



19 Rainside Rd.
 Toronto, ON
 M3A 1B2
 Toll Free: 1-877-720-5678
info@razdesigninc.com

LEVINA CASTER UPGRADE PROGRAM

In October 2010, Raz moved from the 5327 caster, used by many shower chair manufacturers, to the new Levina caster. Both casters are manufactured by Tente – a world leader in caster manufacturing.

As a part of our continual efforts to keep Raz products at the forefront of quality and design, we have provide to you, at no charge, Levina casters to replace Tente 5327 casters. We understand that there is a cost to you, the dealer. For this reason, Raz is pleased to offer the following incentive: \$50 payment by check **OR** \$75 credit per chair against future orders. Please use the detachable slip on this form and the supplied pre-paid envelope to return the stem portions of the old 5327 casters. **All other parts—lower caster body, top cap and obsolete directional locks (where applicable) - can be scrapped at your location.**



5327 Caster (old style, to be replaced)



5327 stems (to be returned to Raz)



Levina Caster (new style, upgrade parts)

NOTE: When performing the caster upgrade, it is also an ideal time to assess the condition of the Raz shower chair and ensure that all components and functions are in good working order. If you require a quote for service parts, please contact Raz via our toll free number: [1-877-720-5678](tel:1-877-720-5678) OR email: quotes.orders@razdesigninc.com and our team would be happy to process your request.

↓ (Detach below this line, complete and include with 5327 caster stems in provided envelope) ↓

CASTER UPGRADE RETURN SLIP:

DEALER NAME/LOCATION: _____

SHOWER CHAIR SERIAL NUMBER: SC _____ DATE OF SERVICE (DD/MM/YY): _____

TYPE OF CHAIR: Z100 (AP) Z200 (SP) Z300 (AT) Z160(HD-AP) Z260(HD-SP)

RA# _____

UPGRADE REIMBURSEMENT: FOR THIS UPGRADE, OUR DEALER WOULD LIKE (PLEASE SELECT ONE)

- \$50 payable by check to: _____
- OR**
- \$75 credit to be applied to my dealer account with Raz

SIGNATURE: _____ PRINTED NAME: _____