



# BESPOKE PLUS

*"If your work speaks for itself, don't interrupt."*

## RGK - No Limits



**RGK** is one of the few companies that build a truly **BESPOKE** product. Their builds are one off and the purchaser owns every measurement of the build. It makes it a more

difficult product to work with for those companies that are in the practise of selling large volumes of product where they have less opportunity to spend with each and every individual user. It also creates a situation where the end user may end up being discouraged from ordering one of these units because of the intricacy in building a one off product, a fear from the prescriber or dealer that they are not going to be able to get the right measurements, the 10-12 week lead time, or simply that the margins on the sale of the product are not as lucrative as other products available in the industry.

**RGK** has put us on notice of an impending increase in the cost of product effective January 2013. The last increase was in October 2011, which was the first increase in four years to that point.

After 12 years of trying very hard to work with each and every dealer with this product line, providing rebuilds when products are incorrectly specified, and looking at the increased costs of the product, we have chosen to do what Ti Sport does in Canada with their distribution network. We will make the product available directly to the end user through our company and since we do not have a chain of retail stores with a common link to sell the product through like Ti Sport has, we will grandfather companies in that have a proven ability to complete the order forms, who stand by their measurements, and most importantly, meet the needs of the person ultimately using the product. For those companies that are not grandfathered in to handling the product starting in January 2013, we will provide a special **RGK** training program at \$500.00 per individual prescribing authority or sales representative. All order forms will bear the

signature of a trained **RGK** sales representative and all orders will be treated like others in the industry; the order form presented will be processed as a final order and if there are issues with the build as a result of the specification it will be an issue for the company placing the order to resolve in the best interest of the end user. The dealer listing will be available in the new year.

**RGK** will be discontinuing the Club Sport Adjustable in favour of expanding the line of Club Sport products for the introductory,



recreational, and competitive level enthusiasts. At this stage there are limited numbers and sizes of the Club Sport Adjustable units in stock.

Due to **RGK** supply changes, red



fabric is no longer available for upholstery. Other standard colours are still available (black and blue) with other colour options as extra cost options on the order forms.



**RGK's** venture into using Aluminum 7020 with the development of the **ELITE** Basketball chair was well received. They are now introducing the Grand Slam (Tennis Chair), MRX (Maxima All Terrain configuration), and the All Star (Sledge Hockey) in Aluminum 7020.



49 Bespoke Inc., will continue operations as usual with **VARILITE®**, **Ki Mobility**, **KENDA**, and other products through the established dealer network. We look forward to servicing that network in a more effective way with the addition of more bodies on the road in the new year.

## RehaCare

This event was well attended by all the manufacturers, dealers, prescribing authorities, and end users. It appears that the event is on a two year cycle with maximum attendance by all and will be a good show to attend again in 2014.

**Ki Mobility** signed up a number of new dealers from around the world and had very positive feedback on their line of wheelchairs. Founders, Doug Munsey and Murray Slagerman, took the opportunity to meet with suppliers as well and found that there were a number of friends and work associates attending this show which appears to have become a more important show for people in the industry than Medtrade.

**VARILITE®**, had the opportunity to interact with many of their international distributors and showcased some of their prototype product receiving very positive comments on the new **VariLock™** hardware system. The simplicity of the design and the ease of back insertion and removal got great comments, and they are in the final commercialization stage. We hope to have news on the availability of this new hardware in the next few weeks.

**RGK** had a good crew of sales representatives at the event and took the opportunity to measure up a number of end users for their new products.

## D's Locks

D's Locks is proud to announce that they are now compatible with **Ki Mobility** wheelchairs; in particular, the Rogue, Tsunami, Catalyst 5, Spark, and the Tsunami Little Wave. This adds to their extensive compatibility with a wide range of manual wheelchairs which includes **RGK** from their factory and wheels including Spinergy L, LX, and Wire, High Flange, Round Betty, Glance, Low Flange, Skyway 5, 6, and 8 spoke, in addition to a number of other wheels made by various manufacturers.

D's Locks positive hub locks work independently of the tire by locking the wheel at the hub. Tire types and air pressure no longer matter. Wheels can be locked securely in place, regardless of tire condition.

Additionally, D's Locks do not add width to the chair, and wheels can be taken on and off with the locks engaged. They do have an HCPCS Code in the US and it is E2228.

For more information, contact Scott or Steve at 451 Mountain View Road, El Cajon, CA 92021 T: 619-441-9995 [www.dslocks.net](http://www.dslocks.net).

## FreeWheel

**RGK** has listened to their customers and partners receiving feedback that the Freewheel is a popular and effective wheelchair attachment and that **RGK** will facilitate its use on their chairs. They have designed and manufactured a special reinforced footplate so the Freewheel can be used with **RGK** chairs without it affecting the warranty on the product. The FreeWheel continues to be used on **Ki Mobility** products as well. We carry a small stock here, but dealers in Canada contact Joel Bancescuc 306-531-3131 in Regina, Saskatchewan at [www.EpicalSolutions.com](http://www.EpicalSolutions.com) or [www.freewheelcanada.com](http://www.freewheelcanada.com).

## Oxygen Tank Holders

We get the question of Oxygen Tank Holders for the Catalyst family of products from time to time. There are a number on the market that may be purchased to fit Catalyst chairs. Some of them come from companies like: [www.ezaccess.com](http://www.ezaccess.com) [www.mobility-aids.com](http://www.mobility-aids.com) and [www.pattersonmedical.ca](http://www.pattersonmedical.ca)

## Bits and Bytes

- 49 Prairie Seating Nov 5-6 Winnipeg, MB;
- 49 PSport ON Inclusion Evening Nov 8 Steam Whistle;
- 49 SHHC Innovation Show Nov 13 Toronto, ON;
- 49 SHHC Innovation Show Nov 29 Calgary, AB;
- 49 19<sup>th</sup> CDN Disability Hall of Fame Nov 29 Toronto ON;
- 49 29<sup>th</sup> ISS March 5-9, 2013 Nashville, TN.

**BESPOKE PLUS** helps to market and promote **RGK Wheelchairs**, **VARILITE®** Seating and Positioning Systems, **KENDA**, and **Ki Mobility** products, along with Spinergy, Glance, Frog Legs, Schwalbe, Sun, MBL, Natural Fit, Blax, and other great products. **Please give us a call or contact the editor, Reg McClellan, if you have something that you think we should expound on.**