



TECHNIMOUNT
SYSTEM™

TECHNI-SHIELD DEFENDER™

USER GUIDE



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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. See 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, 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 Customer Service or Technical Support. Include the serial number in all written communications.

SERIAL NUMBER LOCATION



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INTRODUCTION

This user guide is designed to assist you with the installation, operation and maintenance of the Techni-Shield Defender. Please read this user guide thoroughly before using this equipment. To ensure the safe operation of this equipment, it is recommended to train staff prior to use.

PRODUCT DESCRIPTION

The Techni-Shield Defender is a protective screen for stretchers developed to help reduce the spread of contaminated droplets in the air.

The Techni-Shield Defender is a removable transparent screen that acts as an additional barrier between the patient and emergency staff to reduce the risk of exposure to patients potentially contaminated with infectious respiratory diseases.

The Techni-Shield Defender is fabricated with PETG FDA-approved grade screen material for use in medical devices making it suitable for patient contact. PETG can resist rigorous ETO sterilization processes, making it ideal to be used as a sterile barrier in medical applications. This high impact resistant material is tougher than acrylic and is made with medical-grade resins that is ISO 10993 biocompatible.

The Techni-Shield Defender is transparent, durable, and resistant to chemicals, cleaners and disinfectants containing bleach, peroxide, and isopropyl alcohol, etc. This smooth, easy-to-clean screen cannot trap bacteria or any other type of germs.

The Techni-Shield Defender can be installed or removed without any specific tools to help medical personnel deploy or release the system almost instantly. Adaptable to leading stretcher brands in North America, its lightweight design makes it easy to transport. Its overall frame is small, making it suitable for the ambulance environment or in confined spaces. When not in use, it can be stored with the stretcher.

The Techni-Shield Defender's transparent screen allows emergency responders and medical staff to see the patient clearly at all times during transport.

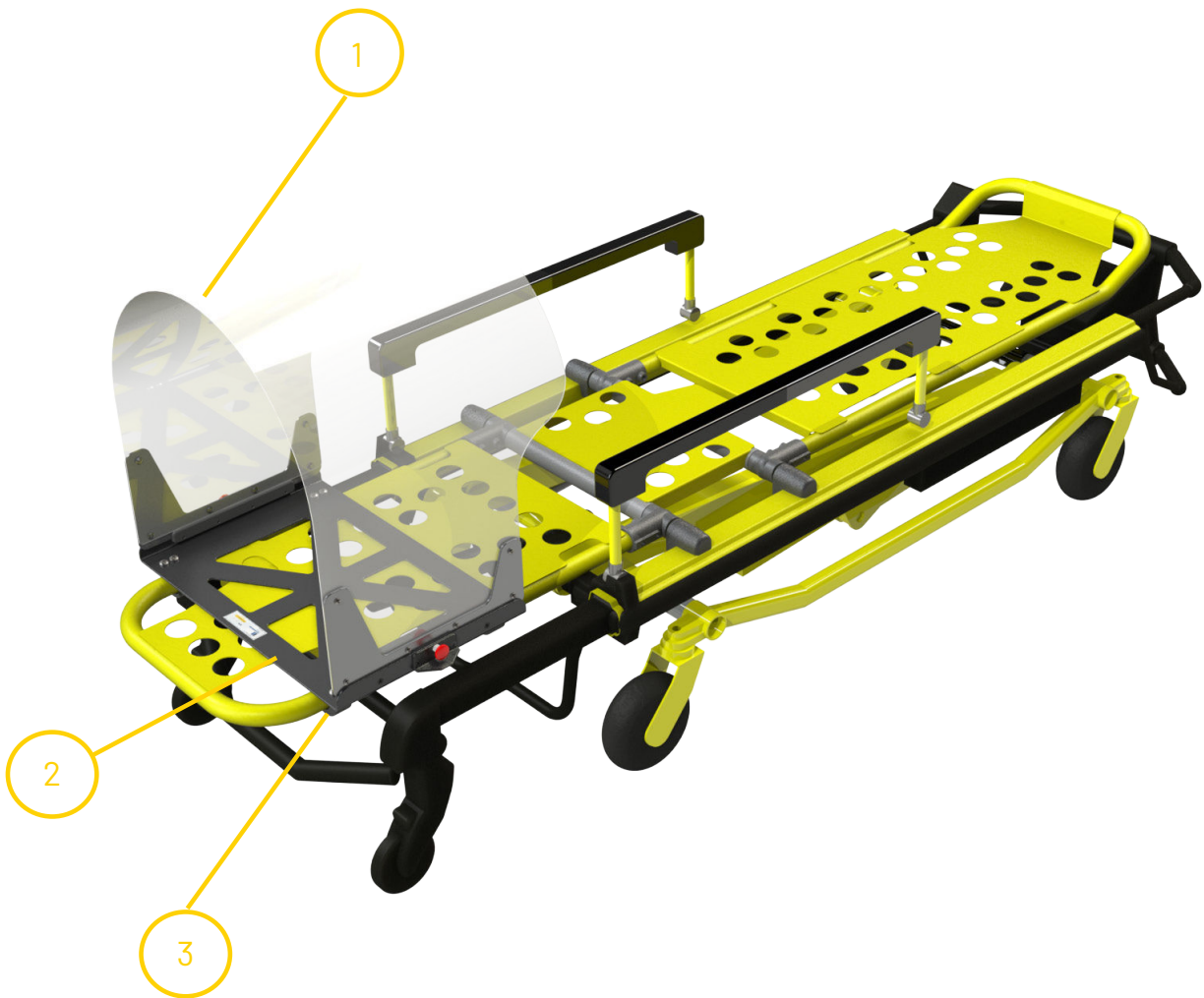
INTENDED USE OF THE PRODUCT

The Techni-Shield Defender is designed to be installed on the equipment as described in this user guide. This equipment is for crew members who have received the appropriate training necessary to operate the equipment in the field according to its intended use as outlined in this user guide.

INTRODUCTION

IDENTIFICATION OF COMPONENTS

ARTICLE #	DESCRIPTION	QUANTITY
1	Transparent PETG Protective Screen Assembly	1
2	Black-Anodized Aluminum Base Plate	1
3	Hook Fasteners (Installed with 8 Screws)	4

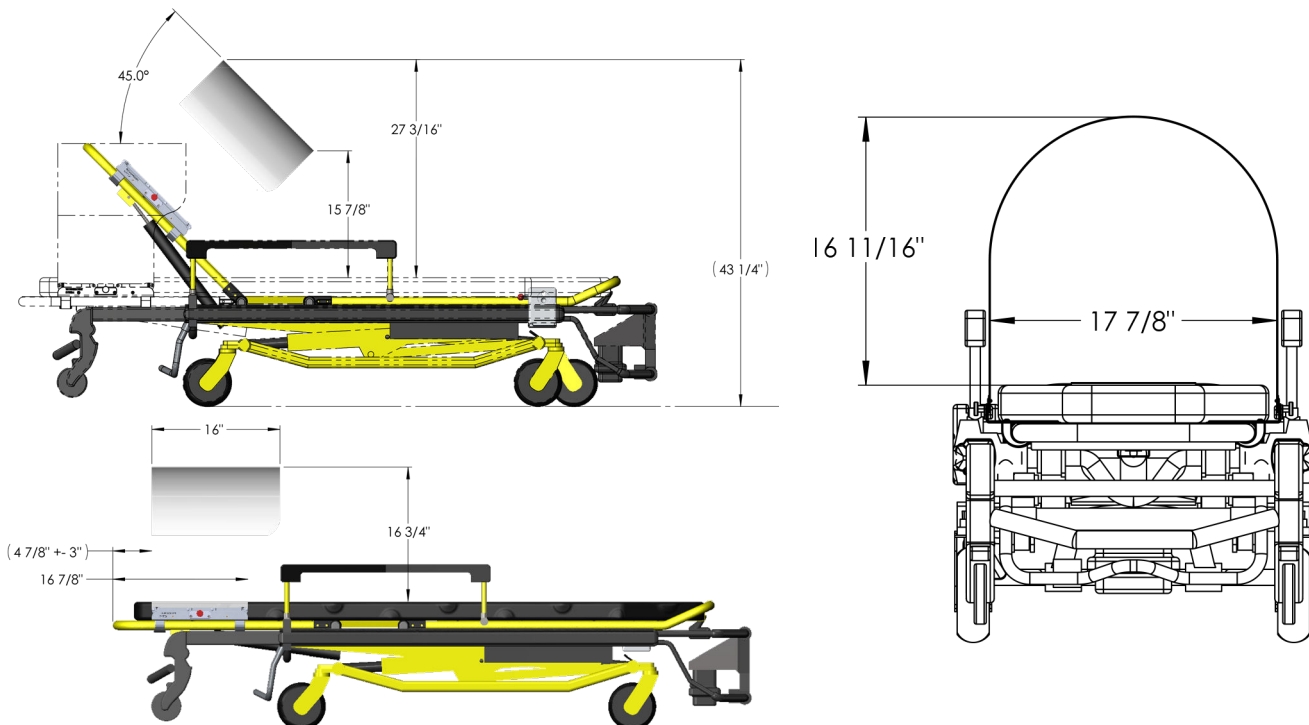


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INTRODUCTION

TECHNICAL SPECIFICATIONS

Brand Compatibility	Stryker Stretchers / Cots
Compatibility Models	PowerPro XT, or Mx-Pro
Environment of Usage	EMS – Clinic – Military – Hospital
Mechanism Material	High-Density Aluminium Hardware with Black-Anodized Finish
Screen Material	Clear Plastic Screen PETG FDA approved grade (Ref. ISO-10993)
Stretcher Mounting System	4x U-Shaped Clamps with center bracket mounting on stretcher backrest
Screen Mounting System	1x Red Quick Release Mechanism on each side with locking positioning
Screen Positions	Adaptable to patient size
Mobile Part(s)	Screen only
Functional Stretcher Positions	All positions (straight – flat – 45° angle – etc.)
Temperature of Usage	- 40° C @ + 65° C
Mechanical Impact Resistance	41 J (30 ft-lbf) * Reference Based on Testing method D3763 (Ref. ISO-6603-2) 2.5-mm (0.100-in.) Thick @ -40°C (-40°F)
Chemical Resistance	Resistance to chemicals, such as Bleach, Hydrogen Peroxide and Isopropyl Alcohol
Screen Size (Once Installed) – From Mattress	Height 16-11/16 in, Width 17-7/8 in, Length 16 in
Screen Size (for Storage)	Length 47-3/16 in, 16 in. (Fits under the mattress)
Weight	Complete System (kit) – 4.95 lbs
Part Number OEM (HTMC Medical)	HME-0001-A



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NOTICE

Technimount hereby declares that the Techni-Shield System is in compliance with the essential requirements and other relevant provisions of the Directive 1999/5/EC and SAE J3043. A copy of the original declaration of conformity can be obtained by contacting Technimount System's Regulatory Affairs Department:

Technimount System

C/O: Regulatory Affairs

info@technimount.com




+ 1 581.998.9820



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 System is not responsible to inform the end user and/or administrator of applicable legislation for safety in their area.

SYMBOLS AND DEFINITIONS

<u>SYMBOL</u>	<u>DESCRIPTION</u>
	Warning and Caution, special attention is required. Consult accompanying documents
	Safe working load symbol and Load balance symbol
	Pinch Point

WARNING/CAUTION/NOTE

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

<u>SYMBOL</u>	<u>DESCRIPTION</u>
	<p>WARNING</p> <p>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.</p>
	<p>CAUTION</p> <p>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.</p>
<p>NOTE</p>	<p>Provides special information about the product.</p>

SUMMARY OF SAFETY PRECAUTIONS

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 Techni-Shield Defender with both hands when you manipulate it.
- ✓ Operate the Techni-Shield Defender only as described in this user guide.
- ✓ Do not modify the Techni-Shield Defender, 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 Techni-Shield Defender 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 Techni-Shield Defender is inserted correctly into the mounting back plate and locked in securely. 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.
- ✓ If the Techni-Shield protective screen is not installed properly, it 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 Techni-Shield Defender. Untrained technicians/staff can cause injury to the patient or themselves.
- ✓ Do not place additional equipment or items onto the Techni-Shield Defender other than approved Technimount Systems or components, as this could damage the product and may result in injury to the patient or operator.
- ✓ Do not attach restraints to the Techni-Shield back plate or 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 Techni-Shield Defender 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.

SUMMARY OF SAFETY PRECAUTIONS

WARNING/CAUTION/NOTE (CONTINUED)

CAUTION

- ✓ Only certified technical personnel familiar with the Techni-Shield 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.
- ✓ Never install on other similar mounting system without written confirmation by Technimount System as these different systems may be from other brands or models and may not be compatible with Technimount Systems.

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 product will leave a corrosive residue on the surface, possibly causing premature corrosion of critical components.
- ✓ When ordering, it is important to identify on which stretcher you need to mount the Techni-Shield Defender to order the appropriate system.
- ✓ 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, Red Quick Release Mechanisms, and attachment points).
- ✓ Failure to use authorized parts, and lubricants, etc., 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 product, 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, please contact Technimount Customer Service or Technical Support at +1.581.998.9820 or at techsupport@technimount.com.

REMOVING THE PACKAGING FOR INSTALLATION

1. Unpack boxes and check all items.
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 System must work properly before being put into service.
5. Refer to the identification of components at the beginning of this user guide if needed.

TOOLS REQUIRED FOR INSTALLATION

Below is the basic tool required for installation. If you have any questions regarding the installation, or need assistance, please contact our Technical Support team at techsupport@technimount.com

- ✓ Phillips screwdriver 1/4-20 x 1/2

NOTE

- ✓ Electrical tools are not recommended, as there is a potential risk of damage to the threads.
- ✓ The screws provided are Nylon Patch Screws therefore there is no need to use Loctite for installation.

INSTALLATION GUIDE

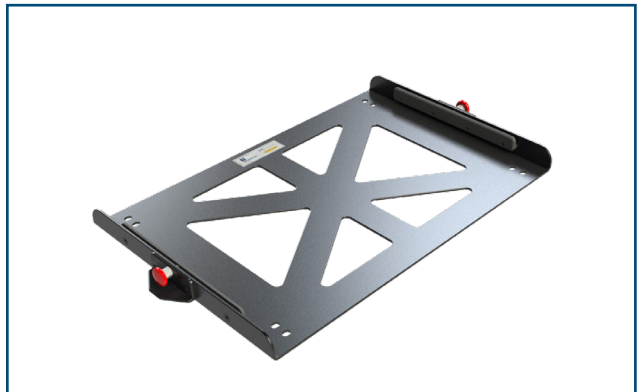
INSTALLATION OF THE TECHNI-SHIELD DEFENDER

COMPONENTS NEEDED FOR INSTALLATION

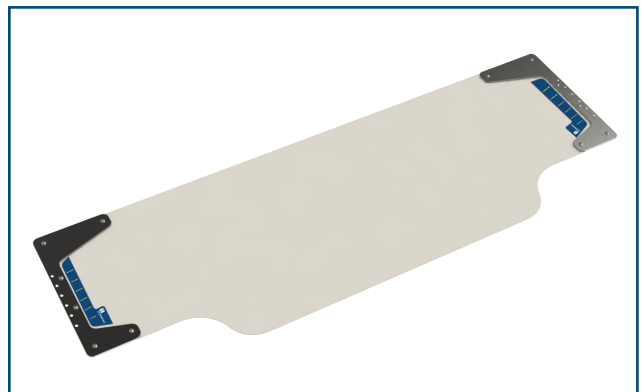
1. Four (4) black-anodized molded Hook Fasteners.
2. Eight (8) Stainless Steel Nylon Patch Button Head Phillips screws 1/4-20 x 1/2.



3. One (1) black-anodized aluminum Base Plate.



4. One (1) PETG protective screen to mount onto the aluminum Base Plate. (Color of the aluminum part may be black or silver)

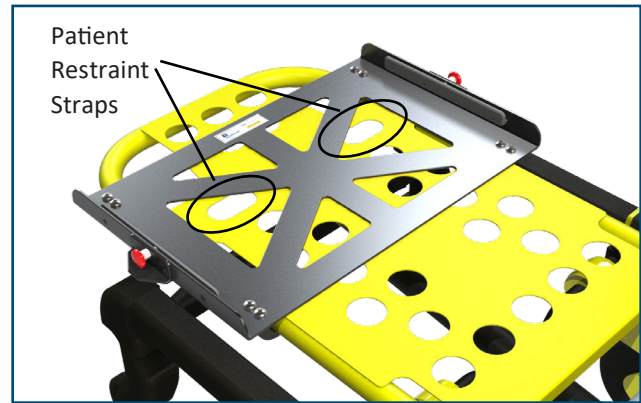


INSTALLATION GUIDE

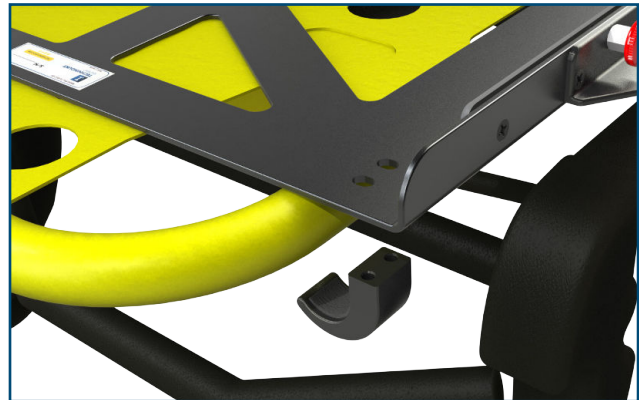
INSTALLATION OF THE TECHNI-SHIELD (CONTINUED)

INSTALLING THE BASE PLATE

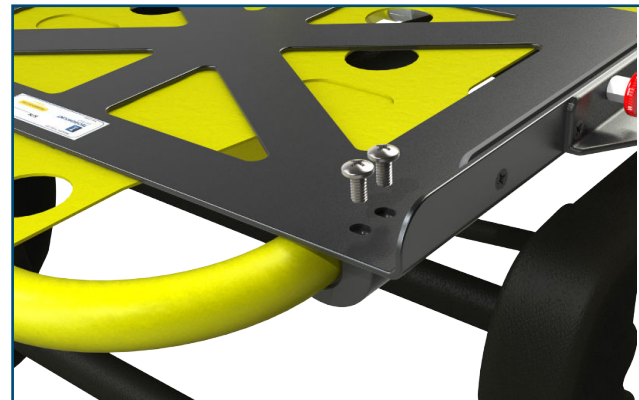
1. Locate the 2 patient restraint strap openings on the stretcher.
2. Ensure to position the Base Plate to leave these openings free and clear for the patient restraint straps to go through.



3. Locate the 4 Hook Fasteners.
4. Install one Hook Fastener at a time.



5. To install, insert the screws top down.
6. Install 2 screws per Hook Fastener.

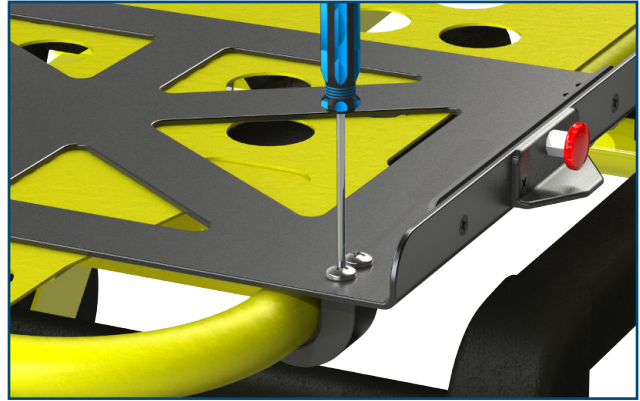


INSTALLATION GUIDE

INSTALLATION OF THE TECHNI-SHIELD (CONTINUED)

INSTALLING THE BASE PLATE (CONTINUED)

7. Tighten all 8 screws.



8. Once the Base Plate is installed, it is now ready for the installation of the protective screen.



9. Place mattress back onto the stretcher.



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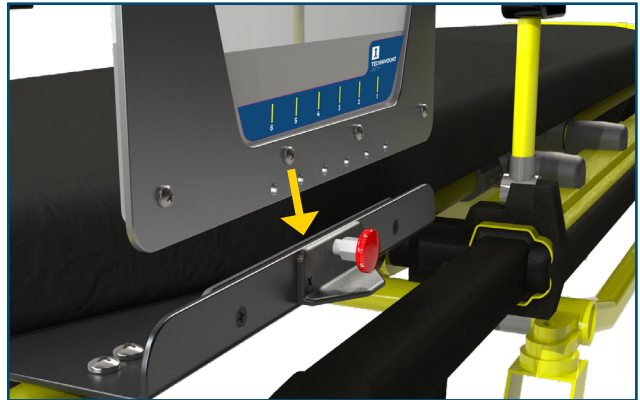
INSTALLATION OF THE TECHNI-SHIELD (CONTINUED)

INSTALLING THE PROTECTIVE SCREEN

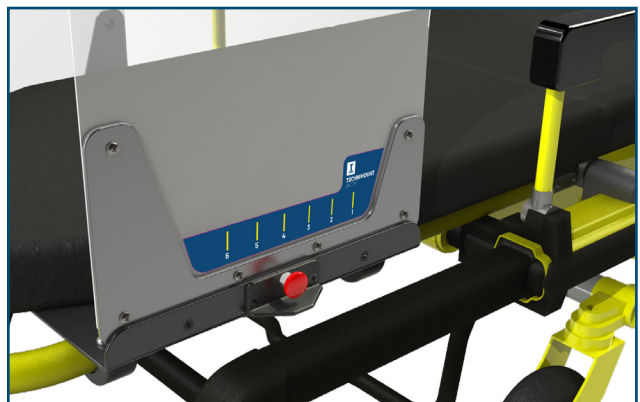
1. Bend and hold the protective screen over the head of the stretcher with both hands.
2. The straight portion of the screen goes over the back of the patient's head. The curved section of the screen goes over the chest area of the patient.



3. While holding the protective screen, pull on the Red Quick Release Knob.
4. Insert top down into the opening of the Base Plate.



5. Slide left or right to the desired position number according to patient size.
6. Release the Red Quick Release Knob and lock the screen into position.
7. Do the same on the other side.
8. Ensure to put the other side at the same position number.



WARNING

Ensure to hear the locking sound when releasing the Red Quick Release Knob each time you adjust the screen position.

ADJUSTING THE POSITION OF THE PROTECTIVE SCREEN

1. The Techni-Shield Defender is securely installed inside the Base Plate.
2. To adjust the protective screen according to the patient's size, pull and hold on the Red Quick Release Knob to disengage the protective screen.
3. Slide left or right to the desired position.
4. Release the Red Quick Release Knob when you have found the correct position.
5. Ensure to hear the locking sound.



6. The protective screen has a total of 6 positions
7. You can adjust the screen by moving left or right to the desired position.
8. Ensure to hear the locking sound.



9. Put the other side to the same position number.
10. Slide left or right to put in the same position number.

WARNING

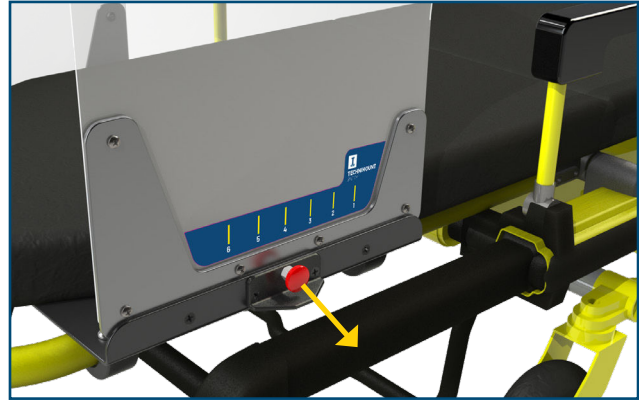
Ensure to hear the locking sound when releasing the Red Quick Release Knob each time you adjust the screen position.



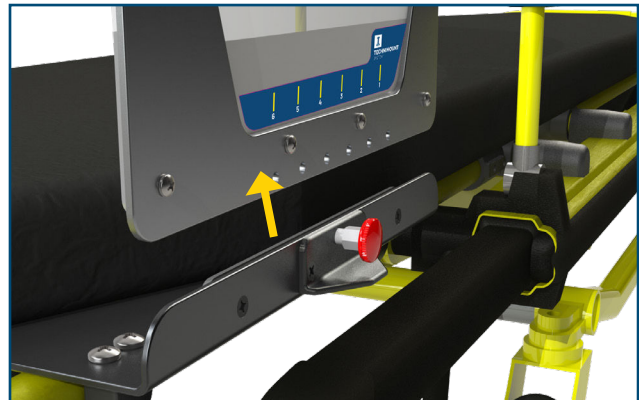
OPERATION GUIDE

REMOVING AND STORING THE TECHNI-SHIELD PROTECTIVE SCREEN

1. To remove the protective screen, pull and hold the Red Quick Release Knob to disengage the lock.



2. While holding the protective screen with one hand, pull on the Red Quick Release Knob to disengage the lock.



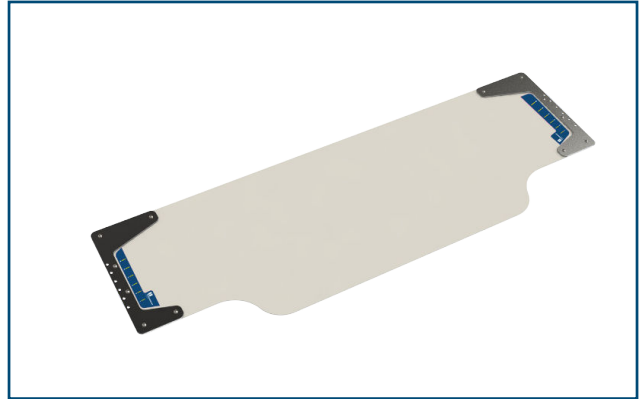
3. Lift upwards to remove the screen.



REMOVING AND STORING THE TECHNI-SHIELD PROTECTIVE SCREEN (CONTINUED)

WARNING

Clean and disinfectant the screen before storing. Ensure to follow your EMS service's protocols for the proper cleaning and disinfecting.



4. Once properly cleaned and disinfected, the protective screen can be stored underneath the stretcher's mattress.
5. Please contact our customer service team at customerservice@technimount.com to validate if a protector or pocket to store the screen can be available.



6. The protective screen is stored and ready for use with the next patient.



CLEANING THE TECHNI-SHIELD DEFENDER

CLEANING THE BASE PLATE

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

The material used to manufacture the Base Plate 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, eyewear, 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 1500 psi/103.5 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.

CLEANING SOLUTIONS

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

Suggested cleaners:

- ✓ Quaternary Cleaners (active ingredient - ammonium chloride)
- ✓ Phenolic Cleaners (active ingredient - o-phenyl phenol)
- ✓ Chlorinated Bleach Solution (3.25% - less than 1-part bleach to 100 parts water)

CLEANING THE TECHNI-SHIELD DEFENDER (CONTINUED)

CLEANING SOLUTIONS CONTINUED

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 product 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.

CLEANING THE PETG PROTECTIVE SCREEN

When cleaning the PETG plastic protective screen, proper procedures should be taken to minimize damage to the PETG plastic. Use only compatible cleaners and disinfectants.

- ✓ Use a plastic cleaner or mild detergent and water with a soft cloth.
- ✓ Lysol Disinfecting Surface Wipes can be used on the surface regularly to disinfect.
- ✓ IPA, Hydrogen Peroxide, Bleach, and Acetic Acid up to 10% can all be safely used with PETG.

CAUTION

Do not use incompatible cleaners or disinfectants on protective screen as these can cause damage to the product.

Repeated and/or extended chemical exposures, heat, elevated stress or any combination of these conditions could degrade the plastic or its chemical resistance. Therefore, it is imperative that the plastic be inspected routinely for chemical attack and overall degradation. Replace as needed, similar to other forms of protective equipment such as masks, gloves, safety shields and barriers.

WARNING

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

REMOVAL OF IODINE COMPOUNDS

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 Techni-Shield Defender requires regular preventive 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.
- ✓ Improper maintenance can cause injury or damage to the product. Maintain the product as described in this user guide.
- ✓ Always follow the cleaning protocol related to your EMS organization. If you have any doubts, please contact your organization's administrator or our technical support team at techsupport@technimount.com.

MAINTENANCE GUIDE

INSPECTION PROCESS AND SCHEDULE

MAINTENANCE PROGRAM

The following inspection routine and schedule is intended as a general guide for preventive maintenance of the Techni-Shield Defender Product. 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.

<u>ITEM</u>	<u>ROUTINE</u>	<u>1 M</u> <u>OR</u> <u>2 H</u>	<u>3 M</u> <u>OR</u> <u>6 H</u>	<u>6 M</u> <u>OR</u> <u>12 H</u>	<u>12 M</u> <u>OR</u> <u>24 H</u>
Base Plate	<ul style="list-style-type: none"> ✓ Do a visual inspection of the Base Plate to ensure there is no damage or chemical attack ✓ Inspect the screws of the Base Plate and fasteners to ensure they are not loose. Tighten screws if any are loose. ✓ Ensure the Red Quick Release Knob functions properly by pulling and releasing ✓ Ensure both sides are working properly ✓ Check if the Red Quick Release Knob is not damaged, broken or loose 	X			
Protective Screen	<ul style="list-style-type: none"> ✓ Do a visual inspection of the protective screen to ensure there is no damage or chemical attack ✓ Verify that the protective screen is clean of any particles or debris and it can be inserted properly into the Base Plate ✓ Slide the protective screen to different positions to ensure functionality ✓ Ensure the Red Quick Release Knob inserts as intended into the holes on the protective screen ✓ Ensure both sides are working properly by inserting and locking it into position ✓ If protective screen is too scratched or corroded, then it is time to change the screen. Refer to replacement parts for part numbers 	X			

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MAINTENANCE GUIDE

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 : +1.581-998-9820 or customerservice@technimount.com for availability and pricing.

DESCRIPTION	PART NUMBER
Complete Kit includes one (1) Base Plate, four (4) Hook Fasteners, eight (8) screws, one (1) Protective Screen	HME-0001-A
One (1) Protective Screen Assembly	HME-0002-A
One (1) Base Plate, four (4) Hook Fasteners, eight (8) screws	HME-0003-A
Four (4) Hook Fasteners with Hardware	TCM-074-021
Eight stainless steel (8) Nylon patch Button Head Philips screws 1/4-20 x 1/2	TCM-VR-999-075
Protective Screen Position Label only	TCM-074-017



WARNING

Do not modify any components of this system. Modifying the product can cause unpredictable operation resulting in injury to the patient or operator.

NOTE

Technimount reserves the right to change Part Numbers and Products without notice. Please refer to Customer Service to ensure product part number availability.

For any replacement parts or for repair, please contact Technical Support at techsupport@technimount.com

WARRANTY POLICY

This statement constitutes TECHNIMOUNT SYSTEM's entire warranty policy with regards to the TECHNIMOUNT SYSTEM Products. TECHNIMOUNT SYSTEM 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 SYSTEM BE LIABLE HEREUNDER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM OR IN ANY MANNER RELATED TO SALES OR USE OF ANY SUCH EQUIPMENT.

TECHNIMOUNT SYSTEM (Technologies CGC Inc.) 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.

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 SYSTEM" 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 SYSTEM, and is made without any compensation or obligation from TECHNIMOUNT SYSTEM.

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 SYSTEM 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.

RETURN POLICY

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

- The product has a manufacturing defect.
- The product does not meet specifications in accordance with TECHNIMOUNT SYSTEM's specification datasheets

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 SYSTEM prior to returning the product
- Returns will not be approved on a modified or damaged item

WARRANTY

PRIOR TO 30 DAYS (CONTINUED)

- Charges may apply if damaged or missing item
- Customer is responsible for a 10% restocking fee

PRIOR TO 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 SYSTEM 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 TO 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 SYSTEM 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 SYSTEM'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 SYSTEM reserves the right to charge shipping and restocking fees on returned items. SPECIAL, MODIFIED, OR DISCONTINUED ITEMS NOT SUBJECT TO RETURN.

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 SYSTEM 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 SYSTEM 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.

INTERNATIONAL WARRANTY CLAUSE

This warranty reflects Canadian and the U.S.A. domestic policy. Warranty outside Canada and the U.S.A. may vary by country. Please contact TECHNIMOUNT SYSTEM Customer Service for more information.

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 SYSTEM 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 SYSTEM 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.



SAFETY AND FLEXIBILITY WHERE IT MATTERS MOST

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