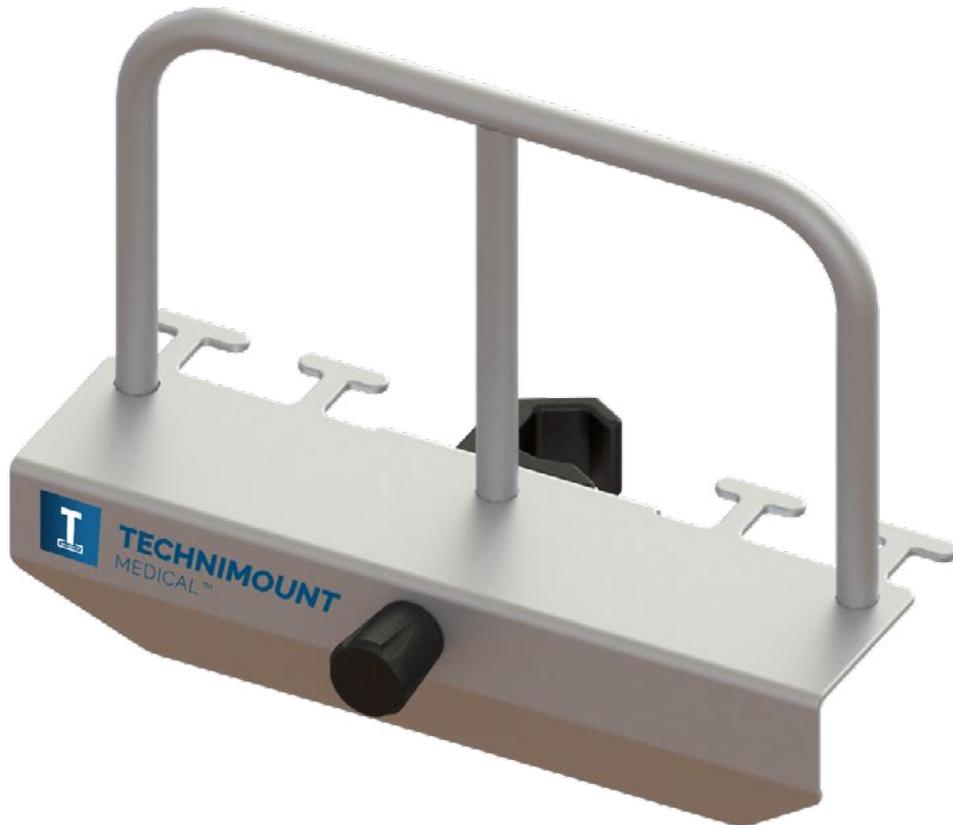




**TECHNIMOUNT**  
MEDICAL™

# PUMP CARRIER

## USER GUIDE



# COPYRIGHT

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## Trademark Attributions

The Pump Carrier is a registered trademark of Technologies CGC Inc.

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](mailto:customerservice@technimount.com). See Contact Information.

# CONTACT INFORMATION

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## CORPORATE HEADQUARTERS

TECHMOUNT MEDICAL

Customer Service or Technical Support  
3770 Jean Marchand Street, Suite 100  
Quebec (QC) G2C 1Y6  
Canada

[www.technimount.com](http://www.technimount.com)

T + 1 581.998.9820

F + 1 855.339.6351

or

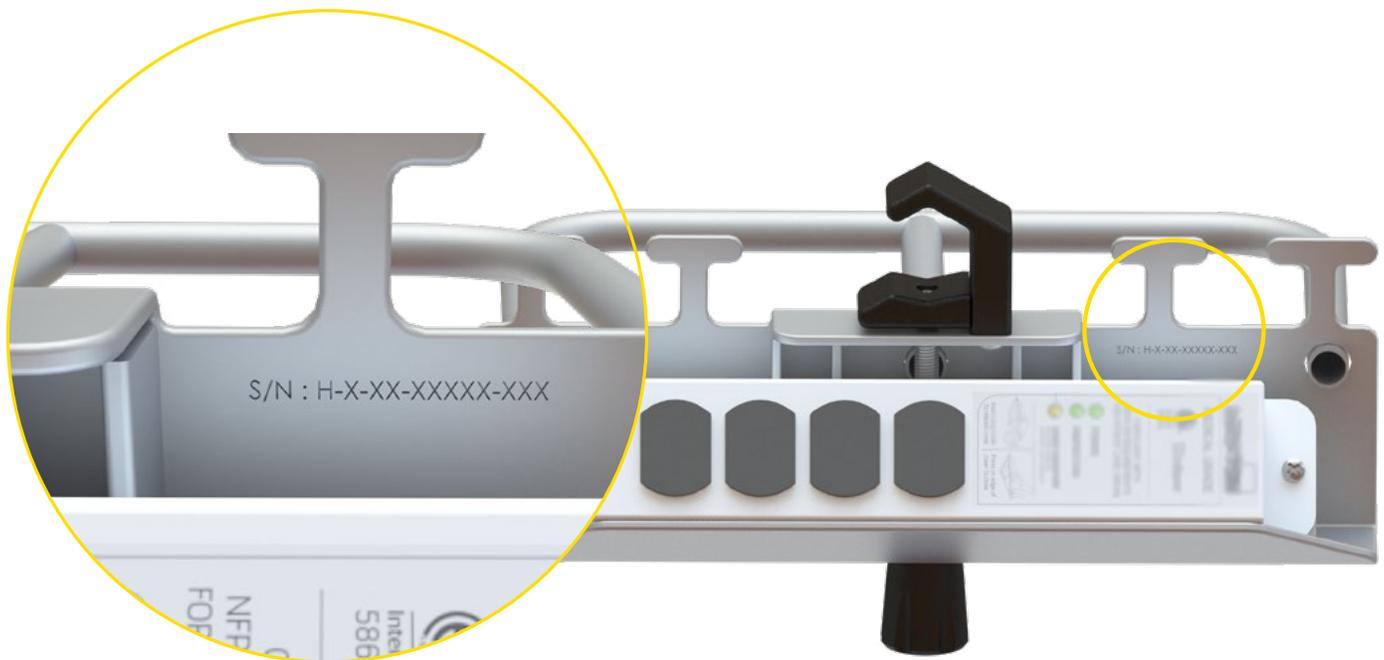
[customerservice@technimount.com](mailto:customerservice@technimount.com)

[techsupport@technimount.com](mailto:techsupport@technimount.com)

### NOTE:

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

### SERIAL NUMBER LOCATION



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# INTRODUCTION

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This User Guide is designed to assist you with the installation, operation and maintenance of the Technimount Medical Pump Carrier. 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 Pump Carrier Mounting System is a universal solution to mount infusion pumps and other smaller medical devices. The pump carrier is designed with a permanently fixed clamp to install onto multiple arms or pole configurations in the hospital environment.

The Technimount Pump Carrier, is a lightweight portable carrier with adjustable clamp according to the desired IV Pole dimension. The Pump Carrier is available in different configurations, vertical or horizontal, for 3 or 4 pumps and different finishes, options and accessories are also available.

The Pump Carrier is made of high-density aluminum with silver-anodized finish and a clamp with black-anodized finish to adjust to the desired pole dimension. It is resistant to biological fluids and Quaternary-type disinfectants.

## INTENDED USE OF THE PRODUCT

The Pump Carrier is a mounting solution to securely mount onto Pump Carriers and other type poles found in hospital environments. It is designed to be installed on the equipment as described in this user guide.

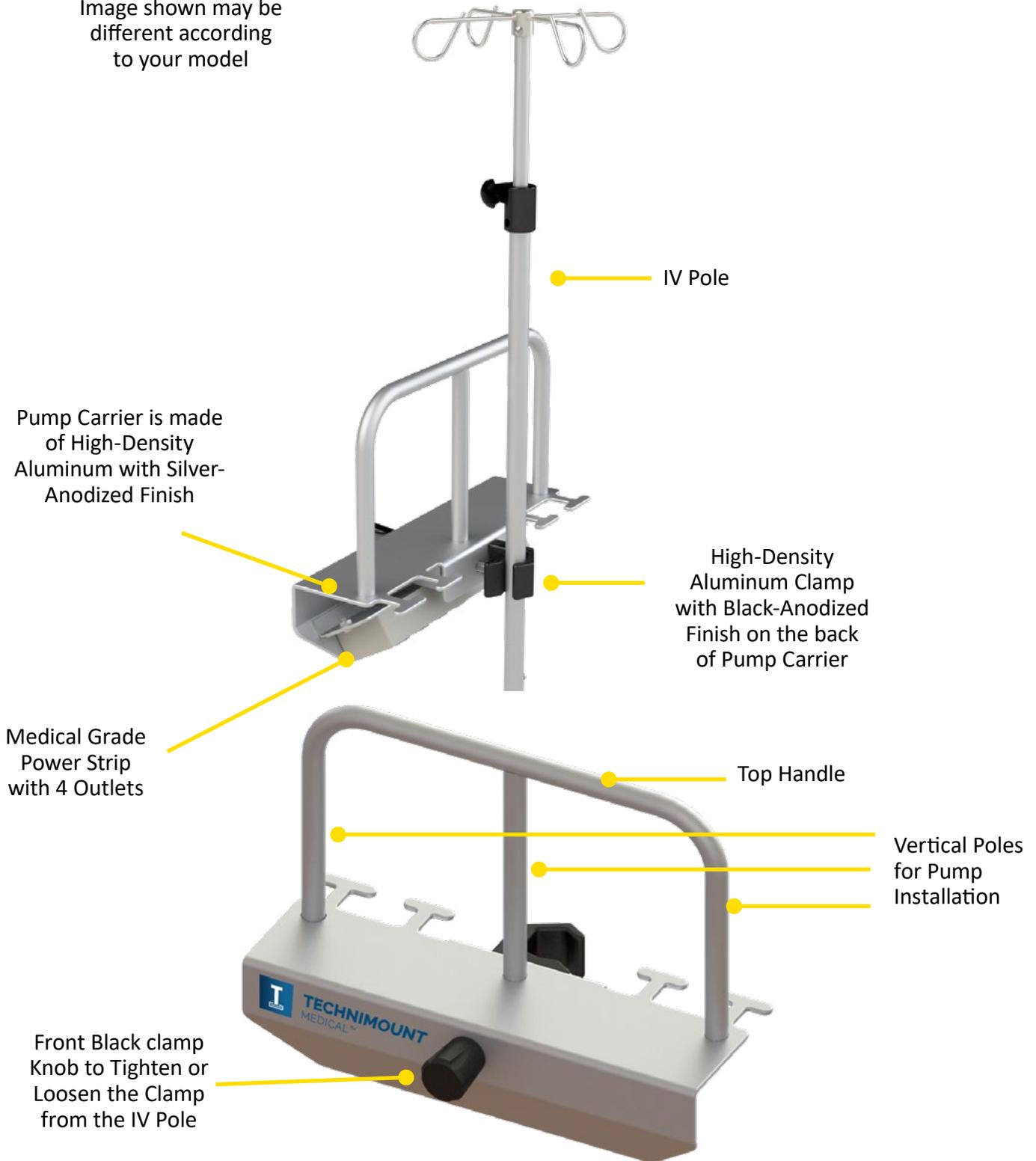
The installation of medical equipment must be done by appropriate personnel who have received the appropriate training necessary to install and operate equipment according to its intended use as outlined in this user guide.

# INTRODUCTION

## PRODUCT ILLUSTRATION

### PUMP CARRIER - 3 PUMPS

Image shown may be different according to your model



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# INTRODUCTION

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## SPECIFICATIONS

<b>Product Name</b>	Pump Carrier
<b>Compatibility of Medical Device</b>	Infusion pumps and other smaller medical devices that have a pole clamp system attached
<b>Environment of Usage</b>	Hospital/Clinic
<b>Device Section Material</b>	Pump Carrier Material: High-Density Aluminum with Silver-Anodized Finish Clamp System: Plastic and Stainless Steel
<b>Temperature of Usage</b>	0° C @ 40° C in reference to electrical components
<b>Certification Testing (In conjunction with an electrical device installed)</b>	IEC 60601-1 International Standard Third Edition
<b>Compatibility</b>	<ul style="list-style-type: none"><li>• Compatible with a standard Technimount IV Stand or other IV Stand</li><li>• Compatible with Technimount's mounts for small medical devices</li><li>• Compatible with Technimount's clamp systems</li><li>• Compatible with Technimount Medical accessories for the Pump Carrier</li></ul>
<b>Features</b>	<ul style="list-style-type: none"><li>• Lightweight and robust design</li><li>• Made with High-density aluminum and silver-anodized finish</li><li>• Clamp System for multiple pole dimensions</li></ul>
<b>Physical Overall Dimensions</b>	Length 16 in Height 12.875 in, Depth 9 in (including front handle)
<b>Power Strip</b>	<ul style="list-style-type: none"><li>• Medical Grade Power Strips</li><li>• Compliant with all UL and CSA standard</li><li>• 7 or 15 foot power cords</li><li>• 4 or 6 outlets according to Pump Carrier model selected</li><li>• Rugged metal housing</li><li>• Lockable individual outlet covers</li><li>• Surge Protection</li></ul>
<b>Weight of the Pump Carrier Only</b>	4.57 lbs
<b>Weight of the Pump Carrier with the Power Strip</b>	7.57 lbs
<b>Part Number Pump Carrier with Front Handle - 3 Pumps (Aluminum with Silver-Anodized Finish)</b>	PC-3003-H-AL-1-1-1
<b>Part Number Pump Carrier with Front Handle - 4 Pumps (Aluminum with Silver-Anodized Finish)</b>	PC-3004-H-AL-1-1-1
<b>Maximum Load Capacity of the 3-pump carrier</b>	Maximum of 30 lbs Total - The Pump Carrier is Designed to hold 1 to 3 pumps, do not exceed 3 pumps

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## REMOVING THE PACKAGING FOR USE

### PUMP CARRIER WITH FRONT HANDLE - 3 PUMPS

1. Verify shipping boxes don't appear damaged and if so, immediately contact the shipping company. Save all damaged packaging materials.
2. Unpack boxes and check all items
3. Carefully inspect the Pump Carrier while unpacking. If any damaged or defective parts are seen, call your customer service representative.
4. The Pump Carrier is shipped completely assembled, therefore no assembly is required.
5. Ensure that all shipping and packaging materials have been properly removed from the product(s) prior to use.
6. Refer to the identification of components at the beginning of this user guide if needed.
7. Read user guide before using the product.



## SYMBOLS AND DEFINITIONS

<u>SYMBOL</u>	<u>DESCRIPTION</u>
	Warning or Caution means 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><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

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## NOTICE

The Pump Carrier is designed to comply with IEC 60601-1 International Standard Third Edition. Please contact technical support for further information [customerservice@technimount.com](mailto:customerservice@technimount.com).

Our product is manufactured under an ISO9001: 2015 and other quality control certifications to guarantee a the manufacturing of a quality product. If you have any questions relating to the manufacturing of our products, please contact customer service at [customerservice@technimount.com](mailto:customerservice@technimount.com).

### **Technimount Medical**

C/O: Regulatory Affairs  
[info@technimount.com](mailto:info@technimount.com)  
+ 1 581.998.9820



## WARNING

End User/Administrator is 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/Administrator of applicable legislation for safety in their area.

# SUMMARY OF SAFETY PRECAUTIONS

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## WARNING/CAUTION/NOTE

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

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### WARNING

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- ✓ Always hold the Pump Carrier properly when you manipulate it.
- ✓ Operate the Pump Carrier only as described in this user guide.
- ✓ Do not modify the Pump Carrier or any components of Technimount Medical 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 Pump Carrier to ensure equipment being used with Technimount Medical products meets the installation specifications. Injury may result if non-compatible products are used with Technimount Medical products. Prior approval is required from Technimount to install any other equipment.
- ✓ Do not attempt to remove medical devices from the Pump Carrier while mobile. Ensure that the installation and removal of equipment is done while immobilized.
- ✓ Verify that the equipment is correctly mounted onto the Pump Carrier. If the equipment is not properly installed and locked onto the Pump Carrier, it could cause equipment to fall and possible injury to the patient or operator and/or damage to the medical equipment.
- ✓ Do not exceed recommended load capacity weight of 30 lbs installed onto the Pump Carrier as this could cause damage to the product and may result in injury to the patient or operator. This pump carrier is designed to hold 3 pumps.
- ✓ Always reposition the equipment with care, avoid any improper pushing or violent manipulation, as it cause injury to the patient or operator and/or damage to the product.
- ✓ Improper maintenance can cause injury to the patient or operator or damage to the product. Maintain the Pump Carrier as described in this user guide. Use only Technimount Medical approved parts and maintenance procedures. Using unapproved parts and procedures could cause unpredictable operation and/or injury and will void the product warranty.
- ✓ Be extra careful with the power strip mounted under the bracket as improper use or maintenance may cause electrocution.
- ✓ Never clean the pump carrier while plugged in.
- ✓ 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

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## WARNING/CAUTION/NOTE (CONTINUED)

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### CAUTION

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- ✓ Always refer to Technimount's user guides for all instructions for installing and using any Technimount Medical Mounting System or Pump Carrier.
- ✓ Regularly inspect all components on the equipment for any issue and loose screws.

### 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 Medical equipment, the equipment must be rinsed with clean water and thoroughly dried following the cleaning. Failure to properly rinse and dry the Pump Carrier will leave a corrosive residue on the surface, possibly causing premature corrosion of critical components.
- ✓ A maintenance program should be established for all Technimount Medical equipment. Preventive maintenance may need to be performed more frequently, based on the level of use of the product.
- ✓ Failure to use authorized parts, and appropriate cleaning and maintenance procedures, could cause damage to the equipment and will void the product warranty.
- ✓ This user guide should be considered a permanent part of the Pump Carrier, and should remain with the product even if the product is subsequently sold.
- ✓ Technimount Medical 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 Medical Customer Service at [customerservice@technimount.com](mailto:customerservice@technimount.com) or Technical Support at [techsupport@technimount.com](mailto:techsupport@technimount.com) +1.581.998.9820.

## INSTALLATION OF THE PUMP CARRIER ONTO THE IV STAND

1. The Pump Carrier is ready to be installed onto an IV Stand.

 **WARNING**

Ensure product is free from any defects or damages before putting into service.



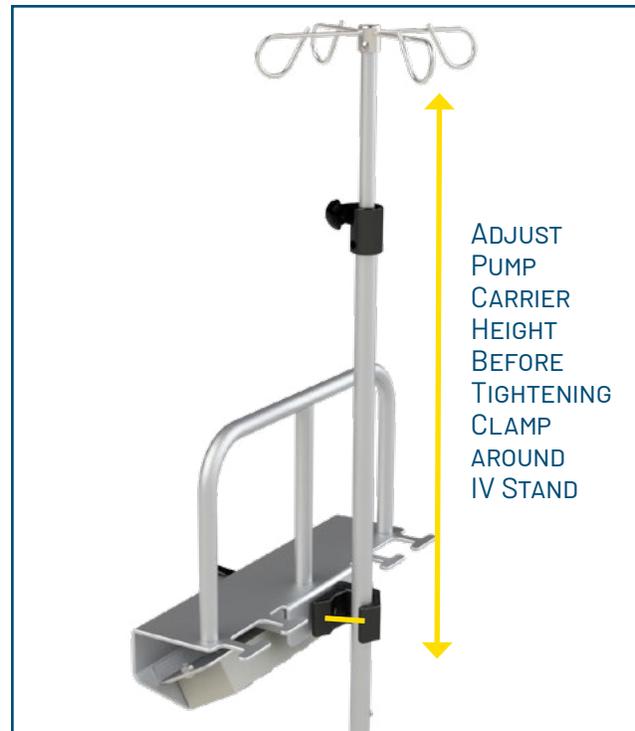
2. Install a pump carrier that has a clamp on the back to install onto the Pump Carrier middle or top poles by opening the clamp to the pole dimension.



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## INSTALLATION OF THE PUMP CARRIER ONTO THE IV STAND (CONTINUED)

3. Insert onto the Pump Carrier pole.
4. Adjust pump carrier height before tightening the clamp around the pole.



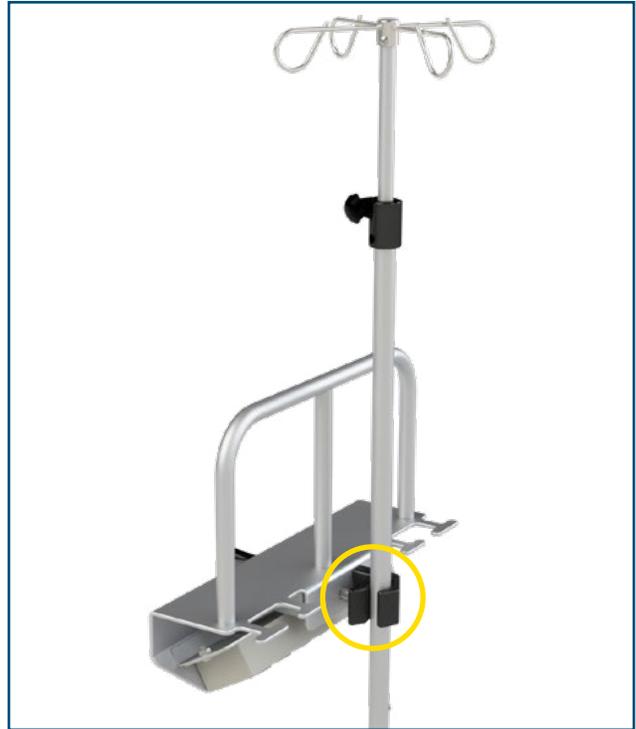
5. Turn the knob clockwise to tighten.
6. Tighten well.



## INSTALLATION OF THE PUMP CARRIER ONTO THE IV STAND (CONTINUED)

 **WARNING**

Ensure the clamp is properly secured to the Pump Carrier Pole. Tighten well.



7. The Pump Carrier is ready for the installation of pumps.

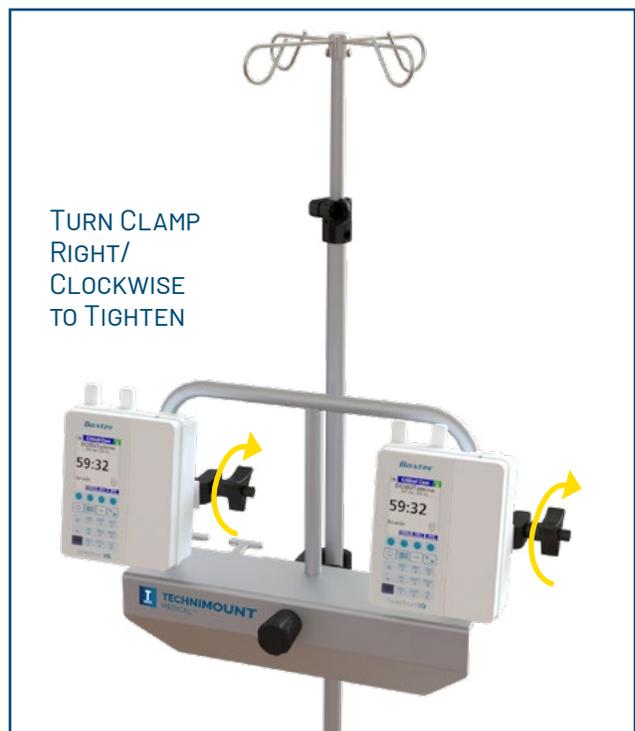


## INSTALLATION OF THE PUMPS ONTO THE PUMP CARRIER

1. To install the pump onto the carrier, ensure the clamp located on the back of the pump has the appropriate opening to fit around the carrier pole.
2. Insert the pole in between both clamp components.



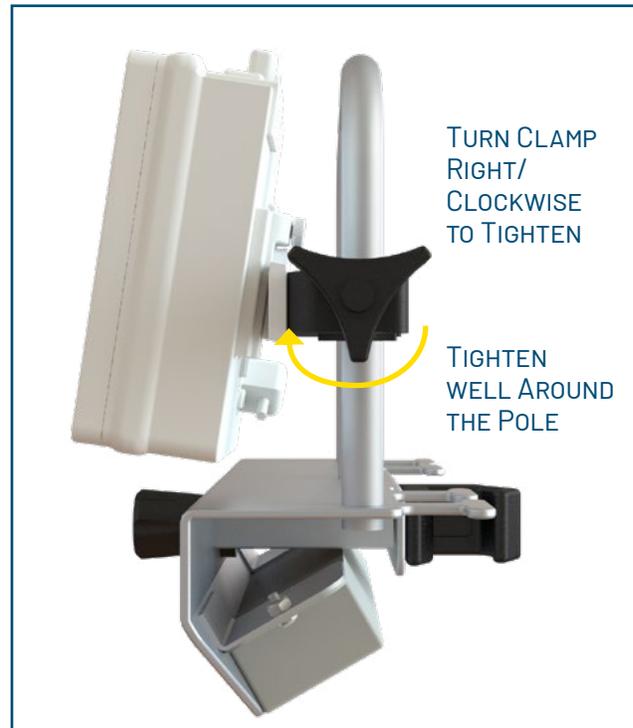
3. Turn the clamp right/clockwise to tighten the clamp around the pole.



## INSTALLATION OF THE PUMPS ONTO THE PUMP CARRIER (CONTINUED)

 **WARNING**

Ensure the clamp is properly secured to the Pump Carrier Pole. Tighten well.



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# PART NUMBERS

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## KITS AND OTHER OPTIONS

DESCRIPTION	PART NUMBER
Horizontal Pump Carrier - 3 Pumps (complete assembly)	PC-3003-H-AL-1-1-1
Horizontal Pump Carrier - 4 Pumps (complete assembly)	PC-3004-H-AL-1-1-1

Other Pump Carrier models are also available, please contact Customer Service at [customerservice@technimount.com](mailto:customerservice@technimount.com).

---

 **WARNING**

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

Technimount Medical 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](mailto:techsupport@technimount.com).

## CLEANING THE PUMP CARRIER

### CLEANING PROCESS

1. Use a soft cloth or disposable micro fiber.
2. Dampen the cloth with a soft detergent and wipe every surface of the Pump Carrier.
3. Ensure that the cloth is damp enough to properly clean the Pump Carrier. It should be wet for about one (1) minute to ensure proper disinfecting. Wipe clean.
4. Change wipe if visibly soiled or rinse cloth to clean off dirt. Do not re-dip a wipe with cleaning solutions.
5. Rinse the Pump Carrier with another clean cloth dampened with clean water.
6. Wipe to dry and allow all components to air dry before reusing the Pump Carrier.

The material used to manufacture the Pump Carrier is made of high-grade aluminum, it is highly 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. If IV solution spills onto the base clean it immediately. Avoid over saturation and ensure that the product does not stay wet longer than the cleaning product Manufacturer's guidelines for proper cleaning and disinfecting.

Thoroughly clean the Pump Carrier at least once a week, or more often if used daily. Always clean after Pumps are removed.

Follow your hospital procedure to clean the Pump Carrier and do not use harsh detergents as it may damage the product.

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### WARNING

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

---

### CAUTION

- ✓ Do not pressure wash, steam clean or use ultrasonic cleaners on the product or any of its components.
- ✓ Do not immerse the metal parts/components in water.
- ✓ Maximum water temperature should not exceed 180°F/82°C.
- ✓ Do not use the following abrasive materials on the surface of the IV Pole:
  - Abrasive pads
  - Scrapers
  - Steel wool
  - Wire brushes

### 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.

## CLEANING THE PUMP CARRIER (CONTINUED)

### CLEANING SOLUTIONS CONTINUED

Suggested cleaners for the Pump Carrier:

- ✓ Distilled water
- ✓ Mild detergent
- ✓ Cleaners approved for use on anodized aluminum
- ✓ Soft soap and water

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### 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 Pump Carrier and components must be rinsed with clean water and thoroughly dried following cleaning. Failure to properly irorxrinse and dry the Pump Carrier will leave a corrosive residue on the surface of the product, possibly causing premature corrosion of critical components.

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### 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 Medical equipment. Preventive maintenance may be required more frequently based on the usage level of the product. The Pump Carrier 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).

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### CAUTION

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

### LUBRICATION

The Pump Carrier screw or bolt system has been designed to operate without the need for lubrication. If you have questions, please contact Technical Support at [techsupport@technimount.com](mailto:techsupport@technimount.com).

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### CAUTION

- ✓ Failure to use authorized parts could cause damage to the equipment 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 Pump Carrier. Factors such as 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 table below in accordance to the timetable, whichever comes first.

<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>
Pump Carrier	<ul style="list-style-type: none"> <li>✓ Inspect Pump Carrier                             <ul style="list-style-type: none"> <li>▪ Inspect the clamp is functioning properly</li> <li>▪ Verify that the clamp's black knob turns well clockwise and counter-clockwise</li> <li>▪ Inspect power strip is not obstructed</li> <li>▪ Verify there are no loose screws, tighten as needed</li> </ul> </li> <li>✓ Do a visual inspection of the Pump Carrier to ensure there is no damage or chemical attack</li> <li>✓ Inspect the power strip to detect cracks or loose screws                             <ul style="list-style-type: none"> <li>▪ Inspect power cord is not damaged</li> <li>▪ Install outlet protectors when not in use</li> <li>▪ Inspect outlet connectors are not damaged</li> </ul> </li> </ul>	X			





# MAINTENANCE GUIDE

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## REPLACEMENT PARTS

The parts and accessories listed are all currently available for purchase. Some of the parts identified on the assembly drawing parts in this user guide may not be individually available for purchase. Please call Technimount Medical Customer Service [customerservice@technimount.com](mailto:customerservice@technimount.com) or Technical Support [techsupport@technimount.com](mailto:techsupport@technimount.com) : +1.581-998-9820 or at or for availability and pricing.

<u>DESCRIPTION</u>	<u>PART NUMBER</u>
Pump Carrier Clamp Black Knob	TCM-077-009
Horizontal Pump Carrier - 3 Pumps (complete assembly)	PC-3003-H-AL-1-1-1
Horizontal Pump Carrier - 4 Pumps (complete assembly)	PC-3004-H-AL-1-1-1

## WARRANTY POLICY

Technimount Medical guarantees to the original purchaser that the Pump Carrier will be free from structural defects for one year as long as the original purchaser owns the product. Technimount's obligation under this one-year (1) limited warranty is limited to supplying replacement parts and labor for any component or option of this system that is found to be defective, at Technimount's sole discretion.

Upon Technimount's request, purchaser shall return to Technimount's shipping warehouse any product or part (freight prepaid by Technimount) for which an original purchaser makes a warranty claim. An RMA Number (Return Material Authorization Number) is required to send any hardware back to the factory. Please contact Technical support for assistance, [techsupport@technimount.com](mailto:techsupport@technimount.com).



### WARNING

Any improper use, alteration or repair by unauthorized service providers shall void this warranty.

This statement constitutes Technimount Medical's entire warranty with respect to the aforementioned equipment.

Technimount Medical makes no other warranty or representation either expressed or 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 Medical be liable hereunder for incidental or consequential damages arising from or in any manner related to sales or use of any such equipment.

Technimount Medical 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 material under normal use for a period of one (1) year from the date that the product was first purchased, which is defined as the Warranty Period. 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

Technimount Medical shall not be responsible for damage to the part or products resulting from improper installation or use, abuse, neglect, accident, servicing or any modification to any part of a Technimount Medical product by anyone other than Technimount Medical or an organization certified by Technimount. Please always refer to the product's User Guide for the proper installation and use of the product.

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 Medical 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 supplied with the Hardware. The Limited Warranty does not cover physical damage to the surface of the Hardware.

Use the hardware or product as defined in this user guide. Any other use will void the warranty and Technimount Medical will not be held liable for, or on any form of a claim if the product is modified or adapted for use.

## WARRANTY OPTIONS

### THREE WARRANTY OPTIONS FOR TECHNIMOUNT MEDICAL PRODUCTS

1. One-year (1) additional warranty after the original warranty has expired for parts and labor has terminated. Technimount Medical guarantees to the original purchaser that its products should be free from manufacturing nonconformities that affect product performance and customer satisfaction for a period of one (1) year following the end date of the original warranty. Technimount's obligation under this warranty is limited to supplying replacement parts and labor for, or replacing for any product or option, that is found to be defective, at Technimount's sole discretion.
2. Two-year (2) additional warranty after the original warranty for parts and labor has terminated. Technimount Medical guarantees to the original purchaser that its products should be free from manufacturing -nonconformities that affect product performance and customer satisfaction for a period of two (2) years following the end date of the original warranty. Technimount's obligation under this warranty is limited to supplying replacement parts and labor for any component or option of this system that is, found to be defective at Technimount's sole discretion.
3. Three- year (3) additional warranty after the original warranty for parts and labor has terminated. Technimount Medical guarantees to the original purchaser that its products should be free from manufacturing nonconformities that affect product performance and customer satisfaction for a period of three (3) years following the end date of the original warranty. Technimount's obligation under this warranty is limited to supplying replacement parts and labor for any component or option of this system that is found to be defective, at Technimount's sole discretion.

## INTERNATIONAL WARRANTY CLAUSE

This warranty reflects Canadian domestic policy. Warranty outside Canada may vary by country. Please contact your local Technimount Medical representative for additional information.

# RETURN POLICY

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## RETURN OF MERCHANDISE

The parts and/or components may be returned up to 60 days of receiving the product(s) if they meet the following guidelines:

### PRIOR TO 30 DAYS

- ✓ 30-day money back guarantee
- ✓ Technimount Medical is responsible for all charges
- ✓ Returns will not be approved on modified item
- ✓ Charges may apply if damaged or missing items

### PRIOR TO 45 DAYS

- ✓ Product must be unused, undamaged and in the original packaging
- ✓ Customer is responsible for a 20% restocking fee
- ✓ Reasons of returning the product must be provided in writing
- ✓ Returns will not be approved on modified or damaged item
- ✓ Charges may apply if damaged or missing items

### PRIOR TO 60 DAYS

- ✓ Product must be unused, undamaged and in the original packaging
- ✓ Customer is responsible for a 30% restocking fee
- ✓ Reasons for returning the product must be provided in writing
- ✓ Returns will not be approved on modified or damaged item
- ✓ Charges may apply if damaged or missing items

### RETURN MERCHANDISE AUTHORIZATION

Technimount's customer service department is responsible for approving any merchandise return and will provide an RMA (Return Merchandise Authorization) number to be printed on any returned merchandise. Technimount Medical reserves the right to charge shipping and restocking fees on returned items. Customized, 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 Medical 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 Medical 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 shipment must be made within thirty (30) days of invoice.



# SAFETY AND FLEXIBILITY WHERE IT MATTERS MOST

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