

General Information

Whitmyer Biomechanix strives to be an “above & beyond” customer service company. If you are looking for a product not shown in our catalog or need additional information, contact our knowledgeable Rehab Product Specialists for immediate assistance (800) 944-8246, visit our website www.whitbio.com, or reach us by e-mail at info@whitbio.com.

Business Hours: Rehab Product Specialists are available at (800) WHITBIO (944-8246), Monday through Friday 8:00 AM to 5:00 PM, Eastern Standard Time.

Opening an Account: Whitmyer Biomechanix distributes products through a network of durable medical equipment (DME) suppliers. Contact our Rehab Product Specialists for a Whitmyer Biomechanix account application. Most accounts are opened within 5 business days.

Quotes for Funding Sources: Phone, fax, or e-mail your request for Dealer and/or Suggested Retail price quotes on any Whitmyer Biomechanix product. Our Rehab Product Specialists will be more than happy to assist you with same business day service!

Returns: Please contact our Rehab Product Specialists for a Return Authorization number. DO NOT return product without obtaining a Return Authorization Number.

Please be prepared to provide the original purchase information (PO number or Whitmyer Biomechanix invoice number) and the reason for return. Credit amount will be adjusted at Whitmyer Biomechanix’s discretion for items returned that are damaged or have missing parts. Please clearly mark Return Authorization Number on the outside of box and return product to: Whitmyer Biomechanix, 3373 Garber Drive, Tallahassee, Florida 32303 “Attention Returns Department”.

Free Freight: Whitmyer Biomechanix pays for ground service freight for all orders with a value of \$100 or more shipped within the Continental U.S.

Minimum Order: We will accept any size order, however, orders less than \$100 will be subject to freight charges.

Rush Shipments: Whitmyer Biomechanix offers UPS Next Day Air, UPS Next Day Air Saver (in limited areas), UPS Second Day Air, and UPS Third Day Air to assist you in meeting your customers’ needs. UPS Air service options are only provided upon request and freight charges will be added to your invoice.

Payment Terms: Accepted forms of payment are

check, American Express, Visa, or MasterCard, payable in U.S. Dollars. Any questions or concerns regarding the status of your account should be directed to our Accounts Receivable Department at (800) 944-8246 during normal business hours.

Demo Policy: Whitmyer Biomechanix offers all of its products (exception: Whit Kits & Custom Products) with a 60-day Return Policy for the purpose of evaluation. All items must be received in resaleable condition within 60-days of purchase date. Any items returned after 60-days will incur a 20% restocking fee. DO NOT return product without first obtaining a Return Authorization Number. Please be prepared to provide the original purchase information and the reason for return. Credit amount will be adjusted at Whitmyer Biomechanix’s discretion for items returned damaged or missing parts. Please clearly mark Return Authorization number on the outside of box and return product to: Whitmyer Biomechanix, 3373 Garber Drive, Tallahassee, Florida 32303 “Attention Returns Department”.

Product Warranty: Whitmyer Biomechanix warrants all components in its products to be free of defects in material and workmanship for one year from purchase date. All metal components have an extended lifetime warranty against breakage. All covers, cords, straps, non-metallic parts, gel, and foam have a 90-day warranty. If any product shall be proven to be defective, such product shall be repaired or replaced at Whitmyer Biomechanix’s option. This warranty does not include any labor or shipping charges incurred in replacement part installation or repair. Whitmyer Biomechanix’s sole obligation and your exclusive remedy under this warranty shall be limited to such repair and/or replacement.

LIMITATIONS AND EXCLUSIONS: The foregoing warranty shall not apply to damage caused by normal wear or to products subjected to negligence, accident, improper operations, maintenance, or storage, commercial or institutional use, products modified without Whitmyer Biomechanix’s expressed written consent including, but not limited to, modification through any component without the specific consent of Whitmyer Biomechanix, or to a product damaged by circumstances beyond Whitmyer Biomechanix’s control. Such evaluation will be solely determined by Whitmyer Biomechanix. This warranty is extended only to the original purchaser/user of our products. Whitmyer Biomechanix reserves the right to modify products and product offerings solely at its own discretion and without prior notice.

For warranty service, please contact our Rehab Product Specialists at 800-944-8246 for a Return Authorization Number.

Why Our Systems Work

Each design feature addresses a specific support purpose.

Occipital Pad:

Provides posterior support to the occiput.

Sub-Occipital Pads:

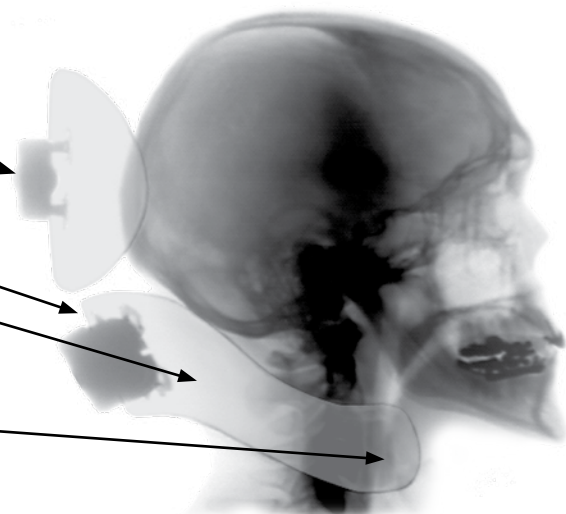
Provide proximal stability to head.

Lateral Design of Sub-Occipital Pads:

Provide lateral support to the neck, not the mandible!

Flared Tabs:

Provide protection against client getting “hooked” around edge of head support.



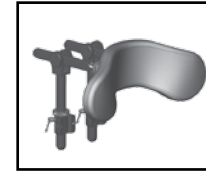
- Variety of pad shapes and sizes:
Single pad systems provide basic support against gravity with minimal control features.
Single Sub-occipital pad systems provide easier adjustment.
S.O.F.T. three pad systems are for clients with more complex needs.
- Mounting system choice provides a wide range of adjustment and positioning possibilities. All mounting systems are designed to be durable and cosmetically appealing.
- Knurled balls guarantee secure clamping and prevent pads from slipping out of adjustment.
- Universal ball & socket size allow you to customize your client’s head support with off-the-shelf products.
- Swingaway mounting upgrades are designed to move the head support out of the way for transfers while keeping the head support unit attached to the chair.
- Accessory components are designed to provide lateral and/or anterior support solutions for more complex positioning needs.
- Anterior support components:
Dynamic movement allows freedom of rotational movement while providing support.
- Static forehead strap unit acts as a perimeter support for individuals who resist constant contact.
- Lateral facial components with a rearward pivot point provide more clearance during transfers and/or periods of non-use of switches/pads.
- Adaptor plates allow for easy integration of all Whitmyer Biomechanix accessories with single pad systems.
- Gel insert upgrades combine anti-shear properties with fluidity of movement not found in foam.
- Choice of three distinctively different cover fabrics allows you to better meet the needs of your clients.

How To Use Our Systems

PLUSH Single Pad Headrest Systems utilize dual density foam layers on a contoured, curved panel. These single pad headrests are easily adjustable and accommodate changes or inconsistencies in body positioning. Unique “cupping” shape provides posterior support with a high degree of comfort and safety. This basic headrest is ideal for tilt/recline, and has the ability to add lateral support, anterior support, or switches as client’s needs change. The larger size pads facilitate safety for clients with behavioral issues and active movements.



Specialty PLUSH Single Pad Headrest Systems formerly available only as custom ordered products, are now in-stock and ready-to-ship! Dual Mount 19” & 14” PLUSH pads may be ideal for high tone, high extension clients. The 12” Narrow PLUSH pad offers low profile support. The C-PLUSH Pads provide minimum lateral cervical support. Need a more customized head support for your client? Contact us for a custom quote . . . who knows, your idea may become the next Whitmyer Biomechanix product line!



Contoured Cradle Head Support’s positioning success is derived from its unique anatomic shape. Generically designed to cradle the occiput and provide lateral cervical support, this unit supplies a high degree of comfort and positioning in a simple-to-adjust head support. A single rotational collar adjustment allows positioning for maximum support surface contact. Four pad sizes fit infant to adult. Add lateral facial pads, switches, and/or anterior support for more versatility.



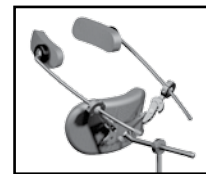
S.O.F.T. Single Sub-occipital Head Supports supply sub-occipital and proximal lateral cervical support via a single curved sub-occipital pad. This more generically shaped pad allows for less involved adjustments. Unique to our single sub-occipital system is the independent anterior/posterior occipital pad movement. Consistent, repeatable positioning of the client is required for best performance. The addition of lateral facial pads, switches, and anterior supports increase this system’s versatility.



S.O.F.T. Three Pad Head Supports solve the most challenging head positioning issues. This patented three pad device combines two width and rotationally adjustable sub-occipital pads with an adjustable occipital pad for independent anterior/posterior movement. The added adjustability of the individual sub-occipital pads allows adjustment to asymmetrical postures and deformities. This unique pad configuration supplies maximum occipital and proximal lateral cervical support for more aggressive positioning and comfort. Consistent, repeatable positioning of the client is required for best performance. Attaching lateral facial pads, switches, and/or anterior supports add to this system’s versatility.



Lateral Facial Pads can be configured to accommodate or block lateral flexion deviations and/or rotation patterns or function to supply general support surfaces or switch placement above the cervical level. A rearward mounting hardware pivot point allows the pads to move out-of-the-way during transfers or when not in use. Curved ball rods allow placement of pads around the head laterally or anteriorly. A choice of 7 uniquely shaped pad sizes, 5 of which are malleable; ensure the ability to match the pad with the area needing support.



Choice of Anterior Supports – The patented Dynamic Forehead Strap facilitates upright head support and freedom of rotational movement. Excellent for low tone individuals with poor head balance, individuals exhibiting forward flexion patterns, or individuals who require an upright head position for medical reasons, i.e. compromised respiration and swallowing. Successfully used for task oriented applications, such as classroom interaction or during meals. The addition of a Strap Cap brings a low profile solution to anterior support for individuals who may not be successful with the strap. As an alternative, The Hedz-Up Static Forehead Strap was designed as a perimeter strap to limit the extent of forward/lateral movement. Correctly adjusting the strap ¼”-½” off the forehead allows this movement range. Adjustable angle pivot brackets stop downward strap motion and supply a consistent strap position. People with ALS, MS, and MD are excellent candidates for the Hedz-Up. When utilizing anterior support options, repeatable positioning of the client is required for best performance.



Guide to Using Our Products



Set Realistic Goals

No head support system will fix seating issues! Head support is an integral part of seating & positioning, not an accessory. Set obtainable goals for seating, positioning, and head support so your client can achieve optimal positioning. When available, use a seating simulator to help determine the equipment needed to achieve these goals.



Evaluate Overall Condition

Determine your client's orthopedic condition by performing a complete mat evaluation in sitting and supine positions. Evaluate the following to determine the degree of head support needed:

- Lateral flexion and rotation
- Tonal patterns
- Tolerance of contact or pressure
- Muscle strength or weakness
- Amount of force necessary to accommodate/correct.



Determine the degree of support your client will tolerate. In some cases, it is better to forego aggressive head support equipment and achieve consistency of use or positioning.

Get Hands-on!

Simulate head position with your hands. Assess the forces necessary to obtain the head positioning goals. Note the direction and the amount of force you apply, monitoring the degree of active movement or resistance from the client. Consider the client's head size/shape and how much surface area will be available for pressure distribution.



Select Proper Components

Select the head support and options that best mimic the forces and shapes of your hands during the mat evaluation. Consider the need for support surfaces:

- One, two, three or more pads for support?
- Choices of lateral, anterior, posterior options?
- Lateral or rotational accommodation?
- Dynamic or static support?



Areas to Avoid with Direct Pressure

Avoid direct pressure at these points:

- Temporal area and eyes
- Ears
- Mastoid process (bony prominence behind ear)
- Mandible or jawbone.

Areas To Support

Cradle the occiput as much as possible. Look for flat areas on the side of the head, face, or forehead to support.