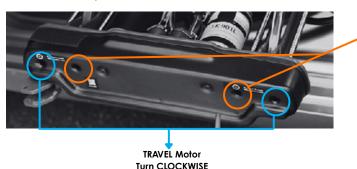
# MANUAL BACKUP (MOTOR LOCATION)

Ensure the car is still running.

Remove the plastic trim stamped with the word LINK on it at the very front of the unit. It is simply fastened with Velcro tabs on either side. (Note: The trim underneath does not need to be removed.)



There are four (2) holes under the trim on the front of the unit. The two outer holes move the TRAVEL motor and the two inner holes move the TILT motor. The third motor is the PIVOT and it can be found at the back of the LINK. (Shown far right: The backup tool has been designed to curve for the pivot motor, in case your vehicle is equipped with a center console.)



TILT Motor
Turn COUNTERCLOCKWISE



**NOTE**: If you forgot to disconnect the 12-volt power supply, you will need to replace the fuse in the power adapter with a new one provided in the tool case. To do this, unscrew the end of the power adapter, remove the old fuse, and insert the new one.





# MANUAL BACKUP (BACKUP TOOLS)

To move these motors manually, you have been supplied with backup tools that can be found in a case, next to this user manual. The pieces below require assembly as follows:

- Assemble the tool by inserting the power adapter and then connecting the provided cable into the end of the tool. Connect it to the power outlet supply of the vehicle.
- 2. If you **don't have an auxiliary power outlet** into your vehicle, you can follow these additional steps:
  - Insert the cable adapter into your first cable.
  - Connect the adapter cable, using the clamps, to your vehicle battery, like you would do to jump-start your car.
- 3. Take the **hexagon bit** and insert it in the tool by pulling on the outer black sleeve serving as a quick coupler.

**NOTE**: A quick coupler allows fast, tool-free connection and disconnection of components. It locks and releases with a simple pull.







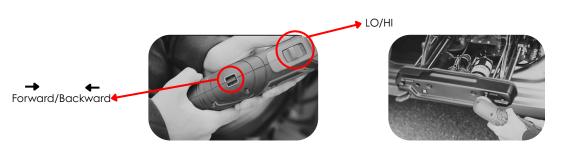


3.

# MANUAL BACKUP (CONTINUED)



1. Set the tool to Turning COUNTERCLOCKWISE or backward and put it on the LO = Low function. Use this hole on the inner right hand side turning counterclockwise or backwards move the link until the seat back is near the steering wheel. Stop, so there's enough space for the seat back to Pivot past the steering wheel.







2. For the pivot attach the articulating split end socket to the tool and insert the split end socket into the opening on the back of the LINK and fit it onto the end of the pivot motor. Set the tool to HI = High and forward or CLOCKWISE movement. Pivot the seat until the seat back is past the steering wheel. Adjusting the incline of the seatback might make this step easier.







# MANUAL BACKUP (CONTINUED)



3. Set the tool to LO and move TILT motor using the inner right hand side hole and turning our tool with the hexagon bit COUNTERCLOCKWISE or backward. Tilt the seat down until it is level with the Link.





**4.** Next switch the tool to turn **CLOCKWISE** or forward use the hole on the outer left hand side. This will travel the seat into the vehicle. Move the seat until it has fully cleared the steering wheel adjusting the incline of the seatback might make this step easier.





**5.** For our last step set the tool to **HI** return to the **PIVOT motor** and pivot until the seat is **parallel** and completely inside the vehicle.



# MANUAL BACKUP (LIFT UP FEATURE)

If your LINK is equipped with the LIFT UP feature, there are two (2) additional steps that must be done first:



# MANUAL BACKUP (LIFT UP FEATURE)



i. First, set the tool to **LO** and move **Tilt motor** by using the inner right hand side hole turning **CLOCKWISE** or **forward** move the link until it's almost, but not touching the ground.





ii. Then travel seat using the outer left hand side hole turning and turn **CLOCKWISE** until the seat is **level**. Then simply follow the **steps 1 to 5**.



**NOTE**: Be careful not to disconnect or constrict the wires when manually moving the LINK. Once the problem is resolved, do not forget to return your back up tools to your vehicle.

#### RECOMMENDED MAINTENANCE

To keep your LINK safe, reliable, and under warranty, authorized annual maintenance by an ADAPT SOLUTIONS dealer is required.

This service must be completed once **every 1000 complete cycles (OUT and IN) or 365 days**, whichever occurs first, and includes a complete inspection of all mechanical and electronic components, lubrication of key parts, system adjustments, and a full verification of the programming. This maintenance is critical to support the safety, functionality, and legal use of your mobility equipment.

Your LINK is equipped with an internal **365-day timer and a cycle count** that will automatically alert you when maintenance is due. These alerts include:

- Visual Warning: The LED on the pendant will flash alternating blue and red while in use (see page 5).
- Audible Warning: The unit will emit three long beeps during movement (see page 4).

These safety indicators are intended to prevent misuse or malfunction. Timer reset is strictly limited to authorized **ADAPT SOLUTIONS** dealers following required service. Resetting cannot be performed by the user.

# Failure to comply with these maintenance requirements may result in:

- Compromised safety and system performance.
- Void warranty coverage.
- Increased risk of damage or malfunction.

For continued peace of mind, legal compliance, and safe use, schedule your LINK maintenance service with your local authorized dealer.

# 3 YEAR LIMITED WARRANTY

Adapt Solutions #1 Ltd. ("Adapt Solutions") warrants to the original retail purchaser that this product is free from defects in material and workmanship for a period of three (3) years from the date of purchase or forty-five hundred (4,500) complete cycles (out and in) of usage of the vehicle in which the seat base is installed, whichever occurs first. This limited warranty applies only to the original installation and is non-transferable.

# **Coverage Terms**

During the first (1st) year of coverage, Adapt Solutions will provide replacement parts and a pre-determined monetary amount (as determined solely by Adapt Solutions) toward the cost of repairs. Labor from an authorized Adapt Solutions dealer to correct any parts issues covered under this warranty is also included during this period. After the first year, the warranty covers only parts and components. Labor from an authorized Adapt Solutions dealer, diagnostic time, freight, travel, and all other service-related expenses are the sole responsibility of the purchaser.

## **Warranty Conditions**

This warranty applies only if the product:

- Is installed by an authorized installer.
- Is maintained in accordance with Adapt Solutions' recommendations.
- Is used strictly as intended and within the operating limits and environment for which it was designed.

Failure to perform required servicing or use the product in accordance with Adapt Solutions' specifications and instructions may void this warranty in whole or in part. Proof of proper use and maintenance may be required to process a claim.

All inspections, diagnostic work, repairs, or replacements under this warranty must be performed by a certified Adapt Solutions dealer or an authorized service provider approved by Adapt Solutions. Work performed by any other party may void the warranty in full.

# 3 YEAR LIMITED WARRANTY LINK (Continued)

#### What Is Not Covered

This warranty excludes coverage for:

- Normal wear and tear or cosmetic issues not affecting functionality.
- Damage due to improper installation, misuse, abuse, modification, overloading, neglect, or lack of maintenance.
- Damage caused by collision, obstruction, or interference with vehicle parts, accessories, or external objects.
- Operation outside the product's intended function or physical limits.
- Repairs or alterations made by anyone not authorized by Adapt Solutions.
- Costs related to removal, transportation, reinstallation, downtime, or substitute equipment.

# **Exclusive Remedy**

Adapt Solutions' sole obligation under this warranty is, at its discretion, to repair or replace the defective component. If repair or replacement is not feasible, Adapt Solutions may refund the original purchase price. No other remedy is available. This warranty is non-transferable.

# **Limitation of Liability**

In no event shall Adapt Solutions be liable for indirect, incidental, special, or consequential damages, including but not limited to loss of time, loss of use, inconvenience, commercial loss, or any other damages, whether arising from breach of contract, breach of warranty, tort (including negligence), strict liability, product liability, or otherwise, even if advised of the possibility of such damages. This exclusion is independent of any failure of essential purpose of any limited remedy.

### **Disclaimer of Implied Warranties**

To the fullest extent permitted by law, all implied warranties, including but not limited to merchantability and fitness for a particular purpose, are limited in duration to the term of this written warranty and subject to the same limitations and exclusions.

#### TO OBTAIN WARRANTY PARTS OR REIMBURSEMENT

To obtain warranty service or replacement parts under this limited warranty, you must follow these procedures:

- 1. Obtain warranty authorization by contacting your nearest Adapt Solutions Authorized dealer or by calling Adapt Solutions directly at 1-866-641-0419.
- 2. Notify the authorized dealer (or Adapt Solutions to help you find one) of the suspected issue within ten (10) days of discovering the problem.
- 3. If, after inspection by qualified personnel, the issue is confirmed to result from a defect in materials or workmanship, Adapt Solutions will cover the cost of the replacement part and shipping (ground service) to the purchaser within the continental United States and Canada.
- 4. If the issue is not covered by warranty, including but not limited to problems caused by misuse, physical damage, alterations, improper installation, or normal wear and tear all associated parts and freight charges will be the responsibility of the purchaser.

# TO OBTAIN WARRANTY PARTS OR REIMBURSEMENT (CONTINUED)

#### ADDITIONAL INFORMATION

- Labor and transportation costs associated with warranty service are not covered unless explicitly stated otherwise by Adapt Solutions.
- If you do not have a regular dealer, you may use our dealer locator to find the nearest authorized location: www.adaptsolutions.com/dealer
- If warranty repairs cannot be completed within 30 days, or if you have had two or more unsuccessful repair attempts, you must notify Adapt Solutions in writing so we can assist further under the terms of this warranty.

#### **LEGAL NOTICE**

This warranty gives you specific legal rights. You may also have other rights that vary by state or province.

Adapt Solutions does not authorize any person or entity to extend or alter the scope or duration of this warranty. Any such promises are not valid unless confirmed in writing by Adapt Solutions.

For further information regarding this limited warranty, please contact us by calling **1-866-641-0419**, email <u>info@adaptsolutions.com</u> or by writing at the following address:

Adapt Solutions - Warranty Department 145 Damase-Breton St-Lambert-de-Lauzon, Québec, Canada GOS 2WO

# **USER MANUAL**



# Rev. 02 September 2025

To ensure you have the latest version, visit our website to download the most up-to-date user manual.



145, Damase-Breton, Saint-Lambert-de-Lauzon, Quebec, Canada, G0S 2W0 www.adaptsolutions.com

Phone: 1.866.641.0419 Email: info@adaptsolutions.com

All illustrations, descriptions, and specifications in this manual reflect the most current product information available at the time of publication. Adapt Solutions #1LTD reserves the right to modify any details at any time without prior notice.

