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# Ambutech symbol canes (MS20, MS22, MS23, MS25, MS40, MS41, MS42, MS43)

Thank you for purchasing from RNIB. In the unlikely event the item is unsuitable, please contact us within 14 days of receipt to obtain your returns number. To ensure your return goes smoothly, the item and all components must be in as new condition and packed in its original, undamaged packaging. For further details and guidance on returning faulty items, please see the Terms and conditions of sale and How to contact RNIB sections of this instruction manual.

Please retain these instructions for future reference. These instructions are also available in other formats.

## General description

The following canes are covered within these instructions:

MS20 (white) MS40 (red and white) – 70cm

MS22 (white) MS41 (red and white) – 85cm

MS23 (white) MS42 (red and white) – 100cm

MS25 (white) MS43 (red and white) – 105cm

Ambutech symbol canes are made from aluminium. The sections are joined together by one piece of elastic cord held in place by an eyelet style tip, and knotted through a plastic end cap on the handle.

White symbol canes are intended to be used to indicate visual impairment only. They are not designed to be used as a support aid, or for detecting obstacles on the ground such as kerbs and steps. Red and white banded symbol canes highlight both a hearing and visual impairment.

## Hints and Tips

### Looking after your cane

Clean the joints regularly with a wet cloth. Do not use the cane if there is evidence of fraying of the elastic cord. Check for excessive wear of the cane tips and replace when necessary.

## How to contact RNIB

Phone: 0303 123 9999

Email: shop@rnib.org.uk

Address: The Grimaldi Building, 154a Pentonville Road, London N1 9JE.

Online Shop: shop.rnib.org.uk

Email for international customers: kaorders@rnib.org.uk

## Terms and conditions of sale

This product is guaranteed from manufacturing faults for 12 months from the date of purchase. If you have any issues with the product and you did not purchase directly from RNIB then please contact your retailer in the first instance.

For all returns and repairs contact RNIB first to get a returns authorisation number to help us deal efficiently with your product return.

You can request full terms and conditions from RNIB or view them online.

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