

NAS-0G

Neater Arm Support;
Zero Power
Force Gauge

Providing equipment for greater
independence, dignity and **choice**



 neater.co.uk

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Please read the separate sheet for health and safety information

Neater Services

Terms and conditions apply.

Your **NAS0G** comes with a **3-year warranty** as standard to cover manufacturing defects. This covers the main mechanical components to be repaired or replaced at the discretion of Neater Solutions Ltd. It may be required for goods to be returned to us for repair. Please get in touch if you are having any issues:

info@neater.co.uk

Other chargeable services include:

- **NAS Spares:** You may wish to replace slings.
- **Visit:** If you would like a Neater representative to visit and setup your Neater Equipment it can be arranged for this fixed fee within the UK.
- **NAS0G-Refurb:** We offer refurbishment programmes up to 7 years from original purchase.
- **Repairs:** We will repair Neater products up to 10 years.

You may have purchased:

- **5 Year Extended Warranty** - extends the warranty period to 5 years (from date of invoice). Must be purchased with new unit. UK Only. Excludes normal consumables e.g. slings



Our products are developed
and manufactured in the UK

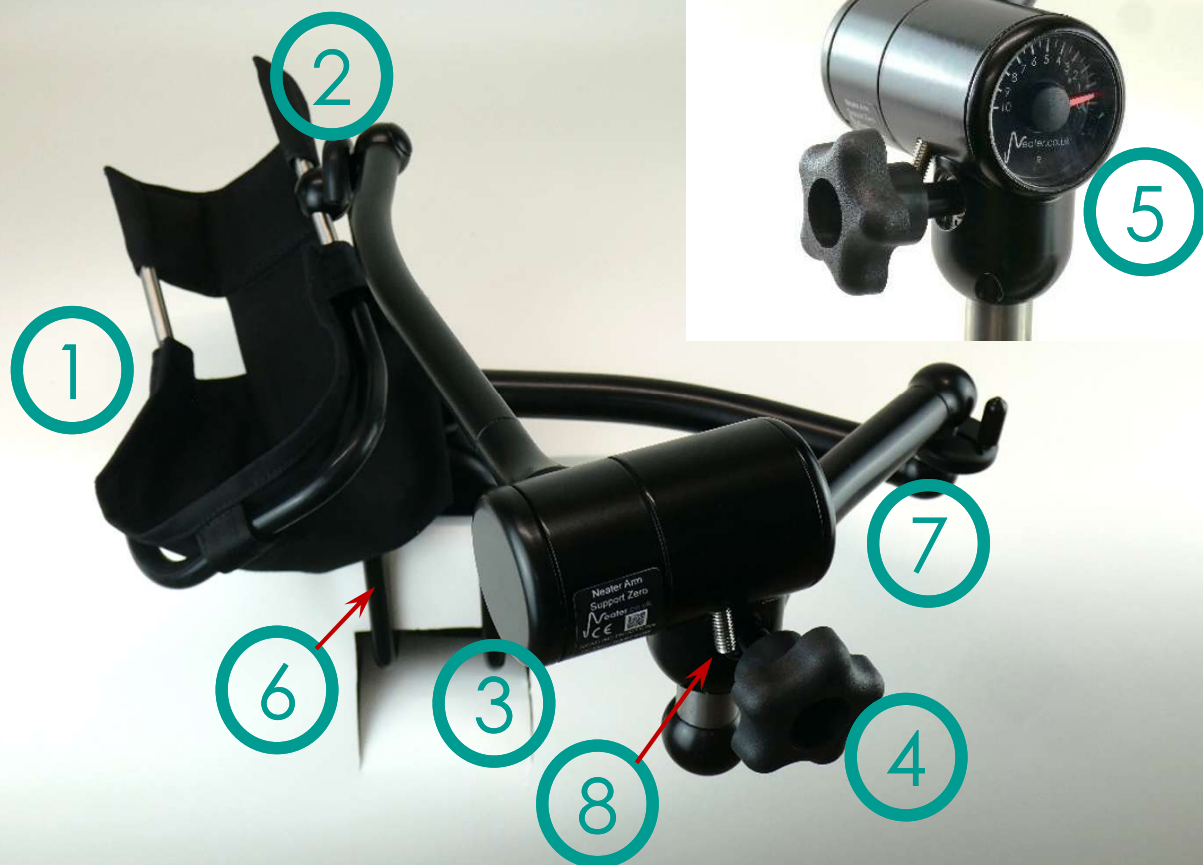


Compliant with EU medical
devices directives
and supplied worldwide

Watch
Instruction
Videos



www.neater.co.uk/TODO



Overview

The **Neater Arm Support Zero Gauge (NAS0G)** aids individuals with muscle weakness through spring assistance and “friction free” arms that allow fluid movement. The NAS0G supports the weight of the user's arm in a sling, enabling you to move your arm back and forth freely using your own muscle power. It is usually supplied with a fixed bracket system for clamping to a sturdy table. It can also be attached to the back of a wheelchair or to a separate floor stand.

- 1 Sling helps to support your arm
- 2 Fold away hook for easy parking
- 3 Spring support smoothly lifts your arm
- 4 Knob for adjusting spring support
- 5 Gauge to measure spring support
- 6 Compact sturdy base with table clamp
- 7 “Frictionless” joints for free movement
- 8 Stop to set range of vertical movement

Slide 3

J1

In the past I think we've usually addressed the user so "you" "your" rather than "they" "their". I think this is less '
 J, 2025-05-27T10:46:56.684

J2

3. Spring support smoothly lifts your arm ["your" is used here already] [could mention lightly damped but confused by competition though]

4. Knob for adjusting spring support

5. Gauge showing spring support

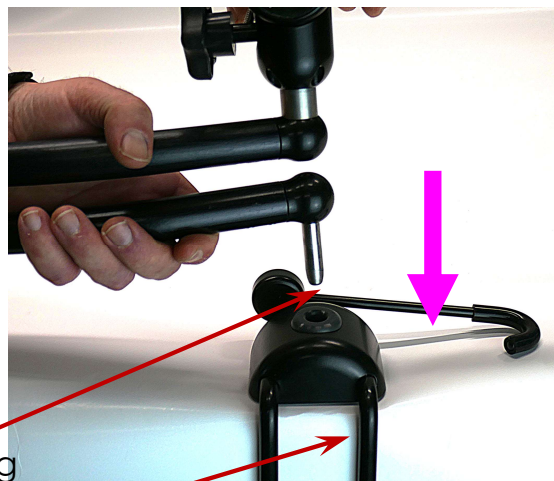
[renumber]

Leave out last point - comparisons with old unit in this instruction manual.

J, 2025-05-27T10:54:42.402

Set Up

1. Clamp the base to the table.
2. Hold the arms together, as shown, and drop the pin into the base.



Fold away hook for parking

Table clamp



Fold away parking hook

Hook counterweight

Angled joint

Parking

Press down here to stand up the hook for parking.



Then hook over the Angled Joint to park.

Do not hook onto the silver stainless steel frame as it can move and become unhooked.

Hand Positioning

The sling frame connects to the arm using an angled joint. This joint is set up so that:

- When you lift your arm, your elbow naturally drops. This brings your hand closer to your head, which helps with activities like eating or brushing your teeth.
- When you lower your arm, your hand also moves lower, making it easier to reach things like objects on a table.

These adjustments can make a big difference to your comfort and the effectiveness of the arm support.

Sling Frame Joint Position

Moving the pivot position forwards (towards the users wrist) will drop the elbow more when lifting. Loosen the screw in the Angled Joint (use a 5mm Allen key) and slide the frame to change the pivot position before retightening the screws.



Sling Frame Angle

The angle of the frame in the joint can also be adjusted to allow the right balance of support without obstruction.

Most people find the best angle is tilted quite far down as shown in the photo.



Adjustments



Spring Mechanism

The gauge shows you what level of lifting force you have set. Some people like to have different settings for different activities e.g. higher setting for eating and lower settings for desk work. The amount of lifting force can be adjusted to the optimum setting for you; helping you lift your arm without making it too difficult to lower it. Turn the screw anti-clockwise to increase up-force, clockwise to decrease.

Arm Stop

Sometimes the arm can swing in too close to the user, which can feel uncomfortable. To prevent this, the **NASOG** has a built-in stop that limits how far the arm can move.

If you want to adjust this stop:

- Use an Allen key to loosen the screw.
- Slide the stop to the position you want.
- Tighten the screw again to lock it in place.



Up Stop

Ensure that the NASOG gives the range of vertical movement you require.

This can be adjusted by turning the Up Stop screw (use a 3mm Allen key).

Sling Extensions

People's arms are different lengths. You will receive a sling frame and you can then add extension piece(s) to suit your arm length. The extensions screw in by hand and are needed on both sides. Check the back of your manual if the extension pieces are not already attached.



Example frame with 2 extensions on one side

Slide 6

J1

We need more about "Angled Joint Position"

Emphasise its importance.

Picture of typical angle of the frame - otherwise people tend to have it too high up.

I think too complicated to mention John's finding that upper arm contacting the frame can bring mid joint in etc

J, 2025-05-27T11:04:57.662

J2

Is there a video about this we can refer to and have on that QR referred page and mention here?

Discuss: Also get in touch for help with this - maybe not here but in box for postal trials and new units sent out

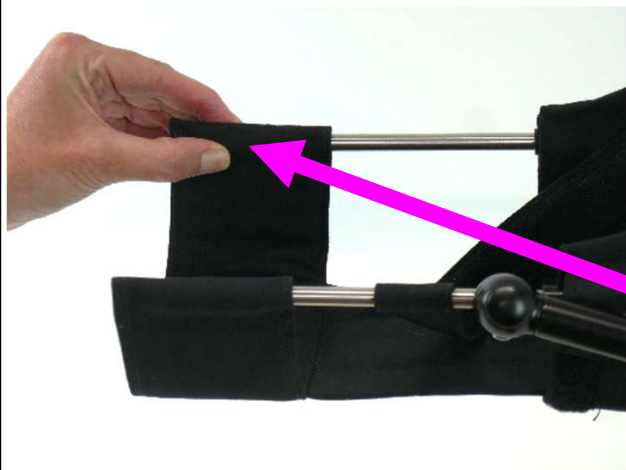
J, 2025-05-27T11:11:49.831

Your NAS0G is designed to not need lots of maintenance to keep it in good working order. The arm joints are shielded ball and roller bearings that do not require lubrication.

Cleaning

The NAS0G can be wiped clean with a damp cloth and a little detergent. Be careful not to allow water to flow into any of the joints.

The sling can be removed from its frame for washing. Wash by hand or use a low temperature machine wash (eg: Woolens setting):



Undo the three Velcro Straps near the elbow.

Slide off the front. The rubber ends inside should remain inside the sling.



Contact Neater Solutions for any further maintenance information or if there are any problems with the functioning of the NAS-Zero.



Alternative Options

Equipment assessments give you the chance to try suitable options for you before purchasing. You may have an alternative option such as:

- **Left and Right** handed units are available.
- **Small, Large and Wide Elbow** sling frames
- The deep pocket in the back of the Sling helps keep you elbow in place as you lift your arm. Some people like to use a **Strap** that fits to the frame to help hold their arm in.
- A **Soft Fleece** cover for the front of the slings gives more comfort on bare skin.
- **NAS0G mounting brackets** to fit to a stand or chairs (for wheelchairs this must be done by a Neater Solutions representative). A parking hook can be fitted to the bracket but will only be usable if suitably positioned.
- **NAS0G alternative clamp sizes** for different table requirements
- **NAS0G alternative parking hook**
- **NAS0G height extension piece**
- **NAS0G extra spring force** – increases double compensation
- People whose arms are too weak to use a NAS0G are recommended to try the Powered Neater Eater Support see www.neater.co.uk/neater-arm-support

Slide 7

J1

"Woolen" or "Woollen"

[https://sapling.ai/usage/woolen-vs-woollen#:~:text=Woolen%20and%20woollen%20are%20both,\)%20\(%20en5](https://sapling.ai/usage/woolen-vs-woollen#:~:text=Woolen%20and%20woollen%20are%20both,)%20(%20en5)
J, 2025-05-27T11:08:50.732

J2

You had your chance!! Maybe something like:

"Equipment assessments give you the chance to try suitable options for you before purchasing."

Change colour for link tot readable lighter blue or new line and within lighter green highlight?

J, 2025-05-27T11:16:47.484



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Specifications subject to change without notice, patents applied for.

K1

Version: 250619⁸

Slide 8

K1

Patents granted?

Kiera, 2024-05-28T15:45:39.398

J1 0

"patents applied for and granted."
?

BUT, Kiera check there isn't then a legal obligation to then quote them - which we don't want to do.

J, 2025-05-27T11:20:05.278