

Neater Eater Manual Instructions

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



General

- Read all instructions carefully before use, especially before making adjustments. Incorrect use or adjustment may damage the Neater Eater or make it unsafe.
- The Neater Eater should only be used to assist with eating consumable foods or for holding safe, light objects.
- Ensure food is not scalding hot.

Supervision and suitability

- The Neater Eater should not be used by people with swallowing difficulties or who are liable to choke, except under the supervision of a Speech and Language Therapist.
- A carer should always be present if there is any risk of choking or other danger.
- People with uncontrolled movements, particularly uncontrolled body or head movements, should not use hard or sharp cutlery such as metal spoons or forks.

Before and during use

- Ensure the Neater Eater is firmly attached to a sturdy table to prevent overbalancing.
- Before each meal, check that the plate peg is firmly attached and all stops are correctly adjusted.
- Do not attempt to eat large amounts of food in one mouthful, as this may lead to choking.
- Take care to avoid contact between cutlery and the eyes, teeth, or back of the throat.
- Be careful not to hit the clamps when moving into position.

Cleaning and inspection

- Clean all parts before every meal and check for cracks, chips, or damage.
- Plastic cutlery may crack over time and ceramic plates may chip, creating sharp edges; replace damaged items immediately.
- Wipe the Neater Eater clean after each meal to prevent food build-up, which may collect germs or damage the mechanism.
- Ensure crockery and cutlery are properly cleaned.
- Crockery and cutlery supplied with the Neater Eater are food safe; other components may not be safe to suck or chew.

Other considerations

- Possible side effects may include fatigue, muscle build-up through exercise, or changes in eating habits such as over-eating.
- Seek professional advice as appropriate, for example from a dietician or physiotherapist.

Neater Eaters are designed to comply with the essential requirements of the Medical Device Regulation (EU) 2017/745 of the European Parliament and of the Council of 5 April 2017 concerning class 1 medical devices

Watch
Instruction
Videos



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Our products are developed and manufactured in the UK



Compliant with EU medical devices directives and supplied worldwide



"It gives me the independence to eat with confidence and dignity."

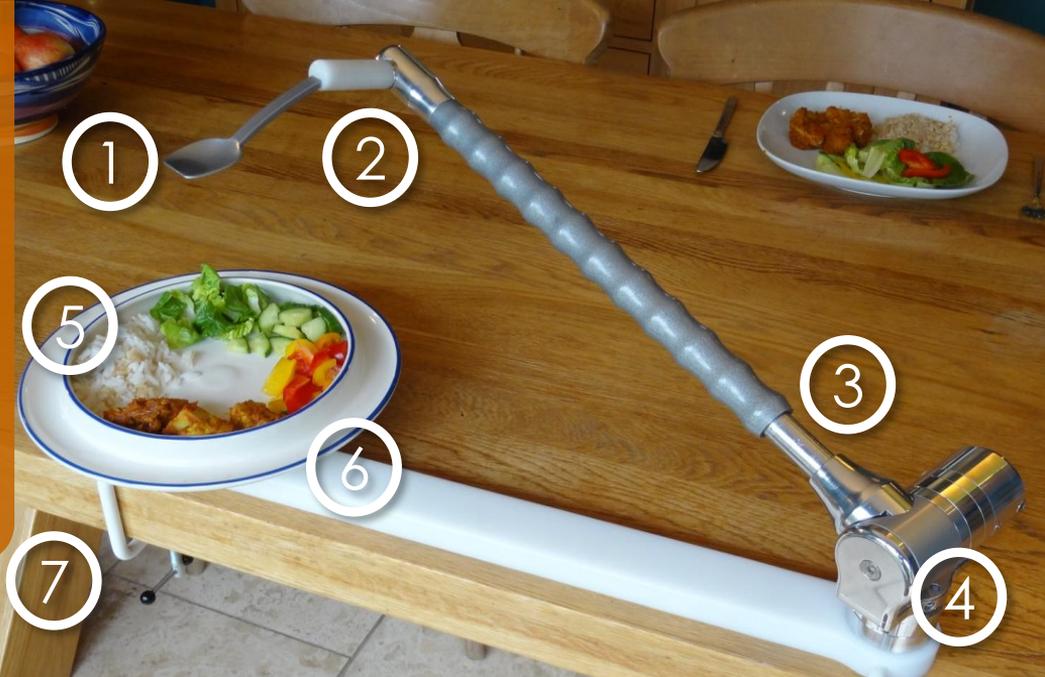
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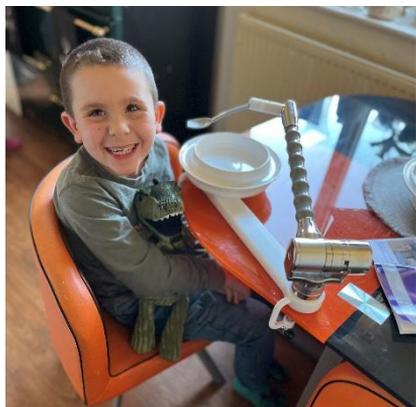
 info@neater.co.uk

Neater Eater



Overview

The **Neater Eater®** is a modular eating aid that enables people to use their own movements to feed themselves and can be adjusted to suit individual needs and abilities.



- 1 Clip-on spoon provides a controlled scooping action as the arm moves up and down
- 2 Spoon remains level throughout movement
- 3 Viscous fluid damping absorbs tremor or ataxia, allowing slow, smooth movement (adjustable)
- 4 Internal springs assist lifting; height and speed are adjustable
- 5 Shaped plate lip assists scooping food
- 6 Plate is secured in the baseboard and can be turned to reach food
- 7 The Neater Eater is secured to the table with clamps

Positioning

- Sit close to the plate.
- Ensure your mouth is aligned with the spoon
- Some users prefer the spoon to stop slightly in front of the mouth.
- Others, particularly people with head tremor, may need the spoon to move fully into the mouth.

First use

- Start with smaller amounts of food.
- Begin with food of an even consistency.
- Place food around the outside edge of the plate.
- Cut food into chewable-sized pieces.

Scooping food

- Push the arm back and down so the spoon rests in the centre of the plate.
- Keep the spoon down and bring it forward, scooping food against the edge of the plate.

Managing spills

- As you lift the spoon, push slightly back from the plate edge to avoid flicking.
- A Plate Flick Guard is available if needed.
- Wipe drips from the underside of the spoon against the back edge of the plate.
- Hold the spoon briefly over the plate to allow excess food to fall away.

Turning and finishing

- Turn the plate to select new food; it is held securely.
- Experiment to find the most comfortable turning method.
- When little food remains, bring the spoon to the front of the plate and turn the plate fully to create a small pile for scooping.

Please continue to **Quick Setup** on next page



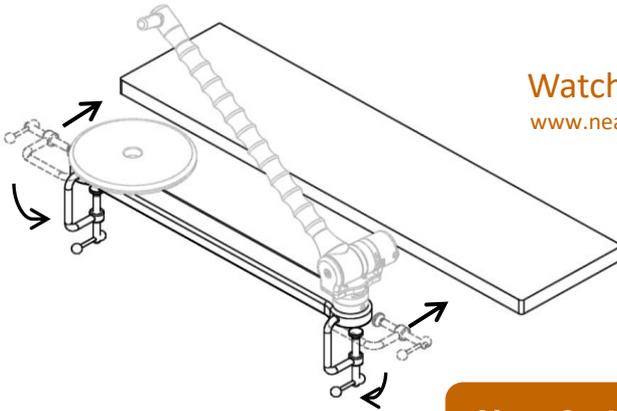
Step 1: Fix to your table

Fold down the **Clamps** and attach to your table

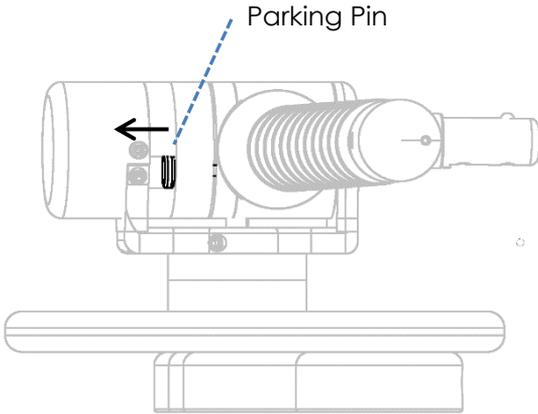


Watch Instruction Videos

www.neater.co.uk/neater-eater-videos



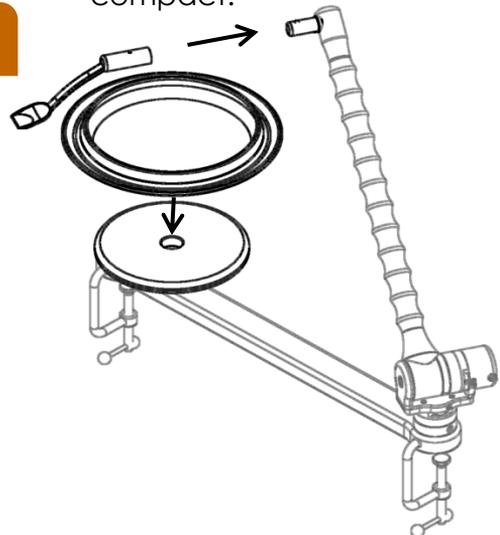
Step 2: Unpark the arm



- Push down on the arm gently and slide the **Parking Pin** back.
- This will allow the arm to lift up.
- After your meal, you can park the arm by holding the arm down and sliding the parking pin forwards.
- You can then carry the unit by the handle and it will stay compact.

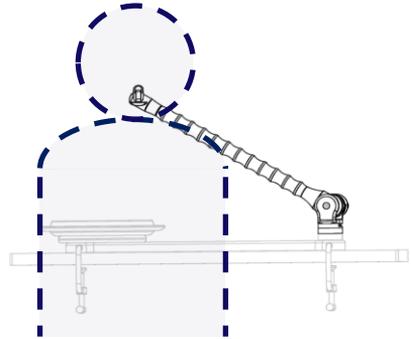
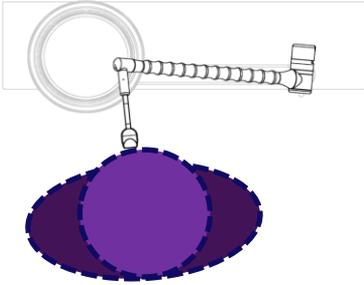
Step 3: Fit crockery and cutlery

- Push the **Spoon** on; it clicks into place.
- The peg on the bottom of the **Plate** goes into the hole in the baseboard

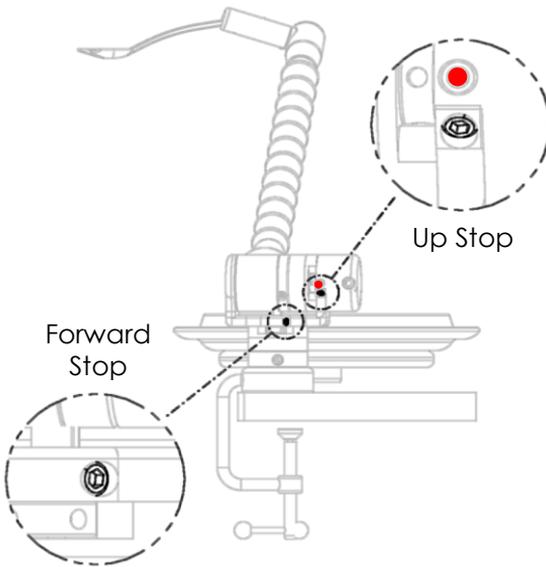


Step 4: Position yourself

- Sit quite close to the Neater Eater and adjust so that the spoon comes to meet your mouth.
- **Correct alignment is important.**

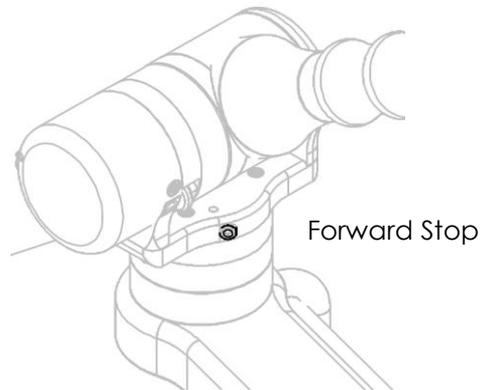


Step 5: Adjusting the stops



To adjust the stops, simply screw the stops in or out turning the small Allen key.

The **Up Stop** and **Forward Stop** should be adjusted so that the spoon reaches your mouth.



Further Stops

The **Back Stop** is usually pre-set to allow wiping the spoon against the back of the plate but not getting caught behind the plate.

The **Down Stop** is usually pre-set so that the spoon goes into the plate far enough for scooping without bending up.

Keep it clean

- The Neater Eater is designed for a long maintenance-free life as long as it is kept clean.
- Wipe with a damp cloth and a little detergent to remove food deposits.
- Do not immerse the Neater Eater in water.
- The plate and spoon can be washed in a dishwasher; on the top rack or away from the heating element.
- Washing by hand will prolong the use of the plastic plates and spoons.

If you have a problem:

- Please do not try dismantling your Neater Eater!
- You can make settings adjustments using the hexagon Allen key tools provided but warranty is void if any Torx screws are removed.



Neater Services

Terms and conditions apply.

Your **Neater Eater Manual (NEM)** 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:

Spares: You may wish to replace or change your crockery or cutlery

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. The NEM has initial fitting visit included.

NEM-Refurb: We offer refurbishment programmes up to 7 years from original purchase.

Repairs: We will repair Neater products up to 10 years.



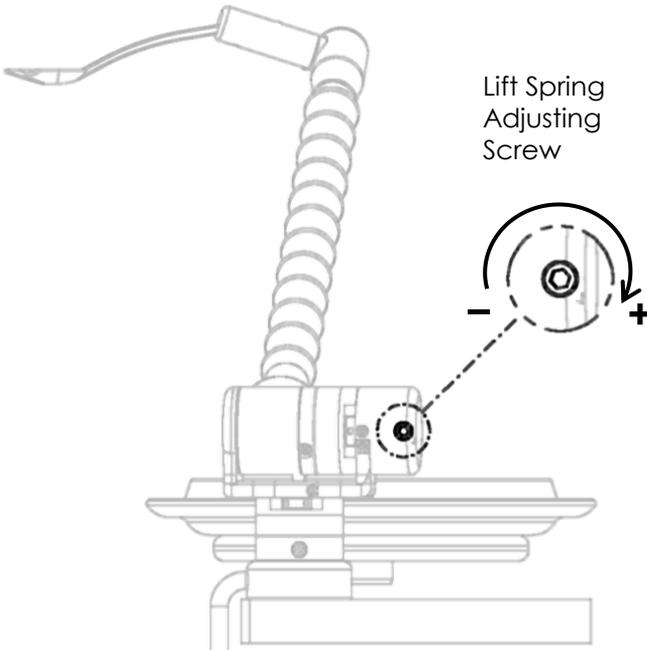
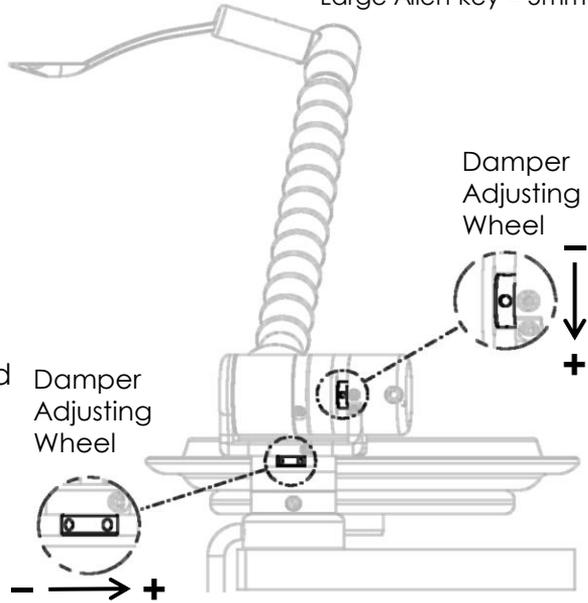
Watch Instruction Videos

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Small Allen key = 3mm
Large Allen key = 5mm

- Increase **Damping Levels** to absorb tremor.
- Decrease to ease movement.
- Use the small Allen key as a lever to turn the damper adjusting wheels.
- The arm needs to be moved backwards and forwards and up and down a few times before the damping level settles.

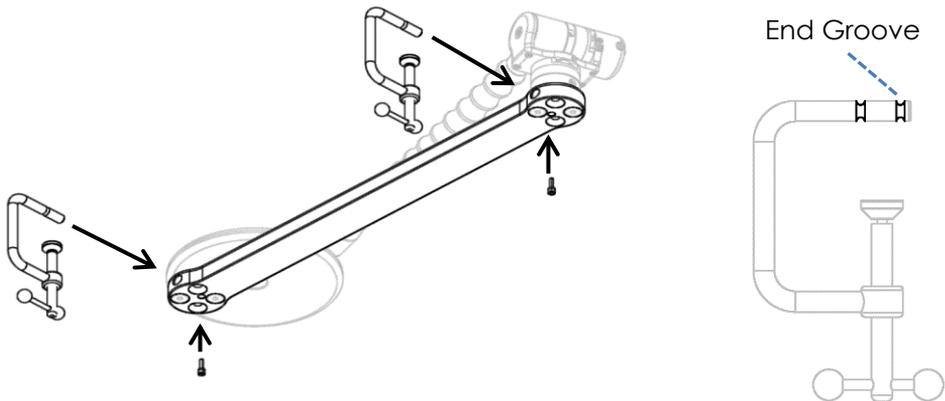
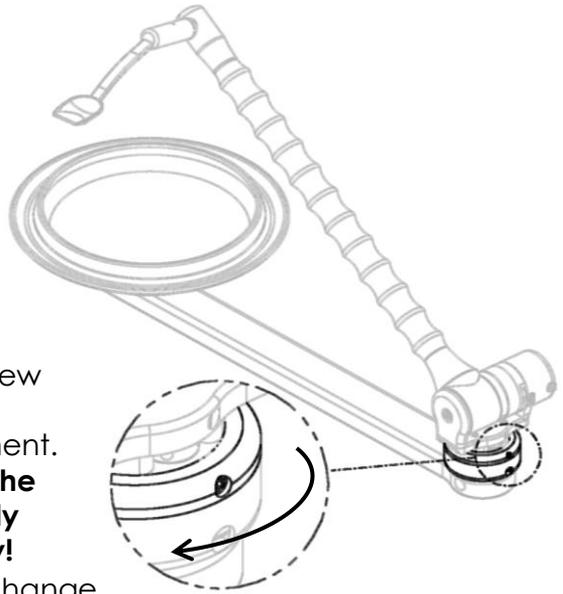


- Adjust the **Lift Spring** to lift the arm faster or slower.
- Turn the adjusting screw several turns with the large Allen key.

If a **Forward Spring** is fitted it is usually adjusted so that the spoon finishes coming forwards after it has finished lifting up.

To adjust:

- Bring the arm forwards
- Carefully loosen the screw in the top part of the forward spring attachment.
- **Take care not to allow the top part to rotate quickly and throw the Allen key!**
- Rotate this top part to change the tension in the spring
- Retighten the screw.

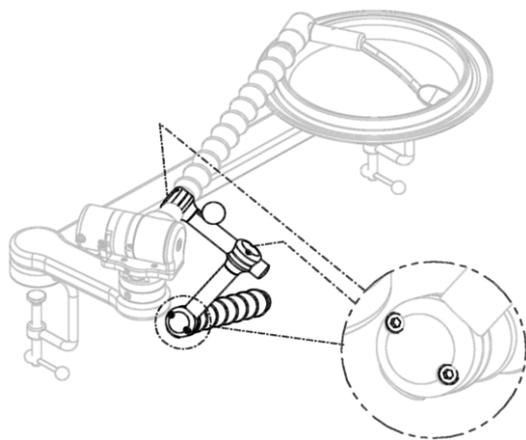
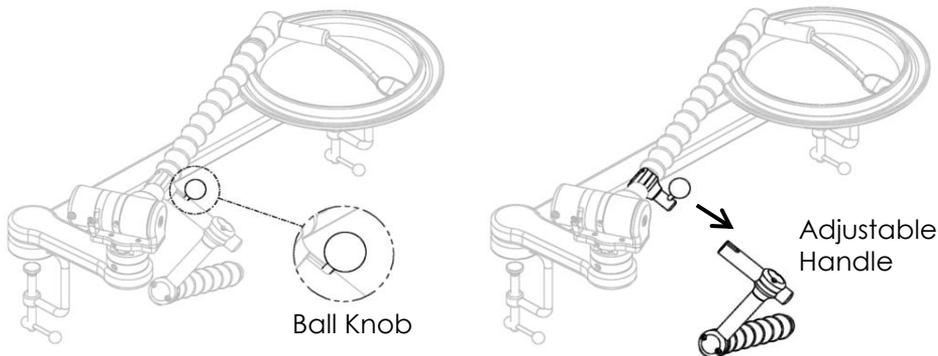


Clamp Alternatives

- Different size clamps can be fitted: Large, Standard and Compact.
- Clamps are held in by screws and plastic washers underneath that locate in grooves in the clamps
- The **End Groove** can be used to move the baseboard back if a shallow table lip prevents the clamps being pushed fully onto the table.
- Additional holes can be drilled in baseboards to reposition clamps.

Adjustable Handle allows easy reach for using the Neater Eater

To Remove: Unscrew the ball knob just one or two turns and slide off the handle.

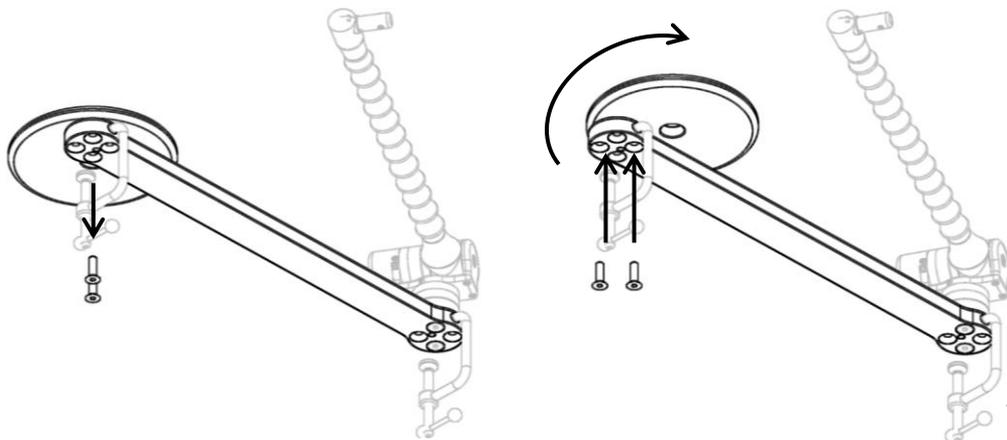


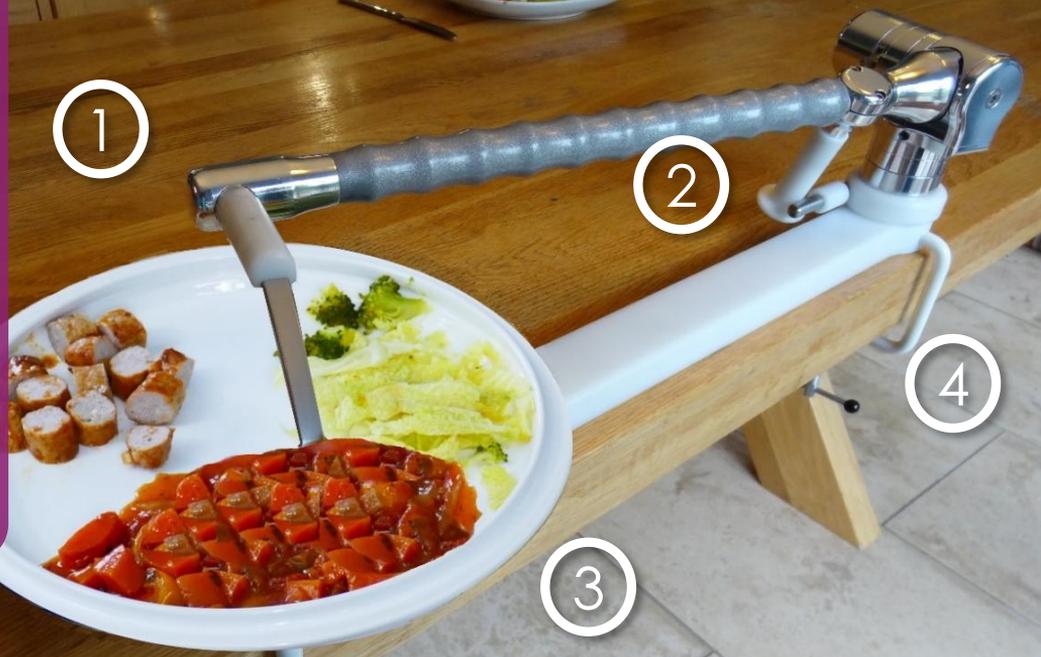
Adjust Handle Position

- Loosen both screws in the top of any bracket slightly
- Slide and rotate the bracket and handle into the desired position
- Retighten the screws.

Plate Orientation

The plate-holder part of the baseboard can be brought forward to improve accessibility. Remove the 2 screws holding it in place, rotate it and refit the screws through the other 2 holes in the long part of the baseboard.



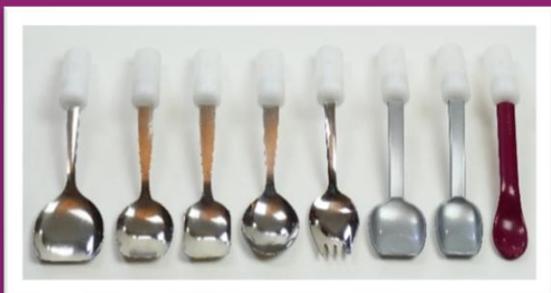


Modular system –adaptations

The Neater Eater is a modular system. Different attachments and settings are suitable for people with different abilities.

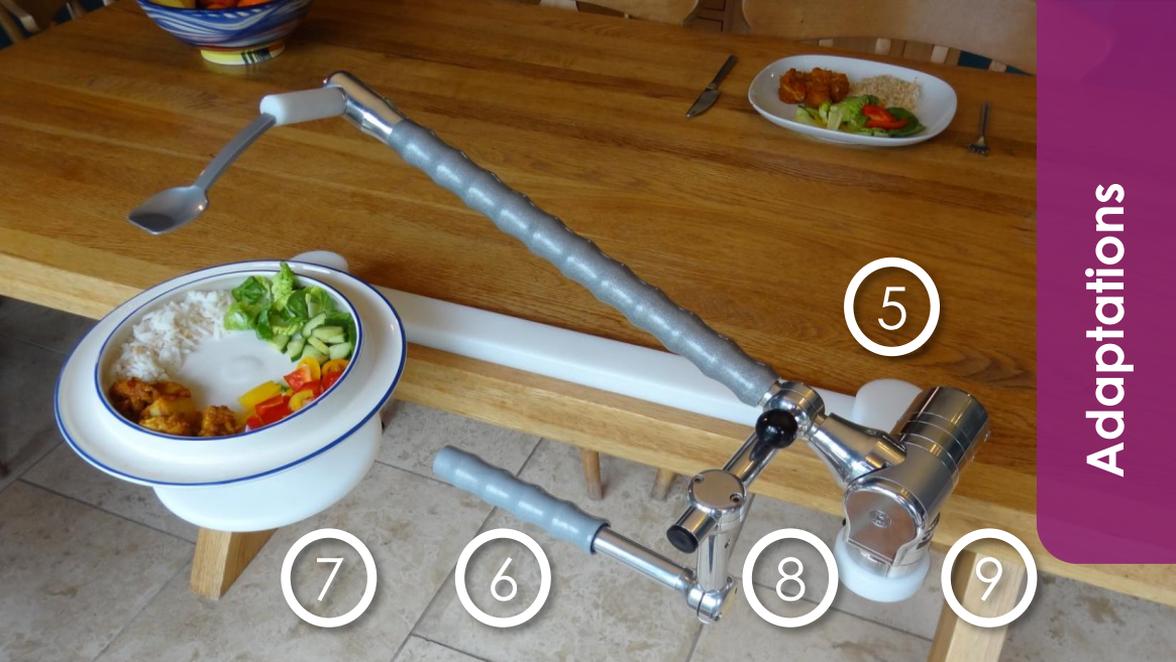
Cutlery choices

- Silver plastic - standard and narrow spoons (recommended)
- Metal - wide, standard and narrow spoons
- Spork
- Soup spoon
- Small maroon spoon



- ① Neater Eaters are available **RIGHT** or **LEFT** handed
- ② **PLATE FLICK GUARD** stops spoon from spilling food at edge of plate
- ③ **PLATE HOLDER** fitted in different positions for accessibility
- ④ **CLAMPS** standard, compact or large





- 5 RAISING SPACERS** raise the arm and/or the plate for accessibility
- 6 Quick Release ADJUSTABLE HANDLE** enables easy use
- 7 PLATE TURNER** allows plate turning without lifting your hand from your lap
- 8 EXTENDED BASEBOARD ARMS** for accessibility
- 9 FORWARD SPRING** brings the spoon to your mouth automatically

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 Royal College of Occupational
 Therapists approved
 see: neater.co.uk/training

Crockery Choices:

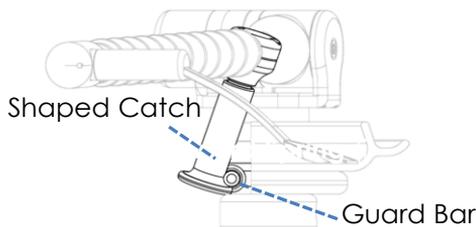
- Large and small ceramic plates
- Plastic plates
- Heated ceramic plate
- Soup bowl
- (Partitioned Plate is only for use with Neater Eater Robotic)



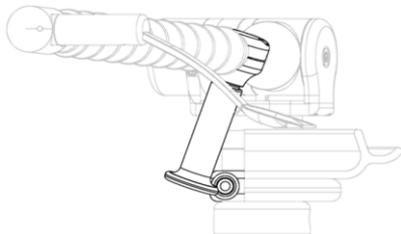
Latest adaptations

see: neater.co.uk/neater-eater

Plate flick guard stops spoon from spilling food at edge of plate.

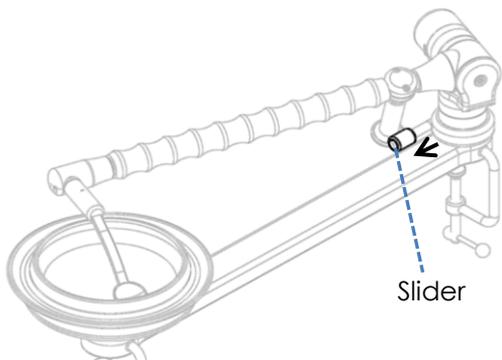
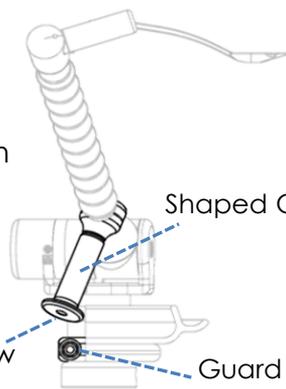


- Shaped catch engages with guard bar as spoon is brought forward towards the edge of plate
- Here the spoon cannot be lifted and flick food



- The spoon is made to move back as it is lifted missing the plate edge

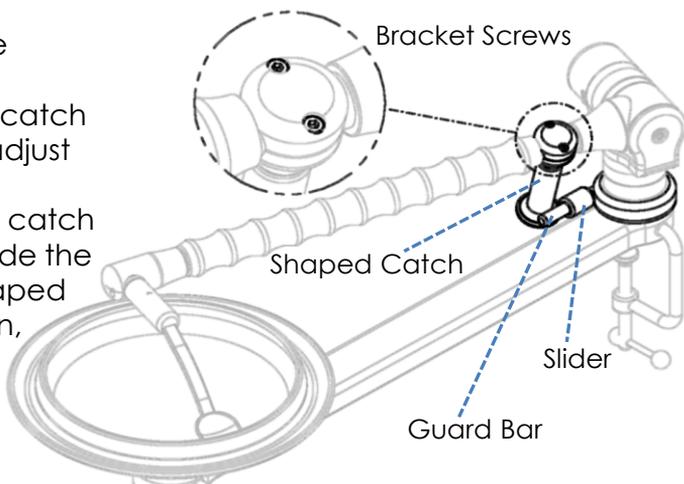
- Once clear of the plate, the spoon can be brought to your mouth



- The plate flick guard can be set for use with two plates
- When using the smaller plate, simply slide the **slider** into position to engage with the shaped catch.

Different plates may require **adjustment** of:

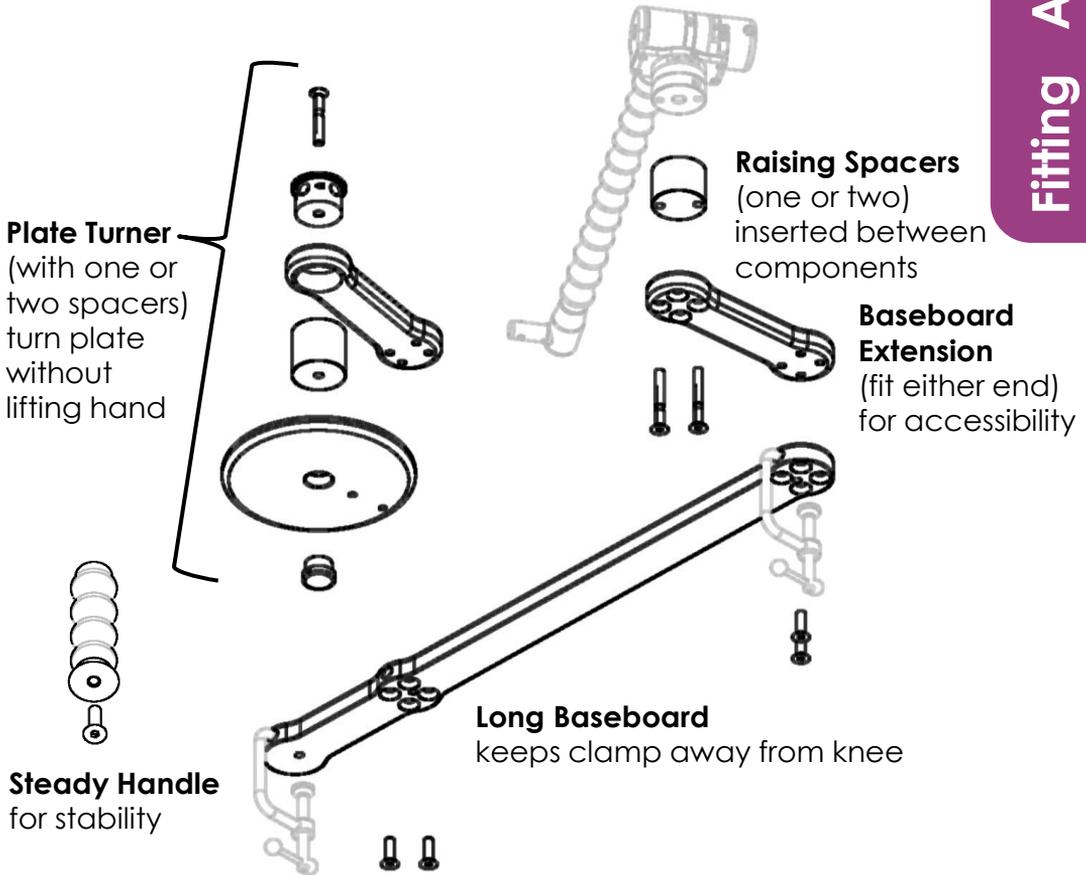
- The angle of the shaped catch (loosen bracket screws, adjust angle, retighten screws)
- The length of the shaped catch (loosen locking screw inside the shaped catch, rotate shaped catch to length or shorten, retighten locking screw)



Fitting adaptations

Baseboard modular components

- Screws are removed and replaced with longer screws to fit different adaptations.
- Some holes are positioned to angle the extensions so that the spoon lines up with the edge of the plate



Latest adaptations

www.neater.co.uk/neater-eater



COMPACT version available with shorter arm and baseboard.

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Specifications subject to change without notice, patents granted.

Version: 251216