

Frequently Asked Questions

FYI Below we've answered some of the most frequently asked questions customers have about our products. This list was compiled by the Customer Service and Foam-In-Place Seating departments.

SunMate

What is SunMate?

SunMate is an open-cell polyurethane cushion material with viscoelastic "memory" properties.

What is density?

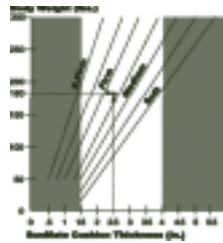
Density is the weight per volume of the material in lb/ft³. SunMate's density is about 5 lb/ft³.

How many different softnesses of cushion material do you have?

SunMate has 8 degrees of softness, or pressure quality: X-Soft, Soft, Medium-Soft, Medium, Medium-Firm, Firm, X-Firm, and our hardest cushion grade, T50E.

How do I know which support pressure or thickness I need?

You will find a helpful "Body Weight and Cushion Thickness" chart in the DSI product catalog and on the web site. You can also call one of our customer service representatives. They will be happy to assist you.

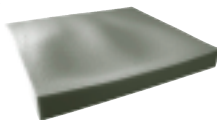


Can SunMate be waterproofed?

Yes. A waterproof coating can be applied directly to the cushion or a water-resistant slipcover can be purchased. DSI will waterproof your cushion for you, or provide you with a waterproofing kit.

Can I get a generic contour cushion?

Yes. SunMate is available with a generic contour cut into the cushion surface. A layer of Pudgee can be added to create a contoured Laminar cushion for ultimate comfort. Call DSI's Customer Service for details.



Do you have a minimum order requirement?

No. There is no minimum order requirement on any of our products.

Pudgee

What is Pudgee?

Pudgee is an open-cell, viscoelastic, foam gel pad with shear relief and low pressure conforming support.



Why do I need SunMate or another cushion under the Pudgee?

Pudgee will compress and conform. Whereas SunMate can support weight, Pudgee's main function is to conform and provide shear relief to help alleviate skin breakdown. The cushion combination of SunMate and Pudgee is called Laminar.

Why does Pudgee crack if left folded?

Pudgee has low tension resistance. When left folded, the outside bend of the fold causes high tension which, over time, causes that part of the Pudgee to crack.

Can Pudgee be waterproofed?

Yes. A waterproof coating can be applied directly to the cushion or a water-resistant slipcover can be purchased. DSI will waterproof your cushion for you, or provide you with a waterproofing kit.



FIPS

What is Foam-in-Place Seating?

Foam-In-Place Seating, or FIPS, is a 3-part chemical kit that enables a practitioner to make a custom molded cushion insert (back, seat, headrest, etc.) for a person who needs body support or help with positioning.



How do I determine which support pressure to choose for my FIPS insert (Soft, Medium or Semi-Rigid)?

Soft is used for low pressure, comfort, mild correction, or children. Medium is used when more orthopedic correction pressure is required or when the client is over 120 pounds. Semi-Rigid is used because it is not as heavy, but should be lined with Soft cushion material.

Do the units come in different sizes?

Yes, 1/3 and 1/2 units are used for headrests, foot boxes, lumbar supports or arm troughs. Full units are used for adult seat or back inserts. (2 full units will make a total insert.) 1 1/2 units are used for high back wheelchairs with headrests or for full inserts for small children.

How can I learn to make an insert?

DSI has an instruction manual, a CD, a DVD and a video for sale. DSI also has a representative that can train groups or individuals at your facility or ours. Call for more information.



Can anyone buy these chemicals?

Yes, anyone may purchase FIPS, but first training has to be obtained by attending a workshop, reading the FIPS instruction manual and watching the FIPS instructional video, DVD or CD.

Can I mix the Iso from a Soft unit into a Medium unit?

Ingredients from units of different support pressures have been measured to provide support pressure (soft, medium and semi-rigid), and each uses different amounts of chemicals.

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Price Increase

Announcement

A moderate price increase went into effect July 1, 2003. The following prices were affected: SunMate and Pudgee sheets and cushions increased 4%, firmer formulations of SunMate (firm, extra-firm, and T50E) increased 10%, Laminar cushions 6%, Liquid SunMate Foam-In-Place Seating units 5%, and accessories (fabrics, waterproofing items, slipcovers, etc.) 5%. The increase is a direct reflection of the dramatic rise in the cost of insurance coverage, and gradual increases in material and service expenses over the past two years. Production efficiency gains have allowed DSI to delay the increase until now. The last price increase occurred in November 2000.

Check the web site for details at www.sunmatecushions.com/prices.htm.

"Frequently Asked Questions" continued from front.

The Iso looks cloudy. What is going on?

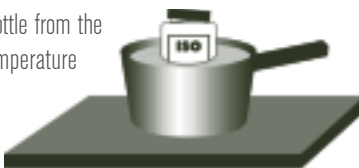
Typically the Iso is clear and has a golden yellow color. If the Iso has been subjected to temperatures lower than 60°F, small crystals will form and make the Iso appear cloudy.

Can I use the Iso if it is cloudy?

Yes, but the cushion quality will not react as completely as it would if the Iso had been clear. If the Iso is very dark, older than 9 months or has sludge in the bottom, it is best to call DSI and purchase fresh Iso.

Can I safely clear the crystals from the Iso?

Each box of FIPS chemicals contains an instruction sheet illustrating the proper method for melting crystals in the Iso. First, heat a pot of water on the stove to about 150°F. Then, remove the pot from the stove. Loosen the Iso lid and plastic/foil layer underneath and place the bottle in the water. Let it sit until the Iso clears (about 15-20 minutes). Remove the Iso bottle from the water. Before using, let it cool to room temperature (65°F to 80°F). Do not heat the Iso in a microwave and do not get any water in the Iso bottle.



Is there a shelf life for the chemicals?

Yes. The shelf life for chemicals stored at room temperature is 9 months. Each FIPS unit is labelled with a shelf life sticker designating its expiration date.

Can I mix the chemicals in any order I want to?

No. The chemicals must be mixed in a specific order to work properly. The video, manual and basic mixing directions in each box explain the order.



Can I use the plastic molding bag as the waterproof layer?

No. The plastic bag in which the chemicals were poured must be removed within a half-hour after the insert has been poured. The cushion material needs to outgas and cannot do this if it remains enclosed in the bag. If the bag is not removed it will trap the gases and cause the cushion to shrink and harden.

What happens if I don't mix the chemicals long enough or in the correct order?

Polyol that has not been mixed thoroughly will produce poor quality foam. If the foam does not rise enough, feels hard, or rises then collapses, it could be an indication of improper mixing. Chemicals in the Polyol thicken over time. It is imperative that any sediments at the bottom of the Polyol jug be thoroughly mixed into the Polyol. (The Polyol section in the bag unit must be massaged thoroughly prior to adding the Catalyst and Iso). Foam-In-Place ingredients must be mixed in a specific order. Failing to do so could result in unexpected chemical reactions and cushion properties.

How can I remove mixed chemicals from surfaces?

If the liquids are reacting and spill onto hair, fabric or clothing they will bond to the surface and cannot be removed. Individual chemical spills and spills on nonporous surfaces are more easily cleaned by wiping, rinsing or scraping the liquid with mild, soapy water, and in some cases, special solvents.

What is the best way to avoid spills?

Safe handling procedures are spelled out in the video and manual. To avoid damage from spills, cover the floor and wheelchair with a plastic drop cloth. Be careful not to trip on the plastic. Check the molding bag for tears or holes before using. Have a large trash can close by in case the pour needs to be aborted. Plastic gloves, goggles and protective clothing should be worn when mixing and pouring. Have the client wear two layers of clothing for protection against the heat of the reaction and a cap to protect the hair from splashes.



How do I cover a FIPS insert?

For applying fabric directly to the insert, FIPS training materials (instruction video and manual) thoroughly explain laminating and fabric covering methods. Lycra, Rubatex, Darlex or Dartex slipcovers also may be custom-made for your insert. Other options include custom-made fabric molding bags for use with FIPS. Contact Cathy Ramsey, DSI FIPS Specialist, for a list of manufacturers who provide this service.

FIPS Video Available on DVD & CD-ROM

Training Options

In addition to standard VHS and PAL videotape, DSI is now offering the Foam-In-Place Instructional Video on DVD and CD-ROM. Customer demand prompted DSI to provide the option. Individuals or teams that want to learn FIPS will now be able to choose the format best-suited for their needs.

The DVD will work in most standard DVD players. Both the DVD and CD-ROM can be viewed on a computer (Macintosh or PC), if the user has the necessary hardware. The DVD is available for \$15 and the CD-ROM is \$10. To order a copy, contact DSI Customer Service.

