



Dear Valued Customer,

We understand that you purchased a Golden Technologies wheelchair, model number GP302A, from an authorized retailer of Golden Technologies, Inc. We have received reports of the back of the Product cracking and in some cases later breaking off during use. While no serious injuries have been reported, some minor injuries have been reported when users fell backwards after the back broke.

The wheelchair manufacturer has created a free replacement reinforced back and will arrange for its installation at no charge to you. Until installation of the replacement back, it is important that you **stop using the wheelchair immediately.**

To have your replacement back installed, please contact the retail establishment or online retailer where the unit was purchased or Golden Technologies at 800/624-6374 ext 501, go to www.goldentech.com/cricket, or use the below shown QR code with the following information:

1. Serial number of the wheelchair;
2. Contact name and phone number; and
3. Address where the wheelchair is kept.

Once that information is received, a repair technician will contact you to coordinate a time for the installation.

Golden Technologies is proud to distribute reliable and safe products. We understand this is an inconvenience to you and appreciate your patience and anticipated cooperation as we work to address this issue. If you have any questions, please feel free to contact 800/624-6374 ext 501.

Thank you,

Golden Technologies, Inc.



Cricket Seat Back Removal & Installation



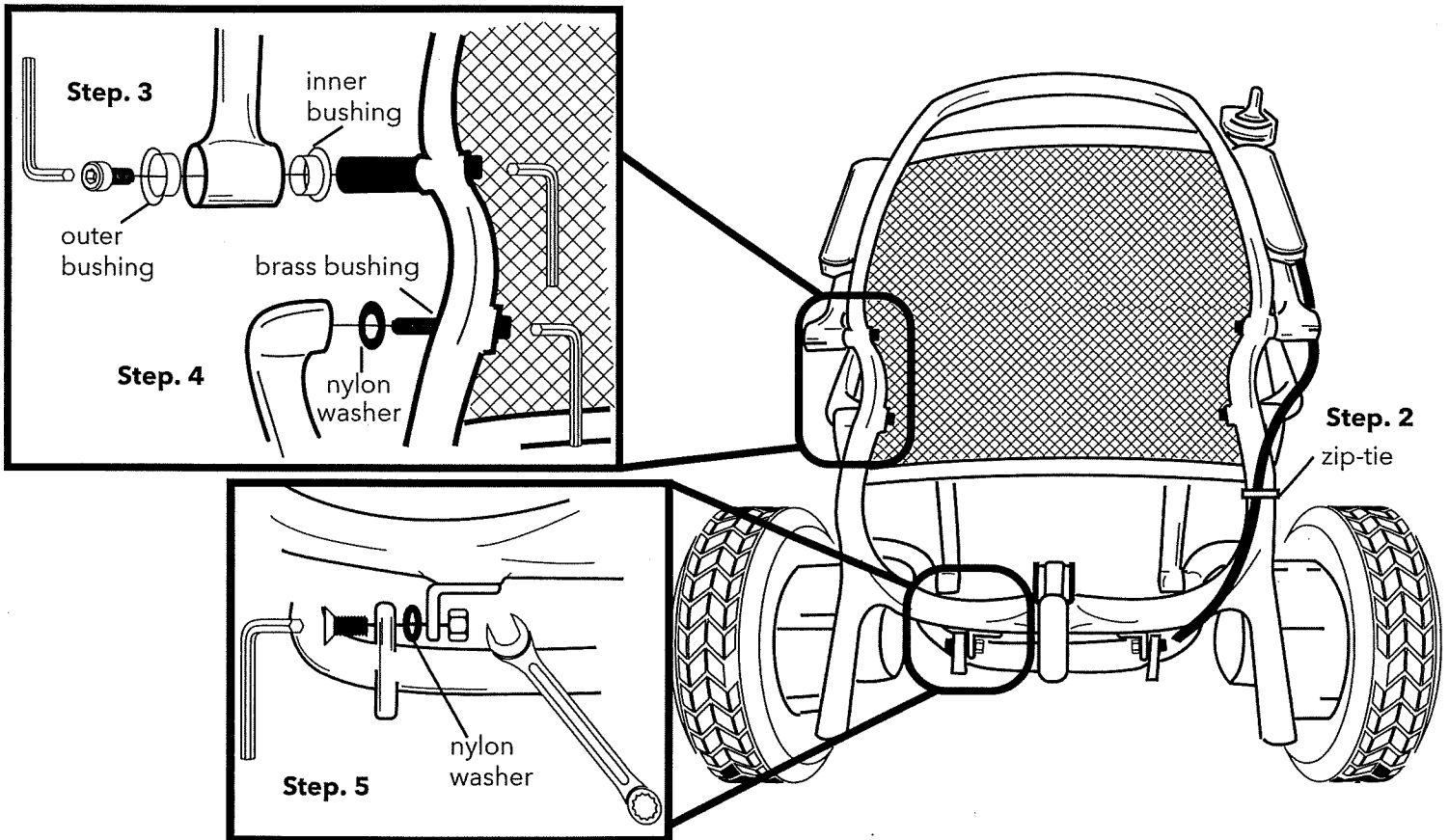
Read before conducting work.



Follow this QR code for a video of this procedure.

Tools needed: Two 4mm Allen Wrenches, one 5mm Allen Wrench, one 13mm Combination Wrench, one zip-tie, and cutting pliers.

1. Power off the unit, remove the battery, and fold the unit (reference the Owner's Manual).
2. Remove and discard the zip-tie retaining the joystick cable to the back.
3. Using a 4mm Allen wrench, remove the outer bolt that retains the armrest. You will need to hold the inner bolt with a second 4mm Allen wrench. Remove the inner and outer bushing from the arm. Complete this step on both sides of the unit.
4. Using a 5mm Allen wrench, remove the bolt and nylon washer in between the back and the seat frame. Complete this step on both sides of the unit.



5. Using an 5mm Allen wrench and 13mm combination wrench, remove the bolt, nut, and nylon washer that retain the back to the lower frame. Complete this step on both sides of the unit. The back is now fully removed.
6. Installation is the reverse of these steps. Install the new back with all the new hardware provided. Install all hardware loosely before tightening any of them down. All hardware should be secure, be sure not to over tighten as it may affect the ease of folding the unit. Install the zip-tie needed to secure the joystick cable to the frame. Be sure zip-tie excess is cut flush so no protruding edges are present.

