

FREQUENT ASKED QUESTIONS

ABOUT

OUR PRODUCTS

FROM

TECHNIMOUNT SYSTEM

FAQ (Frequently Asked Questions)

Here are just a few of the questions frequently asked by clients and staff who handle and maintain medical equipment.

1. *What materials do you use to manufacture these supports?*

- The supports are manufactured using a high-density aluminum; with "stainless steel" and nylon components used in parts that may be in contact with electrical currents or lightly corrosive substances.

2. *Are these products resistant to usage in corrosive or acidic environments?*

- The devices are resistant to products with a very low concentration of acid or sodium. When using while following the concentrations recommended by the product manufacturer, products containing disinfectants such as phenol or Quaterne (excluding Virex TB®) can be applied. Disinfectant type products such as iodine, peracetic acid or chlorine and specifically oxygen peroxide are not recommended as they can stain or corrode. We recommend the following product guides for cleaning or disinfection of surfaces:

- Quaternary Cleaners (*active ingredient - ammonium chloride*)
- Phenolic Cleaners (*active ingredient - o-phenyl phenol*)
- Chlorinated Bleach Solution (*3.25% - Less than a part solution per 100 parts of water*)

Caution: Never immerse device parts or metallic components in water or other substances. Rinse with clear water and allow to completely air-dry. Avoid saturation of liquid concentrate and make sure that the product does not stay wet for too long. Be sure to follow the manufacturer's recommendations for the disinfectant used.

3. *Are the products specially treated or painted??*

- Depending on the model, certain products may have received an anodized coating, heat coated, electrochemical or thermal treatment. The only painted product on the market currently is the (Safety Arm System™) for use with stretchers.

4. *Are the parts replaceable?*

- Yes, practically all the product parts are available for replacement. TECHNIMOUNT's technical service will analyse the request and replace, repair or modify either a single part or all components based on need. The only condition is that the customer has already purchased the product (validated by a serial number).

5. *Are all the parts numbered or identified?*

- Yes, all parts manufactured by CEN have their own distinct number while other components are also identified by specific numbers.

6. Can all the supports for the devices be adapted to the installation bases?

- All *Bracket Pro™* type products (20, 25, 30, 35, 40, 45 and 50) identified by the medical device used, can be secured with a standard surface-base or elongated version surface base without modification and inconvenience. The fastening system also includes a part that is installed into the device (even if there are only 2 parts) as well as a base that can be installed on a surface wall system or stretcher.

7. Do you have a buyback program or credit for a competitor's products?

- Yes, there is such a program, however, the condition, quantity and type of device used must first be evaluated. The customer should confirm with the distributor/retailer and manufacturer beforehand.

8. Are the products CE certified?

- No, because the products currently do not require an electrical connection nor emit any magnetic fields. The products are not intended for use under pressure or contain elements or components used under pressure. Finally, these products are NOT classified under the category of 'medical device' or 'equipment' and are not seen as tools used for direct treatment on patients.

9. Are the products certified for emergency vehicles?

- The products intended for sale in emergency service settings and other risk-based environments are all certified according to the following norms: SAE J3043; NFPA 1917; KKK-A1822; BNQ-1013-110/2014; and BS EN 1789-2007. All our testing is done by an independent laboratory, recognized by the Government of Quebec (CRIQ) thereby confirming that our compliance meets and exceeds the standards listed above.

10. Do some products include recharging systems for medical equipment?

- No, we do not provide any product able to recharge defibrillators once placed on the anchoring base or the surface support. To this effect, no short or medium-term project to do so is expected.

11. Which currency are your prices listed in?

- All our prices are listed in local Canadian currency (CDN\$) for purchases in Canada. Elsewhere internationally, our products are sold using US currency (USD\$).

12. Have your products undergone vibration testing?

- Not for now, none of our products have undergone any testing to validate the amount of tolerance to vibration. Vibration tests are generally associated with military applications or other specific type applications. Emergency vehicles or medical carts meant for use in hospitals do not normally require this kind of testing. Our products can however withstand a good amount of vibration, based on normal use.

13. Do you provide proof of testing?

- Yes, a certificate can be issued upon request in order to confirm that the product has undergone a compliance test.

14. Should we do preventive maintenance on these products?

- Yes, it is recommended to check the nuts and bolts used to secure the surface support or the base, as well as the screws secured on the medical device itself. Periodic maintenance is necessary in order to detect any defect or premature loosening. (Please refer to the user's manual).

15. Who can perform the installation?

- Depending on the product, any technician or technical staff can install the device or even on a stretcher system. It is however crucial that any surface base or wall mount be installed by a recognized and competent professional in the industry and preferably one who is associated with the vehicle's manufacturer.

16. How does the product warranty work?

- The product includes a basic manufacturer's warranty for a period of one (1) year from the date of delivery. TECHNIMOUNT SYSTEM Inc. has a total satisfaction program offered for a period of 60 days. Certain conditions may apply depending on the return period of either 30-45 or 60 days (*consult the wording of the guarantee*). Certain components have a three (3) year warranty. Extended warranty programs are available through customer service or distributors/manufacturers and retailers.

17. Can I test or evaluate the product before purchasing it?

- Yes, it is possible to test it. The terms of the product's evaluation should be discussed with the distributors/manufacturing agent and if necessary with a TECHNIMOUNT manufacturer. A trial or evaluation contract is then required, mainly outside Quebec (*a copy is available through the manufacturer*).

18. How long is the locking mechanism good for?

- The locking mechanism is considered its own unique component, (installed in a self-contained block in the base of the support). It has been tested for at least 20 000+ movements with no trace of internal deformation. The duration varies with use or wear.

19. How heavy is the part that attaches to the device?

- The mounting bracket on the medical device side varies in weight between 1.2lbs and 1.7 lbs. depending on the model.

20. Do we need to do anything to lock the support?

- «Bracket Pro» products using the 'locking disc' mechanism don't require any specific action in order to lock the support. You will simply hear the "click" when the central latch is engaged so there is no specific action to take.

21. Can the support rotate 360 degrees?

- Yes, the support can rotate 360 degrees while still remaining in a locked position. There is also a mechanism that locks and latches the rotation at every 30 degrees to prevent uncontrolled movements of the device and risk losing sight of the screen during a specific manoeuvre. The rotation is not possible with the extended version of the surface base. Only 15 degrees increments to the right and left are possible.

22. Is there anything protecting the disk under the device?

- Yes, there are 4 small nylon lugs that elevate the device and release the disk from any debris. The lugs are also made of non-conductive material to isolate the device against any electrical conductivity coming from the disk or from any contact with the ground.

23. Is it possible to attach a surface support to a stretcher system?

- Yes, it is possible to purchase the stretcher system and use the same surface base as an surface installation to modify it or add an auxiliary piece. The parts and fastening points are the same.

24. Which medical equipment manufacturer is best suited for your fastening solutions?

- Most large defibrillator manufacturer brands are compatible (ZOLL, Physio Control and Philips). For stretchers, Stryker stretchers and Ferno are also adaptable. We recommended consulting the manufacturer of your specific model to ensure its adaptability.