



## Holiday Season

Our holiday season closing will be from December 23-26, 2014 and January 1, 2015. Many of the manufacturers will be closed from December 23, 2014 through to January 05, 2015. If there are ever any end user issues during these times by all means send us an email or call our cell phone.

## ADP in Ontario

We did not get a chance to follow up with an article on the new ADP policy or not new ADP policy on two year warranty. It seems some are referring to it as a new policy and some are saying it is the same. Regardless, ADP May want to take the opportunity to clarify if they have changed the warranty eligibility on products for their program. Most wheelchair manufacturers have life warranty on the frame and in some cases axles, bearings, foot rest hangers, etc., with other parts and pieces being acknowledged as wear items or consumables and carry a one year warranty. If manufacturers warranty statements are no longer sufficient as a result of a policy change at ADP, then all manufacturers may have to adjust. If the policy is still the same, then existing warranty statements may be consistent with ADP policy.

## Delivery Times

In general terms, the delivery time for our products will vary based on order clarity or specification sheet completion, funding confirmation, manufacturing issues, customs processing, or general shipping. However, as a rule of thumb, you may use the following overview as current delivery times.

**VARILITE®** - We stock the complete line of cushions and backs and ship 99% of those orders the day it is received.

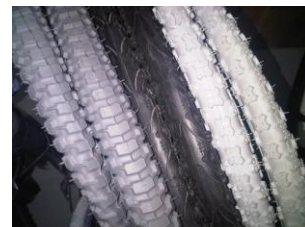
The number of SKU's are listed in the 44 page catalogue on our web site at: [www.49Bespoke.com](http://www.49Bespoke.com) under the **VARILITE®** tab or going to [www.varilite.ca](http://www.varilite.ca). In the rare circumstance that we do not have the product in stock we are looking at approximately three weeks to receive that product and will often have a plan B to meet the needs of the end user in the interim. The international web site is [www.varilite.com](http://www.varilite.com).

**Ki Mobility** – The units from Ki Mobility are built to specification and are therefore started when we receive the



specification sheet. Type 2 (Folding frames with two COG horizontal positions and full vertical placement) along with Type 3 (Folding frames with horizontal [7000 series aluminum or titanium] and vertical COG movement) take 1-2 weeks for delivery. The Type 4 (Rigid open frame chairs with full adjustability [7000 series aluminum and some in titanium]) are shipping in 2-3 weeks. The Type 5 (Tilt chairs with full adjustability in 7000 series aluminum) are also built to specification and take 3-4 weeks for delivery.

The order forms for all these units are on our web site noted above or [www.kimobility.ca](http://www.kimobility.ca). The international site is [www.kimobility.com](http://www.kimobility.com) and includes video, tutorials, most current part numbers, and all imagery for accessories



**Kenda** – Tire/tube catalogues are on our web site with the majority in stock and ship same day for manual products and most power products. In the rare situation where we

have to order particular styles or colors they would come from one of two distribution facilities in the US (ours are for the most part out of Columbus, Ohio).

**RGK** – These bespoke units are put into production the day an order is received. In most cases we are now doing a drawing in solid works which is turned around in a week. Once we have the drawing it is shared with the dealer and end user if preferred and we seek confirmation on the specifications provided. When we have that the unit is sent to build. The specialized nature of this type of build requires more time and the since the unit is built in the United Kingdom, there is an air delivery requirement.

The time lines we are currently working on are 12-14 weeks from the receipt of the completed specification sheet. If there are delays it is inevitably related to specification sheet issues and receiving confirmation that the drawing accurately reflects what the dealer/end user wants to have built.

In all instances we take into account the state of the end users current product and do what we can to ensure that their needs are met while we are in the process of building their new ride.



## **RIP-Roger, Bob, Pat**

Apart from being a wheelchair basketball player on early Quebec teams, Roger Mondor (1938-2014) was a tremendous organizer. He was running \$100,000.00 prize money events in the 70's and marketing and promoting the tremendous accomplishments of athletes with a disability. He passed away in June 5<sup>th</sup> at 75 years of age.



Robert (Bob) FERGUSON, a retired Sports Writer Ottawa Citizen, Author of Who's Who in Canadian Sports series, Member of the Ottawa Sports Hall of Fame passed away November 23 at the age of 83. There will be a service in the spring.

Bob did a super job of researching and including athletes with a disability in his publications. It seems like yesterday we had a beer (Bob, Reg, Rick Turnbull, and Jack Donohue) in honour of a mutual friend Bill Hirsch!



Pat Quinn born January 29, 1943 passed away November 23, 2014 at 71 years of age. Pat was an icon in the hockey world and since the national teams in wheelchair basketball had a lot of ex-hockey players we thought it appropriate to bring him in as a guest coach at a few national team camps. He certainly lived by the moto of earning respect rather than having it given and that seemed to be in sync with being a players coach.

## **Schwalbe Marathon +**

There has been an HS designation change for the Marathon Plus Evolution tire. It has gone from the 2014 model HS 348 to the 2015 model HS 440. There will be very little difference in the new tires appearance, its puncture resistance, and other properties including black non-marking properties (Grey/Black in 24 x 1 3/8); just a dynamic new profile and new look label!



## **CFDPD Hall of Fame**

The Hon. Vim Kochhar, Chair of the Canadian Foundation for Physically Disabled Persons and The Hon. David Crombie, Chair of the Canadian Disability Hall of Fame sent out a thank you to all who participated in the 21<sup>st</sup> Canadian Disability Hall of Fame Luncheon and provided a recap in pictures: <http://www.cfpdp.com/canadian-disability-hall-of-fame-luncheon-november-3-2014/>

## **Bits and Bytes**

- 49 Day or weekend trips in Southern and Eastern ON;
- 49 2015 preparation in the office.

**BESPOKE PLUS** markets/promotes **RGK Wheelchairs**, **VARILITE**® Seating and Positioning Systems, **KENDA**, and **Ki Mobility** products, along with Spinergy, Glance, Spintek, Frog Legs, X-Core, Shox, CEW, Schwalbe, Sun Components, Natural Fit, Blax, etc.

**Comments are welcome; contact the editor Reg McClellan in the manner you wish below.**