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STRATUS™

WITH ComfortCORE™ FRAME-INTEGRATED BACK SUPPORT

USER GUIDE

For Model: 360

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User Guide
NOVA Transport Chair
360 Series

OWNER
YOU MUST READ THIS MANUAL BEFORE USING THIS PRODUCT
DEALER
YOU MUST SUPPLY THE OWNER WITH THIS MANUAL

WARNINGS

User weight not to exceed 300 lbs. (Model # 360)
ALWAYS operate the chair with the back support in the upright locked position.
ALWAYS secure the user to the chair using the seat belt.
ALWAYS ensure that all grips and textured surfaces are secure before pushing, pulling, or placing weight on such surfaces.
ALWAYS perform the initial product inspection and all follow-up inspections before using the product.
ALWAYS engage the braking system upon entering or leaving the transport chair.
ALWAYS test the push handles to make sure that both push pins are securely in place before sitting in the chair.
DO NOT allow user to enter or exit chair without caregiver standing behind the chair with a secure grip on both handles.
DO NOT operate this transport chair on streets or roadways.
DO NOT stand on or put pressure on footrests when entering or exiting the transport chair.
DO NOT change directions when going down an incline. This may cause instability.
DO NOT scoot on or operate the chair without an assistant maintaining a secure grip from behind the chair.
DO NOT sit on chair unless the product is fully open and in its normal usable position.
DO NOT use ramps or operate the product on inclines greater than 9 degrees of slope.
DO NOT operate on stairs, moving walkways, escalators, roads, streets, or highways (Use extreme caution when operating product in crowded areas or outdoors).
DO NOT operate the chair in bad weather or when ground conditions may impair traction, such as ground with water, oil, ice, gravel, or any other slippery or unstable substance.
DO NOT attempt to cross curbs, bumps, trenches, or other uneven surfaces. Doing so may tip over the product. Operate product only on smooth well-maintained surfaces.
DO NOT attempt to reach objects while using product as this requires you to move your weight and can cause the product to tip over.
DO NOT reach for objects, as this requires you to move your weight, and can cause the product to tip over.
DO NOT pick up objects from the floor, as this requires you to move your weight, and can cause the product to tip over.
DO NOT tilt the transport chair while occupied.
DO NOT attempt to lift the product by pulling on any removable part or surface.
DO NOT stand on the product, the product frame, or any other part of the product.
DO NOT use the footrests as a platform. When attempting to enter or exit the product, ensure that the footrests are in the upward, unusable position.
DO NOT carry heavy weight while occupying the product. The product is not designed for additional weight and is not balanced to accommodate additional weight.
DO NOT lift weights or exercise while occupying the product.

This transport chair has not been approved as a seat surface to be used within a vehicle. Transport chair must be on a level surface when transferring user to or from seat. Footrests should be no less than 2 1/2 inches from the floor/surface.

Opening & Folding the unit

Opening

1. Remove chair from the box and place it on the ground. Remove any cardboard protection and the plastic from the wheels. (We recommend turning the box on the side and “rolling” out the Transport Chair).
2. Bring the folding push handles upward fully to engage and lock the push pins into the frame of the chair.



3. Use the handles to open the unit. Then place both hands on the upholstery just to the inside of the seat tubes and push down and out until the seat is fully opened. Your fingers could be pinched, therefore, be sure both hands and all fingers are flat on the upholstery. Do not allow fingers to grab or reach the black tubes that secure the seat. Continue to push down and outward until tubes engage into the seat supports. Please call NOVA customer service (800-557-6682) if you have any questions.

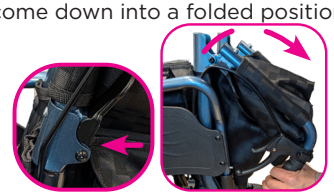


Folding

1. Pull upward on the middle of the seat from the front and rear until the chair is completely folded.



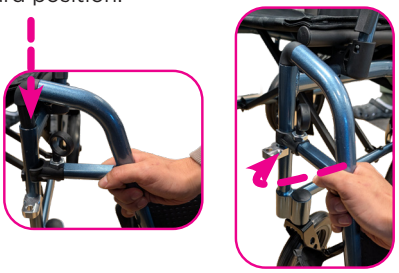
2. Release and fold down the handles by pushing down on the release paddle and allowing the handles to come down into a folded position.



Attaching Footrests

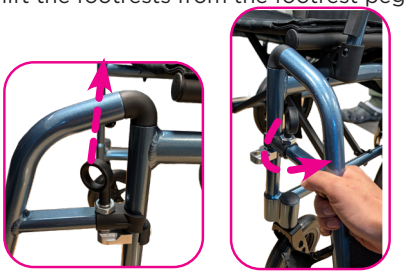
1. First determine the left and right side by folding down the footplate and

placing them in front of the seat. The foot plates should be facing each other and directly in front of the seat.
2. Place the attachment plates with holes above the pins and slowly lower the holes onto both pins.
3. Swivel the footrests inward until the black release lever engages and locks the footrest into the forward position.



Removing Footrests

1. Pull the black release lever upward to release the footrests from the forward position.
2. Swivel outward and lift the footrests from the footrest pegs.



Adjusting the Footrest Height

1. Locate tool wrench included with the footrests.
2. Use the allan key to unscrew the bolt connecting the footplate to the tube.
3. Completely remove the bolt.
4. Slide the footplate to desired length. Footrests should be a minimum of 2 1/2" from the ground to ensure proper clearance.
5. Re-tighten the screw and attach it to the nut.
6. Repeat on other side.



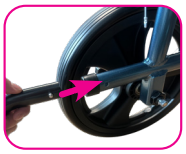
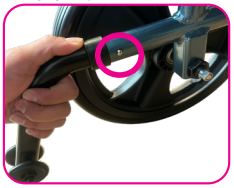
How to flip up the armrests

- Depress the lever to flip the armrests out of the way when needed.




Anti-Tipper Installation

1. Locate the two receivers on the rear end of the transport chair
2. Insert the anti-tipper according to the side specific label ensuring the wheels are facing downward.
3. Firmly depress the two brass pushpins and slide the anti-tipper into the receiver until the pushpins “click” and are fully engaged. NOTE: Ensure the wheels of the anti-tippers face down, as shown, to stabilize unit.

How to use the Hand Brakes

Squeeze handbrake to stop the transport chair or control your walking speed.

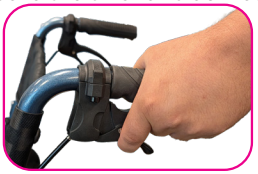
To lock:

1. Squeeze on the black brake lever until you hear an audible click to signify the brakes are engaged
2. Repeat for the other brake handle.
3. Check that the brakes are engaged by trying to push the transport chair, there should be no movement from the wheel once properly engaged.



To Unlock:

Use your index finger to squeeze the smaller black lever.



Adjusting the Brakes

Note: The braking system on your new Transport Chair with Hand Brakes has been preset from the factory. If you need to adjust the tension of your brakes, you can adjust them by the following:



Hand Brake is Too Loose.
Loosen the tension adjustment screw locking nut and turn the screw one full turn clockwise (as viewed from standing at the back of the transport chair). If this does not correct the adjustment, repeat one full turn at a time until you have adjusted your brakes. Then make sure the locking nut is spun tight against the housing to prevent the screw from loosening.

Hand brake is Too Tight.
Same as the procedure above except turn the screw counter clockwise.

Removing and Reattaching the Rear Wheels

To Remove:

- Depress the button in the center of the rear wheel then slide the wheel away from the frame





To attach the rear wheel:

- Push the button in the center of the rear wheel and insert the bolt into the frame until it is fully engaged.



USER INSTRUCTIONS

To Sit Down
1. Engage the hand brakes by squeezing the brake handle until the brake shoe presses firmly on the wheel and prevents the chair from rolling.
2. Flip the footrests into an upright position so that the user can stand between the footrests with the back of their legs touching the seat upholstery.
3. From behind the chair assist the user by slowly lowering them into the chair.

To Rise from Seated Position
1. Engage the brakes until the brake shoe presses firmly on the wheel and prevents the chair from rolling.
2. Flip both footrests into an upright position.
3. Place both feet firmly on the ground and rise slowly from the chair with the assistance of a caregiver.

To Transfer from Seated Position
1. Place the chair alongside of the desired seating device.
2. Engage the hand brake until the brake shoe presses firmly on the wheel and prevents the chair from rolling.
3. Remove or flip back the arm on the side of the transfer by pressing on the plastic covers located on the front and rear of the arm.
4. Release the footrests and swing them to the outer sides of the chair frame or flip both footplates upward to a vertical position.
5. Carefully transfer from the chair to desired seating area with the assistance of a caregiver.

OPERATING INSTRUCTIONS

SERVICE

All service must be performed while the transport chair is unoccupied.

Minor adjustments may be attempted by an able-bodied individual. All minor adjustments that one should attempt are detailed in the manual. Do not attempt any adjustment or repair without reading and understanding the instructions in this manual. Do not attempt any adjustment or repair that is not detailed in this manual. Any adjustment or repair not detailed in this manual should only be performed by a dealer or licensed technician.

Individuals with muscular or balance problems should not attempt to make adjustments to the product, and are advised to seek assistance.

After any adjustment, and before using the product, ensure that all attaching hardware, including without limitation all grips, screws, nuts, bolts, clamps, fasteners, and parts are tight and secure.

DO NOT use parts, accessories, or adapters other than those manufactured by NOVA Medical Products, Inc, which are designed specifically for this product.

SAFETY INSPECTION - MAINTENANCE

Your product is a precision product - proper care will ensure proper function. Regular cleaning will reveal loose or worn parts. DO NOT over tighten parts or hardware, as doing so can damage the frame. DO NOT operate the product if there are any missing parts or hardware. You should have a dealer or qualified professional perform maintenance on your product at least once every six months, or immediately if you notice any item needing service. Frequent use likely means that your product will require more maintenance than we suggest. In anticipation of and after any excessive use, we recommend that you perform a complete safety inspection including all items.

ITEM	INSPECT ITEM	INITIAL	WEEKLY	MONTHLY	6 MONTHS
GENERAL	Transport chair should roll straight, doesn't feel "tight" or pull to one side	X	X		
	Inspect for loose, missing, or broken hardware in all locations	X		X	
	Inspect cane hand grips for wear, looseness, or deterioration	X			X
FRAME	Inspect for bent frame	X		X	
	Inspect weld points for cracks, chips, or loose material	X			X
CROSS-BRACES	Inspect for bent cross-braces	X		X	
	Inspect weld points for cracks, chips, or loose material	X			X
BRAKES	Ensure brakes do not interfere with wheels when rolling	X	X		
	Pivot points free of wear and looseness	X		X	
	Brakes are easy to engage, and engage fully	X	X		
	Brakes prevent transport chair from moving when engaged.	X	X		
SEAT AND BACK	Inspect upholstery for rips or sagging	X			X
	Inspect for loose or broken hardware	X		X	
WHEELS	Lift, spin, and check for side movement, rubbing, or binding	X		X	
	inspect the rubber wheels have sufficient tread and brakes can be engaged	X			
	Inspect for cracks and wear (hubs and rims)	X		X	
	Inspect for cracked or broken spokes	X			X
HAND RIMS	Inspect for signs of rough edges or peeling	X		X	
FRONT FORKS	Inspect wheel/fork assembly for proper tension by spinning caster. Caster should come to a gradual stop, and not bind or grind	X		X	
	Adjust bearing system if wheel wobbles noticeably or binds to a stop	X		X	
	Ensure wheel bearings are clean and free of debris	X			X
	Check swivel fork locknuts for tightness	X		X	
CLEANING	Clean upholstery and arm rests	X	X		

Transport Chair Information

Item Number: _____

Serial Number: _____

Date Purchase: _____

The item and serial number are located on a sticker that is attached to the frame (see below sample).

Label #1
Item number
Weight Cap
UPC

Label #2
Serial Number



IMPORTANT WARNING
FOLLOW ALL DIRECTIONS CAREFULLY BEFORE USE. FAILURE TO DO SO MAY RESULT IN SERIOUS INJURY.

NOVA Limited Lifetime Warranty

At NOVA, we provide products to support you every day — safely, reliably, and confidently. Each product is carefully manufactured and inspected to meet our high standards. We proudly stand behind the quality of our materials and workmanship.

What's Covered

NOVA warrants this product to be free from defects in materials and workmanship under normal use from the original date of purchase for:

- Metal Frame: Limited Lifetime Warranty
- Hand Brake (plastic handle & cable): 5-Year Limited Warranty
- All Other Parts (wheels, wheel brakes, hand grips, rubber tips, cable covers, plastic components, and other components): 1-Year Limited Warranty

Purchase from Authorized Sellers

To ensure you receive genuine NOVA quality and full warranty protection, your product must be purchased from an Authorized NOVA seller and accompanied by a valid receipt or proof of purchase.
Products purchased from unauthorized sellers are not covered under this warranty. This warranty applies only to the original purchaser and is not transferable. It becomes void if the product is resold or transferred to another owner.

What's Not Covered

- Normal wear and tear
- Damage caused by misuse, neglect, or failure to follow product instructions
- Products that have been modified or repaired without NOVA's authorization
- Products purchased from unauthorized resellers

Unauthorized repairs or alterations will void this warranty.

How We'll Help

If you believe your product has an issue, please contact the Authorized NOVA dealer where it was purchased. If you need further assistance, you may contact NOVA directly.
Be prepared to provide:

- A description of the issue
- The product serial number
- Dealer name and location
- Proof of purchase

Please do not return products without prior authorization.

Our Commitment

If an issue in materials or workmanship is confirmed, NOVA will repair or replace the defective part. Repair or replacement is your sole remedy under this warranty. Labor and shipping costs are not included.

This limited warranty replaces all other express or implied warranties, including implied warranties of merchantability or fitness for a particular purpose. NOVA is not liable for incidental or consequential damages.

Empowering Human Ability

- Established in **1993**
- 100% **Family-Owned**
- **Live, US-Based** Customer Service
- **Industry-Best Warranty**
- **Home-Grown** in the USA

Questions? Contact Us: 1 (800) 557-6682 • info@novajoy.com

STRATUS

A NOTE FROM THE FOUNDER

Empowering Human Ability.

Since 1993. Still obsessed.

Since 1993, NOVA has been obsessed with one belief: what really matters goes far beyond the product. It's what the product makes possible. That's why the soul of a company matters - it's our connection to you, and to what matters most.

Time with the people you love. The places that fill you up. Connection with each other, with nature, with the lives we're meant to live.

Stratus is built for those moments, and for life. Lightweight enough to lift, comfortable enough to be in... so what really matters can come along.

That's what we empower. Thank you for letting us be part of that joy.

- ***Sue Chen***
FOUNDER & CEO, NOVA

THE NOVA WAY

- Established in **1993**
- 100% **Family-Owned**
- **Live, US-Based** Customer Service
- **Home-Grown** in the USA

INDUSTRY-BEST WARRANTY

Built to last.
Backed for Life.

See product guide for details

Let's Connect.

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