



BESPOKEPLUS



"If your work speaks for itself don't interrupt"

Abilities Toronto

Like the other trade shows, Abilities has had C-19 disruptions although they have maintained virtual opportunities that have continued to get the message out on product and services.

For nearly 40 years, Abilities Expo has been the go-to source for the Community of people with disabilities, their families, seniors, veterans, and healthcare professionals. Every event opens your eyes to new technologies, new possibilities, new solutions, and new opportunities to change your life. Abilities Expo is about bringing products and services together under one roof and introducing opportunities that can enrich your life ... like the Matia Robotics RMD Tek that you never knew was out there.



We look forward to exhibiting at the May 13 & 14, 2022 event at the International Centre in the Greater Toronto Area (GTA) **International Centre, Hall 5**, 6900 Airport Road, Mississauga, ON L4V 1E8. There are lots of formal education sessions scheduled along with many organizations sharing their information, but as per previous events we will have all day wheelchair maintenance and soft repair services beside our booth (518) at booth 514. It will have the only lady in the GTA doing this type of job changing tires and tubes quickly and efficiently while spouting the importance of maintenance and using silicon spray instead of oil or grease products on most of your equipment. Nikki will be joined this year by



her co-worker Andrei and Mark Chelgren the founder of Froglegs, Inc. This wheelchair maintenance service goes all day every day and is made possible by the folks at Abilities and Caneast Shows; drop by the booth for your own personal maintenance overview.

REHASENSE Canada



It will give us great pleasure to introduce Rehasense Canada to folks attending the Toronto Abilities Expo. Their Commercial Manager Adi Rao and Roger Dutton, CEO and APAC/America's Regional Director is a subsidiary

of Rehasense Hongkong which manufactures a wide range of selected, high quality mobility products. They will be manning the booth at 518.

Stemming from a long-standing desire to develop a line of top end, high quality functional products, competitively priced and adapted for different countries, the international team at Rehasense has collaborated with experts from the Nordic countries to present a range of products that are developed with a clear northern European influence – strong focus on ergonomics, functionality, design, and durability.

Rehasense Europe serves the European market from its production and service center in Piotrkow, Poland. The Asian-Pacific area is served by the Rehasense Asia team with its Hong Kong and Xiamen (China) branches. The product strategy is to have a portfolio of high-quality product which covers a wide range of mobility challenges with focussed solutions to better meet customer needs.

The portfolio includes:

- Rollators / walkers
- PAWS- Power Assisted Wheelchair Systems
- Various material frame wheelchairs
- Access Ramps
- Toilet / commode chairs / Shower chairs
- Lifters / Transfer devices
- Hospital beds

Please visit the product line at www.Rehasense.ca .

New Order Forms



Sunrise Medical Canada has provided new order forms for the RGK product line, and they are now on their website at www.sunrisemedical.ca.

As relayed previously, they have introduced the first BESPOKE custom-made carbon fibre unit that you own every measurement on like any other RGK product. It is 10% lighter than the Sub4 units (under 4 kilograms without the back wheels) looks great on the web sites but may be reserved for those that also drive high end vehicles as it starts at \$19,300.00.

Only One Good Chair

I was recently asked where this phrase came from and to explain it. In another life we brought in Quadra, Kuschall, and a host of other products before our venture into one off builds (Bespoke – Custom Made Chairs) with RGK.

We would go to trade shows open to all and those that were exclusive to people that worked in the industry and also those that were not open to end users. We were often asked, what is the best chair, and our answer was, “there is only one good chair ... (an awkward pause as folks waited for our sales pitch) that is the one that fits you the way you want, gives you the autonomy and maneuverability you want, meets all your needs, and works the best for you!

For the most part, the population is well served with abundant choice and manufacturers doing a great job.

Shipping Policy Change

As a result of receiving price increases from many suppliers in addition to also receiving a straight across the board increase in shipping, we have reluctantly changed our shipping policy. The aforementioned charges amount to a 25% increase in product cost and more in some cases.

We have chosen to maintain our pricing where we can for now and to revise our shipping policy by charging that back to the customer. The quotation process will include a shipping line item now. To expedite the process on smaller packages there will be a flat fee charge that may be less than the actual shipping charge.

Many of our suppliers have referred to this shipping surcharge as a temporary measure, but that is what the population was told about income tax in 1917.

Weber's Works

Dan Weber is a long-time friend from Edmonton, Ottawa, and now Abbotsford. He is retired from Nav Canada where he had been working as a Requirements Specialist with Telco experience and an abundance of electrical expertise making him a happy camper around resistors, diodes, connection boards, and the things that put most of us to sleep. We have conned him into putting into doing some work with us and we asked him to comment on electronics 101 to share with power customers and here is his wisdom:

The first lesson of electronics is all electronics fail. The first question is usually, what do I do now? Let's start with what you shouldn't do: Never let a rechargeable battery go dead because it will no longer be rechargeable. Don't overheat it or charge it when it's hot. Plug the external line return (XLR) connector into the battery before plugging the charger into line the ac power. A word about XLR, only pins one and three are in use, a Direct Current connector. Don't drop your unit, especially on the throttle side. Brakes are set by the turning the little red **turny thingies** on the calipers, providing the cable length is set properly to start with, easy goes, set them by how they feel, in use. Don't hang extra keys, key chains, or anything else from the key, this can cause a key switch failure. Don't drop the battery in, just lower it on the tracks till it contacts the Anderson connector, then push it solid.

About the multimeter, yeah, it's still Ohm's law. Car batteries are a nominal 12 Volts, 12.8 volts, when they're actually good. Charged at Standard 13.8 Volts, 14.4 on high charge. Keep it clean.

Bits and Bytes

- 49 Abilities May 13-14, 2022, Toronto, ON;
- 49 Abilities June 24-26, 2022, Chicago, IL;
- 49 Abilities August 05-07, 2022, Houston, TX;
- 49 Abilities September 09-11, 2022, Phoenix, AZ;
- 49 Rehacare Dusseldorf, DE September 14-17, 2022;
- 49 CSMC October 20-21, 2022, Toronto, ON;
- 49 Abilities November 04-06, 2022, Miami, FL.

BESPOKE PLUS is the newsletter of 49 Bespoke Inc., which markets products from around the world designed to better meet the needs of people with a disability.

We have grown up in sport, have a social service background, and have adopted an advocacy role in our business practice. **Comments are welcome.**