TECHNIMOUNT
EMS™

BRACKET PRO SERIE® 122

USER GUIDE

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Technimount does not have a commercial relationship with Baxter. Baxter does not promote or sell Technimount products.

In order to ensure continuous improvements to our products and services, we invite you to communicate your comments to our Customer Service Department at customerservice@technimount.com.

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The purchase and use of products designed by Technimount are subject to this limitation of liability. It is important to understand that, as Technimount is not the manufacturer of the Stryker (or other brand) stretcher or the manufacturer of the medical equipment (Dräger or other brand), Technimount cannot guarantee the resistance and durability of such stretchers and other equipment installed on it.

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CONTACT INFORMATION

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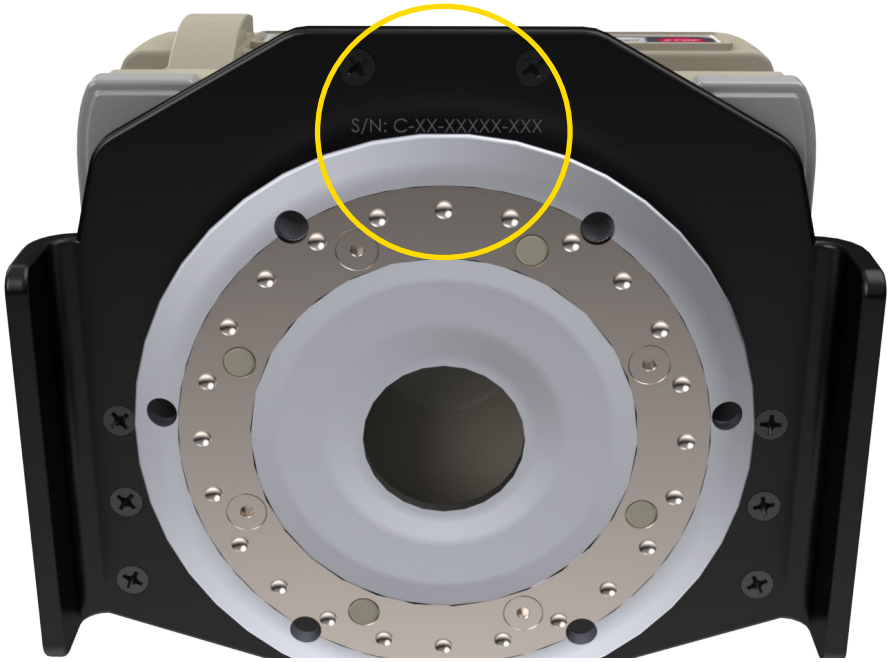
NOTE:

For any issues with your Technimount product, its components, or for any technical questions during the installation or maintenance processes, please send an email to techsupport@technimount.com.

Please have the serial number of your Technimount product available (as shown in the figure below) when calling Technimount Technical Support. Include the serial number in all written communications.

SERIAL NUMBER LOCATION



THE SERIAL NUMBER IS WRITTEN UNDER THE BRACKET AS SHOWN IN THIS IMAGE

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SYMBOLS AND DEFINITIONS

SYMBOL	DESCRIPTION
	Warning and Caution, special attention is required. Consult accompanying documents
	Safe working load symbol and Load balance symbol

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WARNING/CAUTION/NOTE

The word warning, caution, or note carry special meaning and should be carefully reviewed.

SYMBOL	DESCRIPTION
	WARNING Alerts the reader about a situation which, if not avoided, could result in death or serious injury. It may also describe potential serious adverse reactions and safety hazards.
	CAUTION Alerts the reader of a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury to the user or patient or damage to the equipment or other property. This includes special care necessary for the safe and effective use of the device to avoid damage that may occur as a result of use or misuse.
NOTE	Provides special information about the product.

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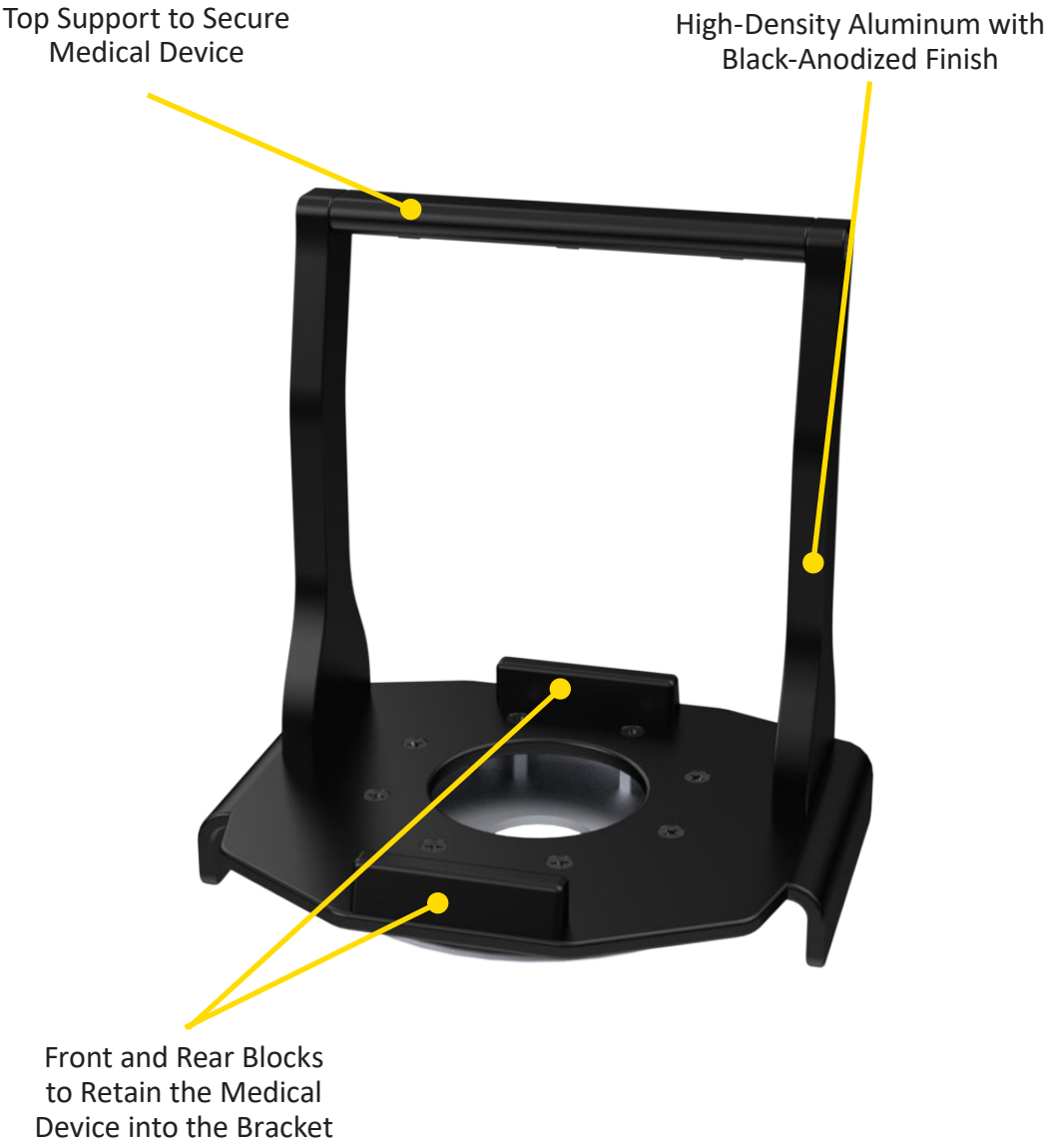
PRODUCT ILLUSTRATION

BRACKET PRO SERIE 122

Front View



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PRODUCT ILLUSTRATION (CONTINUED)

BRACKET PRO SERIE 122 (SUITE)

Back View

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PURPOSE OF THE DOCUMENT

This user guide is designed to assist you with the installation, operation and maintenance of the Technimount Bracket Pro Serie 122 for the Baxter Colleague CX Volumetric Infusion Pump.

PRODUCT DESCRIPTION

The Bracket Pro Serie 122 is a universal solution to mount the Colleague CX Volumetric Infusion Pump from Baxter in different applications such as, on surface, a vertical system, stretcher or wall systems. It is designed to securely support and transport the Baxter Colleague CX Volumetric Infusion Pump in pre-hospital and hospital environments. The Bracket Pro Serie 122 provides a higher flexibility for different EMS/CCT protocols and applications. It is recommended for the safe transport of the Colleague CX Volumetric Infusion Pump from Baxter during inter-hospital transfers for neonatal critical care.

INTENDED USE OF THE PRODUCT

The Bracket Pro Serie 122 is a mounting solution to securely transport the Baxter Colleague CX Volumetric Infusion Pump during inter-hospital transfers. It is designed to be installed on the equipment as described in this user guide. The Bracket Pro Serie 122 is for crew who has received the appropriate training necessary to operate the equipment in the field according to its intended use as outlined in this user guide. Please read this user guide thoroughly before using this equipment. To ensure the safe operation of this equipment, it is highly recommended to train staff prior to use.

LIMITATION OF LIABILITY

Technimount has designed a system to attach and install medical equipment owned by the customer on an incubator transport stretcher manufactured by Stryker and involving or not a Dräger or other incubator brand.

The purchase and use of products designed by Technimount are subject to this limitation of liability clause. It is important to understand that, as Technimount is not the manufacturer of the Stryker stretcher (or other brand) nor the manufacturer of the incubators (Dräger or other brand), Technimount cannot guarantee the resistance and durability of such stretchers and other equipment installed on it.

In addition, the mounting systems are designed by Technimount to install different medical equipment. Therefore, Technimount is not responsible for any damage that may result from the installation of multiple medical equipment on the stretcher. For example, risks related, but not limited to, potential stretcher overloading, tipping, interference between equipment, access restriction or other.

The Neonatal Stretcher System was developed by Technimount to meet an important market need, however, this transport system involves risks that remain under the sole responsibility of the customer. It is important to instruct your staff and partners to use Technimount products according to the safest practices and in accordance with the user's guide we provide. In addition, follow the safety guidance from the users guides from the manufacturers of the medical devices, incubators and transport stretcher system. Technimount will not be held responsible for any misuse of the product. Therefore, by confirming the purchase and accepting delivery of the transport system or any Technimount product, this constitutes confirmation of consent to this limitation of liability clause.

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TECHNICAL SPECIFICATIONS

Product Name	Bracket Pro Serie® 122
Product Description	Bracket for Transport of the Baxter Colleague® CX Volumetric Infusion Pump on Stretcher during Neonatal Critical Care
Compatibility of Medical Device*	Baxter® Colleague® CX Volumetric Infusion Pump
Environment of Usage	EMS/CCT (Ground) – Hospital/Clinic
Product Section Material	• Main Assembly: Aluminum 6061-T6 and 5052-H32 • Front and Rear Blocks: Aluminum 6061-T6 • Standard Bottom Disc: Aluminum 6061-T6 with 304 Stainless Steel Insert
Product Finish	• Main Assembly: Black-Anodized Finish • Front and Rear Blocks: Black-Anodized Finish • Standard Bottom Disc: Silver-Anodized Finish
Environmental Regulations	Complying with RoHS 3
Temperature of Usage	- 35° C to 45° C
Certification	Designed to Comply with: • SAE J3043 (26 G)
Installation	Device Retained on the Main Assembly by Front and Rear Blocks
Attachment Option	Standard Bottom Disc
Transportation Compatibility System	Compatible with Technimount's: • Standard Surface Base
Features	• Access to all Medical Device Monitors, Connectors and Accessories • Integrated Feet Protect the Bracket when Placed on a Surface • Rubber Cushions Inside the Bracket to Protect Medical Device • Front and Rear Blocks to Secure the Medical Device in the Bracket • Standard Bottom Disc Allowing Various Configurations of Horizontal Mounting Systems • Made with High-Density Aluminum
Physical Overall Dimensions	Width 8.7 in, Depth 9.1 in, Height 7.4 in
Weight	3.7 lb
Part Number	1600-10-BXCL-1 - Bracket Pro Serie® 122
Other Models and Configuration Options	Contact Technimount EMS for more information or for other options at customerservice@technimount.com

* Product and medical equipment manufacturers names are trademarks™ or registered trademarks® of their respective holders. Technimount does not have a commercial relationship with these medical equipment manufacturers.

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WARNING/CAUTION/NOTE

Carefully read and strictly follow all Warnings and Cautions listed in this user guide. Servicing and maintenance should only be done by qualified personnel.

WARNING

- ✓ Always hold the bracket with both hands when you manipulate it.
- ✓ Operate the bracket only as described in this user guide.
- ✓ Do not modify the bracket, or any components of Technimount systems. Modifying the product can cause unpredictable operation resulting in injury to the patient or operator.
- ✓ It is the responsibility of the operator of the bracket or any of its options, to ensure equipment being used with the Technimount products meets the installation specifications. Injury may result if non-compatible products are used with Technimount System products.
- ✓ Do not attempt to operate, install or remove the equipment while mobile. Ensure that installation and removal of equipment is done while vehicle or aircraft is immobilized.
- ✓ Verify that the bracket is inserted correctly into a mounting system and locked. If equipment is improperly installed and locked, it can cause the equipment to fall and cause injury to the patient or operator and/or damage to the medical equipment.
- ✓ Never use the bracket if not properly installed and locked on a base, a cot/stretcher, or on a wall mount or floor mount. If not installed properly, the medical device could fall during transport and may cause injury to the patient or operator and/or damage to the product.
- ✓ Do not allow untrained staff to assist in the operation of the mounting system. Untrained technicians/staff can cause injury to the patient or themselves.
- ✓ Do not place additional equipment or items onto the bracket or mounts other than approved Technimount or components, as this could damage the product and may result in injury to the patient or operator.
- ✓ Operators must be able to able to safely lift the total weight of the bracket system and medical device.
- ✓ Do not attach restraints to the bracket frame. It may result in damage to the System and/or result in injury to the patient or operator.
- ✓ Always reposition the equipment with care, avoid any improper pushing or violent manipulation, as it may result in unbalanced equipment and may cause injury to the patient or operator and/or damage to the product.
- ✓ Improper maintenance can cause injury to patient or operator or damage to the product. Maintain the bracket and Mounting Systems as described in this user guide. Use only Technimount approved parts and maintenance procedures. Using unapproved parts and procedures could cause unpredictable operation and/or injury and will void the product warranty.
- ✓ Failure to properly clean or dispose of corrosive products will increase the risk of premature damage and may cause injury to the patient or operator.
- ✓ Any installation on a surface, wall or on the structure of the vehicle has to be validated or inspected in order to ensure it maintains the integrity of the vehicle.

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WARNING/CAUTION/NOTE (CONTINUED)

⚠ CAUTION

- ✓ Only certified technical personnel familiar with the bracket installation and use should manipulate it. Always refer to Technimount's user guides for all instructions for installing and using any Technimount Mounting System.
- ✓ Inspect regularly all components on the equipment for any issue and loose screws, bolts and nuts.
- ✓ Never install the mount into or on other similar mounting systems or brackets without written confirmation by Technimount System as these different systems may be from other brands or models and may not be compatible with Technimount System.

NOTE

- ✓ Some cleaning products are corrosive in nature and may cause damage to the product if used improperly. If such products are used to clean Technimount equipment, the equipment must be rinsed with clean water and thoroughly dried following the cleaning. Failure to properly rinse and dry the Mounting Systems will leave a corrosive residue on the surface, possibly causing premature corrosion of critical components.
- ✓ When ordering, it is important to identify on which mounting system you need to mount the bracket on as there are different systems for different applications (ground).
- ✓ A maintenance program should be established for all Technimount equipment. Preventive maintenance may need to be performed more frequently, based on the level of use of the product. Close attention should be given to safety features (i.e.: screws, quick release mechanisms, and attachment points).
- ✓ Failure to use authorized parts, and lubricants, could cause damage to the equipment and will void the warranty of the product.
- ✓ This user guide should be considered a permanent part of the bracket, and should remain with the product even if the equipment is subsequently sold.
- ✓ Technimount continually seeks advancements in product design and quality. Therefore, while this user guide contains the most current product information available at the time of printing, there may contain minor differences between your mounting system and this user guide.

If you have any questions, or for more information, please contact Technimount Customer Service customerservice@technimount.com.

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NOTICE/CERTIFICATION

The Bracket Pro Serie® 122 is designed to comply with the essential requirements and other relevant provisions of the Directive 1999/5/EC and SAE J3043. For more information, please contact Technimount Customer Service (customerservice@technimount.com).

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⚠ WARNING

The end user and administrator are responsible to validate regulations and standards for safety in their region, in order to comply with applicable safety regulations. Technimount is not responsible to inform the end user and/or administrator of applicable legislation for safety in their area.

LEGAL NOTICE

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REMOVING THE PACKAGING FOR INSTALLATION

1. Unpack boxes and check all items are included for installation.
2. Ensure that all shipping and packaging materials have been properly removed from the product(s) prior to installation.
3. Identify all of the product components and hardware prior to starting the installation.
4. The bracket must work properly before it is put into service.
5. Refer to the identification of components at the beginning of this user guide if needed.

TOOLS REQUIRED FOR INSTALLATION

Below are the basic tools required for installation. Other tools may also be required. If you have any questions regarding the installation, or need assistance, please contact our Technical Support team at techsupport@technimount.com

- ✓ Phillips Screwdriver

NOTE

- ✓ Electrical tools are not recommended, as there is a potential risk of damage to the threads.
- ✓ Technimount provides screws for the installation of the main assembly.
- ✓ During the installation process, Technimount recommends the use of medium strength thread-locking adhesive (blue Loctite) to prevent the screws from loosening during normal use. Put a few drops of medium strength thread-locking adhesive (blue Loctite) on each screw before installation.

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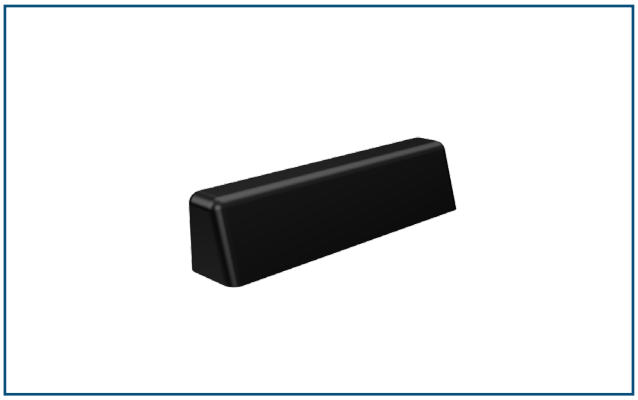
IDENTIFICATION OF COMPONENTS

FRONT SUPPORT BLOCK

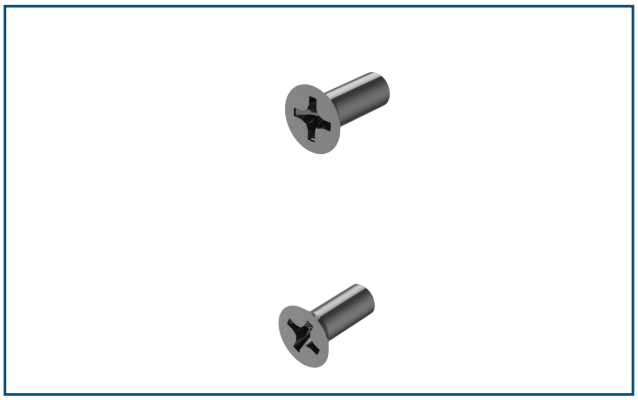
The Black-Anodized Aluminum support block is used to retained the Baxter Colleague CX Volumetric Infusion Pump. It secures the medical device.



HARDWARE KIT

The following hardware is provided for the installation of the Bracket Pro Serie 122 :

- ✓ Two (2) Black Oxide Stainless Steel Flat Head Phillips Screws 10-32 x 5/8"



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INSTALLATION OF THE BRACKET ONTO THE BAXTER COLLEAGUE CX VOLUMETRIC INFUSION PUMP

1. The Bracket Pro Serie 122 is designed to be installed on the Baxter Colleague CX Volumetric Infusion Pump from Baxter.

2. Locate the main assembly.

3. Slide the medical device into the main assembly until it reaches the rear block.

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INSTALLATION OF THE BRACKET ONTO THE BAXTER COLLEAGUE CX VOLUMETRIC INFUSION PUMP (CONTINUED)

4. Locate the front block and the two (2) Black Oxide Stainless Steel Flat Head Phillips Screws 10-32 x 5/8".
5. Align the screws and the screw holes of the main assembly.
6. Install the front block with the two (2) screws.

NOTE

Put a few drops of medium strength thread-locking adhesive (blue Loctite 242) on each screw before installation to prevent the screws from loosening during normal use.

7. Tighten the two (2) Screws.

CAUTION

- ✓ Do not use electrical tools to install the screws.
- ✓ Do not overtighten the screws.

8. The Baxter Colleague CX Volumetric Infusion Pump is ready for transport once properly inserted into its bracket and the stretcher mounting system.

CLEANING

CLEANING PROCESS

WARNING

ENSURE TO REMOVE MEDICAL DEVICE FROM THE BRACKET IF THOROUGH CLEANING IS NEEDED.

Follow your EMS service's protocol or medical device manufacturer's user guide for the recommended cleaning procedure of your medical devices. Cleaning procedure below does NOT provide recommendations for cleaning of the medical device. The following cleaning guidelines consider the Technimount mounting assemblies and components.

It is the responsibility of each hospital to use the cleaning solution of their choice. All hospitals have policies and procedures describing how they should clean and disinfect their medical equipment. Use a chlorine bleach solution (3.25% - less than one part bleach to 100 parts water), a solution containing alcohol, phenolic cleaners (active ingredient - o-phenyl phenol) or a quaternary ammonium chloride solution. In diluted concentrations, these cleaning agents have no negative effect on our products.

The bracket can be cleaned by using a pressure washer. The bracket may show some signs of oxidation or discoloration from continuous washing, however, degradation of the product's performance or functionality will not be affected due to power washing if cleaning instructions are properly followed.

The material used to manufacture the bracket is high-grade aluminum, it is very durable and resistant to corrosion, however high levels of sodium or a high concentration of sodium or acid may prematurely corrode the product. Always rinse with soft soap and water if exposed.

- ✓ Use of a power washer can accelerate removal of contaminants collected during the use of the product.
- ✓ Rinse with clean water.
- ✓ Towel dry all components.
- ✓ Allow all other components to air dry.
- ✓ Avoid over saturation and ensure that the product does not stay wet longer than the cleaner manufacturer's guidelines for proper disinfecting.

WARNING

- ✓ When cleaning, always use appropriate personal protection equipment (PPE) based on established protocols (e.g., gloves, eye wear, etc.).

CAUTION

- ✓ Do not steam clean or use ultrasonic cleaners on the system or any of its components.
- ✓ Do not immerse the metal parts/components in water.
- ✓ Maximum water temperature should not exceed 180°F/82°C.
- ✓ Maximum water pressure should not exceed 500 psi/34,5 BAR. If a pressure washer is being used to clean the unit, the pressure nozzle must be kept a minimum of 24 inches (61 cm) from the unit.

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CLEANING (CONTINUED)

CLEANING SOLUTIONS

Phenolic type or quaternary type disinfectants can be used (excluding Virex® TB). Iodophor type disinfectants, Peracetic Acid, Chlorine, and especially Hydrogen Peroxide are not recommended for use because staining and corrosion may result.

Suggested cleaners for the bracket:

- ✓ Quaternary Cleaners (active ingredient - ammonium chloride)
- ✓ Water and soft soap
- ✓ A mild 10% bleach solution, a solution containing alcohol or a quaternary ammonium chloride solution. In diluted concentrations, these cleaning agents have no negative effect on our products.

⚠ WARNING

- ✓ Some cleaning products are corrosive in nature and may cause damage to the product if used improperly.
- ✓ If the products described are used to clean the equipment, the bracket and components must be rinsed with clean water and thoroughly dried following cleaning. Failure to properly rinse and dry the system will leave a corrosive residue on the surface of the product, possibly causing premature corrosion of critical components.

REMOVAL OF IODINE COMPOUNDS

If rust appears on any surface of the product, we recommend sanding the affected surface to remove the rust and then using the cleaning method presented in this guide once the rust is removed. To clean the stained area, use a solution of 1/4 Tablespoon of Sodium Thiosulfate in 1 pint / .5 litre of warm water to clean the stained area. Clean as soon as possible after staining occurs. If stains are not immediately removed, allow solution to soak or stand on the surface. Thoroughly rinse surfaces with clean water and allow to air dry before returning unit to service.

⚠ WARNING

- ✓ Failure to properly clean contaminated parts or components will increase the risk of exposure to blood borne pathogens and may cause injury to the patient or the operator.

PREVENTIVE MAINTENANCE

A preventive and regular maintenance program should be established for all Technimount equipment. Preventive maintenance may be required more frequently based on the usage level of the product. The bracket requires regular preventative maintenance. Establish and follow a preventive maintenance schedule and keep records of preventive maintenance activities (see maintenance form in this user guide).

⚠ CAUTION

- ✓ Close attention should be given to safety features including, but not limited to locking mechanisms and discs.
- ✓ Improper maintenance can cause injury or damage to the product. Maintain the product as described in this user guide.

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INSPECTION PROCESS AND SCHEDULE

MAINTENANCE PROGRAM

The following inspection routine and schedule is intended as a general guide for preventive maintenance of the bracket. Factors such as weather, environment, geographical location, and individual usage will necessitate different maintenance. If you are unsure as to how to perform these maintenance inspections or at what interval to perform these inspections, please contact your Technical Support Team at techsupport@technimount.com. Check each routine and replace damaged or worn out parts if necessary

Follow timetable below for maintenance (either in months (M) or hours (H)), in accordance with your Service's current maintenance practices and protocols.

ITEM	ROUTINE	1 M OR 2 H	3 M OR 6 H	6 M OR 12 H	12 M OR 24 H
Bracket	✓ Inspect the bracket ▪ Inspect the screws ▪ Ensure the bracket is working properly and there are no particles, obstacles, or debris ✓ Verify that the Standard Bottom Disc is clean and works properly ✓ Do a visual inspection of the bracket to ensure there is no damage of chemical attack	X			

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INSPECTION AND MAINTENANCE RECORD

PREVENTIVE MAINTENANCE PERFORMED	BY	DATE	TIME

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TRAINING RECORD

TRAINEE NAME	DATE		TRAINING METHOD
	BASIC TRAINING	TRAINING UPDATE	

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REPLACEMENT PARTS

The parts and accessories listed are all currently available for purchase. Some of the parts identified on the assembly drawing parts in this user guide may not be individually available for purchase. Please call Technimount Customer Service: +1 888.639.2758 or at customerservice@technimount.com for availability and pricing.

DESCRIPTION	PART NUMBER
Bracket Pro Serie 122	1600-10-BXCL-1
Two (2) Black Oxide Stainless Steel Phillips Screws 10-32 x 1/2"	TCM-VF-999-037
Front and Rear Blocks	TCM-105-005

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WARRANTY POLICY

This statement constitutes TECHNIMOUNT's entire warranty policy with regards to the TECHNIMOUNT Products.

TECHNIMOUNT MAKES NO OTHER WARRANTY OR REPRESENTATION NEITHER EXPRESSED NOR IMPLIED, EXCEPT AS SET FORTH HEREIN. THERE IS NO WARRANTY OF MERCHANTABILITY AND THERE ARE NO WARRANTIES OF FITNESS FOR ANY PARTICULAR PURPOSE. IN NO EVENT SHALL TECHNIMOUNT BE LIABLE HEREUNDER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM OR IN ANY MANNER RELATED TO SALES OR USE OF ANY SUCH EQUIPMENT.

TECHNIMOUNT E.M.S. Holding Inc. (TECHNIMOUNT) guarantees to the original "Purchaser" of the "Hardware" with which this "Limited Warranty" is included that the Hardware will be free from "Defects" in workmanship and materials under normal use for a "Warranty Period", one (1) year from the date that the Hardware was first purchased by the Purchaser. During the Warranty Period, the Hardware will be repaired or replaced according to the "Limited Warranty" without charge to the Purchaser for either parts or labor. The parts may be repaired or replaced with either new or refurbished parts. The product may be replaced for a new or refurbished product. For this Limited Warranty "refurbished" means parts and products, which have been returned to factory specifications. If the Hardware is repaired or replaced within the Warranty Period, the greater of the remaining warranty period will apply or three (3) months from the date of repair/replacement. If the Hardware is repaired or replaced after the Warranty Period has expired, the Warranty Period for the repair or replacement will expire three (3) months after the date of repair or replacement.

LIMITED RESPONSIBILITY AND WARRANTY

The Limited Warranty does not apply to normal wear that should result from normal use. It does not apply when the Hardware or any component is opened, disassembled, or repaired by someone not authorized by TECHNIMOUNT and does not cover repair or replacement of any Hardware or part thereof damaged by neglect, misuse, moisture, liquids, exposure to heat, accidents, abuse, and non- compliance with the instructions for installation and use provided with the Hardware. The Limited Warranty does not cover physical damage to the surface of the Hardware, and the decision to repair, replace or refuse the coverage is final and its sole discretion of TECHNIMOUNT, and is made without any compensation or obligation from TECHNIMOUNT.

The hardware, or product defined as a mounting or bracket system for clipping and attaching medical equipment is specifically designed to fill this requirement. Any other use will void the warranty and TECHNIMOUNT will not be held liable on any claim if the product is modified or adapted for use.

Technimount products are intended to retain a medical device in place in the case of a single crash impact. A Technimount product must NOT be used again if it was involved in a crash. The product MUST be replaced. If the Purchaser uses a Technimount product following a crash, it is at the Purchaser's own risk and Technimount will not be held liable.

INTERNATIONAL WARRANTY CLAUSE

This warranty reflects Canadian domestic policy. Warranty outside Canada may vary by country. Please contact TECHNIMOUNT Customer Service for more information.

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RETURN POLICY

Mounting systems and bracket systems for portable medical devices may be returned up to 60 days of receipt if:

- The product is not what was originally ordered
- The product does not meet specifications with TECHNIMOUNT's technical sheets according to the customer
- The product is not compatible with the equipment on which it was to be installed

For any manufacturing defect, refer to the conditions of the Warranty Policy.

PRIOR TO 30 DAYS

- Product must be undamaged and in its original packaging
- The product return request must be provided in writing and it must be approved by TECHNIMOUNT prior to returning the product
- Returns will not be approved on a modified or damaged item
- Charges may apply if damaged or missing item
- Customer is responsible for a 10% restocking fee

PRIOR 45 DAYS

- Product must be unused, undamaged and in its original packaging
- The product return request must be provided in writing and it must be approved by TECHNIMOUNT prior to returning the product
- Returns will not be approved on modified or damaged item
- Charges may apply if damaged or missing items
- Customer is responsible for a 25% restocking fee

PRIOR 60 DAYS

- Product must be unused, undamaged and in its original packaging
- The product return request must be provided in writing and it must be approved by TECHNIMOUNT prior to returning the product
- Returns will not be approved on a modified or damaged item
- Charges may apply if damaged or missing items
- Customer is responsible for a 30% restocking fee

RETURN AUTHORIZATION

TECHNIMOUNT's customer service department is responsible for approving any merchandise return and will provide a Return Merchandise Authorization (RMA) number to be printed on any returned merchandise. TECHNIMOUNT reserves the right to charge shipping and restocking fees on returned items. SPECIAL, MODIFIED, OR DISCONTINUED ITEMS NOT SUBJECT TO RETURN.

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DAMAGED MERCHANDISE

ICC Regulations require that claims for damaged merchandise must be made with the carrier within fifteen (15) days of receiving merchandise. DO NOT ACCEPT DAMAGED SHIPMENTS UNLESS SUCH DAMAGE IS NOTED ON THE DELIVERY RECEIPT AT THE TIME OF RECEIPT. Upon prompt notification, TECHNIMOUNT will file a freight claim with the appropriate carrier for damages incurred. Claim will be limited in amount to the actual replacement cost. In the event that this information is not received by TECHNIMOUNT within the fifteen (15) day period following the delivery of the merchandise, or the damage was not noted on the delivery receipt at the time of receipt, the customer will be responsible for payment of the original invoice in full.

Note: Claims for any short or broken shipment must be made within thirty (30) days of invoice.

CLAIM PROCESS

Please follow the claim procedure below to return a defective product:
Fill in the RMA form online at https://www.technimount.com/service-support/service-support-overview/

REQUIRED INFORMATION

- Serial number
- Invoice number
- Identification of the issue
- Upload the pictures of the issue
- Submit the form

A confirmation of the receipt of the claim will be sent to you within 2 business days. If you have not received a confirmation email by then, please contact techsupport@technimount.com.

If the RMA request is approved, TECHNIMOUNT will provide you with an RMA number for your claim. We will also include instructions for the replacement of your product. No product return will be accepted without the RMA number labeled on the outside of the box being returned.

FINDINGS AND CONCLUSION

- If following an investigation, we find that our product is defective, TECHNIMOUNT will take corrective actions and close the claim
- If following an investigation, we find that our product is NOT defective (misuse or abuse of the product) the product will not be covered by the warranty. Details of our findings and conclusions will be provided to you

QUESTIONS ABOUT OUR POLICY

If you have any questions regarding our return policy, please contact our Customer Service department at customerservice@technimount.com.

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SAFETY AND FLEXIBILITY WHERE IT MATTERS MOST

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