



**TECHNIMOUNT**  
MEDICAL™

# IV STAND - 100 SERIES

## USER GUIDE



# COPYRIGHT

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In order to ensure continuous improvements to our products and services, we invite you to communicate your comments to our Customer Service Department at [customerservice@technimount.com](mailto:customerservice@technimount.com). See Contact Information.

# CONTACT INFORMATION

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## CORPORATE HEADQUARTERS

### TECHNIMOUNT 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

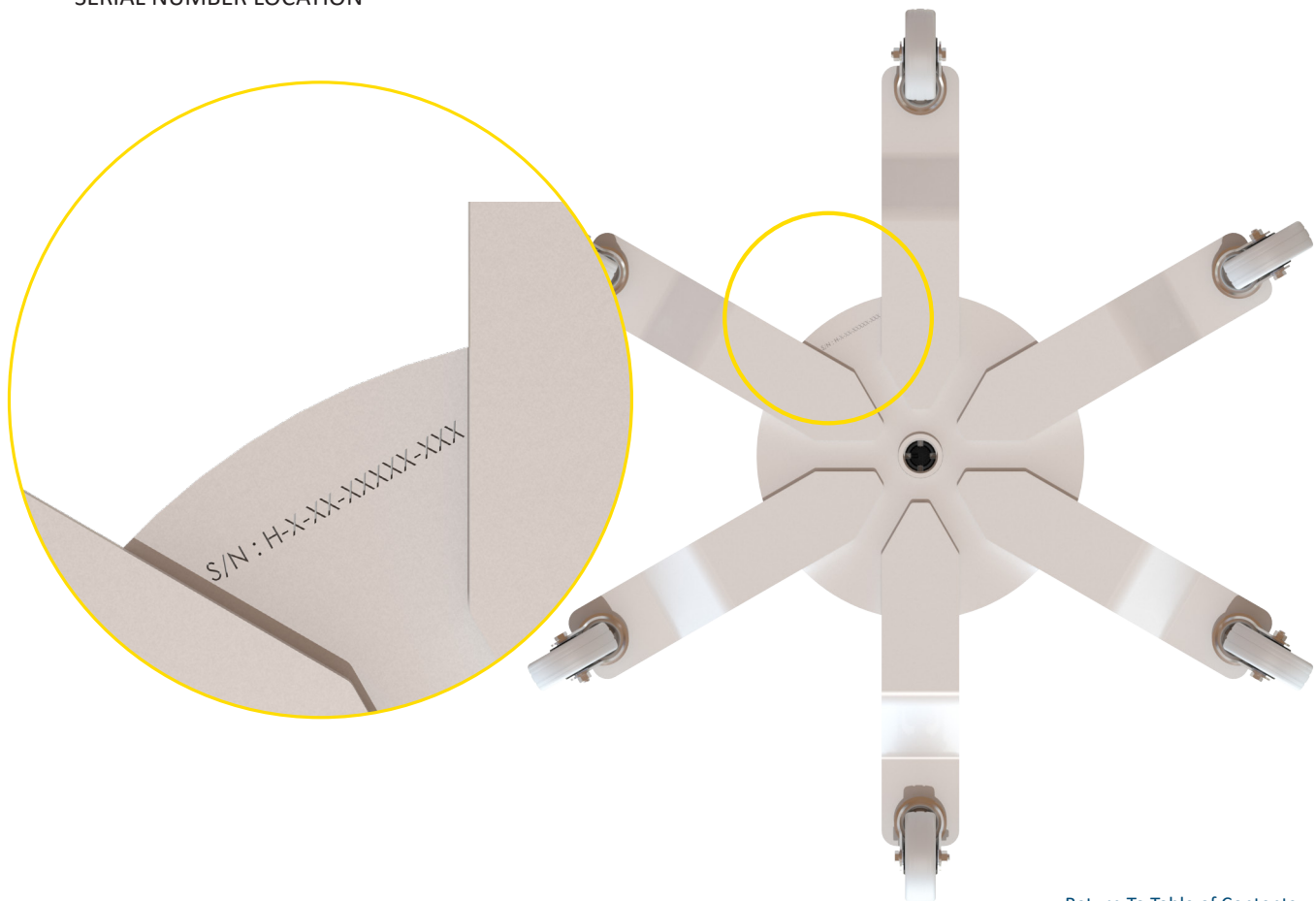
[customerservice@technimount.com](mailto:customerservice@technimount.com)

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

### NOTE:

Please have the serial number of your Technimount Medical product available (as shown in the picture 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 IV Stand. 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 Technimount Medical IV Stand, or intravenous pole, is a slender aluminum portable pole with adjustable height, an ultra-stable steel base that resists to tipping, and includes 6 ball-bearing caster wheels that provide stability and ease in moving equipment. Several models of the IV Stand are already available with multiple hook configurations on the top of the IV Stand that provide a secure place to hang bags of medicine or fluid that with gravity, ensures an uninterrupted administration of medicine to the patient.

The IV Stand is a universal solution that can be used in hospital environments to mount infusion pumps or other smaller medical devices onto the IV Stand.

The IV Stand is made from a combination of steel with a white powder-coated paint and high-density aluminum with silver-anodized finish. It is resistant to biological fluids and Quaternary-type disinfectants.

## INTENDED USE OF THE PRODUCT

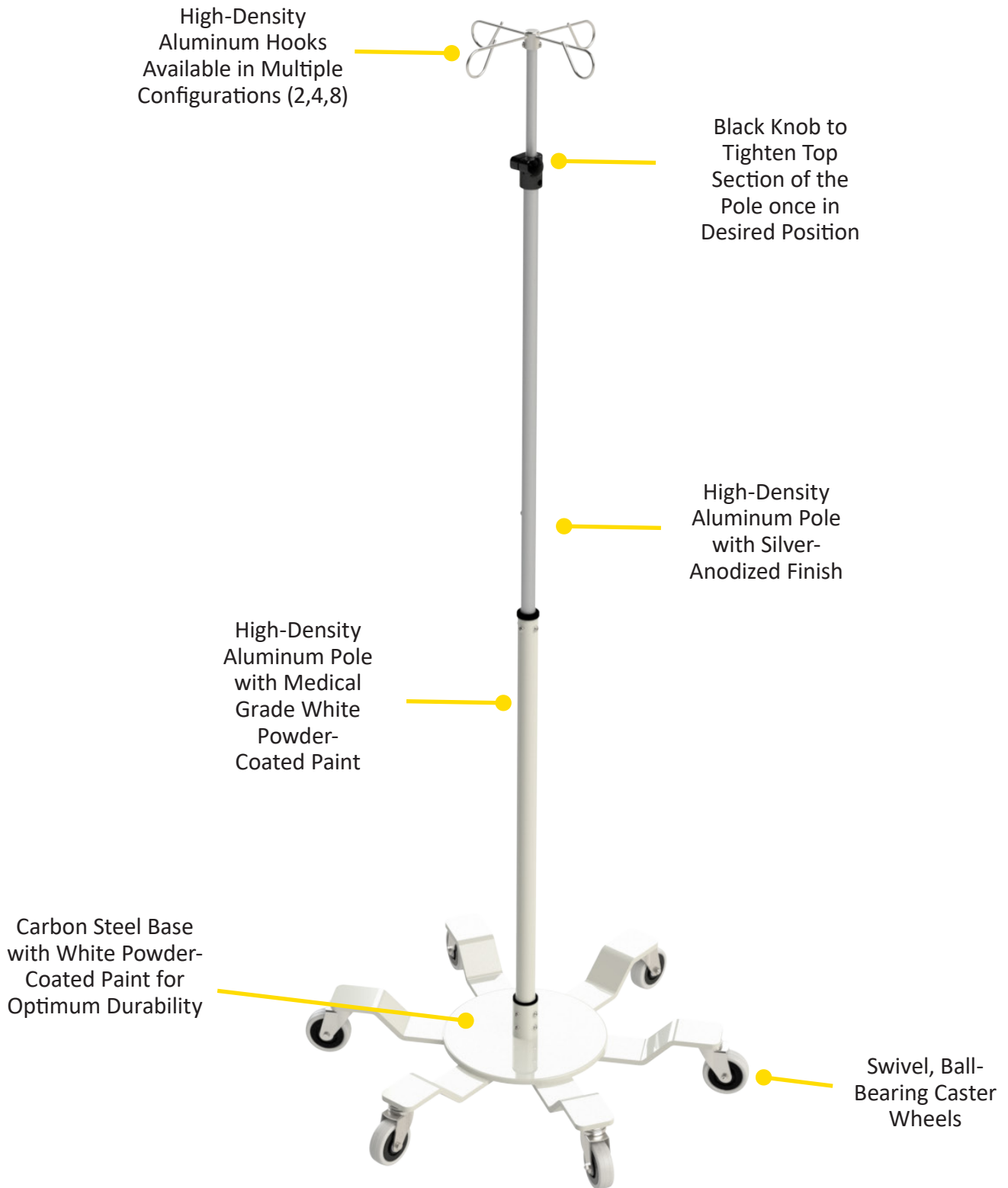
The IV Stand is used to mount infusion pumps, fluid bags and other smaller medical devices in hospitals or clinics. It is designed to be installed as described in this user guide. This equipment is intended for use by patients and medical staff.

# INTRODUCTION

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## PRODUCT ILLUSTRATION

### IV STAND WITH 6 LEGS AND 4 HOOKS



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# INTRODUCTION

## TECHNICAL SPECIFICATIONS

<b>Product Name</b>	IV Stand - 100 Series
<b>Compatibility of Medical Device</b>	Perfusion pumps and other small medical devices that have a pole clamp system attached
<b>Environment of Usage</b>	Hospital/Clinic
<b>Device Section Material</b>	<ul style="list-style-type: none"><li>• Stand Material: High-Density Aluminum with Silver-Anodized Finish</li><li>• Poles: Bottom section has Medical Grade White Powder-Coated Paint, Middle and Top Sections have Silver-Anodized Finish</li><li>• Base: Carbon Steel with Medical Grade White Powder-Coated Paint</li></ul>
<b>Wheels</b>	6 Swivel Ball-Bearing Caster Wheels. Made of high-quality solid rubber, impact-resistant nylon, very high operational comfort, low-noise operation, very good floor preservation
<b>Temperature of Usage</b>	- 35° C @ 45° C
<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 Technimount's carrier systems for small medical devices</li><li>• Compatible with Technimount's clamp systems</li><li>• Compatible with Technimount Medical accessories for the IV Stand</li><li>• Standard IV Pole Clamping System</li></ul>
<b>Features</b>	<ul style="list-style-type: none"><li>• Pole sections made with high-density aluminum and silver-anodized finish</li><li>• Pole bottom section made from high-density aluminum with medical grade white powder-coated paint</li><li>• Steel base with white powder-coated paint provides optimum durability</li><li>• Robust and lightweight design</li><li>• Multiple configuration options and accessories available</li><li>• Swivel wheels make it easy to move IV Stand with installed equipment</li></ul>
<b>Physical Overall Dimensions</b>	<ul style="list-style-type: none"><li>• Pole Height 68 in to 88 in</li><li>• Steel base with legs and wheels: Diameter 25 3/4 in</li></ul>
<b>Weight of the IV Stand Only</b>	34.71 lbs
<b>Maximum Load Capacity</b>	50 lbs at no more than 6 in from the IV Stand Pole
<b>Part Number IV Stand with 6 Legs and 4 Hooks</b>	IVS141WH
<b>Other Models and Configuration Options</b>	Contact Technimount Medical Customer Service for more information or for other options at <a href="mailto:customerservice@technimount.com">customerservice@technimount.com</a>



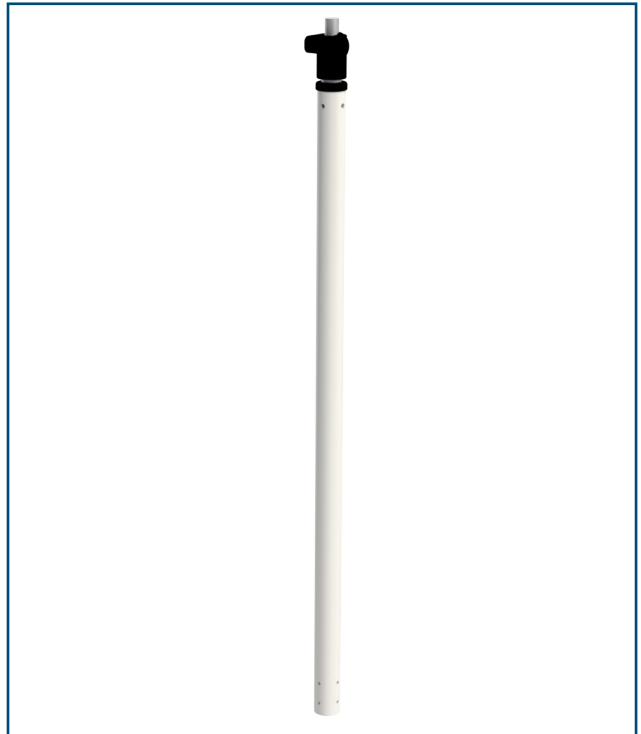
# INTRODUCTION

## IDENTIFICATION OF COMPONENTS

1. Carbon Steel Base with 6 ball-bearing caster wheels already installed.
2. Includes eight (8) Stainless Steel Phillips Button Head screws 10-32 x 0.375.



3. Aluminum pole in 3 parts already assembled
  - Bottom pole with white power coated paint
  - Middle pole with silver-anodized finish
  - Top pole with silver anodized finish
4. Includes five (5) Stainless Steel Phillips Button Head screws 10-32 x 0.375.



5. Top Hooks includes two (2) Stainless Steel Phillips Button Head screws 10-32 x 0.375. for installation into the IV Stand.




### NOTE

Image may be different according to your model.





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## 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>
<b>NOTE</b>	<p>Provides special information about the product.</p>

# INTRODUCTION

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## NOTICE

The IV Stand is designed to comply with IEC 60601-1 International Standard Third Edition when an electrical medical device is installed. 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 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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- ✓ Operate the IV Stand only as described in this user guide.
- ✓ Do not exceed maximum load capacity weight of 50 lbs of equipment installed onto the IV Stand as this could cause damage to the product and may result in injury to the patient or operator.
- ✓ Never hold top pole section when moving the IV Stand, and hold closer to the middle section to move.
- ✓ Do not modify the IV Stand 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 IV Stand or any of its options, to ensure equipment being used with the Technimount Medical products meets the installation specifications. Injury may result if non-compatible products are used with Technimount Medical products.
- ✓ Do not attempt to remove the equipment from the IV Stand while mobile. Ensure that the installation and removal of equipment is done while immobilized.
- ✓ Verify that the equipment is correctly mounted onto the IV Stand. If the equipment is not properly installed and locked onto the IV Stand, it could cause equipment to fall and possible injury to the patient or operator and/or damage to the medical equipment.
- ✓ Do not attach heavy equipment onto the IV Stand to avoid tipping. It may result in damage to the product and/or result in injury to the patient or operator.
- ✓ Always reposition the equipment with care, avoid any improper pushing or violent manipulation, as it cause injury to the patient or operator and/or damage to the product.
- ✓ Ensure appropriate manipulation of the IV Stand when in slopes to avoid tipping.
- ✓ Improper maintenance can cause injury to the patient or operator or damage to the product. Maintain the IV Stand 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.
- ✓ Never use the IV Stand while walking backwards and make sure the wheels are always in contact with the floor. Avoid navigating difficult terrain as it may cause tipping.
- ✓ 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 Systems onto the IV Stand, or other equipment user guides depending on equipment used.
- ✓ 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 IV Stand 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 IV Stand, 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) at +1.581.998.9820.

## REMOVING THE PACKAGING FOR INSTALLATION

1. Verify shipping boxes don't appear to be damaged in any way, and if so, immediately contact the shipping company. Save all damaged packaging materials.
2. Unpack boxes and check all items
3. Carefully inspect the IV Stand while unpacking. If any damaged or defective parts are seen, call your customer service representative.
4. The IV Stand is shipped disassembled and some assembly is required. Instructions for their assembly are on included in the following pages.
5. Ensure that all shipping and packaging materials have been properly removed from the product(s) prior to installation.
6. Identify all of the product components and hardware prior to starting the installation.
7. Refer to the identification of components at the beginning of this user guide if needed.
8. Ensure proper assembly before use.

## TOOLS REQUIRED FOR INSTALLATION

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

- ✓ Phillips Screwdriver

### NOTE

- ✓ Electrical tools are not recommended, as there is a potential risk of damage to the threads.
- ✓ Technimount Medical provides screws for the installation.

## INSTALLATION OF THE IV STAND

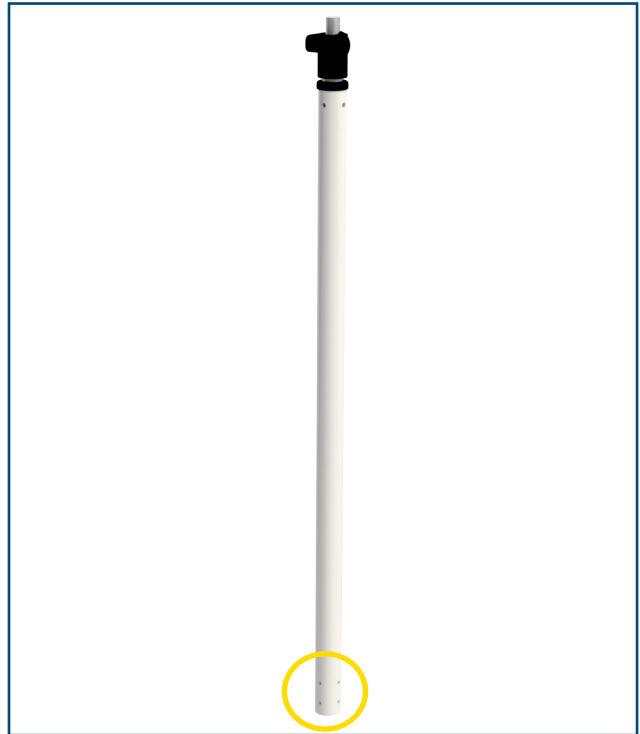
1. Locate the carbon steel base.
2. Ensure all wheels swivel and function well.

### NOTE

Image might be different according to your model.



3. Locate the IV pole to install into the carbon steel base.
4. Insert the bottom of the pole into the carbon steel base.





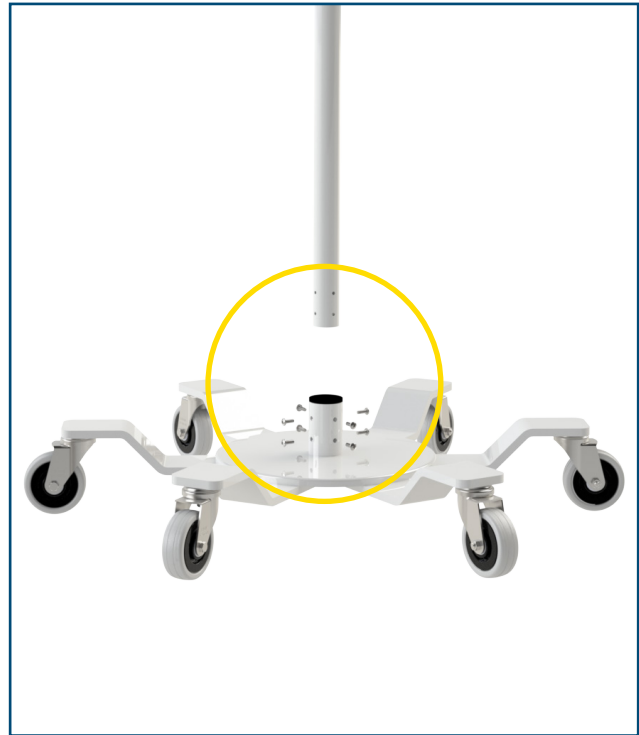
# INSTALLATION GUIDE

## INSTALLATION OF THE IV STAND (CONTINUED)

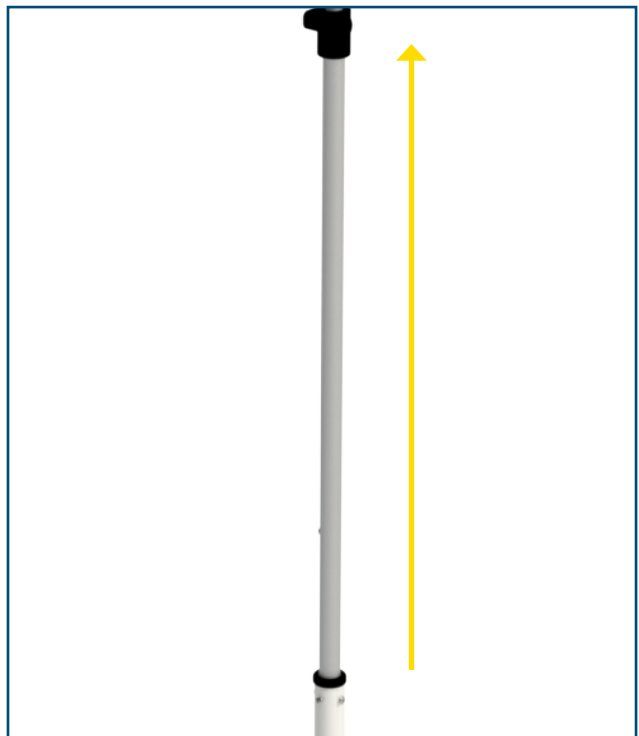
5. Insert the pole and align the holes from the pole with the holes in the base.
6. Install the eight (8) Stainless Steel Phillips Button Head screws 10-32 x 0.375 on the bottom of the carbon steel base.
7. Properly tighten all screws.

### WARNING

- ✓ Do not use an electrical tool to tighten screws.
- ✓ Tighten all screws appropriately.



8. Once the pole is installed properly into the Carbon Steel base, pull on the middle pole to raise to the top.

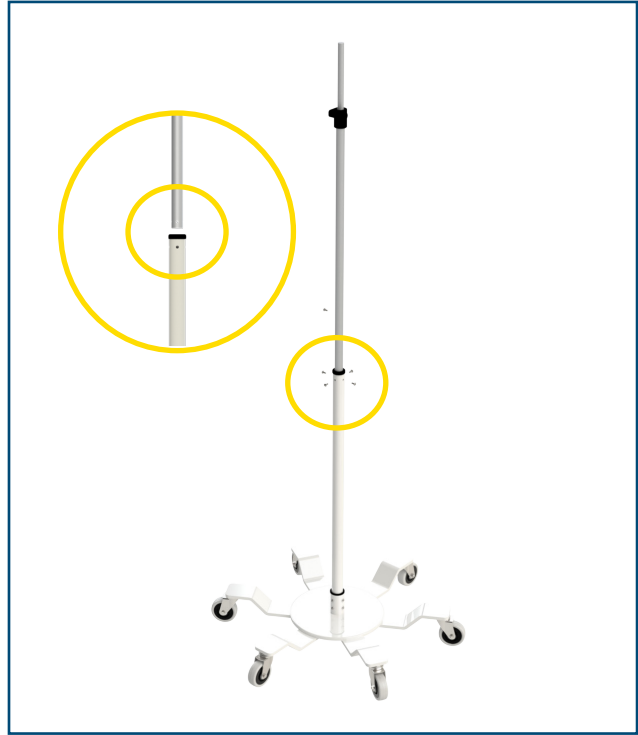


9. Once the pole is raised to the top, install the four (4) Stainless Steel Phillips Button Head screw 10-32 x 0.375 where the middle and bottom pole meet.

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## INSTALLATION OF THE IV STAND (CONTINUED)

10. Ensure to align all part holes. Bottom pole holes with the plastic part holes in the middle with the middle section pole.



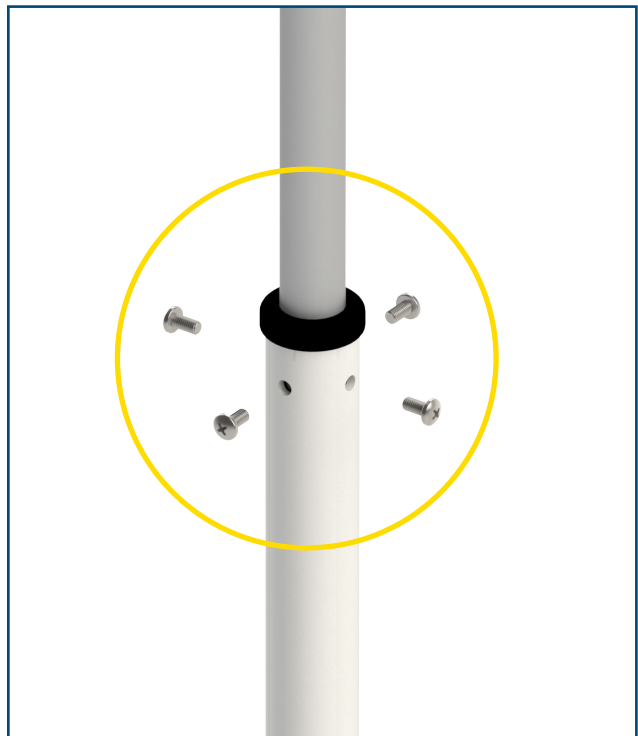
11. Insert all four (4) screws
12. Tighten screws.

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 **WARNING**

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Tighten all screws appropriately.



# INSTALLATION GUIDE

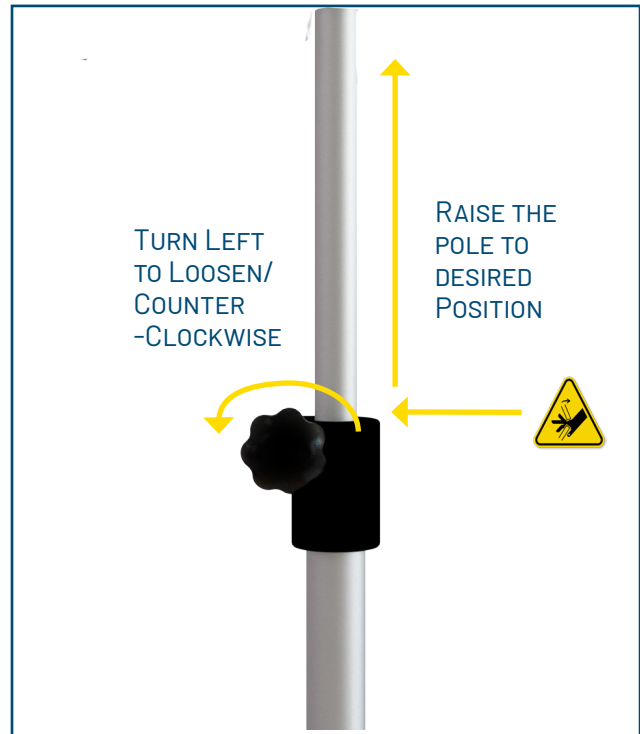
## INSTALLATION OF THE IV STAND (CONTINUED)

13. Turn black knob counter-clockwise to loosen top pole.
14. Raise the pole to the desired height. Maximum height of this top section pole is approximately 20 in.



### POTENTIAL PINCH POINT

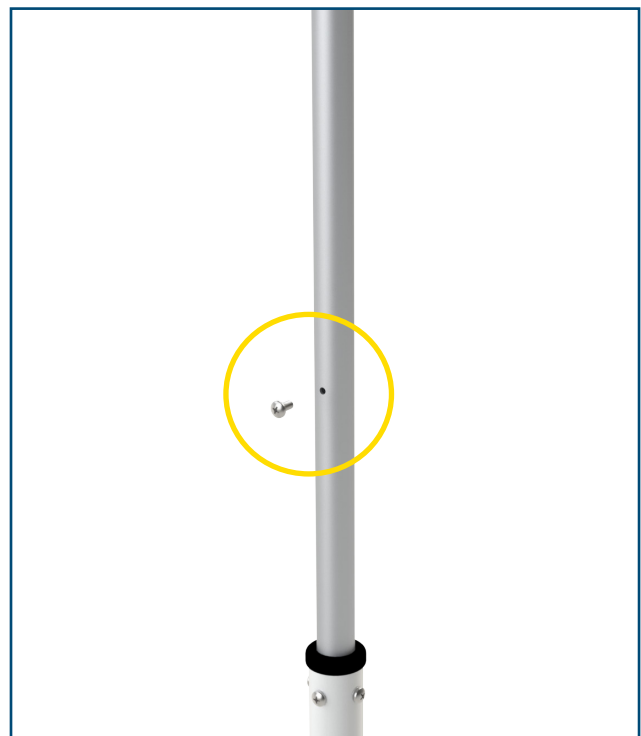
Potential pinch point when quickly moving the pole downward.



15. Once all four (4) screws are installed, install one (1) Stainless Steel Phillips Button Head screw 10-32 x 0.375w in the middle pole.

### NOTE:

Installing this screw is important as it will ensure that the top pole doesn't accidentally insert completely into the pole.



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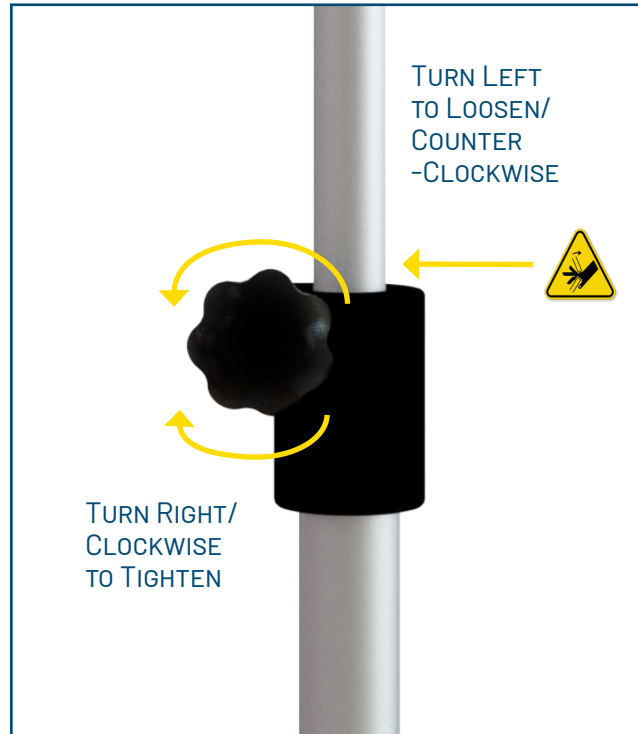
# INSTALLATION GUIDE

## INSTALLATION OF THE IV STAND (CONTINUED)

16. Turn the knob counterclockwise to loosen and bring the top pole up or down.
17. Hold pole and turn the knob clockwise to tighten top pole into position.

### CAUTION

Potential pinch point when quickly moving the pole downward.



18. Once the top pole is installed into position, install the top hooks with the two (2) Button head Phillips screw 10-32 x 0.375.

### NOTE

Image might be different according to your model.



## INSTALLATION OF THE IV STAND (CONTINUED)

1. The IV Stand is ready to be used.
2. Small medical devices can now be installed onto the IV Stand with an appropriate clamp system.

### NOTE

Image might be different according to your model.



# PART NUMBERS

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## KITS AND OTHER OPTIONS

DESCRIPTION	PART NUMBER
Part Number IV Stand with 6 Legs and 4 Hooks	IVS141WH

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Other IV Stand options are available, contact customer service at [customerservice@technimount.com](mailto:customerservice@technimount.com).

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### 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 IV STAND

### 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 IV Stand.
3. Ensure that the cloth is damp enough to properly clean the IV Stand. 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 IV Stand with another clean cloth dampened with clean water.
6. Wipe to dry and allow all components to air dry before reusing the IV Stand.

The material used to manufacture the IV Stand is made of high-grade aluminum and carbon steel, 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 IV Stand at least once a week, or more often if used daily. Always clean after bags and tubing are removed

Follow your hospital procedure to clean the IV Stand and do not use harsh detergents as it may damage the IV Stand.

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### WARNING

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

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### CAUTION

- ✓ Do not pressure wash, 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.
- ✓ 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.

Contact Technical Support at [techsupport@technimount.com](mailto:techsupport@technimount.com) if you have any questions about appropriate cleaning products.

## CLEANING THE IV STAND (CONTINUED)

### CLEANING SOLUTIONS CONTINUED

Suggested cleaners for the IV Stand:

- ✓ Distilled water
- ✓ Mild detergent
- ✓ Cleaners approved for use on steel and 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 IV Stand and components must be rinsed with clean water and thoroughly dried following cleaning. Failure to properly rinse and dry the IV Stand 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 IV Stand 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 wheels.
- ✓ Improper maintenance can cause injury or damage to the product. Maintain the product as described in this user guide.

### LUBRICATION

The IV Stand 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 IV Stand. 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>
IV Stand	<ul style="list-style-type: none"> <li>✓ Inspect IV Stand                             <ul style="list-style-type: none"> <li>▪ Inspect all screws on the IV Pole</li> <li>▪ Inspect top hooks are not crooked or deformed</li> <li>▪ Verify there are no loose components, if so, screws might be loosened, tighten as needed</li> </ul> </li> <li>✓ Verify that all six wheels are clean and function properly (IV Stand rolls without interference)</li> <li>✓ Ensure that the black knob can adjust and lock the top pole into the desired position</li> <li>✓ Do a visual inspection of the IV Stand to ensure there is no damage or chemical attack</li> <li>✓ If a break lever is part of the product, test and verify the functionality of the lever</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 or Technical Support : +1.581-998-9820 or at [customerservice@technimount.com](mailto:customerservice@technimount.com) or [techsupport@technimount.com](mailto:techsupport@technimount.com) for availability and pricing.

<u>DESCRIPTION</u>	<u>PART NUMBER</u>
IV Stand Black Knob	TCM-SP-999-072
4 Hook Assembly	TCM-076-016-01
8 Hook Assembly	TCM-076-021-01
IV Stand with 6 Legs and 4 Hooks (complete assembly)	IVS141WH

## WARRANTY POLICY

Technimount Medical guarantees to the original purchaser that the IV Stand 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)

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### WARNING

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

This statement constitutes Technimount'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

TECHNIMOUNT MEDICAL  
Corporate Headquarters  
3770 Jean Marchand Street, Suite 100  
Quebec (QC) G2C 1Y6  
Canada  
T + 1 581.998.9820  
F + 1 855.339.6351  
[technimount.com](http://technimount.com)  
[info@technimount.com](mailto:info@technimount.com)

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