



**TECHNIMOUNT**  
EMS™

# **XTENSION PRO™ ASSISTANT - CCT**

## USER GUIDE



# COPYRIGHT

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## NOTE:

Technimount E.M.S. Holding Inc. does not have a commercial relationship with these medical equipment manufacturers.

# CONTACT INFORMATION

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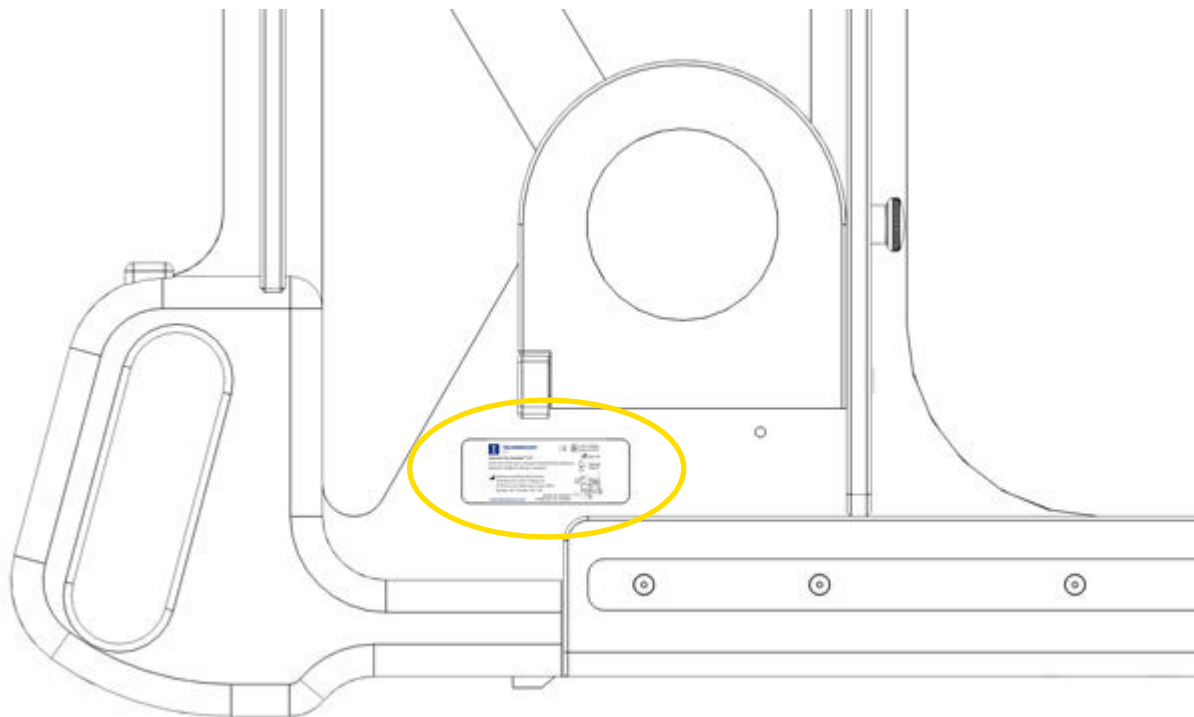
TF + 1 888.639.2758

## NOTE:

For any issues with your Technimount product, its components, or for any technical questions during the installation or maintenance, please send an E-mail to [techsupport@technimount.com](mailto: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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## PURPOSE OF THE DOCUMENT

This user guide is designed to assist you with the installation, operation, and maintenance of the Xtension Pro™ Assistant – CCT.

## PRODUCT DESCRIPTION

The Xtension Pro Assistant – CCT is designed for ground Critical Care Transport and is tested to comply with the highest industry standards for EMS transport, SAE J3043 (applicable sections).

The Xtension Pro Assistant – CCT brings safety to patients and crews by facilitating the management of multiple life-sustaining medical, including an ECMO device, on a single and robust structure. Its ergonomic gliding system facilitates a lateral patient transfer from bed to stretcher, enabling a seamless transition crucial to the safety of the patient.

The Xtension Pro Assistant – CCT improves interchangeability between medical devices enabling customization according to protocols in place. This solution is compatible with all Technimount's Bracket Pro Serie® mounting systems with a Standard Bottom Disc and Bottom Micro Disc.

## INTENDED USE OF THE PRODUCT

The Xtension Pro Assistant – CCT is a mounting solution to securely transport different types of medical devices during ground transport. It is designed to be installed as described in this user guide. This equipment is for crews 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. 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.

# NOTICE

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The Xtension Pro Assistant - CCT is tested in compliance with SAE J3043 for EMS ground transport. For more information, please contact Technimount Customer Service ([customerservice@technimount.com](mailto:customerservice@technimount.com)).

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## WARNING

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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 or the administrator of applicable legislation for safety in their area.

## SYMBOLS AND DEFINITIONS

SYMBOL	DESCRIPTION
	Warning and Caution, special attention is required. Consult accompanying documents
	Safe Working Load Symbol and Load Balance Symbol
	Pinch Point
	Transport in a low position
	Read included documentation

## WARNING / CAUTION / NOTE

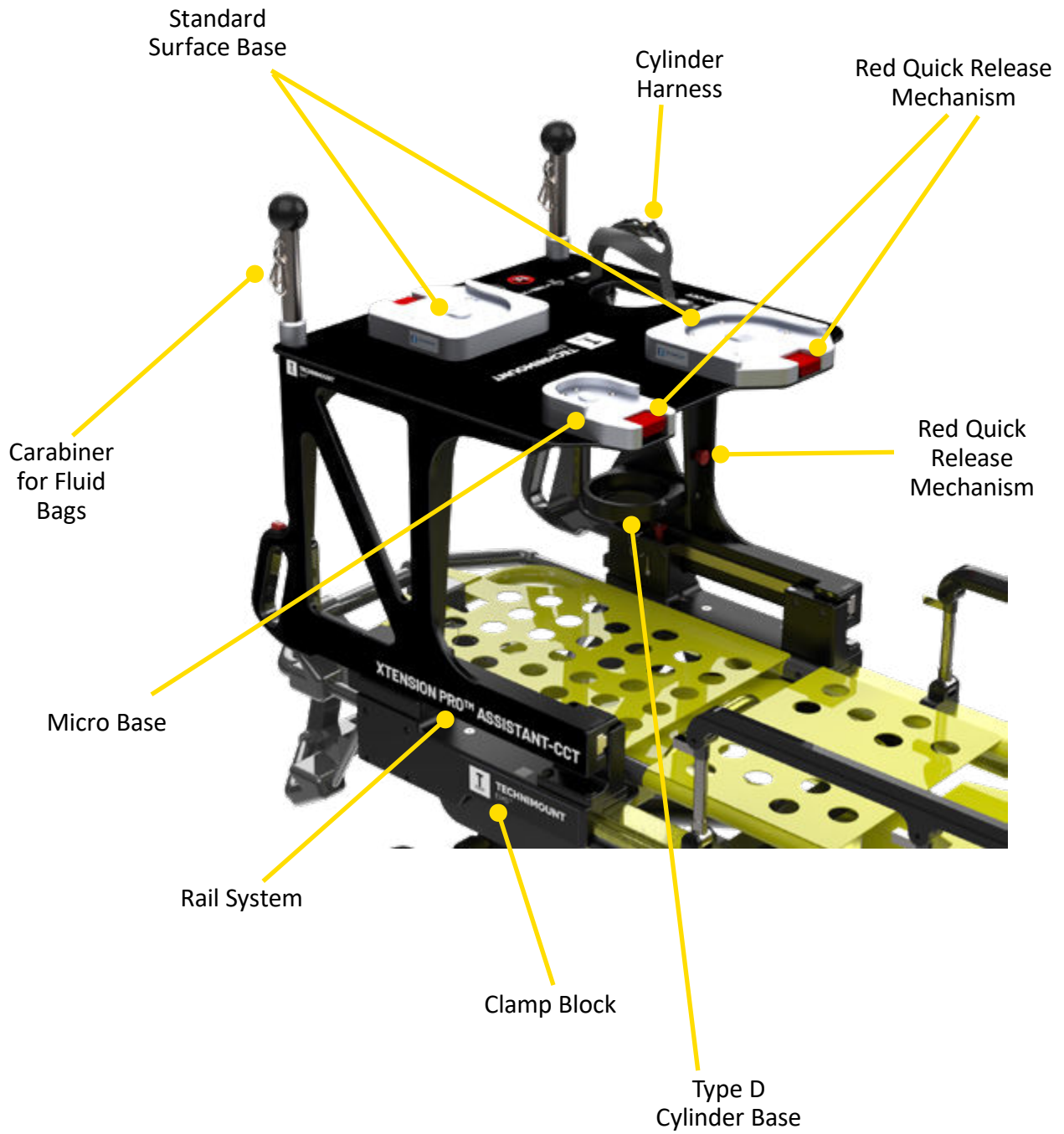
The word warning, caution, or note carry special meaning and should be carefully reviewed.

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

# INTRODUCTION

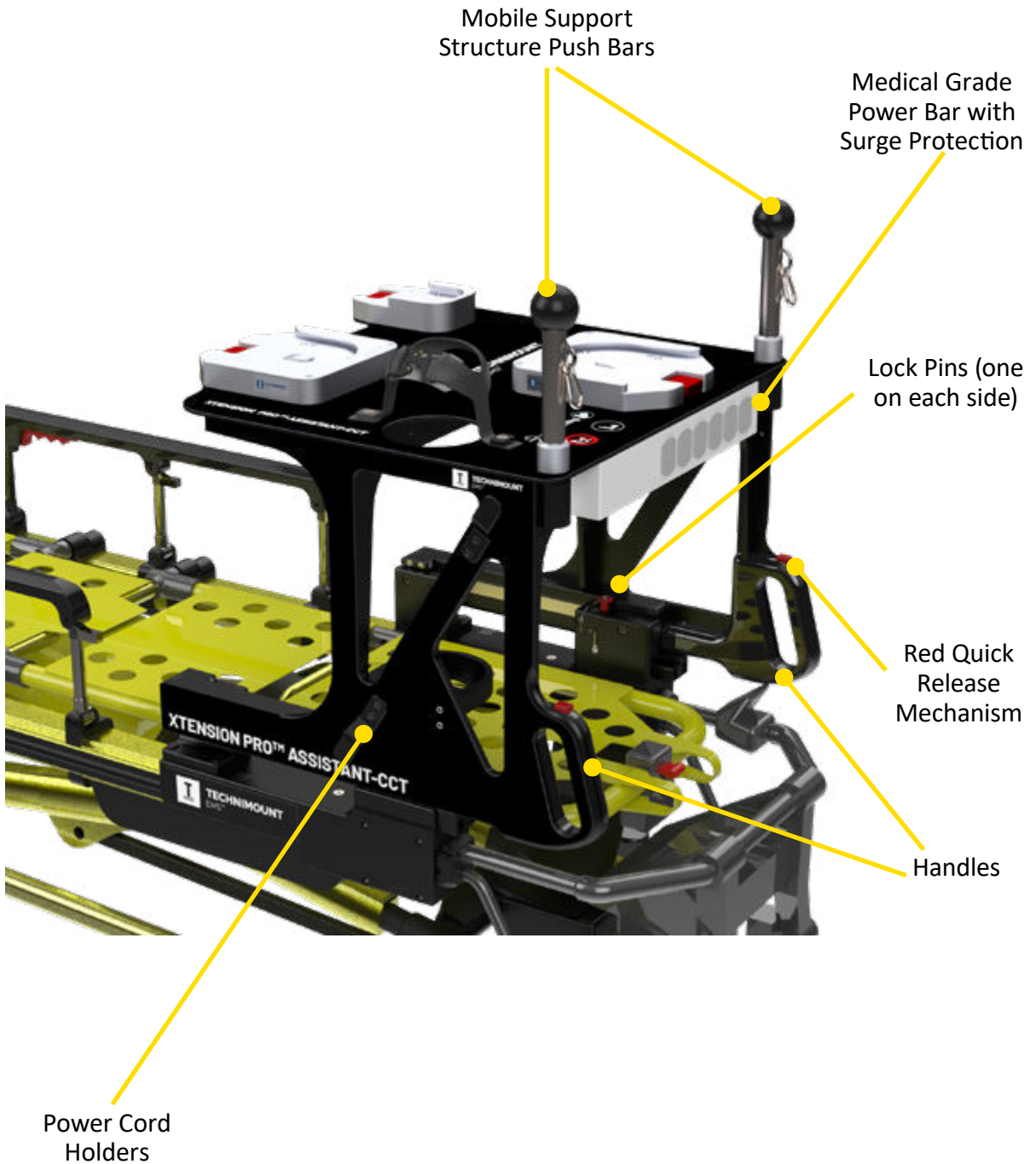
## PRODUCT ILLUSTRATION

### FRONT INSTALLATION

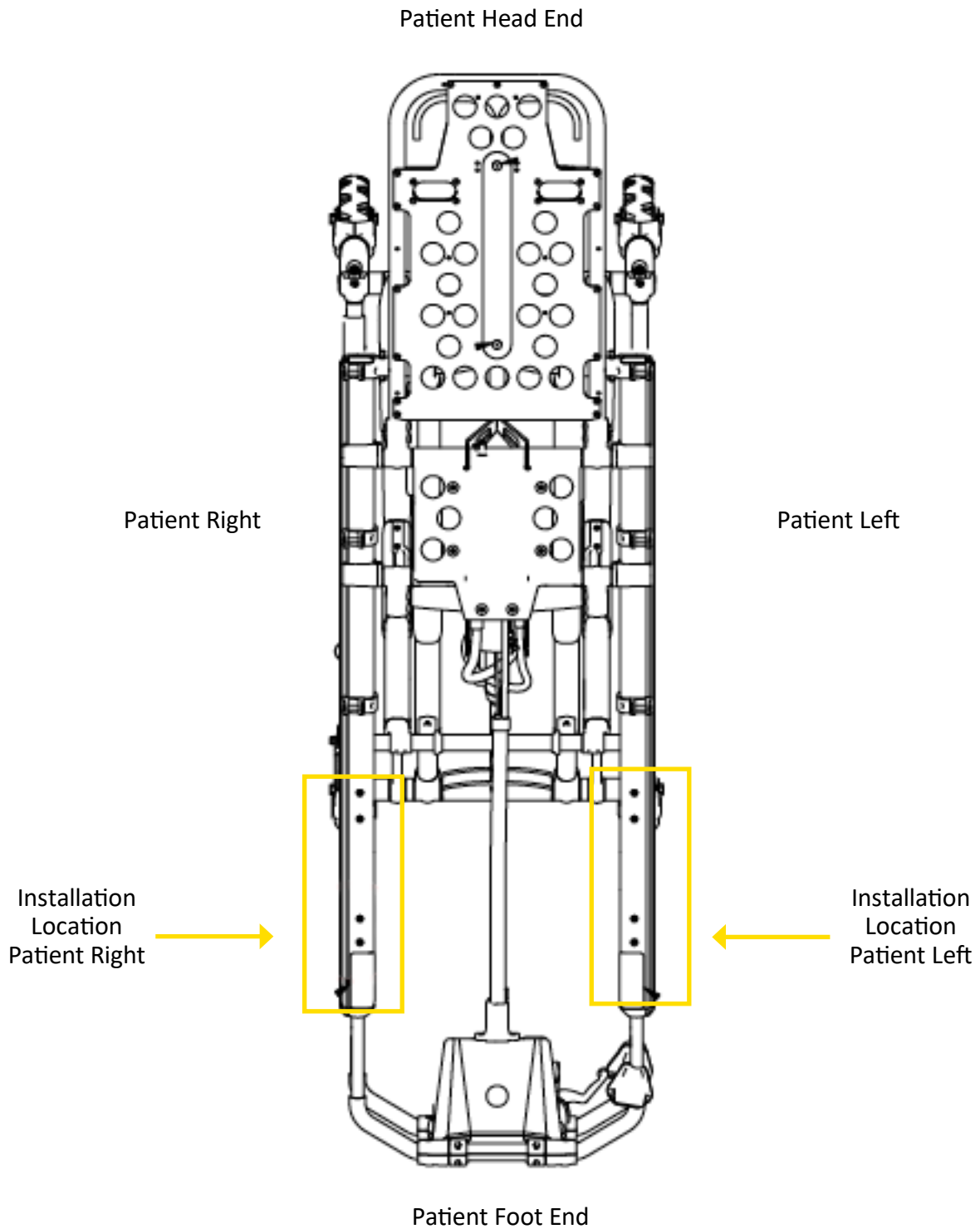


## PRODUCT ILLUSTRATION

### BACK INSTALLATION



## COT/STRETCHER ORIENTATION DIAGRAM



# INTRODUCTION

## TECHNICAL SPECIFICATIONS

<b>Product Name</b>	Xtension Pro™ Assistant - CCT
<b>Product Description</b>	Stretcher Mounting System for ECMO and Critical Care Transport
<b>Compatibility of Stretcher*</b>	Stryker Power-PRO XT
<b>Compatibility of Mounting Systems</b>	Compatible with Technimount's: <ul style="list-style-type: none"><li>• Bracket Pro Serie® Mounting Systems with Standard Bottom Disc and Bottom Micro Disc</li></ul>
<b>Environment of Usage</b>	Ground Critical Care Transport
<b>Product Section Material</b>	<ul style="list-style-type: none"><li>• Mobile Structure and Clamp Blocks: Aluminium 6061</li><li>• Handle: Acetal</li></ul>
<b>Product Finish</b>	<ul style="list-style-type: none"><li>• Main Assembly: Black-Anodized Finish</li><li>• Vinyl Wrap</li></ul>
<b>Environmental Regulations</b>	RoHS 3 compliant
<b>Temperature of Usage</b>	31°F to 113° F (-35° C to 45°C)
<b>Certification</b>	Tested in Compliance with: <ul style="list-style-type: none"><li>• SAE J3043</li></ul>
<b>Installation</b>	<ul style="list-style-type: none"><li>• 2 Clamp Blocks Installed on the Stretcher Side Rails</li><li>• Rail System installed on Clamp Blocks</li><li>• Mobile Support Structure installed onto the Rail System and Clamp Blocks</li></ul>
<b>Features</b>	<ul style="list-style-type: none"><li>• 2 Standard Bases</li><li>• Micro Base</li><li>• Medical Grade Power Bar With Surge Protection</li><li>• Installation of up to 6 pumps</li></ul>
<b>Positioning Configuration</b>	Multiple Options Available: <ul style="list-style-type: none"><li>• Type D Cylinder Holder</li><li>• Additional Power Bar</li><li>• Baxter Spectrum IQ or B. Braun</li><li>• Push Bars</li></ul>
<b>Physical Overall Dimensions (L x D x H)</b>	27.60 in x 25.12 in x 18.60 in (68.58 cm x 12.7 cm x 45.72 cm)
<b>Weight</b>	<ul style="list-style-type: none"><li>• 50.3 lb (22.9 kg) Mobile Structure with Standard Bases and Spectrum IQ Brackets</li><li>• 26.8 lb (12.2 kg) Clamp Blocks on Stretcher</li></ul>
<b>Maximum Loading Capacity</b>	103.0 lb (46.8 kg) (Depending on configuration and options installed)
<b>Part Number</b>	1620-00PFXT
<b>Other Models and Configuration Options</b>	Contact Technimount EMS for more information or for other options at <a href="mailto:customerservice@technimount.com">customerservice@technimount.com</a>

Note: Product and medical equipment manufacturer 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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# SUMMARY OF SAFETY PRECAUTIONS

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## WARNING/CAUTION/NOTE

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

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### WARNING

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- ✓ Two trained operators are needed to install or operate the Xtension Pro Assistant – CCT.
- ✓ To avoid back injury, transport the stretcher at the lowest height possible.
- ✓ Transport the stretcher at the lowest possible height to avoid tipping the stretcher.
- ✓ Follow the stretcher’s manufacturer’s safety precautions to prevent tipping, for transporting and for securing inside the ambulance for transport.
- ✓ To avoid injury, hands should be clear of Rail System while inserting the Mobile Support Structure.
- ✓ Once the Mobile Support Structure is installed onto the Rail System, ensure it is securely locked by checking that the lock pins are well installed on both sides and then verifying it by pulling on the handles.
- ✓ Improper usage of the Xtension Pro Assistant - CCT system can cause serious injury to the patient or operator. Operate only as described in this user guide.
- ✓ Do not operate the stretcher when the Mobile Support Structure is in the extended position. Ensure that the Mobile Support Structure is in its closed position and both lock pins are secured into place before transporting.
- ✓ Always keep the Lock Pins installed for transporting. These Lock Pins should only be removed to insert and remove the Mobile Support Structure.
- ✓ Do not slide the Mobile Support Structure without the Lock Pins installed or it might inadvertently fall from the stretcher.
- ✓ Do not modify the Xtension Pro Assistant - CCT, or any of its components. Modifying the product can cause unpredictable operation resulting in injury to the patient or operator.
- ✓ It is the responsibility of the operator of the Xtension Pro Assistant - CCT to ensure equipment being used with Technimount products meets the installation specifications. Injury may result if non-compatible products are used with Technimount products.
- ✓ Do not attempt to operate, install or remove the equipment while mobile. Ensure that installation and removal of equipment is done while immobilized and the Mobile Support Structure is properly locked in its closed position.
- ✓ Failure to properly install and lock medical devices properly within the brackets and bases can cause them to fall during transport and may cause injury to the patient or operator and may damage the product. Always secure each medical device within their respective brackets and mounting system during transport.
- ✓ Do not allow untrained staff to assist in the operation of the Xtension Pro Assistant - CCT. Untrained technicians/ staff can cause injury to the patient or themselves or damage the equipment.
- ✓ Do not sit on the Xtension Pro Assistant - CCT during transport, damage to the product could occur, and may result in injury to the patient or operator.
- ✓ Two (2) Operators are required to safely lift the total weight of the Xtension Pro Assistant - CCT. Do not remove the system from the Stretcher until all devices have been removed.
- ✓ Do not place any additional equipment or objects on the Xtension Pro Assistant - CCT other than approved Technimount systems or components.

# SUMMARY OF SAFETY PRECAUTIONS

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## WARNING/CAUTION/NOTE (CONTINUED)

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### WARNING (CONTINUED)

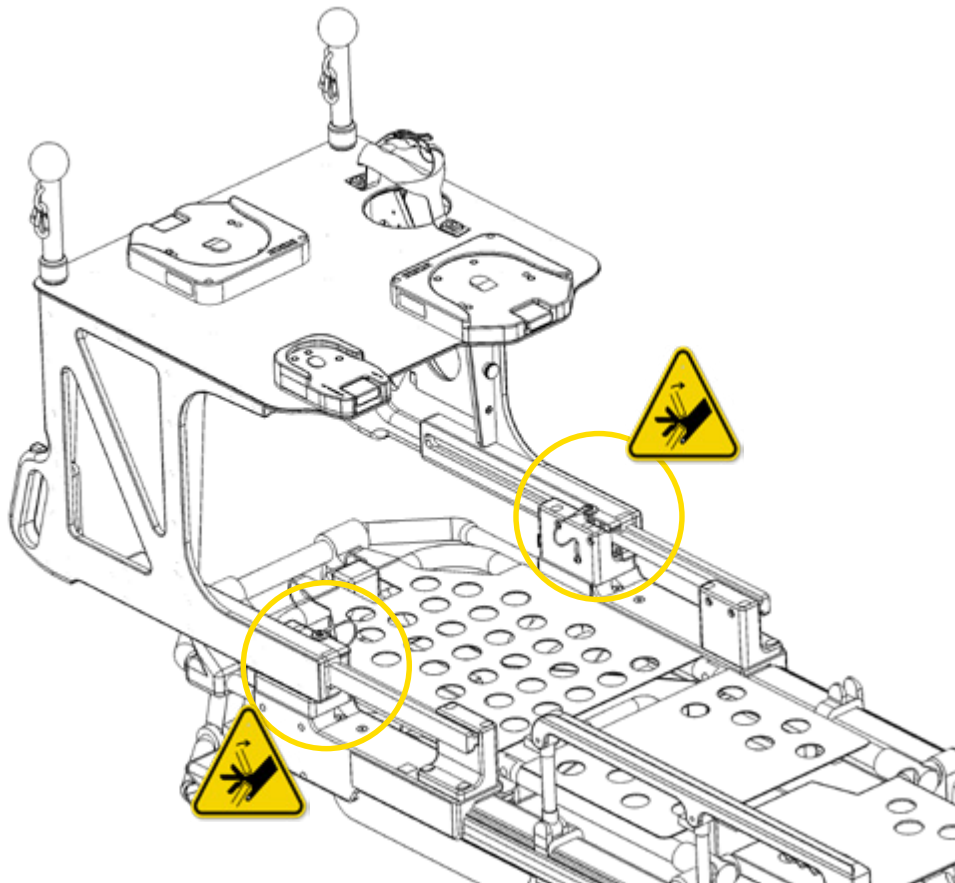
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- ✓ Always reposition the equipment with care, and avoid any improper pushing or violent manipulation, as it may result in unbalanced equipment and may cause injury to the patient or operator and/or damage to the product.
- ✓ Improper maintenance can cause damage to the product. Maintain the Xtension Pro Assistant - CCT 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.

### WARNING - PINCH POINT

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- ✓ Do not put fingers or hands near the clamp blocks while inserting the Mobile Support Structure as this can be a potential pinch point and may cause injury to the operator.
- ✓ Do not put hands or fingers on the rails or in any gaps while pulling or pushing the Mobile Support Structure as this may cause injury to your fingers or hands.



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# SUMMARY OF SAFETY PRECAUTIONS

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## WARNING/CAUTION/NOTE (CONTINUED)

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### CAUTION

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- ✓ Only certified technical personnel familiar with the installation and use, should manipulate it. Refer to the Xtension Pro Assistant - CCT user guide for all instructions for installing and using the System.
- ✓ Regularly inspect all components on the equipment for any issue and loose screws.
- ✓ Optional gas cylinder mount is for Type D/M-15 only. Does not fit any other cylinder type.
- ✓ Never install other similar mounting systems or brackets without written confirmation by Technimount EMS 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 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 medical devices.
- ✓ 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, 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 system 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 [customerservice@technimount.com](mailto:customerservice@technimount.com).

# INSTALLATION GUIDE

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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 mounting systems must work properly before they are 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. If you have any questions regarding the installation, or need assistance, please contact our Technical Support team at [techsupport@technimount.com](mailto:techsupport@technimount.com)

- ✓ Allen Key 3/16
- ✓ Allen Key 5/32
- ✓ Philips #2 Screwdriver
- ✓ Torx T27 Screwdriver

### NOTE

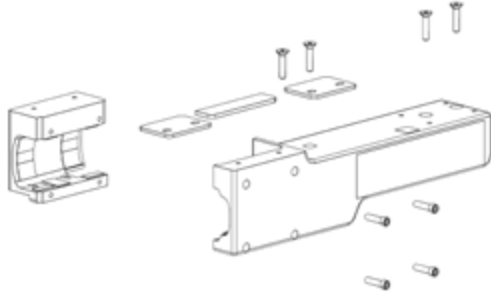
- ✓ Electrical tools are not recommended, as there is a potential risk of damage to the threads.
- ✓ Technimount provides screws with anti-loosening thread compound for the installation of the locking assembly block.

# INSTALLATION GUIDE

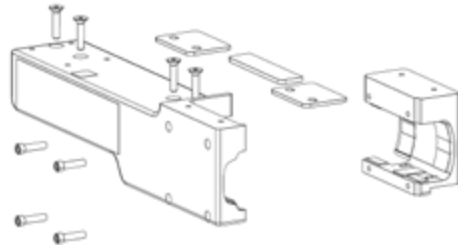
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## IDENTIFICATION OF KITS REQUIRED FOR INSTALLATION

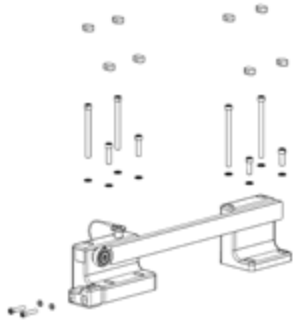
CLAMP BLOCK PATIENT LEFT  
TCM-114-100



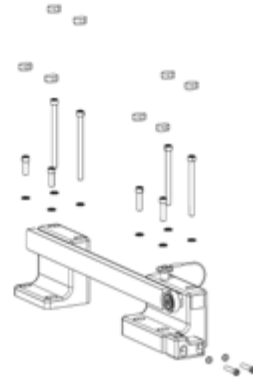
CLAMP BLOCK PATIENT RIGHT  
TCM-114-200



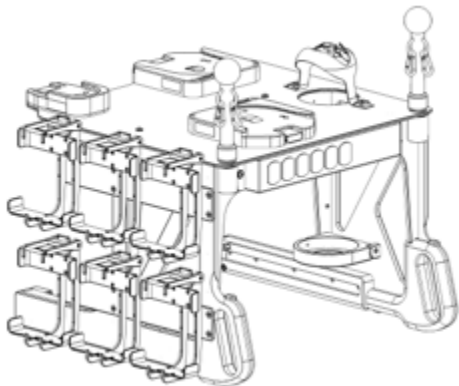
RAIL SYSTEM PATIENT LEFT  
REF-TCM-114-100



RAIL SYSTEM PATIENT RIGHT  
REF-TCM-114-200



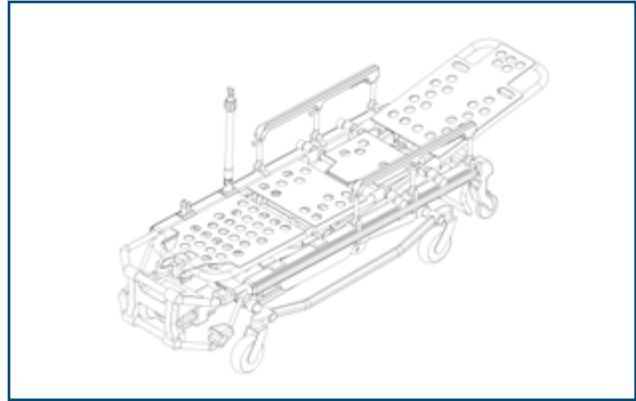
MOBILE SUPPORT STRUCTURE  
TCM-114-1001



# INSTALLATION GUIDE

## PREPARE STRETCHER FOR INSTALLATION

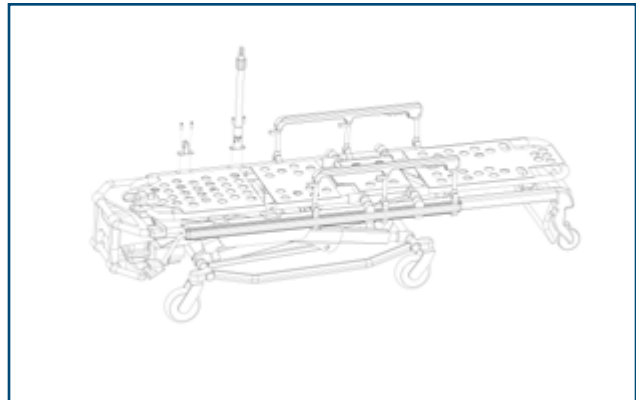
1. Remove all the equipment from the stretcher.
2. Remove the mattress to facilitate the installation.



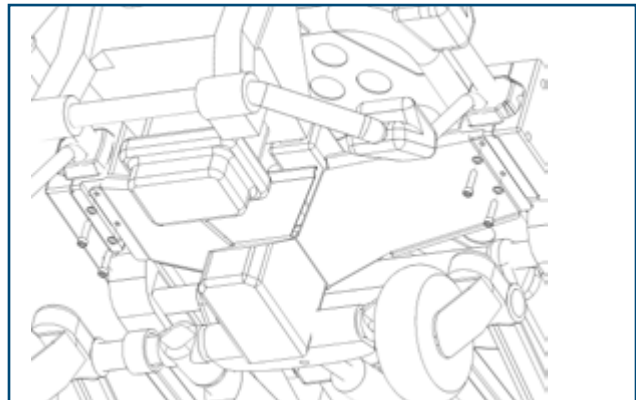
3. Remove the IV Pole and holder.

### NOTE

Set aside the IV Pole and holder as these will be used in a further step.

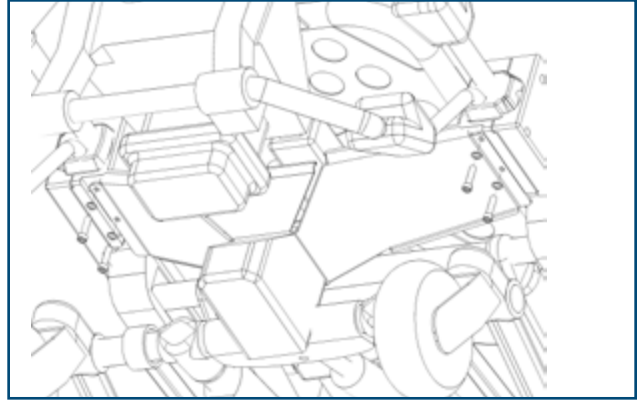


4. Identify the Power-LOAD bracket assembly from the stretcher.
5. Loosen the Power-LOAD Foot End Fastener Assembly.
6. Remove the four (4) screws, washers, and the two (2) spacers. Set aside the four (4) screws and two (2) spacers for a later step.



## PREPARE STRETCHER FOR INSTALLATION (CONTINUED)

7. Loosen the nuts on either side of the Power-LOAD. A rotation of the entire bracket should be doable at this point.

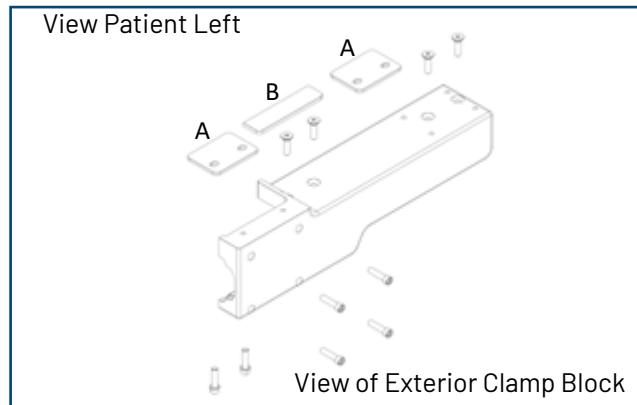


## INSTALLATION OF THE CLAMP BLOCKS

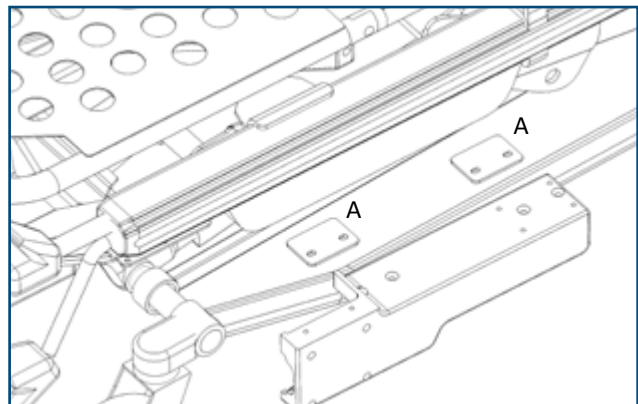
1. Identify exterior Clamp Block component.
2. Use spacer according to which stretcher you have with or without knee gatch.
  - A. Spacers for stretcher **without** knee gatch
  - B. Spacer for stretcher **with** knee gatch

**NOTE:**

There is a **patient left** and a **patient right** side Clamp Block. Ensure to use the correct one for each side.

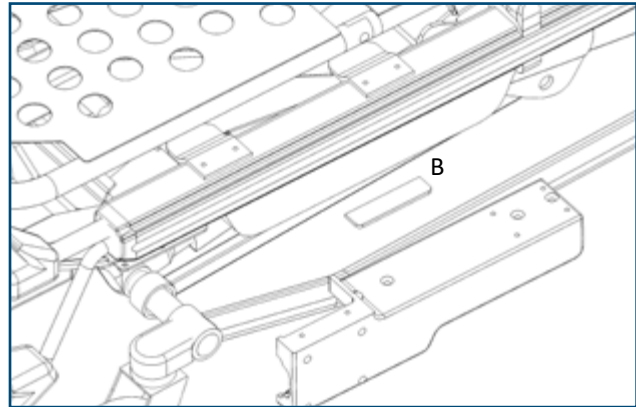


3. Position the exterior Clamp Block.
4. Depending on the option for the knee gatch, place the proper spacers A or B as shown above between the block and the stretcher.
5. If your stretcher does not have a knee gatch, place Spacers A in the proper locations under the Clamp Block and position the Clamp Block on the stretcher.

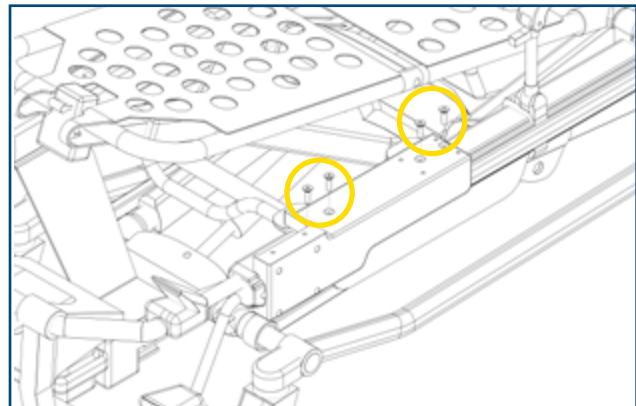


## INSTALLATION OF THE CLAMP BLOCKS (CONTINUED)

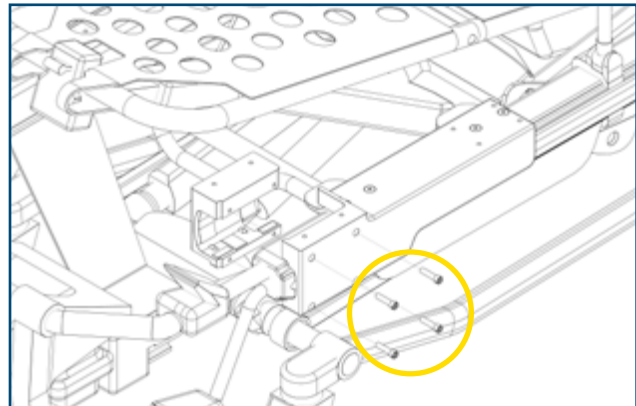
6. If your stretcher has a knee gatch, place Spacer B in its proper location under the Clamp Block and position the Clamp Block on the stretcher.



7. Insert and tighten the four (4) Zinc-Plated Steel Flat Head Hex Drive Screws 1/4-20 x 1 1/4 in on the top of the clamp block.



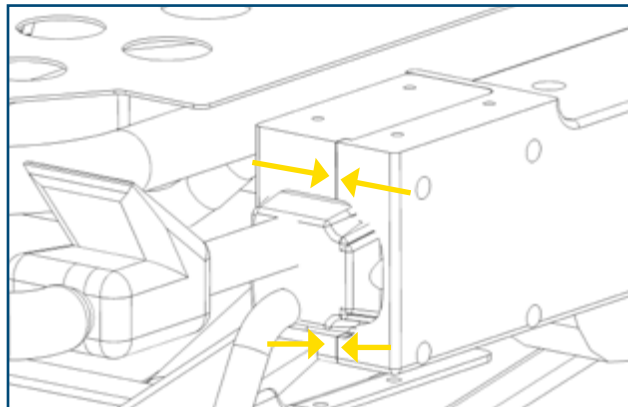
8. Position the interior clamp block. Insert and tighten all four (4) Zinc-Plated Steel Socket Head Screws 1/4-20 x 1 while alternating screw heads.



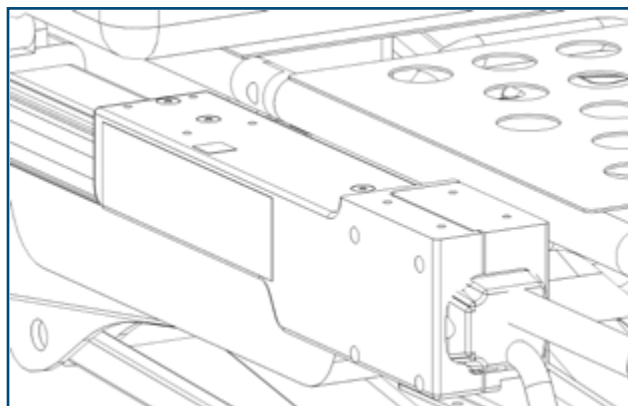
## INSTALLATION OF THE CLAMP BLOCKS (CONTINUED)

**NOTE:**

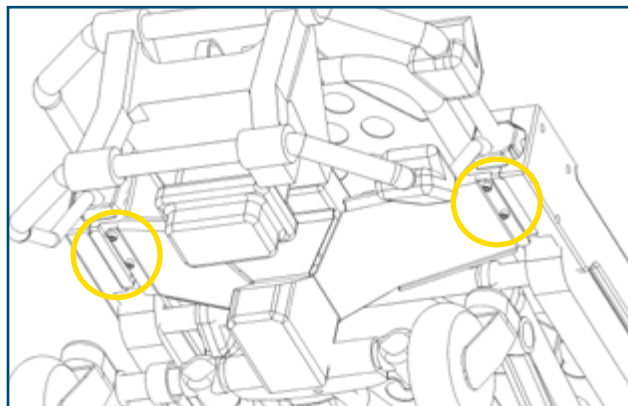
Ensure Clamp Blocks are evenly positioned and touch each other.



9. Repeat steps 1 to 4 on the other side.



10. Re-install the Power-LOAD system using the four (4) Socket Head screws and washers removed when loosening Power-LOAD system. Install without the Power-LOAD stretcher spacers.
11. Install screw patient left first (without slot).
12. Insert and tighten the two (2) Socket Head screws on each side. Tighten the two (2) nuts previously loosened.

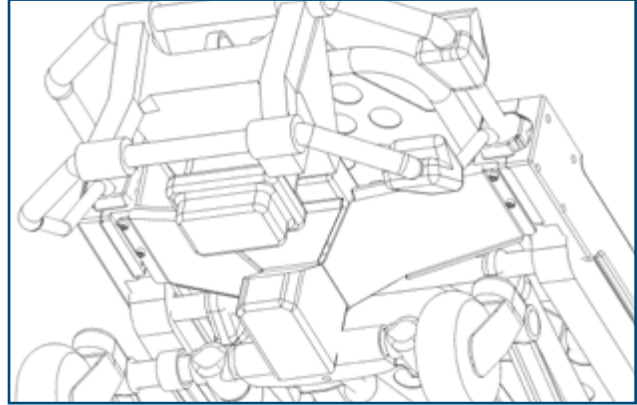


## INSTALLATION OF THE CLAMP BLOCKS (CONTINUED)

---

 **WARNING**

Ensure Power-LOAD is properly installed for loading in an ambulance.



# INSTALLATION GUIDE

## INSTALLATION OF THE RAIL SYSTEM ONTO THE CLAMP BLOCKS

1. Identify left side Clamp block component and screws for installation.
  - A. 2x Zinc-Plated Steel Socket Head Screws 1/4-20 x 3 in
  - B. 2x Zinc-Plated Socket Head Screws 1/4-20 x 1 in
  - C. 2x Zinc-Plated Socket Head Screws 1/4-20 x 3 1/2 in
  - D. 2x Zinc-Plated Socket Head Screws 1/4-20 x 3/4 in
  - E. 8x Stainless Steel Washers for 1/4 screw size.
  - F. 2x Zinc-Plated Steel Socket Head Screws 1-32 x 1 in
  - G. 2x Stainless Steel Washers for # 10 screw size
2. Position the Rail System on the Clamp Block while ensuring that the screw holes are aligned.

### NOTE

- Rail must be facing outwards.
- There are four (4) screw sizes for this installation step. Ensure the proper size screw is used in the right location.

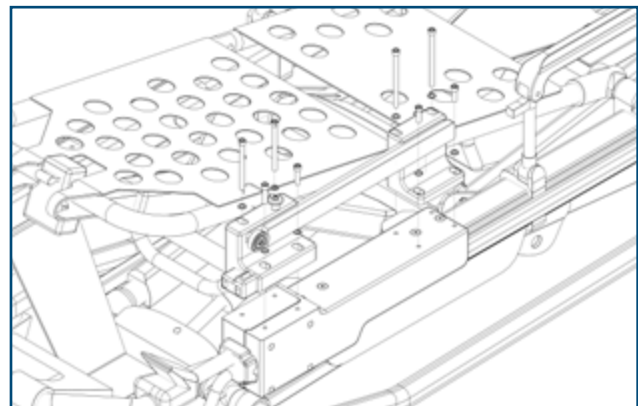
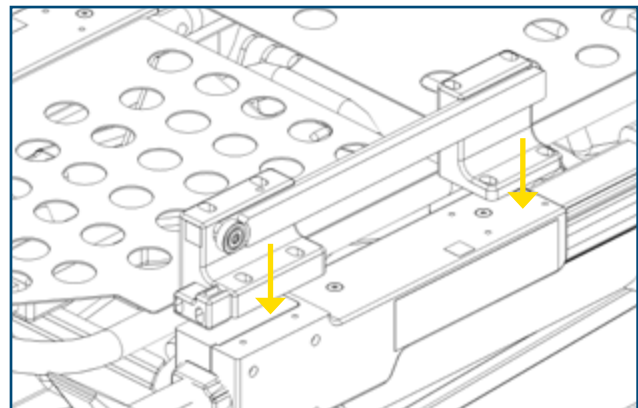
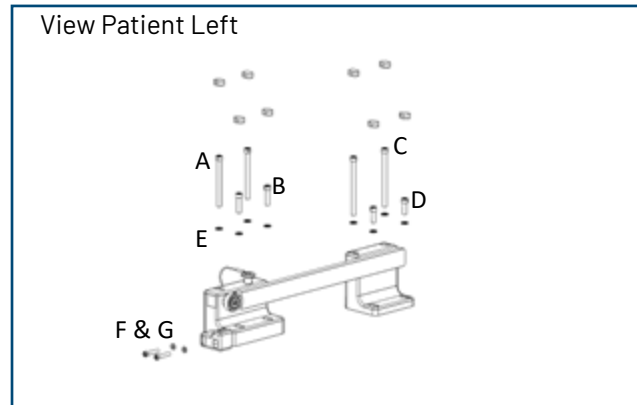
#### Foot End Screws:

- 2x A
- 2x B
- 4x E

#### Head End Screws:

- 2x C
- 2x D
- 4x E

3. Insert a washer per screw.
4. Install the eight (8) screws on both sides.

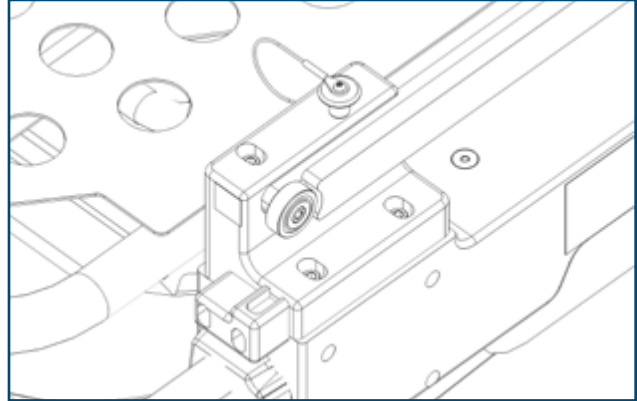


# INSTALLATION GUIDE

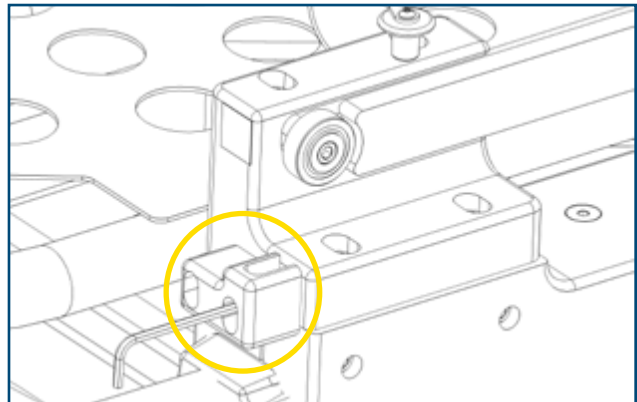
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## INSTALLATION OF THE RAIL SYSTEM ONTO THE CLAMP BLOCKS (CONTINUED)

5. Keep all screws loose. Screws will be tightened in another step.



6. Loosen the small block to adjust the Rail System if needed.



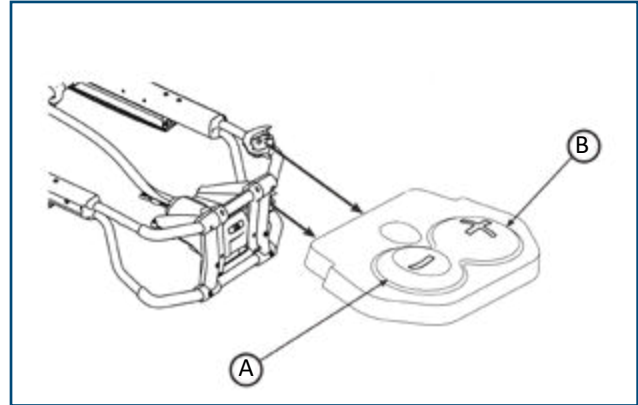
# INSTALLATION GUIDE

## INSTALLATION OF THE MOBILE SUPPORT STRUCTURE ONTO CLAMP BLOCKS AND RAIL SYSTEM TO COMPLETE THE INSTALLATION

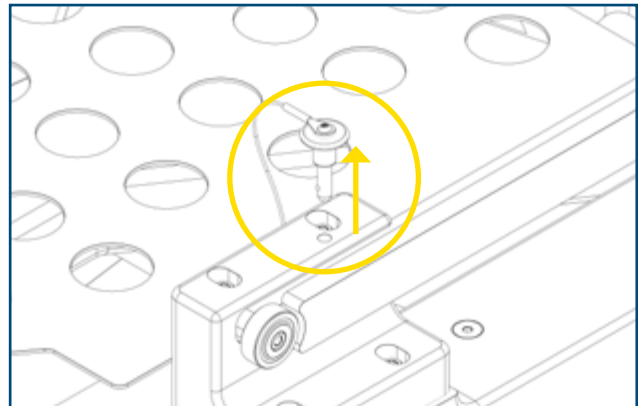
1. Lower the stretcher to a comfortable height for the installation of the Mobile Support Structure.
  - A. Lower the stretcher.
  - B. Raise the stretcher.

### CAUTION

Refer to stretcher operation manual for proper use of the stretcher.



2. Remove the Lock Pins from the Clamp Blocks on the both sides.



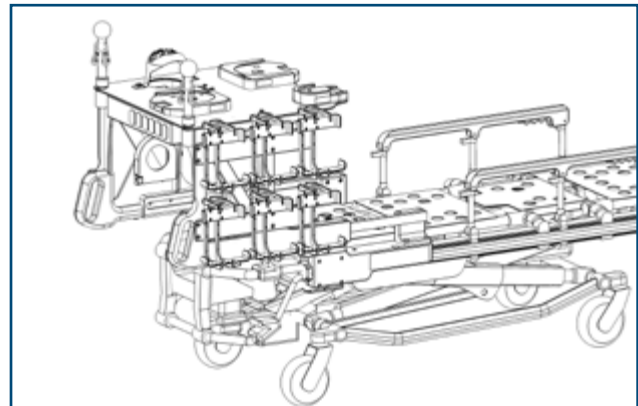
### NOTE:

This next step needs two people for the installation.

3. Align and insert the Mobile Support Structure into the Clamp Blocks while ensuring it is level.

### NOTE:

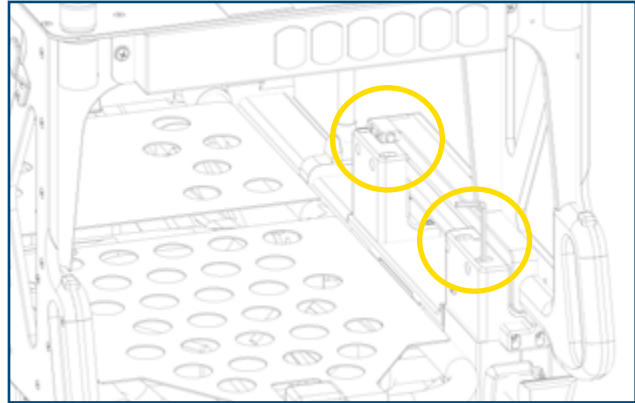
It is possible to feel some resistance while inserting the Mobile Support Structure for the first time. This is normal, as this step is to ensure the proper alignment of the Mobile Support Structure on the Rail System. Once the screws are all tightened following the installation, the insertion and removal should be smoother.



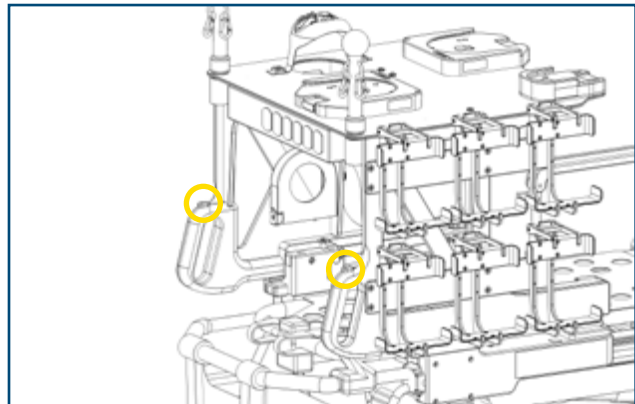
# INSTALLATION GUIDE

## INSTALLATION OF THE MOBILE SUPPORT STRUCTURE ONTO CLAMP BLOCKS AND RAIL SYSTEM TO COMPLETE THE INSTALLATION (CONTINUED)

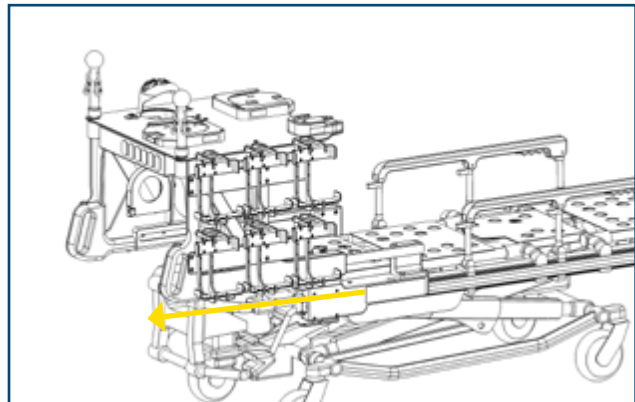
4. Tighten the 4 screws located on the top of the rail.



5. Press the two (2) Red Quick Release Mechanisms located on both ends of the handles.



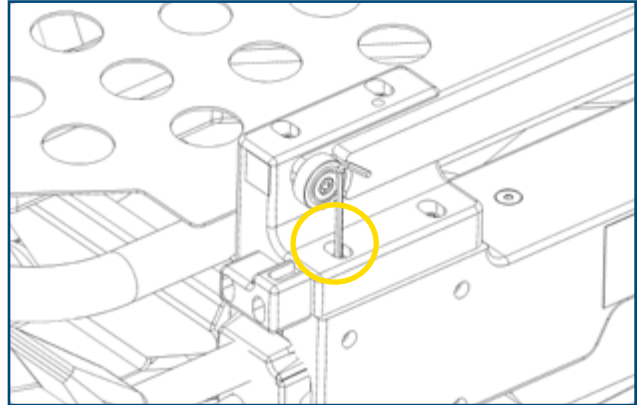
7. Remove the Mobile Support Structure to complete the installation.



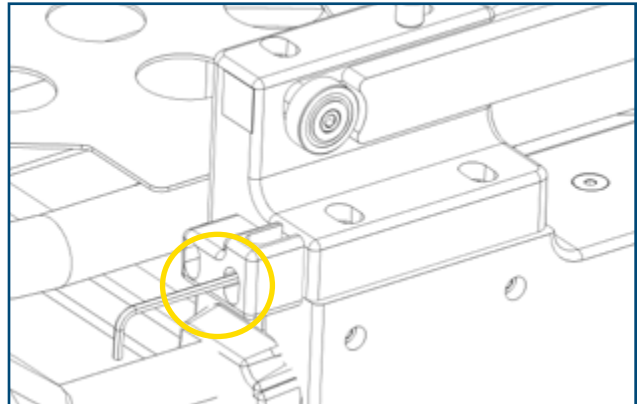
# INSTALLATION GUIDE

## INSTALLATION OF THE MOBILE SUPPORT STRUCTURE ONTO CLAMP BLOCKS AND RAIL SYSTEM TO COMPLETE THE INSTALLATION (CONTINUED)

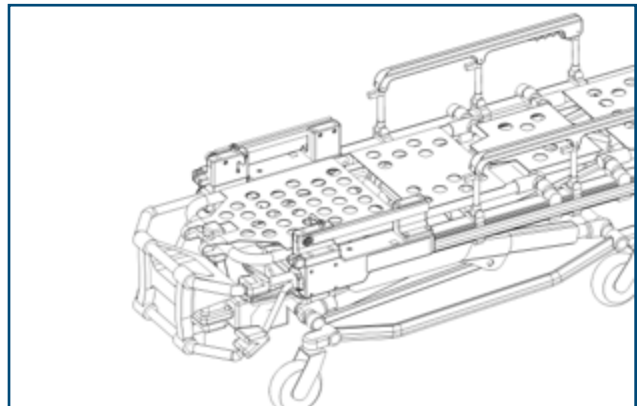
6. Once the Mobile Support Structure is removed, tighten the remaining 4 screws of the Clamp Blocks.



8. Tighten the small blocks at the end of the Clamp Block.

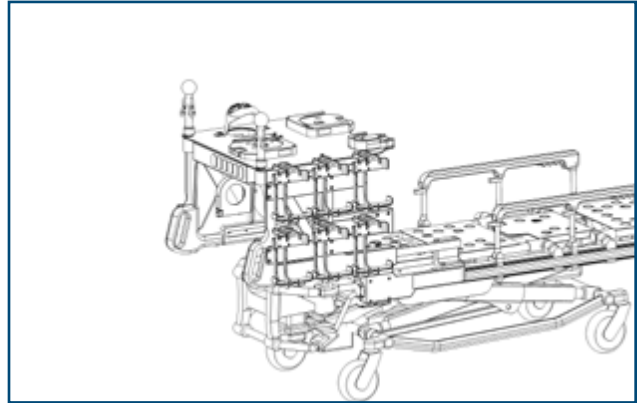


9. Ensure all screws are properly tightened. Do not over tighten.

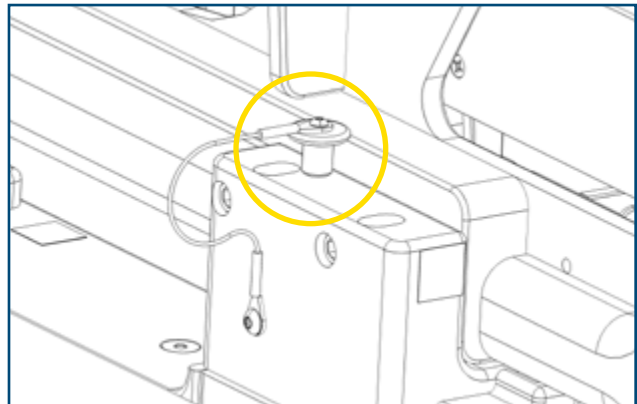


## INSTALLATION OF THE MOBILE SUPPORT STRUCTURE ONTO CLAMP BLOCKS AND RAIL SYSTEM TO COMPLETE THE INSTALLATION (CONTINUED)

10. Verify the installation of the Clamp Blocks and the Rail System by re-inserting the Mobile Support Structure. Ensure that the Mobile Support Structure glides well in and out over the Rail System.

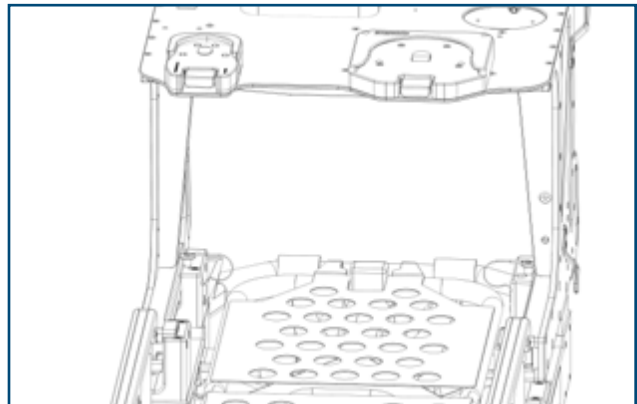


11. Install the Lock Pins on both sides.



### WARNING

Always ensure that both Lock Pins (one on each side) are well inserted before transporting the stretcher.

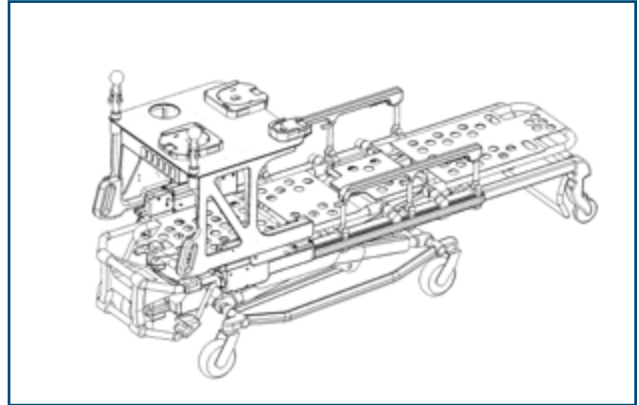


# INSTALLATION GUIDE

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## INSTALLATION OF THE MOBILE SUPPORT STRUCTURE ONTO CLAMP BLOCKS AND RAIL SYSTEM TO COMPLETE THE INSTALLATION (CONTINUED)

12. The Xtension Pro Assistant - CCT System is now ready for use and transport.

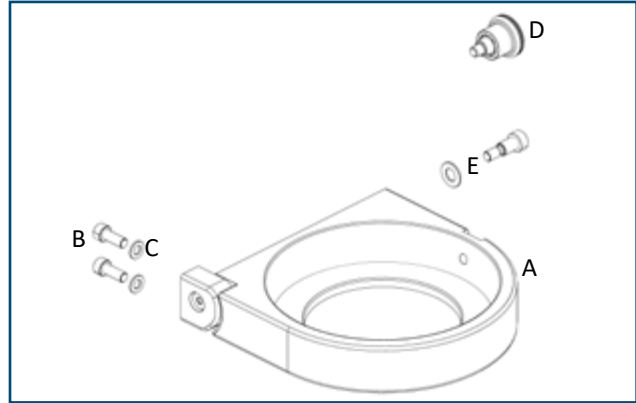


# INSTALLATION GUIDE

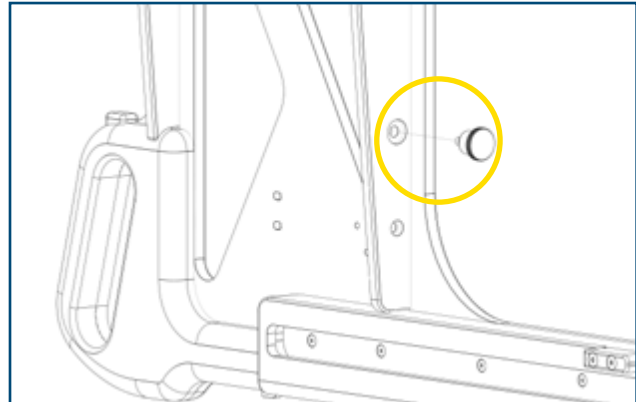
## INSTALLATION OF THE TYPE D CYLINDER BASE

1. Identify the Cylinder Holder plate parts.

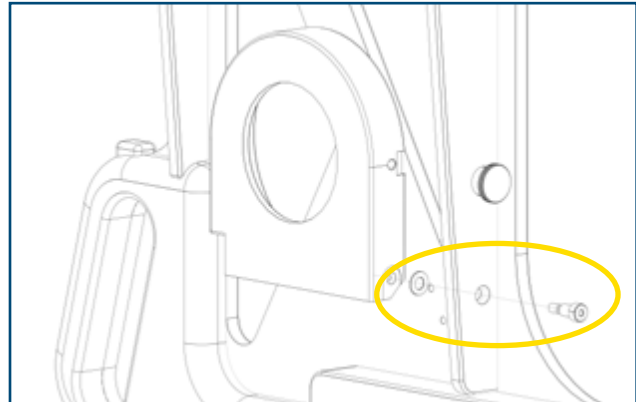
- A. 1x Cylinder Base
- B. Red Quick Release Knob
- C. 2x Stainless Steel Socket Head Screws 10-32 x 0.5 in
- D. 1x Stainless Steel Shoulder Screw, Shoulder dia. 1/4 in, Shoulder length 3/8 in, thread 10-24
- E. 2x #10 Nylon Washers
- F. 2x Plastic Washers



2. Install the Red Quick Release Knob.



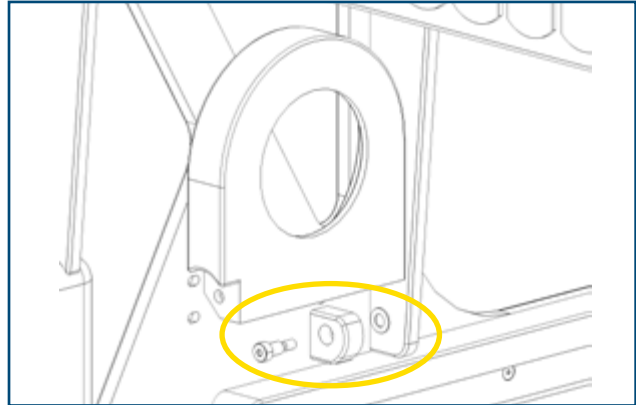
3. Insert the Shoulder screw and put a washer between the base and the mobile structure.



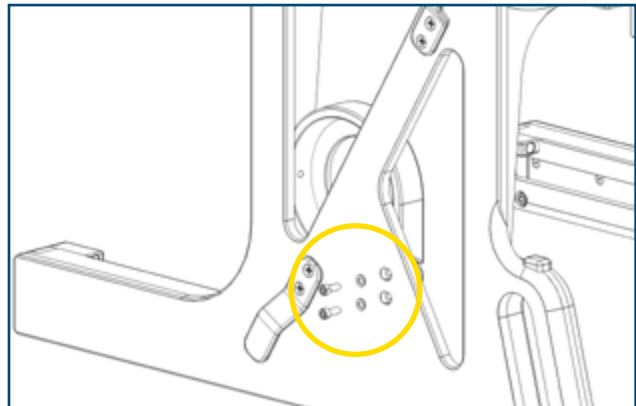
# INSTALLATION GUIDE

## INSTALLATION OF THE TYPE D CYLINDER BASE (CONTINUED)

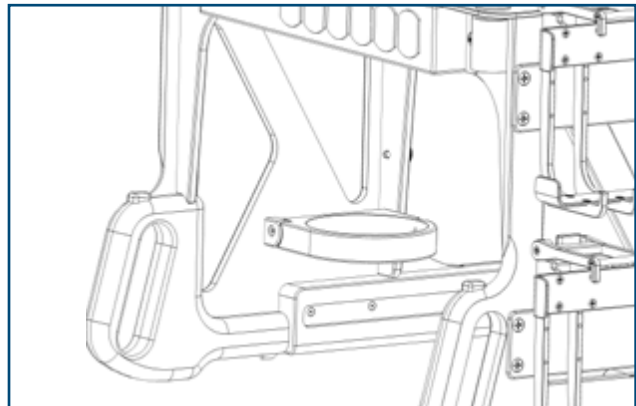
4. Tighten the shoulder screw.
5. Insert the two (2) Socket Head screws with washers in the Cylinder Base.



6. Tighten the screws.



7. Ready for installation of a Type D Cylinder.

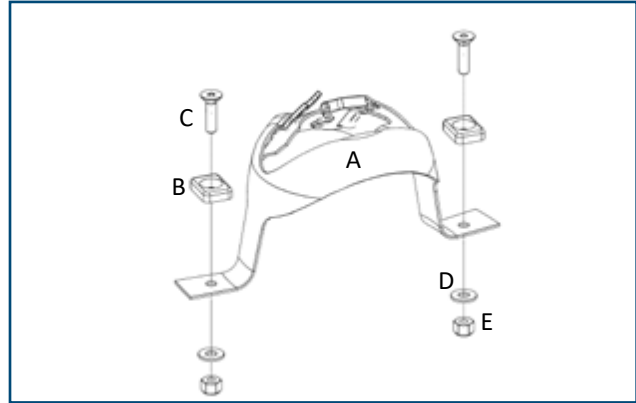


# INSTALLATION GUIDE

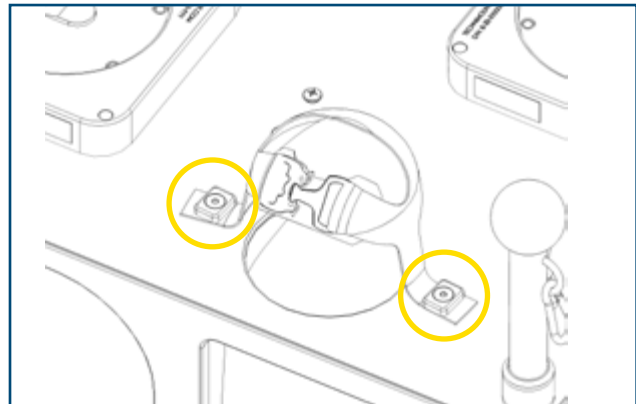
## INSTALLATION OF THE TYPE D CYLINDER HARNESS

1. Identify Cylinder Harness parts:

- A. Cylinder Harness
- B. 2x Harness blocks
- C. 2x Zinc-Plated Steel Flat Head Hex drive screws 1/4-20 x 1 in
- D. Stainless Steel Washers for 1/4 screw
- E. 2x Zinc-Plated Steel Nylon-Insert Locknuts 1/4-20

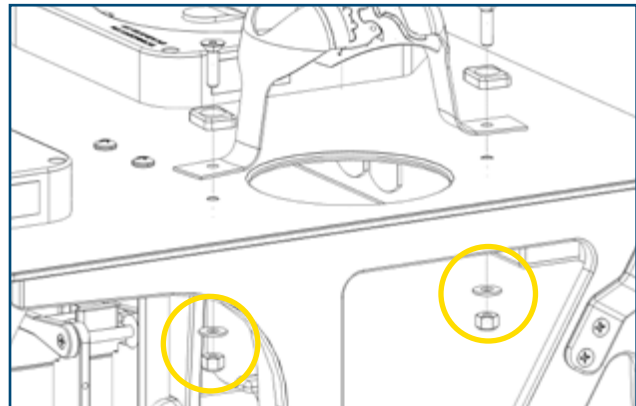


2. Insert the screws into the block and harness.



3. Insert and tighten the two (2) Nylon Locknuts with their washers into the screws from the bottom of the Mobile Support Structure top plate.

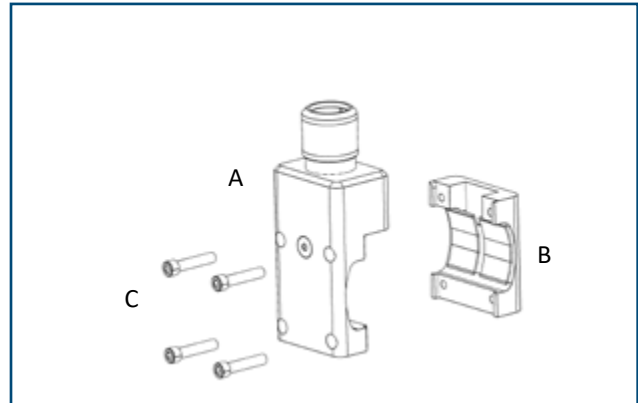
4. Tighten screws and locknuts.



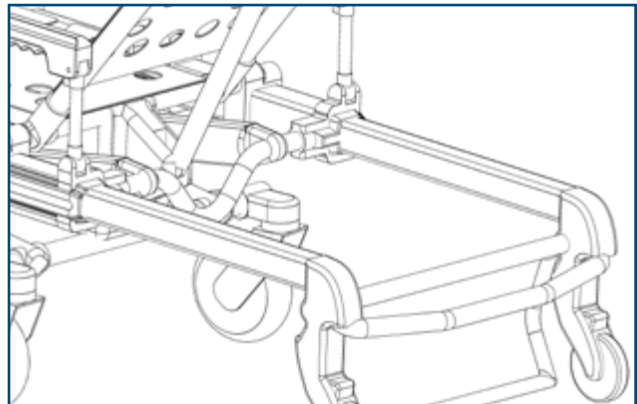
# INSTALLATION GUIDE

## INSTALLATION OF THE CLAMP BLOCKS FOR THE PUSH BARS LOCATED AT THE PATIENT HEAD END

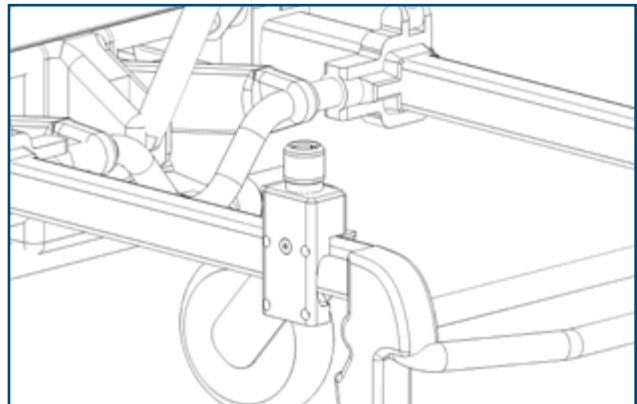
1. Identify the Push Bar Clamp Block Parts.
  - A. 1x Exterior Push Bar Clamp Block
  - B. 1x Interior Push Bar Clamp Block
  - C. 4x Stainless Steel Socket Head Screws  
1/4-20 x 1 in



2. Lift brackrest upright for installation of the Clamp Blocks.



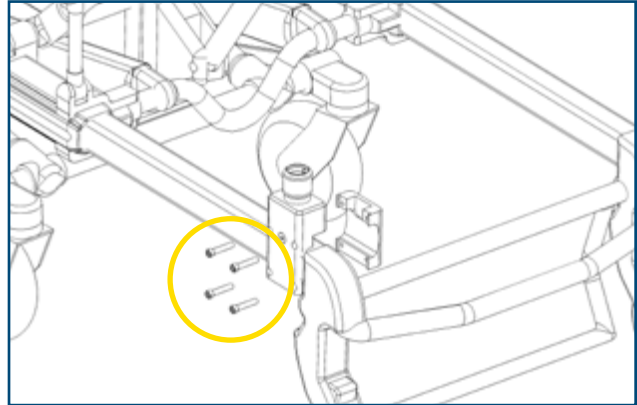
3. Position the Exterior Clamp Block first.



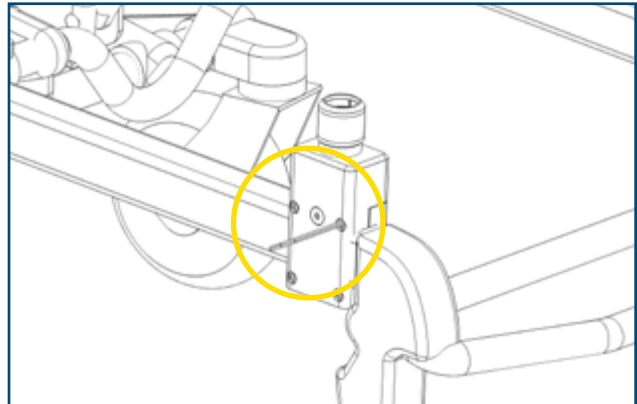
# INSTALLATION GUIDE

## INSTALLATION OF THE CLAMP BLOCKS FOR THE PUSH BARS LOCATED AT THE PATIENT HEAD END (CONTINUED)

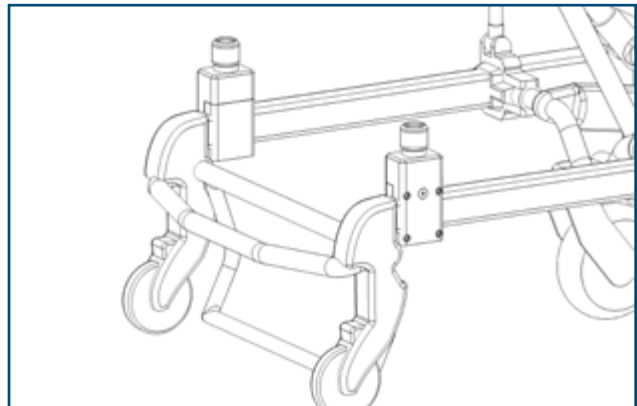
4. Position the Interior Clamp Block and insert the four (4) screws.



5. Tighten all four (4) screws while alternating screw heads. (Recommended torque of 75 lb-in).

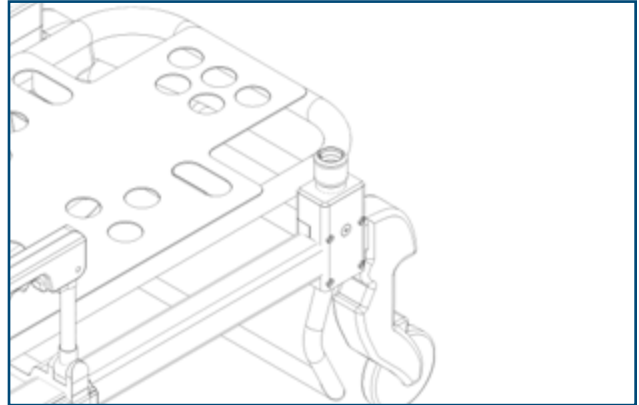


6. Repeat steps 1 to 5 for the other side.
7. The Push Bars are ready to be inserted.

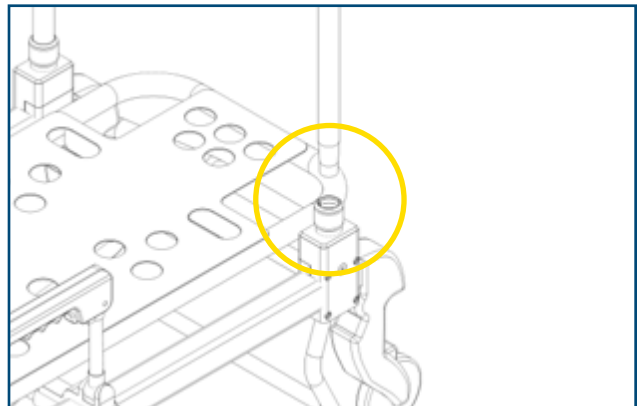


## INSTALLATION OF THE PUSH BARS INTO CLAMP BLOCKS LOCATED AT THE PATIENT HEAD END

1. Loosen the collar by rotating counter clockwise about a quarter of a turn.



2. Insert the Push Bar into the Clamp Block.

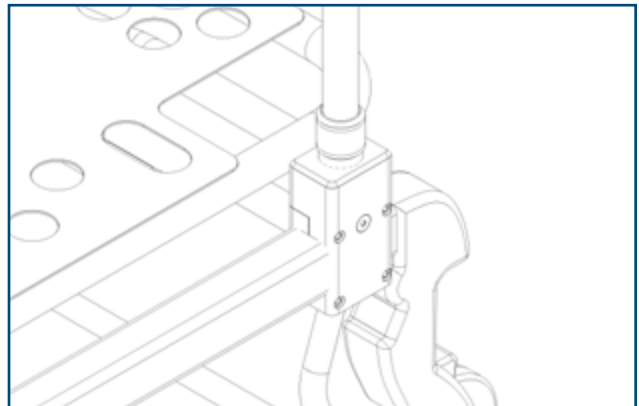


3. Tighten the collar.
4. Repeat steps 1 - 3 for the other Push Bar.

---

 **WARNING**

Maximum weight capacity for transport is 2 Litres per Push Bar.

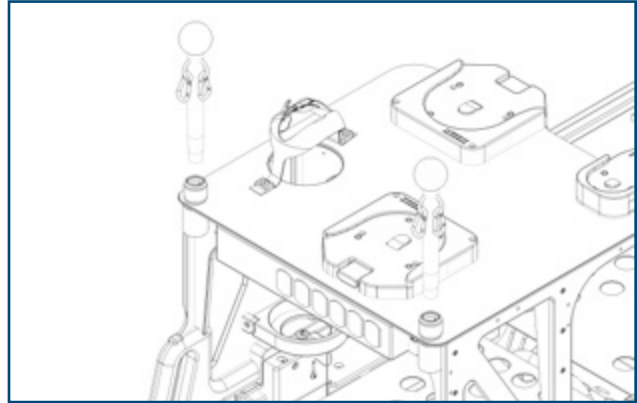


# INSTALLATION GUIDE

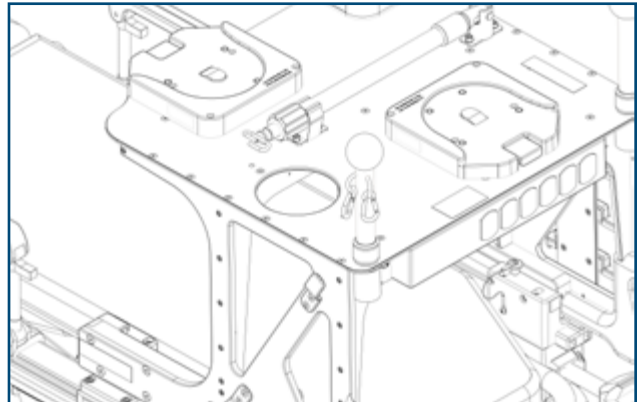
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## INSTALLATION OF THE PUSH BARS LOCATED ON THE MOBILE SUPPORT STRUCTURE

1. Loosen the collar by rotating counter clockwise about a quarter of a turn.



2. Insert the Push Bar into the Clamp Block.
3. Tighten the collar.
4. Repeat steps 1 to 3 for the other Push Bar.
5. Use a carabiner to hold the bag.



### WARNING

Maximum weight capacity for transport is 1 Litre per Push Bar.

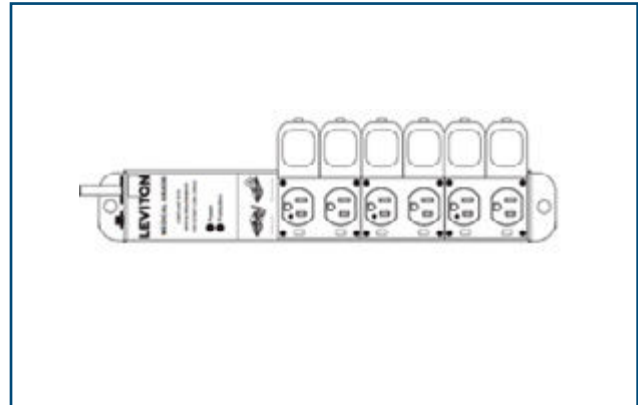
# INSTALLATION GUIDE

## INSTALLATION OF AN OPTIONAL POWER BAR

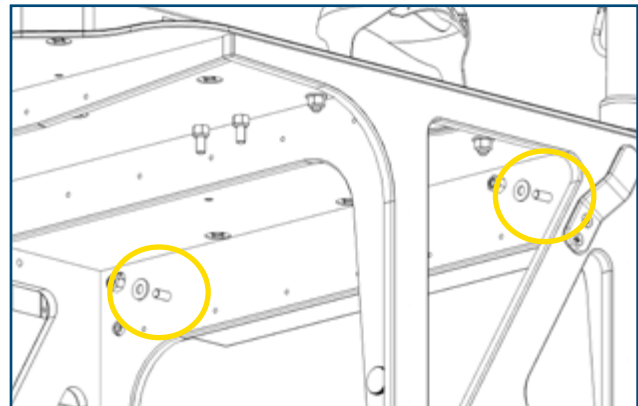
1. Identify the optional Power Bar.

**NOTE:**

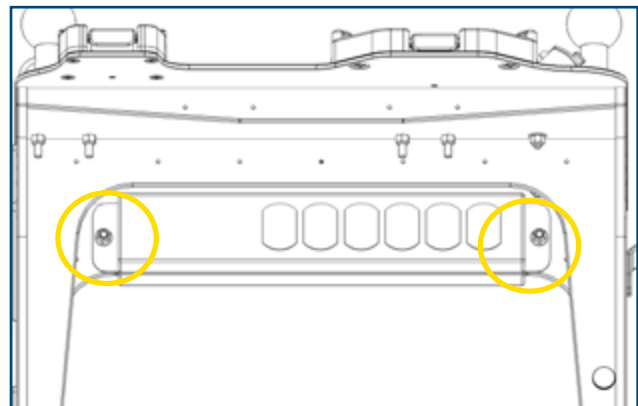
It should be a Leviton-5306M to fit configuration.



2. Remove the two (2) nuts and the two (2) washers from the back of the mobile support structure plate.
3. Align Power Bar and insert screws.



4. Re-insert the two (2) nuts and washers through the screws. Tighten all parts.

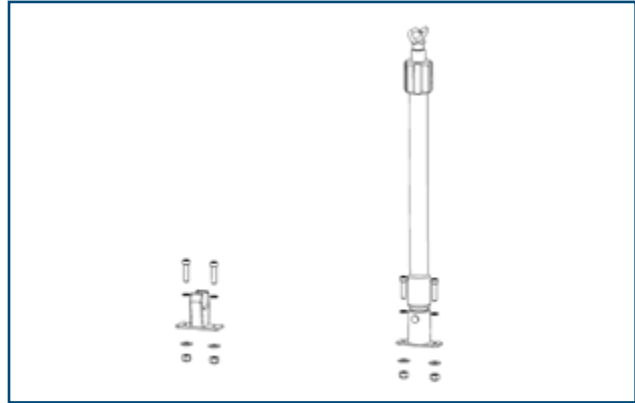


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## INSTALLATION OF THE IV POLE

1. Identify all parts needed for the installation.

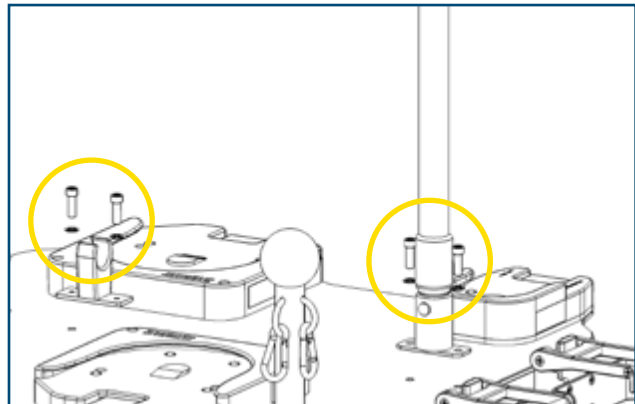
- IV Pole
- IV Pole Holder
- Screws, washers and nuts



2. Insert the two (2) screws through the IV Pole and IV Pole Holder. Insert the screws into the corresponding hole of the Mobile Support Structure with washers.

### NOTE:

Ensure that the IV Pole is in the proper orientation for folding and storing into its Holder.

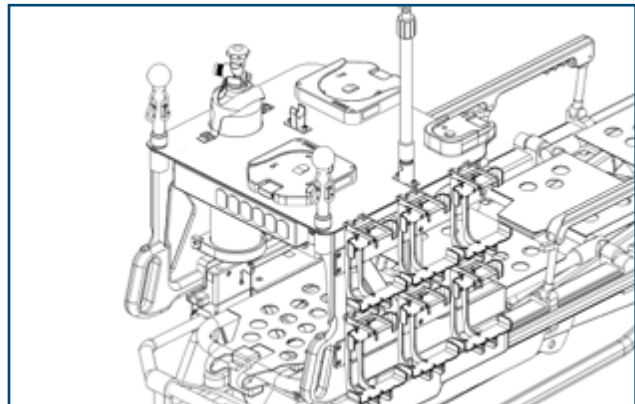


3. Align and tighten four (4) locknuts with washers from below the Mobile Support Structure.
4. The IV Pole is ready for temporary use during transfer from hospital room to ambulance.



### **WARNING**

The IV Pole is not approved for use on this Technimount Xtension Pro Assistant - CCT System during transport in the ambulance. The IV Pole is for the temporary transfer between hospital room and ambulance.

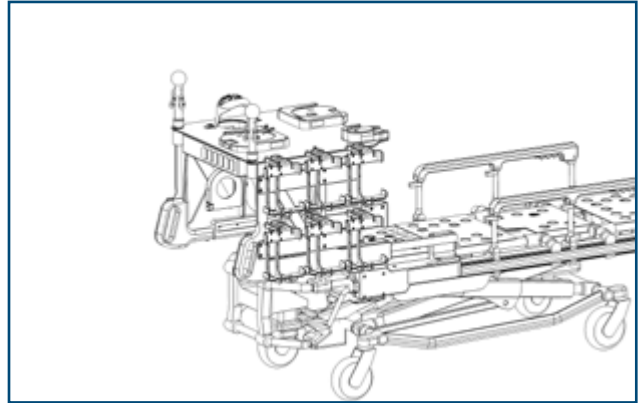


## PATIENT LATERAL TRANSFER

### NOTE:

These steps can be done before or after the installation of the medical devices. Please refer to your protocols for the patient lateral transfer using this system.

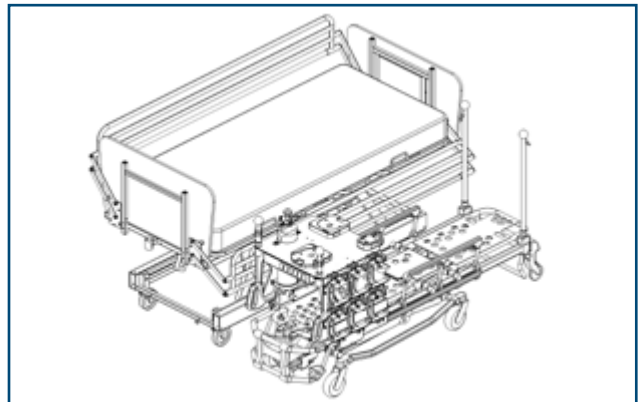
1. Install the Mobile Support Structure onto the Rail System.



2. Ensure the Lock Pins are well inserted on both sides prior to installing medical devices or before the lateral transfer of the patient.

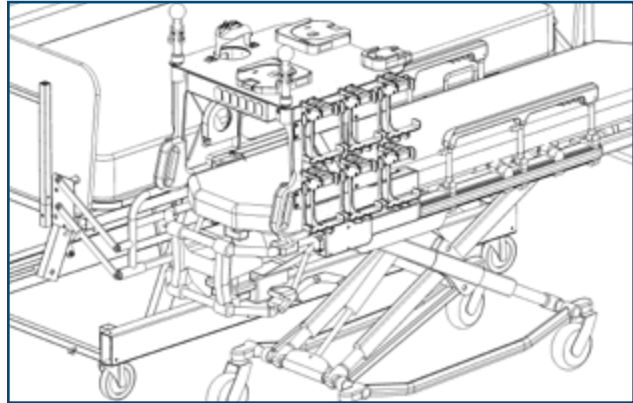


3. When patient is on the bed, position the stretcher on the Patient's Left Side to prepare for the lateral transfer.

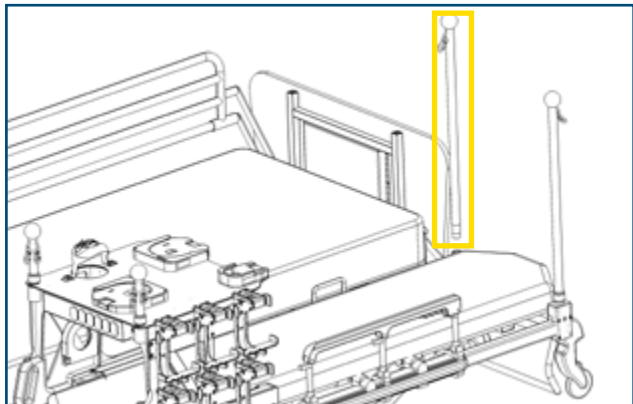


## PATIENT LATERAL TRANSFER (CONTINUED)

- Put the stretcher wheels straight towards the front and apply the brakes. The long side of the wheel is towards the front.
- Adjust the stretcher to a comfortable height for the lateral transfer of the patient.



- Remove the Push Bar located between the bed and the stretcher.
- Turn the collar at the bottom of the Push Bar about a quarter of a turn, counterclockwise to unlock.
- Pull Push Bar upwards to release.
- Set aside and re-install following patient transfer to stretcher.
- Following the lateral transfer, re-Insert Push Bars.
- Turn collar clockwise to tighten.



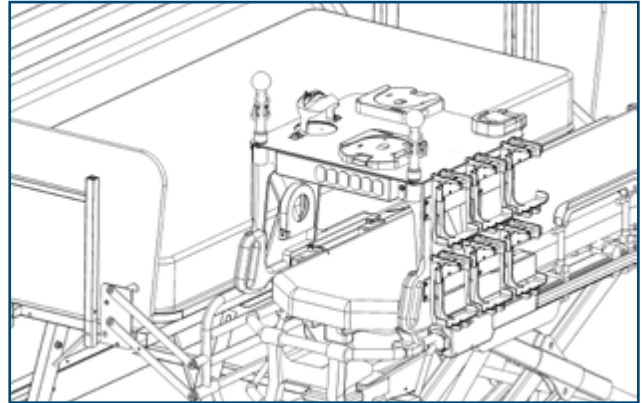
### WARNING

Ensure the Lock Pins are properly inserted.



## PATIENT LATERAL TRANSFER (CONTINUED)

12. Press and hold both Red Quick Release Mechanisms that are located on both sides of the handles.

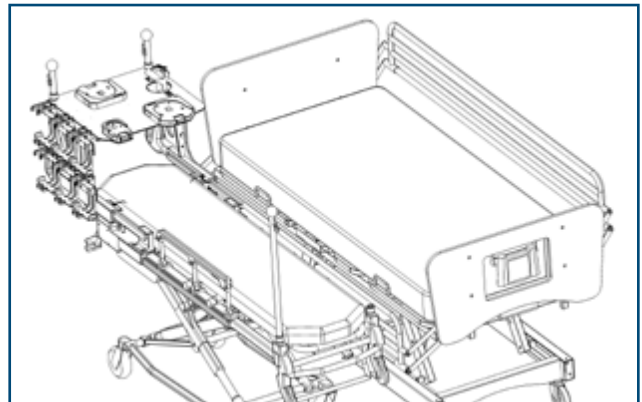


13. Pull the Mobile Support Structure until you have reached the Lock Pins.

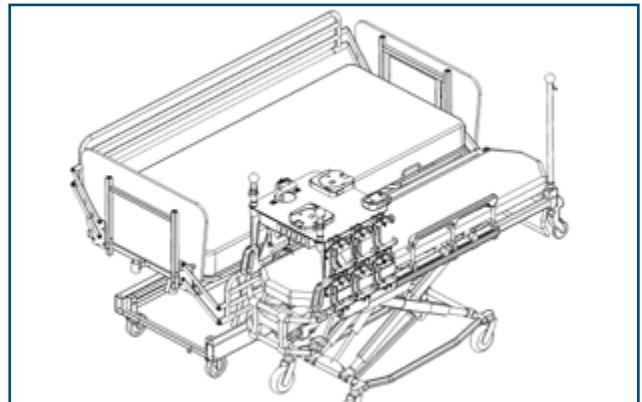
 **WARNING**

Ensure Lock Pins are properly inserted before pulling on the Mobile Support Structure so it doesn't fall off the stretcher and cause injury to the patient or operator.

14. The stretcher is now ready for the lateral transfer of the patient.

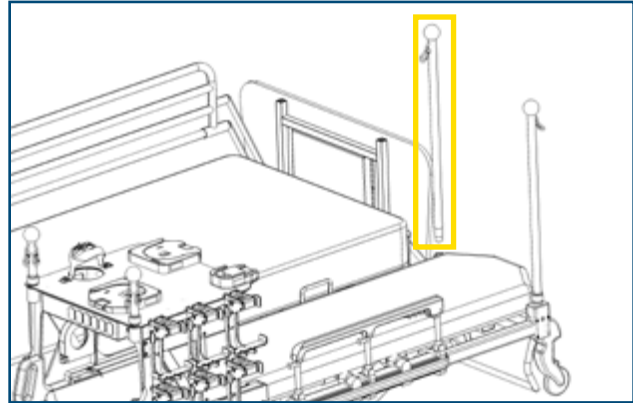


15. Once the patient lateral transfer is complete, reposition the Mobile Support Structure. Only Technimount brackets with a Bottom Micro Disc can be inserted into the Bases located on the Xtension Pro Assistant - CCT.



## PATIENT LATERAL TRANSFER (CONTINUED)

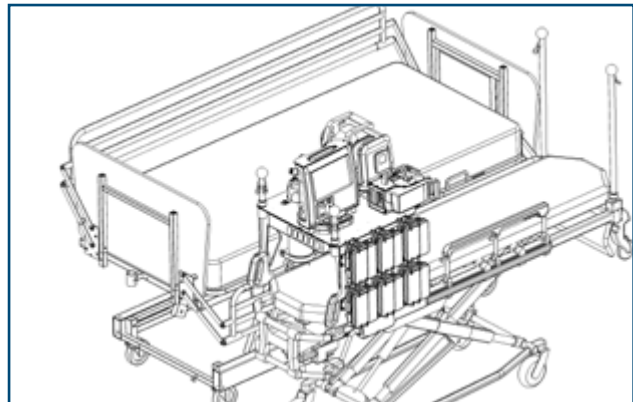
16. Re-insert the Push Bar in its respective block then tighten the collar.



17. Once all medical devices are installed, the system is now ready for transport.
18. When the medical team is ready to go, hand over the stretcher to the paramedics who are fully trained to transport stretchers with patients.

### NOTE:

Medical devices can be installed before or after the lateral transfer depending on the hospital's protocol in place.



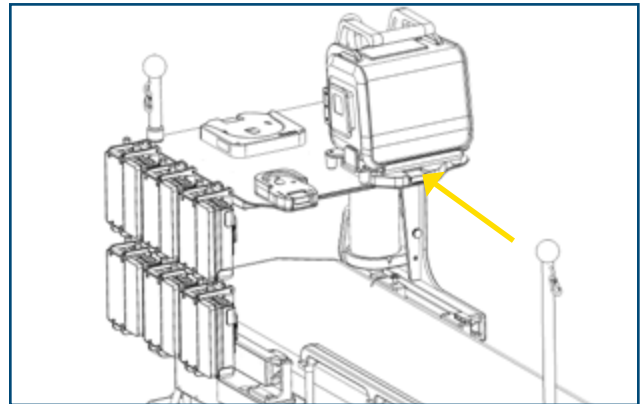
## INSTALLING A MEDICAL DEVICE WITH A TECHNIMOUNT BRACKET ONTO THE STANDARD SURFACE BASE OR THE MICRO BASE

### WARNING

Ensure that the following has been verified prior to transferring the medical devices onto the Xtension Pro Assistant - CCT transport system.

- ✓ Stretcher is at a comfortable height for medical device transfer
- ✓ Stretcher wheels are straight
- ✓ Brakes are applied
- ✓ Both lock pins are in place

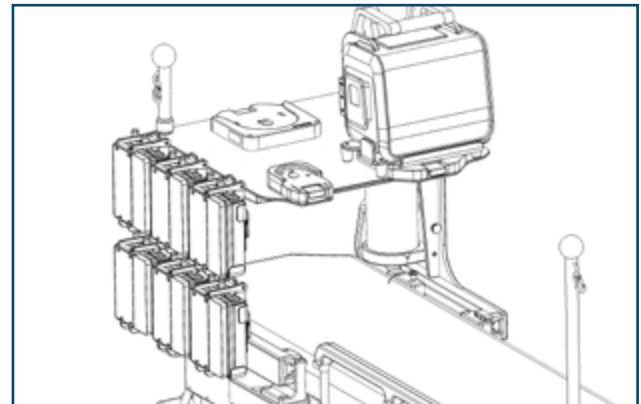
1. Only Technimount brackets with a Standard Bottom Disc can be inserted into the Standard Surface Bases located on the top shelf.



2. To insert the medical device into the Standard Surface Base, slide into the base horizontally from the front of the base towards the back.

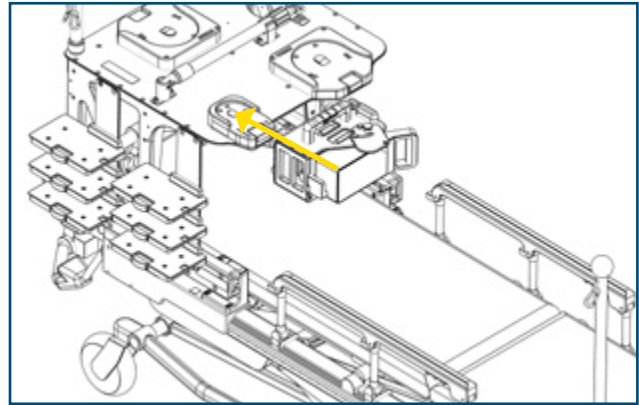
### WARNING

Ensure the bracket is locked securely in the Standard Surface Base before manipulating the device or transporting the stretcher.



## INSTALLING A MEDICAL DEVICE WITH A TECHNIMOUNT BRACKET ONTO THE STANDARD SURFACE BASE OR THE MICRO BASE (CONTINUED)

3. Only Technimount brackets with a Micro Disc on the bottom can be inserted into the Micro Base located on the top shelf.

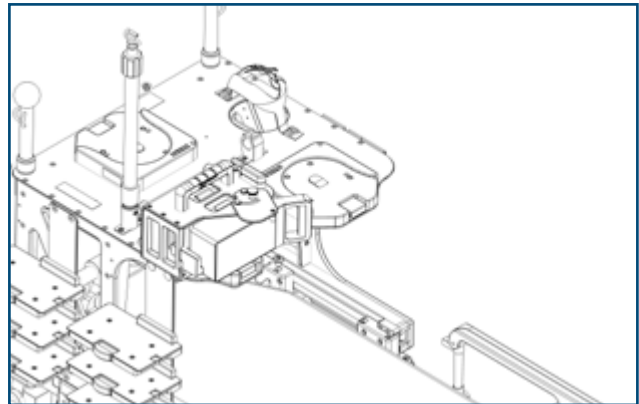


4. To insert the bracket into the Micro Base, slide into the base horizontally from the front of the base towards the back.

---

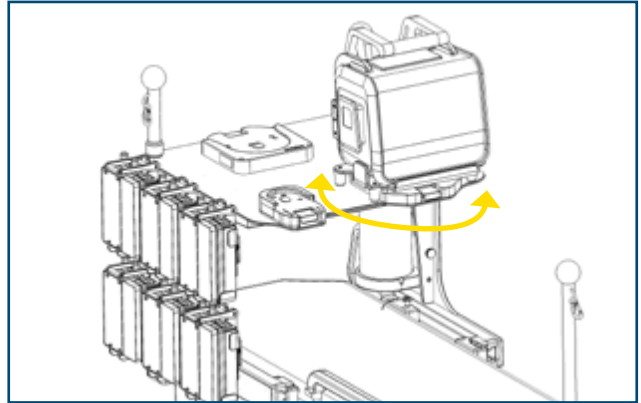
 **WARNING**

Ensure the bracket is locked securely in the Micro Base before manipulating the device or transporting the stretcher.

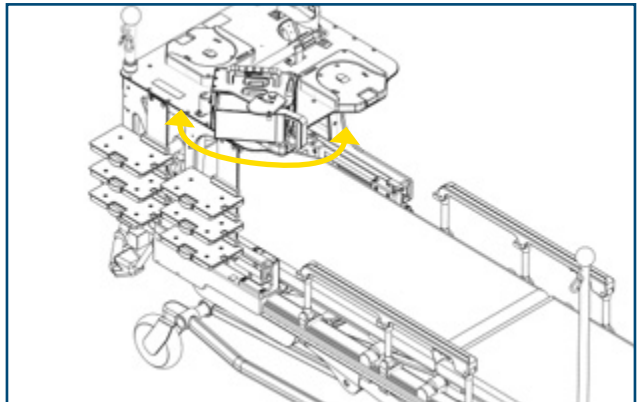


## ROTATING THE BRACKET ON THE STANDARD SURFACE BASE OR THE MICRO BASE

1. To rotate the medical device, turn the bracket inside the Standard Surface Base clockwise or counterclockwise, to use the device in the desired position.

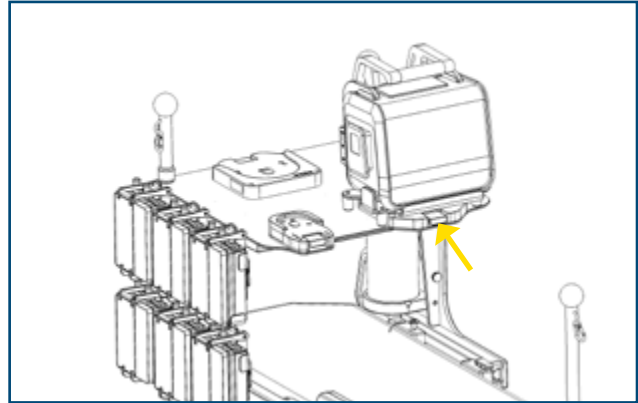


2. To rotate the medical device, turn the bracket inside the Micro Base clockwise or counterclockwise to use the device in the desired position.

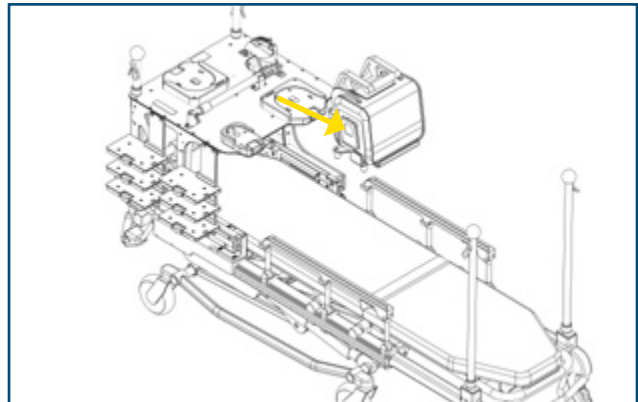


## REMOVING A MEDICAL DEVICE FROM THE STANDARD SURFACE BASE

1. To release the medical device from the Standard Surface Base, press and hold the Red Quick Release Mechanism located on the front of the Standard Surface Base.

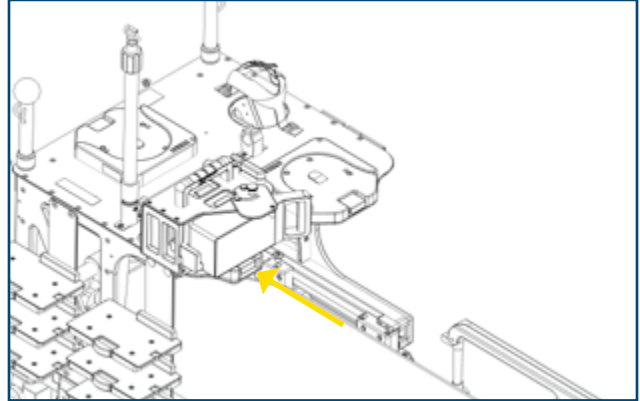


2. Remove the medical device.

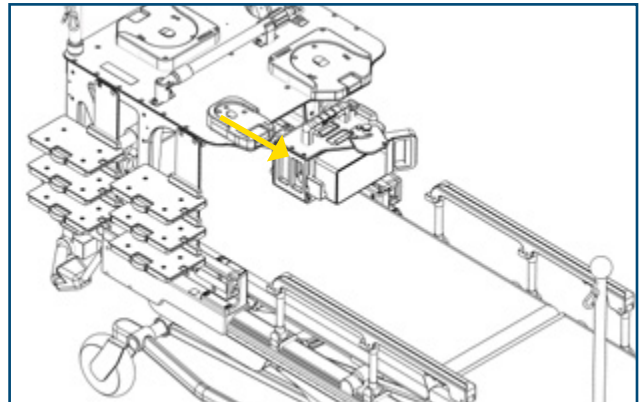


## ROTATING THE BRACKET ON THE MICRO BASE

1. To release the medical device from the Micro Base, press and hold the Red Quick Release Mechanism located on the front of the Micro Base.

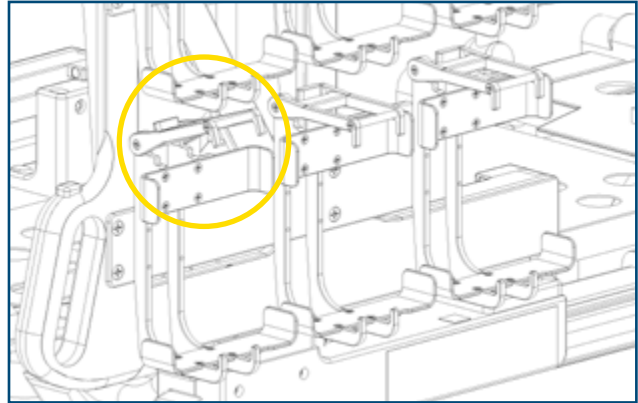


2. Remove the medical device.

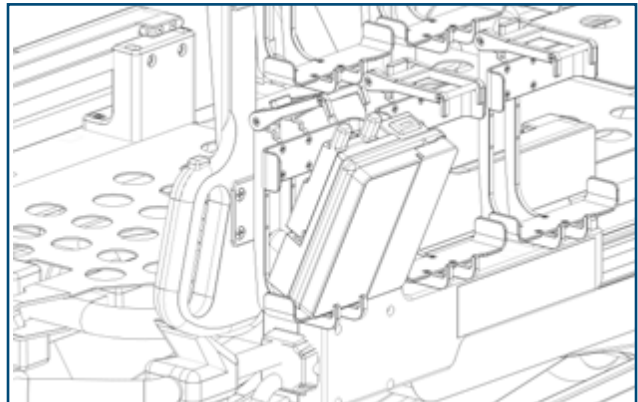


## INSTALLATION OF THE BAXTER SPECTRUM IQ PUMPS INTO THE BRACKET

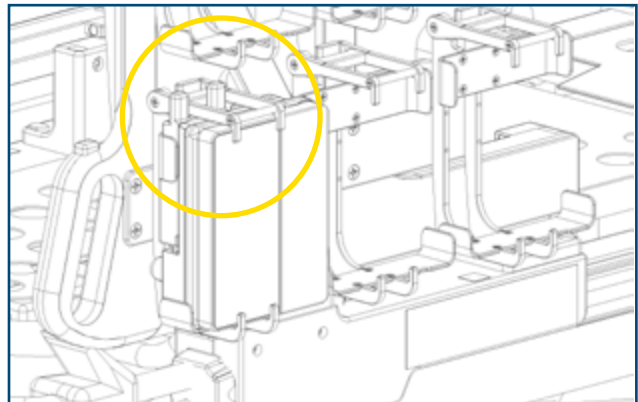
1. Pull the Red Quick Release Mechanism towards you and lift the top part of the bracket.



2. Insert the Baxter Pump at an angle into the bracket.

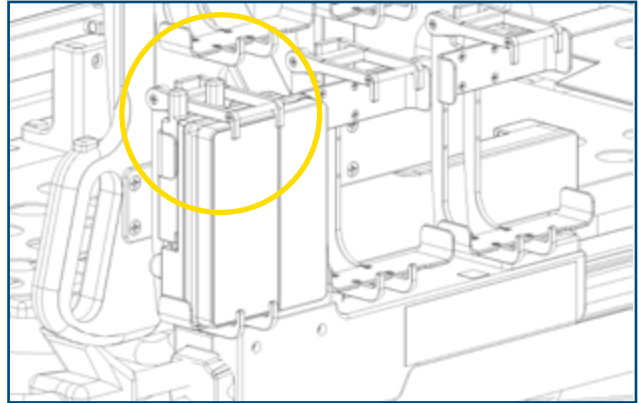


3. Close the top part of the bracket until you hear a click.
4. Repeat steps 1 to 3 for all the pumps to install onto the system.

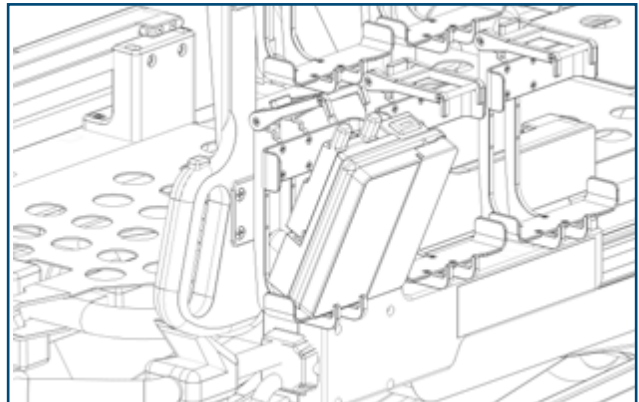


## REMOVAL OF THE BAXTER SPECTRUM IQ PUMPS FROM THE BRACKET

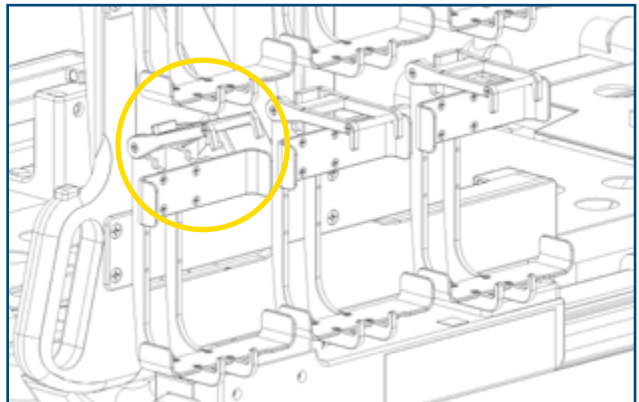
1. Pull the Red Quick Release Mechanism towards you and lift the top part of the bracket.



2. Remove the Baxter Pump from the bracket.



3. Repeat steps 1 and 2 for all the pumps to remove from the system.

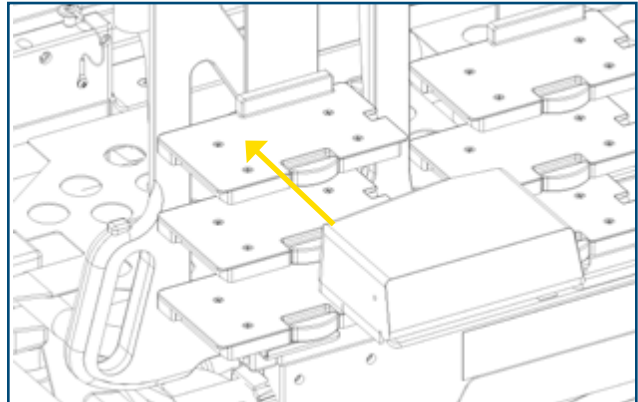


## INSTALLATION OF THE B. BRAUN PUMPS INTO THE BRACKET

1. There are bottom inserts located under the pump on each side. These are used to install the pump onto the shelf.



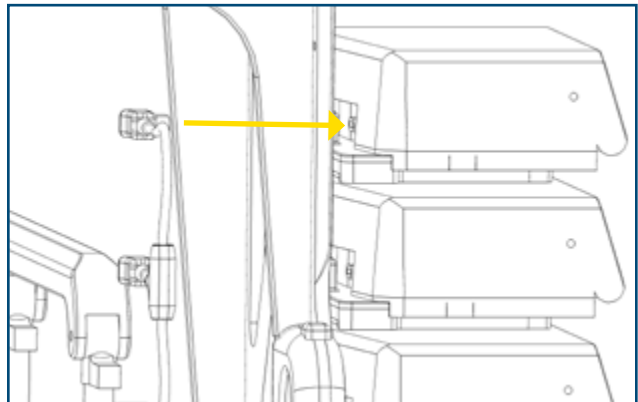
2. Align the bottom inserts with the fixation points of the shelf.



3. Plug in the power cord onto the first B. Braun Pump before installing it onto the bracket shelf.

**NOTE:**

The power cord is provided by the manufacturer of the pumps.

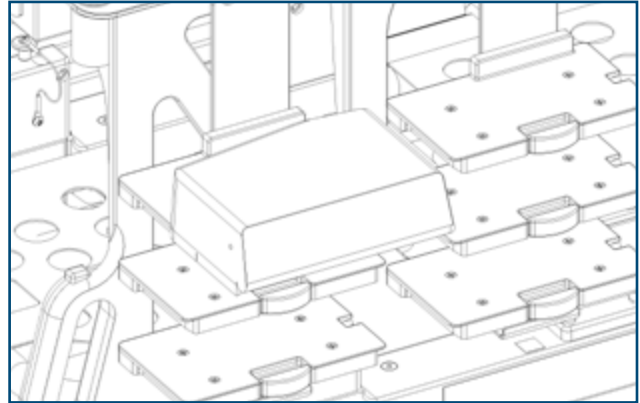


Note: Product may vary from images shown

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## INSTALLATION OF THE B. BRAUN PUMPS INTO THE BRACKET (CONTINUED)

4. Ensure that both sides are properly aligned.



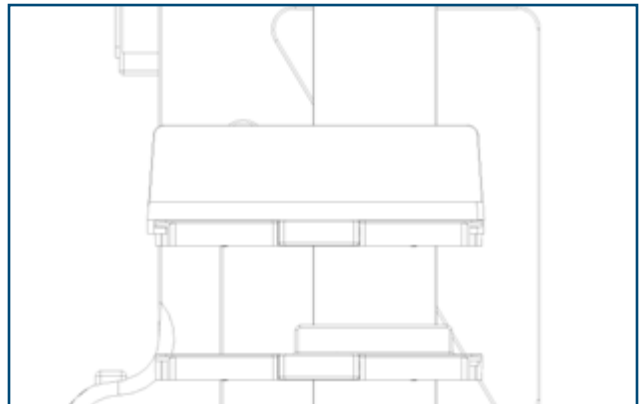
5. Slide the pump straight in until you hear a click.

### NOTE:

You might need to move it slightly left to right to ensure it locks in securely. It is important to hear a click to know it is locked in securely.

### **WARNING**

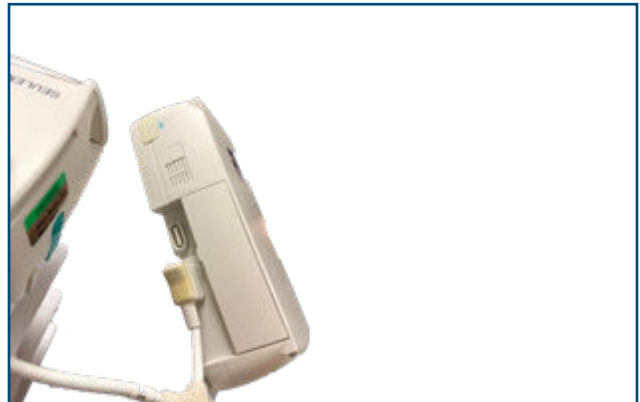
Always check that the pump is well locked by pulling on the pump. If it cannot be removed, that means it is properly locked.



6. Once the pump is properly installed onto the shelf, plug in the next pump before installing it onto the next shelf.

### NOTE:

The power cord comes out from the side of the bracket to connect to each B. Braun pump.



**Note: Product may vary from images shown**

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## INSTALLATION OF THE B. BRAUN PUMPS INTO THE BRACKET (CONTINUED)

- Repeat the steps until all pumps have been installed on the shelf.

---

 **WARNING**

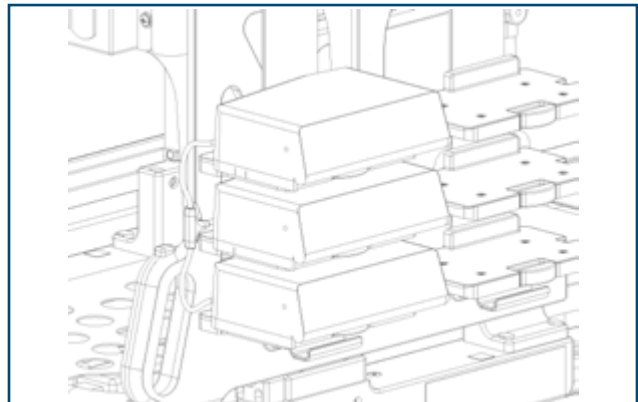
Ensure all the pumps have been plugged in during installation.

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 **WARNING**

Always check that all pumps are well locked by pulling on each pump. If it cannot be removed, that means it is properly locked.

- Once properly locked, the B. Braun Pumps are ready for EMS transport.

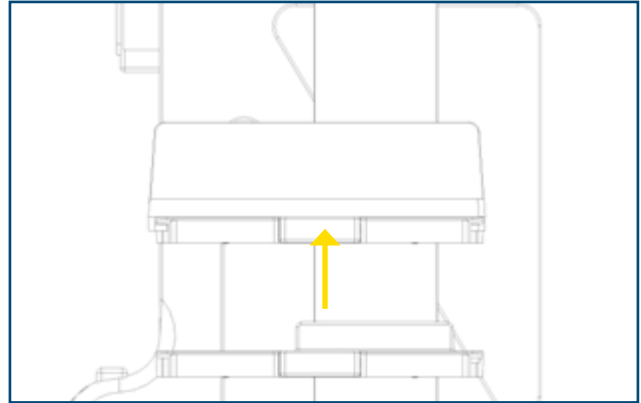


**Note: Product may vary from images shown**

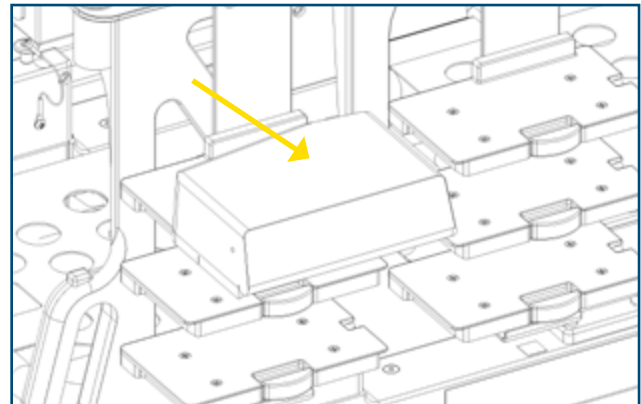
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## REMOVAL OF THE B. BRAUN PUMPS FROM THE BRACKET

1. To remove the pump from the bracket, hold with both hands on each side of the pump.
2. Press the Red Quick Release Mechanism with your thumb.



3. While holding the Red Quick Release Mechanism, slide the pump outward to remove from the shelf.



4. Unplug the B. Braun Pump.
5. Repeat steps 1 to 4 for each pump you want to remove from the bracket.



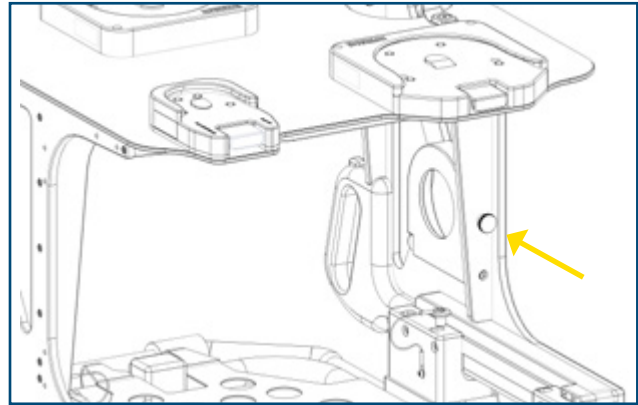
**Note:** Product may vary from images shown

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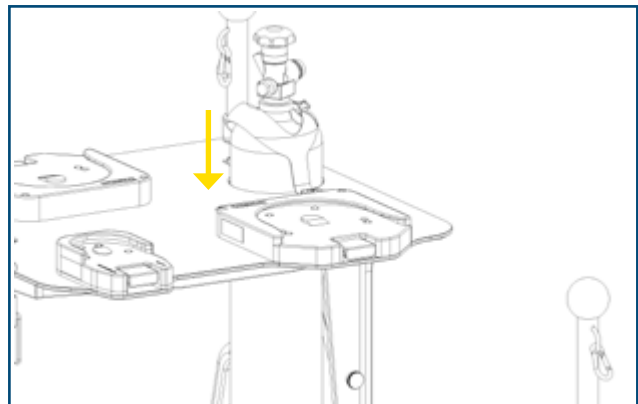
# OPERATION GUIDE

## INSTALLATION OF THE GAS CYLINDER INTO THE CYLINDER HOLDER AND HARNESS

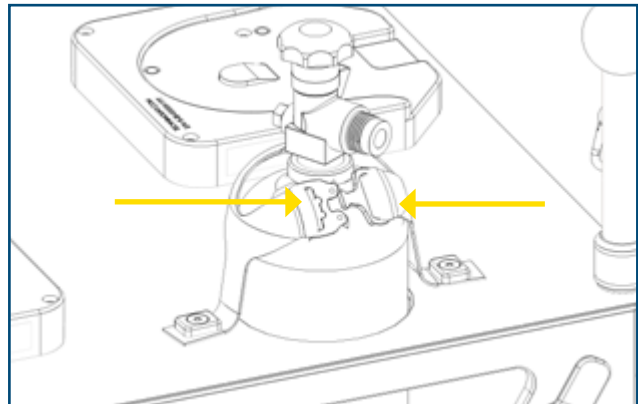
1. Pull the Quick Release Mechanism to release the Cylinder Base.



2. Open harness.
3. Hold while pulling on the harness strap while inserting the cylinder.



4. Clip into place.



# MOUNTING SYSTEM PART NUMBERS

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## KITS AND OTHER OPTIONS

<u>DESCRIPTION</u>	<u>PART NUMBER</u>
Xtension Pro Assistant - CCT - Mobile Support Structure	1620-10-PFXT
Xtension Pro Assistant - CCT - Clamp Block Right	1620-11-PFXT-RHS
Xtension Pro Assistant - CCT - Clamp Block Left	1620-11-PFXT-LFS
Xtension Pro Assistant - CCT - Gas Cylinder Kit	1620-13-PFXT-CY-TD15
Xtension Pro Assistant - CCT - Push Bar Head End	1620-14-PFXT-FPB
Xtension Pro Assistant - CCT - Push Bar Foot End	1620-15-PFXT-BPB
Xtension Pro Assistant - CCT - Baxter IQ 3-Pump Bracket	1620-16-PFXT-BXIQ-GR3
Xtension Pro Assistant - CCT - B. Braun 3-Pump Bracket	1620-17-PFXT-BBRK-3GR

---

 **WARNING**

Do not modify any components of these system. Modifying the products 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 contact Customer Service to ensure product options and availability.

For any replacement parts or for repair, please contact Technical Support at [techsupport@technimount.com](mailto:techsupport@technimount.com).

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## CLEANING THE XTENSION PRO ASSISTANT - CCT

### CLEANING PROCESS

The Xtension Pro Assistant - CCT and components can be cleaned by using a pressure washer. The mounting system may show some signs of oxidation or discoloration from continuous washing, however, degradation of the stretcher performance or functionality will not be affected due to power washing if cleaning instructions are properly followed.

The material used to manufacture the system is high-grade aluminum and 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, and leave 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 in (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 for the System (B):

- ✓ 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 XTENSION PRO ASSISTANT - CCT (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 System 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

Use a solution of 0.13 oz/3.70 ml of Sodium Thiosulfate in 1 pt / 0.5 L 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 System 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 measures including, but not limited to the handle and locking mechanisms and Discs.
- ✓ Improper maintenance can cause injury or damage to the product. Maintain the product as described in this user guide.

### LUBRICATION

The System has been designed to operate without the need for lubrication. Due to an anodization of the metallic parts, using a silicone-base lubricant can be used but it is not necessary. If you are not sure what to use, please contact Technical Support at [techsupport@technimount.com](mailto:techsupport@technimount.com).

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#### CAUTION

- ✓ Failure to use authorized parts, lubricants, etc. could cause damage to the stretcher and will void the warranty of the product.

# 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 Xtension Pro Assistant - CCT. 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](mailto: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>
	<ul style="list-style-type: none"> <li>✓ Clamp Blocks and Rail System               <ul style="list-style-type: none"> <li>▪ All screws are in place and well-tightened</li> <li>▪ Verify that the rail bearing turns smoothly on the Rail System, replace if necessary</li> </ul> </li> <li>✓ Inspect the Xtension Pro Assistant - CCT Mobile Support Structure               <ul style="list-style-type: none"> <li>▪ Verify that the rail bearing turns smoothly</li> <li>▪ Visual inspection of all screws are in place and well-tightened</li> <li>▪ Ensure it locks properly in its closed position</li> <li>▪ Inspect Red Quick Release Mechanism is working properly on the handles</li> <li>▪ Ensure system is working properly and there are no particles, obstacles, or debris</li> <li>▪ Inspect Rail Bearing screw is well tightened</li> <li>▪ Inspect Rail Bearing for unusual damage</li> </ul> </li> <li>✓ Inspect the Standard Surface Bases               <ul style="list-style-type: none"> <li>▪ Verify all screws are well tightened</li> <li>▪ Verify the Quick Release Mechanism is functioning properly</li> <li>▪ Verify that it is easy to install the Medical device into the Standard Surface Base</li> </ul> </li> <li>✓ Inspect the Micro Base               <ul style="list-style-type: none"> <li>▪ Verify all screws are well tightened</li> <li>▪ Verify the Quick Release Mechanism is functioning properly</li> <li>▪ Verify that it is easy to install the Medical device into the Micro Base</li> </ul> </li> <li>✓ Do a visual inspection of all components to ensure there is no damage or chemical attack</li> </ul>	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 or Technical Support : + 1 888.639.2758 or at [customerservice@technimount.com](mailto:customerservice@technimount.com) for availability and pricing.

DESCRIPTION	PART NUMBER
Xtension Pro Assistant - CCT - Mobile Support Structure	1620-10-PFXT
Xtension Pro Assistant - CCT - Clamp Block Right, Rail System, Spacers and Screws	1620-11-PFXT-RHS
Xtension Pro Assistant - CCT - Clamp Block Left, Rail System, Spacers and Screws	1620-11-PFXT-LFS
Xtension Pro Assistant - CCT - Gas Cylinder Kit (Harness and the Cylinder Base)	1620-13-PFXT-CY-TD15
Xtension Pro Assistant - CCT - Push Bar Head End (Kit including Clamp Block, 1 Push Bar, Aluminum Collar, Plastic Rings, Screws and Carabiner)	1620-14-PFXT-FPB
Xtension Pro Assistant - CCT - Push Bar for the Mobile Support Structure, (Kit: including Support Block, 1 Push Bar, Aluminum Collar, Plastic Rings, Screws and Carabiner)	1620-15-PFXT-BPB
Xtension Pro Assistant - CCT - Baxter IQ 3-Pump Bracket	1620-16-PFXT-BXIQ-GR3
Xtension Pro Assistant - CCT - B. Braun 3-Pump Bracket	1620-17-PFXT-BBRK-3GR
Plastic Ring for Push Bar Collar (Qty 2)	980-00-PFXT
Push Bar Collar (Qty 1)	TCM-114-604
Stainless Steel Carabiner for Push Bars (Qty 1)	TCM-SP-999-138
Screw Caps for Clamp Block (Kit of 16 Caps)	981-00-PFXT
Lock Pins with Wire Rope Lanyards and Screws	982-00-PFXT
Standard Base	100-20-UN
Micro Base	120-20-UN-510
Leviton Medical Grade Power Bar with Surge Protection 7 feet	5306M-1S7
Leviton Medical Grade Power Bar with Surge Protection 15 feet	5306M-1S5
Rail Bearing Mobile Structure	TCM-SP-999-142
Rail Bearing for the Rail System	TCM-SP-999-141

## 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.

# RETURN POLICY

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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
- 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 items
- 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 ARE NOT SUBJECT TO RETURN.

# RETURN POLICY

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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. Claims 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:

Download the form at <https://www.technimount.com/wp-content/uploads/2021/12/Technimount-RMA-EMS-FOR-03-03.pdf>

### 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 e-mail by then, please contact [techsupport@technimount.com](mailto: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 Customer Service at [customerservice@technimount.com](mailto:customerservice@technimount.com).







# SAFETY AND FLEXIBILITY WHERE IT MATTERS MOST

TECHNIMOUNT E.M.S. HOLDING INC.  
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[info@technimount.com](mailto:info@technimount.com)

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