



TECHNIMOUNT
EMS™

NEONATAL STRETCHER SYSTEM

USER GUIDE



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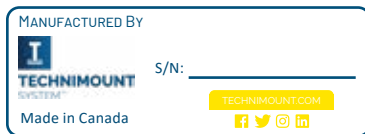
NOTE:

For any issues with your Technimount product, its components, or for any technical questions during the installation or maintenance processes, please send an email to techsupport@technimount.com.

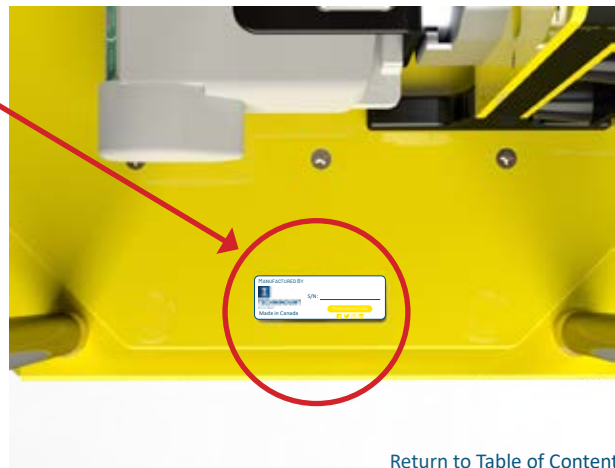
Please have the serial number of your Technimount product available (as shown in the figure below) when calling Technimount Technical Support. Include the serial number in all written communications.

SERIAL NUMBER LOCATION

PATIENT FOOT END SUPPORT STRUCTURE



PATIENT HEAD SUPPORT STRUCTURE



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INTRODUCTION



SYMBOLS AND DEFINITIONS

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

INTRODUCTION

WARNING / CAUTION / NOTE

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

<u>SYMBOL</u>	<u>DESCRIPTION</u>
	<p>WARNING</p> <p>Alerts the reader about a situation which, if not avoided, could result in death or serious injury. It may also describe potential serious adverse reactions and safety hazards.</p>
	<p>CAUTION</p> <p>Alerts the reader of a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury to the user or patient or damage to the equipment or other property. This includes special care necessary for the safe and effective use of the device to avoid damage that may occur as a result of use or misuse.</p>
NOTE	<p>Provides special information about the product.</p>

INTRODUCTION

PURPOSE OF THE DOCUMENT

This user guide is designed to assist you with the installation, operation and maintenance of the Technimount Neonatal Stretcher System for the Stryker Power-PRO IT Stretcher.

PRODUCT DESCRIPTION

The Technimount Neonatal Transport System is a unique solution designed for the safe transport of medical devices during inter-hospital transfers for neonatal critical care on the Stryker Power-PRO IT. These scalable systems ensure the centralization of necessary equipment on the stretcher, allowing for the optimization of patient transport in both pre-hospital and hospital environments. This solution offers greater flexibility for various neonatal critical care transport protocols. It is a stable and flexible solution to help the medical team manage equipment efficiently during transport. It reduces set-up time and effort, and the configuration of the devices can be adjusted to suit the equipment, the ground ambulance and the desired position. Technimount's Neonatal Stretcher System is compatible with all of Technimount's products.

INTENDED USE OF THE PRODUCT

The Technimount Neonatal Stretcher System is a mounting solution to securely transport medical devices on the Stryker Power-PRO IT during neonatal critical care inter-hospital transfers. It is designed to be installed on the equipment as described in this user guide. The Technimount Neonatal Stretcher System is for crew who has 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.

LIMITATION OF LIABILITY

Technimount has designed a system to attach and install medical equipment owned by the customer on an incubator transport stretcher manufactured by Stryker and involving or not a Dräger or other incubator brand.

The purchase and use of products designed by Technimount are subject to this limitation of liability clause. It is important to understand that, as Technimount is not the manufacturer of the Stryker stretcher (or other brand) nor the manufacturer of the incubators (Dräger or other brand), Technimount cannot guarantee the resistance and durability of such stretchers and other equipment installed on it.

In addition, the mounting systems are designed by Technimount to install different medical equipment. Therefore, Technimount is not responsible for any damage that may result from the installation of multiple medical equipment on the stretcher. For example, risks related, but not limited to, potential stretcher overloading, tipping, interference between equipment, access restriction or other.

The Neonatal Stretcher System was developed by Technimount to meet an important market need, however, this transport system involves risks that remain under the sole responsibility of the customer. It is important to instruct your staff and partners to use Technimount products according to the safest practices and in accordance with the user's guide we provide. In addition, follow the safety guidance from the users guides from the manufacturers of the medical devices, incubators and transport stretcher system. Technimount will not be held responsible for any misuse of the product. Therefore, by confirming the purchase and accepting delivery of the transport system or any Technimount product, this constitutes confirmation of consent to this limitation of liability clause.

INTRODUCTION

TECHNICAL SPECIFICATIONS

Product Name	Neonatal Stretcher System										
Product Description	Mounting Systems for Medical Devices on the Stryker Power-PRO™ IT Stretcher during Neonatal Critical Care Transport										
Compatibility of Stretcher/Equipment	Stryker Power-PRO™ IT with Dräger Isolette® TI500 incubator										
Compatibility of Medical Devices*	Customizable Configuration, Several Devices and Accessories Available Refer to the Appendix for your specific system configuration										
Environment of Usage	EMS/CCT (Ground) – Hospital/Clinic										
Product Section Material	<ul style="list-style-type: none">• Patient Head Support Structure Side Rails: Aluminum 6061-T6• Patient Foot End Support Structure Side Rails: Aluminum 5052-H32• Patient Head and Patient Foot End Support Structures: Aluminum 6061-T6• Micro Bases: Aluminum 6061-T6• Safety MD-Transporter: Aluminum 6061-T6 and Stainless Steel 304• Vertical Mounting System: Aluminum 6061-T6										
Product Finish	<ul style="list-style-type: none">• Patient Head Support Structure Side Rails: Black-Anodized Finish• Patient Foot End Support Structure Side Rails: Black-Anodized Finish• Patient Head and Patient Foot End Support Structures: Yellow Powder-Coated Paint• Micro Bases: Silver-Anodized Finish• Safety MD-Transporter: Silver-Anodized Finish• Vertical Mounting System: Black-Anodized Finish and Yellow Powder-Coated Paint										
Environmental Regulations	Complying with RoHS 2, RoHS 3										
Temperature of Usage	- 35° C @ 45° C										
Certification of Individual Systems**	Designed to comply with : <ul style="list-style-type: none">• SAE J3043 (26 G)										
Transportation Compatibility System	<ul style="list-style-type: none">• Safety MD-Transporter (Vertical)• Vertical Stretcher Mounting System• Micro Bases										
Features	<ul style="list-style-type: none">• Allows the Installation of Several Medical Devices• Access to all Medical Device Connectors and Accessories• No Interference with Incubator Doors for Emergency Operations• Allows Rotation of Medical Devices on Safety MD-Transporter• Made of High-Density Aluminum										
System Physical Overall Dimensions	Width 78.0 in, Depth 22.7 in, Height in relation to support structure vary between 22.3 in and 25 in depending on the equipment chosen										
Complete System Weight (with brackets, without medical devices)	Refer to the Appendix for your specific system configuration										
Part Numbers	<table><tr><td>• Patient Head Support Structure</td><td>521-00-SITFP-2</td></tr><tr><td>• Patient Foot End Support Structure</td><td>521-00-SITBP-1</td></tr><tr><td>• Vertical Mounting System</td><td>523-00-SITWAL</td></tr><tr><td>• Safety MD-Transporter</td><td>540-00-OL13</td></tr><tr><td>• Safety MD-Transporter SV (Short Version)</td><td>544-00-OL08</td></tr></table>	• Patient Head Support Structure	521-00-SITFP-2	• Patient Foot End Support Structure	521-00-SITBP-1	• Vertical Mounting System	523-00-SITWAL	• Safety MD-Transporter	540-00-OL13	• Safety MD-Transporter SV (Short Version)	544-00-OL08
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• Vertical Mounting System	523-00-SITWAL										
• Safety MD-Transporter	540-00-OL13										
• Safety MD-Transporter SV (Short Version)	544-00-OL08										

* Product and company names of medical equipment are trademarks™ or registered trademarks® of their respective holders. Technimount does not have a commercial relationship with these medical equipment companies.

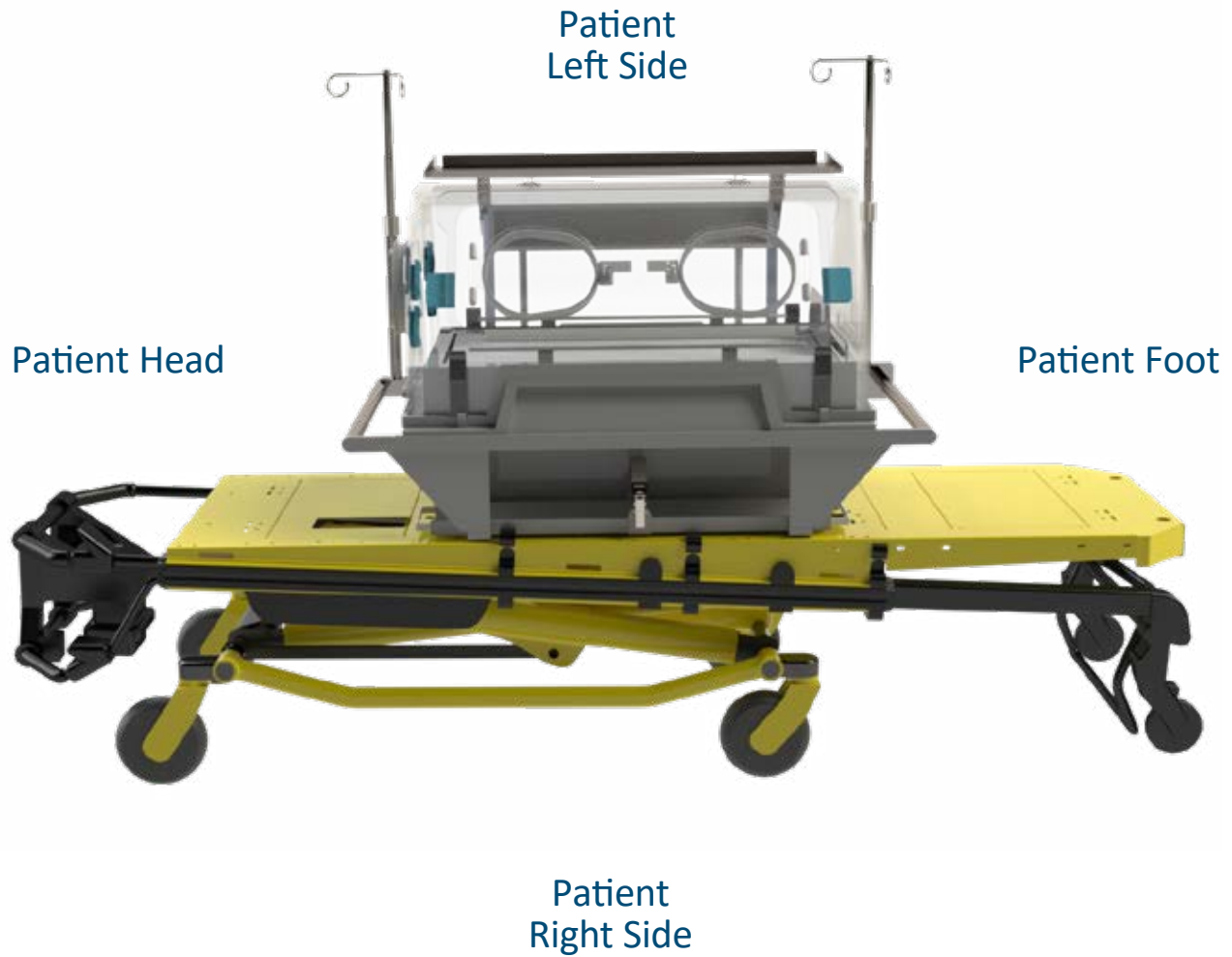
** This certification does not include the Stryker Power-PRO IT stretcher or Dräger Isolette TI500 incubator.

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STRETCHER ILLUSTRATION

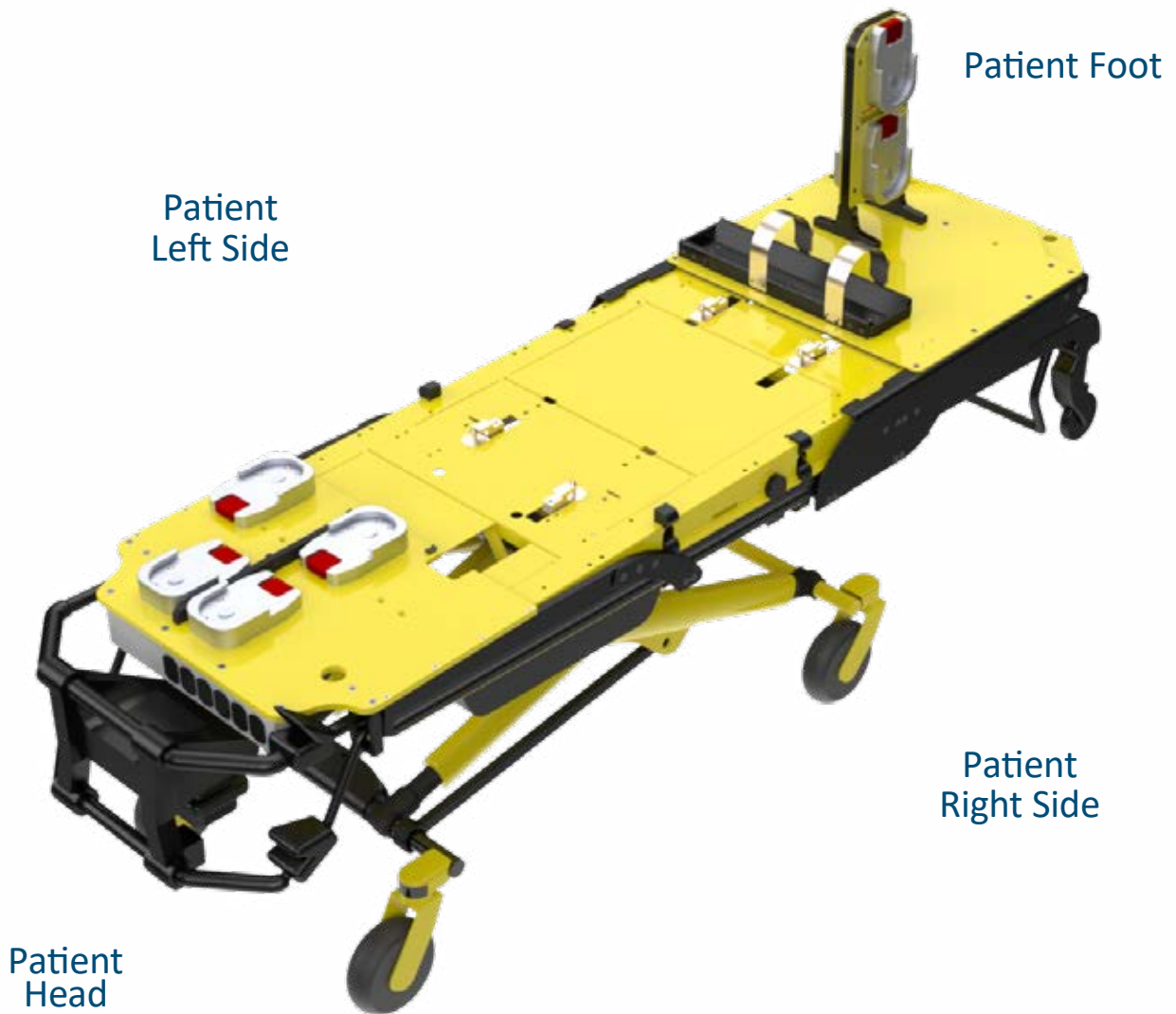
STRETCHER VIEW WITH INCUBATOR WITHOUT TECHNIMOUNT'S NEONATAL STRETCHER SYSTEM



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STRETCHER ILLUSTRATION (CONTINUED)

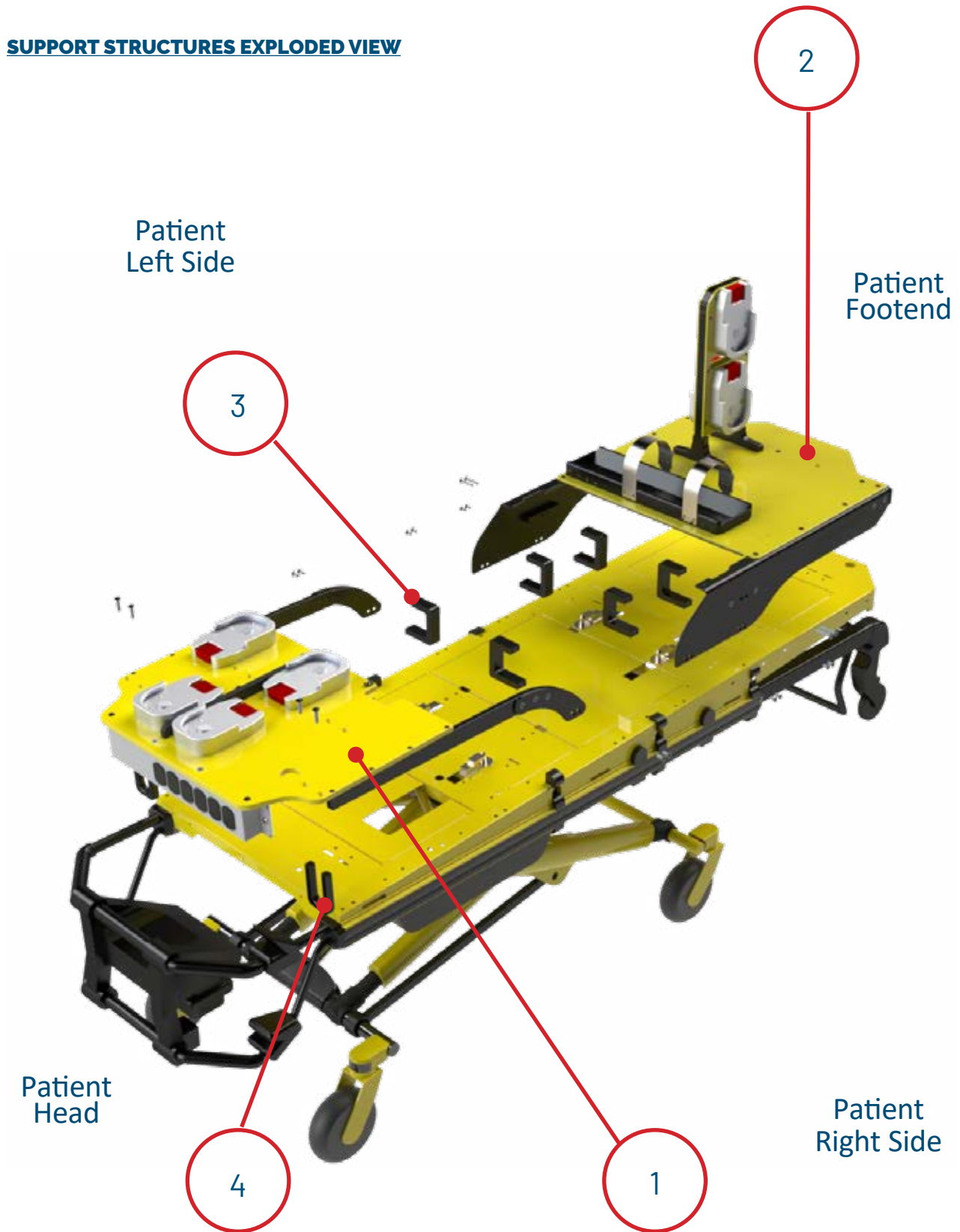
STRETCHER VIEW WITH TECHNIMOUNT'S NEONATAL STRETCHER SYSTEM INSTALLED



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STRETCHER ILLUSTRATION (CONTINUED)

SUPPORT STRUCTURES EXPLODED VIEW



INTRODUCTION

STRETCHER ILLUSTRATION (CONTINUED)

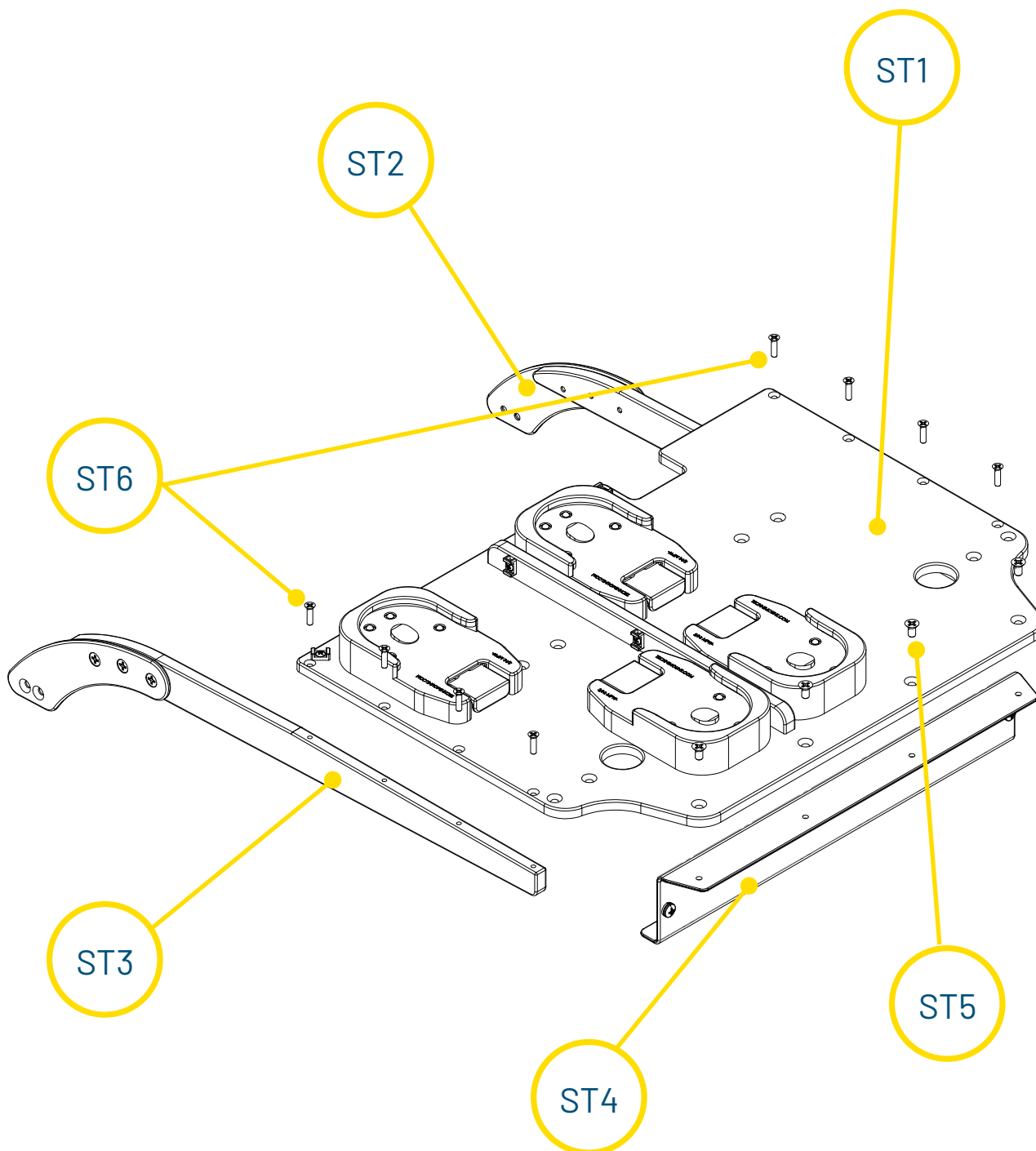
SUPPORT STRUCTURES IDENTIFICATION OF COMPONENTS

ITEM #	DESCRIPTION	QUANTITY
1	Patient Head Support Structure	1
2	Patient Foot End Support Structure	1
3	C-clamp Side Blocks	6
4	U-clamp Side Blocks	2

INTRODUCTION

SUPPORT STRUCTURES ASSEMBLY

PATIENT HEAD SUPPORT STRUCTURE ILLUSTRATION



NOTE

MICRO BASES ARE PRE-ASSEMBLED ON THE PLATE BY TECHNIMOUNT
SEE REPLACEMENT PARTS IN THIS GUIDE

INTRODUCTION

SUPPORT STRUCTURES ASSEMBLY (CONTINUED)

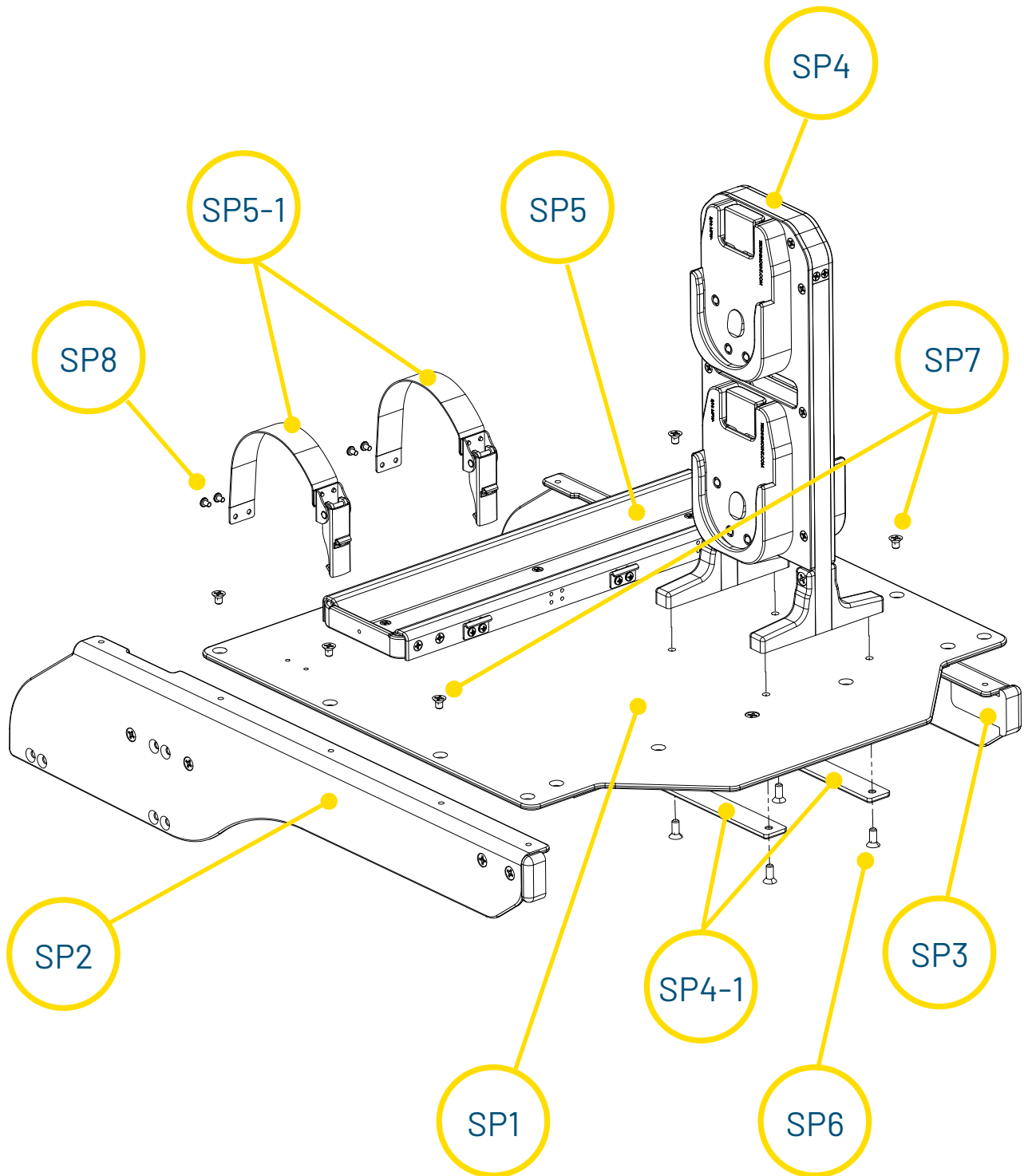
PATIENT HEAD SUPPORT STRUCTURE COMPONENTS IDENTIFICATION

ITEM #	DESCRIPTION	QUANTITY
ST1	Patient Head Support Plate	1
ST2	Right Side Rail	1
ST3	Left Side Rail	1
ST4	Medical Grade Power Bar Bracket	1
ST5	Stainless Steel with Nylon Patch Flat Head Phillips Screws 1/4-20 x 1/2 in	4
ST6	Stainless Steel Flat Head Phillips Screws I 10-32 x 3-4 in	8

INTRODUCTION

SUPPORT STRUCTURES ASSEMBLY (CONTINUED)

PATIENT FOOT END SUPPORT STRUCTURE ILLUSTRATION



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SUPPORT STRUCTURES ASSEMBLY (CONTINUED)

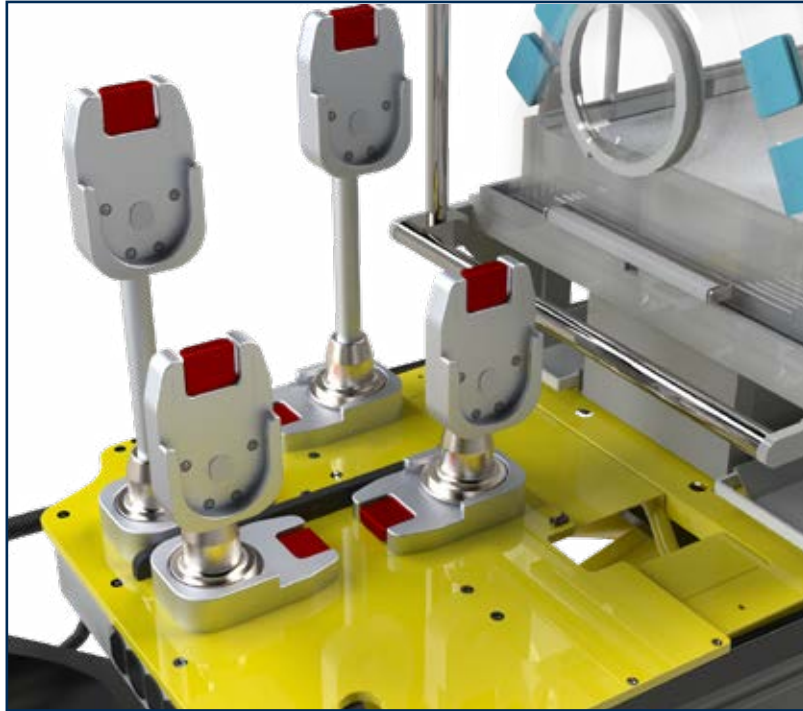
PATIENT FOOT END SUPPORT STRUCTURE COMPONENTS IDENTIFICATION

ITEM #	DESCRIPTION	QUANTITY
SP1	Patient Foot End Support Plate	1
SP2	Right Side Rail	1
SP3	Left Side Rail	1
SP4	Vertical Mounting System	1
SP4-1	Vertical Mounting System Support Plates	2
SP5	D-type Gas Cylinder Bracket	1
SP5-1	D-type Gas Cylinder Bracket Approved Metal Straps	2
SP6	Stainless Steel Flat Head Phillips Screws 1/4-20 X 5/8 in	4
SP7	Stainless Steel Flat Head Phillips Screw 1/4-20 X 3/8 in	6
SP8	Stainless Steel Pan Head Phillips Screws 8-32 x 1/4 in	4

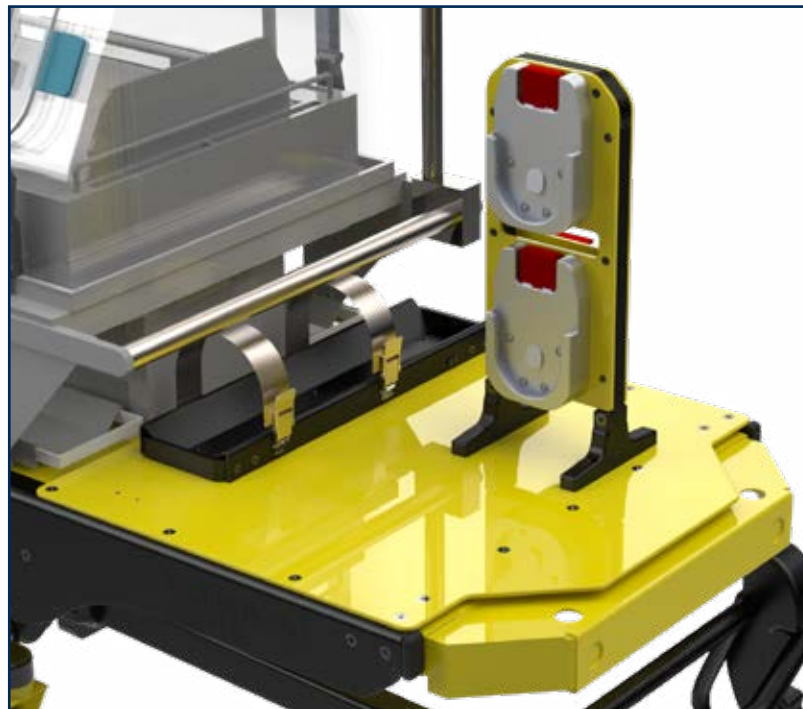
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SYSTEM CONFIGURATION

PATIENT HEAD SUPPORT STRUCTURE



PATIENT FOOT END SUPPORT STRUCTURE



NOTICE / CERTIFICATION

Technimount individual mounting systems are designed to comply with the essential requirements and other relevant regulations of Directive 1999/5/EC and SAE J3043. Please contact Technimount Customer Service Department at (customerservice@technimount.com) for more information.

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WARNING

The end user and administrator are responsible to validate regulations and standards for safety in their region, in order to comply with applicable safety regulations. Technimount is not responsible to inform the end user and/or administrator of applicable legislation for safety in their area.

LEGAL NOTICE

The purchase and use of products designed by Technimount are subject to this limitation of liability. It is important to understand that, as Technimount is not the manufacturer of the Stryker (or other brand) stretcher or the manufacturer of the medical equipment (Dräger or other brand), Technimount cannot guarantee the resistance and durability of such stretchers and other equipment installed on it.

SUMMARY OF SAFETY PRECAUTIONS

WARNING/CAUTION/NOTE

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



WARNING

- ✓ Two(2) trained operators are needed to manipulate the system.
- ✓ Never use the system if not properly installed on the stretcher. Inspect the stretcher installation before use. If equipment is improperly installed, it can cause the equipment to fall and cause injury to the patient or operator and/or damage to the medical equipment.
- ✓ Never use the medical equipment if not properly installed and locked into mounting systems on the stretcher. If the medical equipment is improperly installed, it can cause the equipment to fall and cause injury to the patient or operator and/or damage to the medical equipment.
- ✓ Do not modify the system, or any of its components. Modifying the product can cause unpredictable operation resulting in injury to the patient or operator and/or damage to the medical equipment.
- ✓ It is the responsibility of the operator of the system or any of its options, to ensure equipment being installed and used meets installation specifications as described in this user guide.
- ✓ Do not install products that are not compatible with Technimount products. Use of non-compatible products may result in injury to the patient or operator and/or damage to the medical equipment.
- ✓ Do not attempt to install or remove the mounts with medical equipment while mobile. Ensure that installation and removal of equipment is done while vehicle is immobilized.
- ✓ Do not place any additional equipment or objects on the system other than approved Technimount products or components, as this could damage the product and may result in injury to the patient or operator.
- ✓ Do not allow untrained staff to assist in the operation of the system or its mounts. Untrained technicians/staff can cause injury to the patient or themselves.
- ✓ Do not sit on the system 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 system. Do not remove the system from the stretcher until all devices have been removed.
- ✓ Handle and move the stretcher with care when equipment is set up with a patient on the stretcher.
- ✓ The solution is designed to secure a gas cylinder. Handle the cylinder in accordance with applicable standards and regulations. Consult your transportation service for current usage protocol. Improper handling or use of the cylinder may result in injury and damage to the product. This equipment should only be used by trained personnel.
- ✓ Always keep the system in a well ventilated area protected from the sun when the gas cylinder is installed.
- ✓ Always reposition the equipment with care, avoid any improper pushing or violent manipulation, as it may result in unbalanced equipment and may cause injury to the patient or operator and/or damage to the product.
- ✓ The solution is designed to secure a medical grade power bar, handle the power bar according to the standards and regulations in force. Improper use of the power bar may result in electric shock. This equipment should only be used by trained personnel.
- ✓ To avoid the risk of patient injury or equipment damage, ensure that the system is properly mount and secure as described in this user guide.

SUMMARY OF SAFETY PRECAUTIONS

WARNING/CAUTION/NOTE (CONTINUED)



WARNING (CONTINUED)

- ✓ The power bar is supplied by Technimount. The use of a non-medical power bar could cause the malfunction of medical devices.
 - ✓ The assembly of the power bar must be done by qualified personnel.
 - ✓ Do not use a power tool for assembly. The use of power tools may damage the parts.
 - ✓ Use of the power bar indoors only.
 - ✓ To prevent fire, do not plug the power bar into an extension or other power bar.
 - ✓ Do not install in an electrical outlet that is within 30 feet of the electrical panel.
 - ✓ Refer to the power bar manufacturer's instructions for use.
 - ✓ If the gas is rapidly expelled from the cylinder due to damage or other causes, the gas cylinders may become projectiles. To prevent movement or damage, secure the cylinders and tighten the approved metal straps to secure them as described in the cylinder replacement procedure.
-



CAUTION

- ✓ Improper maintenance can cause injury to patient or operator or damage to the product. Maintain the system 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.
 - ✓ Only certified technical personnel familiar with the installation and use, should manipulate it. Refer to this user guide for all instructions for installing and using the system.
 - ✓ Inspect regularly all components on the equipment for any issue and loose screws.
 - ✓ Never install other similar mounting systems or brackets without written confirmation by Technimount as these different systems may be from other brands or models and may not be compatible with Technimount products.
-

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 system will leave a corrosive residue on the surface, possibly causing premature corrosion of critical components.
- ✓ 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).
- ✓ 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 Technimount Customer Service at customerservice@technimount.com.

INSTALLATION GUIDE

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 system 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. Other tools may also be required. If you have any questions regarding the installation, or need assistance, please contact our Technical Support team at techsupport@technimount.com

- ✓ Phillips Screwdriver



CAUTION

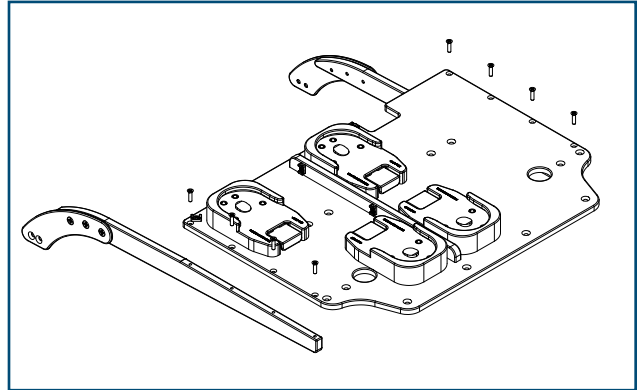
- ✓ Electrical tools are not recommended, as there is a potential risk of damage to the threads.
- ✓ During the installation process, Technimount recommends the use of medium strength thread-locking adhesive (blue Loctite 242) to prevent the screws from loosening during normal use. Put a few drops of medium strength thread-locking adhesive (blue Loctite 242) on each screw before installation.

INSTALLATION GUIDE

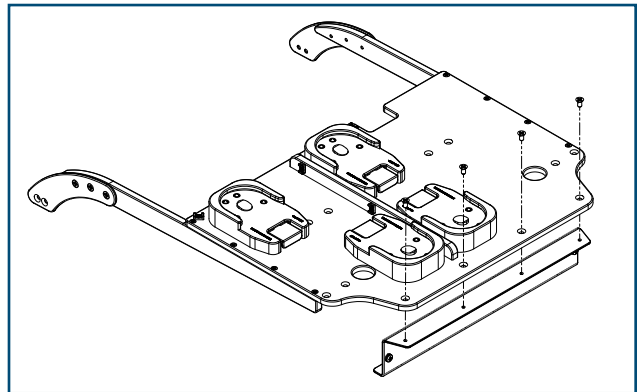
ASSEMBLING THE SUPPORT STRUCTURES

PATIENT HEAD SUPPORT STRUCTURE

1. Locate the right side rail (ST2), the support plate (ST1) and Stainless Steel Flat Head Phillips Screws 10-32 x 3-4" (ST6).
2. Align screw holes from the right side rail with the support plate.
3. Install the four (4) Stainless Steel Flat Head Phillips Screws 10-32 x 3-4".
4. Tighten all four (4) screws.
5. Repeat Step 1 to 4 with the left side rail (ST3).



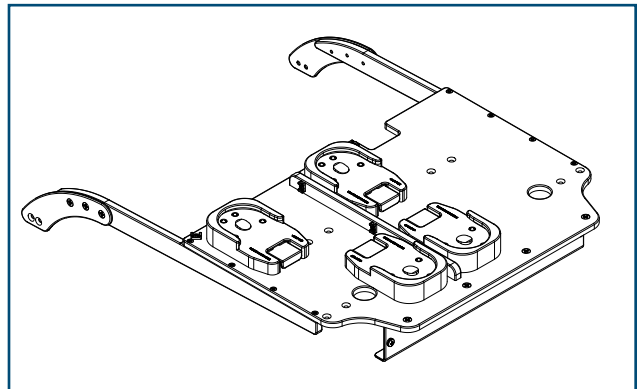
6. Locate the power bar bracket (ST4) and Stainless Steel with Nylon Patch Flat Head Phillips Screws 1/4-20 x 1/2" (ST5).
7. Align screw holes from the power bar bracket with the support plate.
8. Install the four (4) Stainless Steel with Nylon Patch Flat Head Phillips Screws 1/4-20 x 1/2".
9. Tighten all four (4) screws.



10. The patient head support structure is ready for installation onto the stretcher.

NOTE:

The micro bases are already pre-installed on the metal plate.

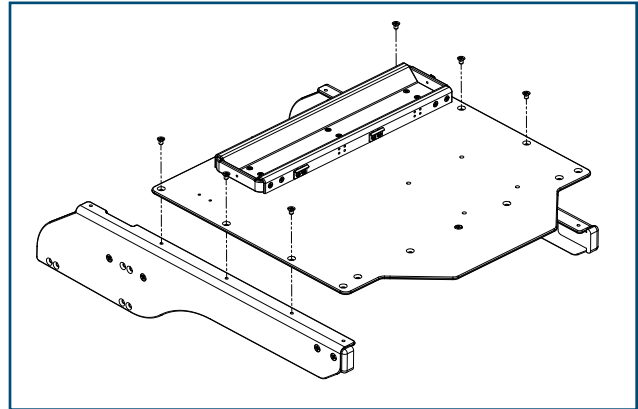


INSTALLATION GUIDE

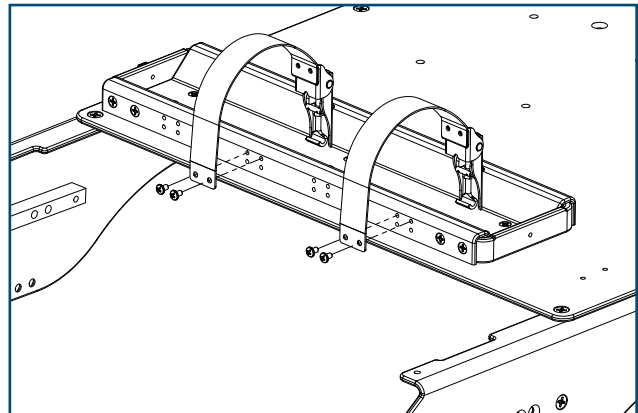
ASSEMBLING THE SUPPORT STRUCTURES (CONTINUED)

PATIENT FOOT END SUPPORT STRUCTURE

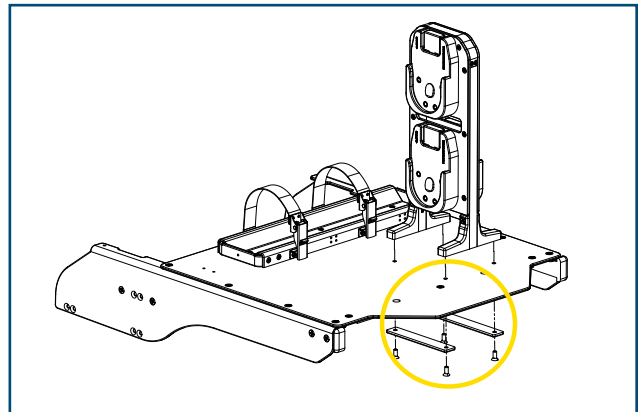
1. Locate the right side rail (SP2), the support plate (SP1) and Stainless Steel Flat Head Phillips Screws 1/4-20 X 3/8" (SP7).
2. Align screw holes from the right side rail with the support plate.
3. Install the three (3) Stainless Steel Flat Head Phillips Screws 1/4-20 X 3/8".
4. Tighten all three (3) screws.
5. Repeat Step 1 to 4 for the left side rail (SP3).



6. Locate the D-type gas cylinder bracket (SP5), the approved metal straps to secure the gas cylinder (SP5-1) and Stainless Steel Pan Head Phillips Screws 8-32 x 1/4" (SP8).
7. Align screw holes from the two (2) metal straps with the D-type gas cylinder bracket.
8. Install the four (4) Stainless Steel Pan Head Phillips Screws 8-32 x 1/4".
9. Tighten all four (4) screws.



10. Locate the vertical mounting system (SP4), the vertical mounting system support plates (SP4-1), the patient foot end support plate (SP1) and Stainless Steel Flat Head Phillips Screws 1/4-20 X 5/8" (SP6).
11. Align screw holes from the two (2) vertical mounting system support plates and the patient foot end support plate.
12. Install the four (4) Stainless Steel Flat Head Phillips Screws 1/4-20 X 5/8".
13. Tighten all four (4) screws.

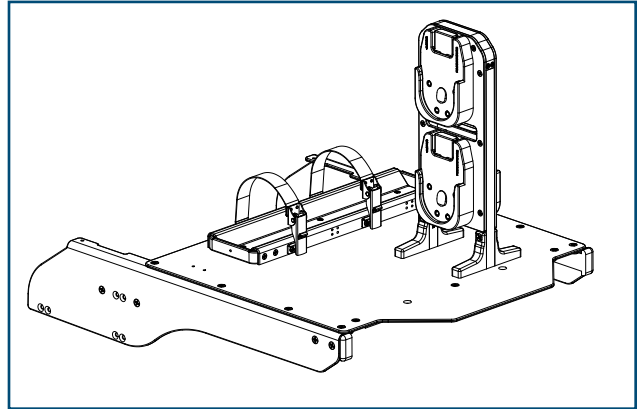


INSTALLATION GUIDE

ASSEMBLING THE SUPPORT STRUCTURES (CONTINUED)

PATIENT FOOT END SUPPORT STRUCTURE (CONTINUED)

14. The patient foot end support structure is ready to be installed on the stretcher.



INSTALLATION GUIDE

ASSEMBLING THE POWER BAR

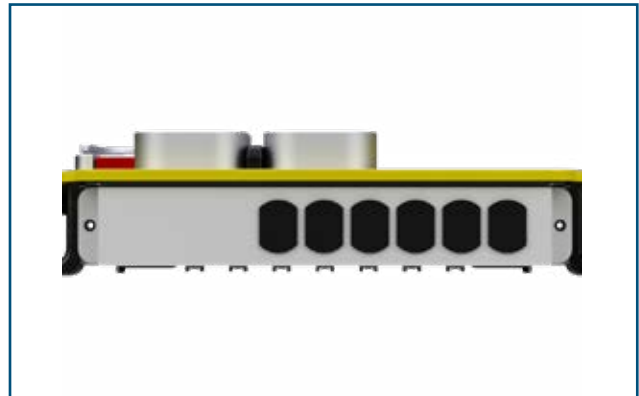
1. Place the stretcher in lower position (recommended position for transport with patient).



2. Align screw holes from the power bar with threaded holes in the power bar bracket.

NOTE

Always use a medical grade power bar with surge protection.

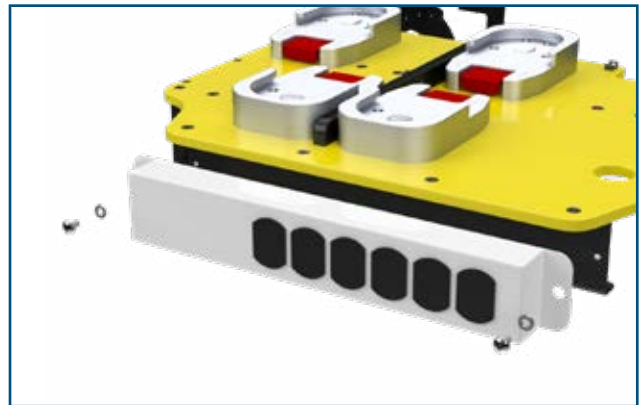


3. Assemble the power bar with Phillips screwdriver using the two (2) Stainless Steel Round or Flat Head Phillips Screws 1/4- 20 x 3/8" with washers.



ELECTRICAL SHOCK HAZARD

Always install according to the standards and regulations in effect and refer to the user's guide of the manufacturer of the power bar.



INSTALLATION GUIDE

ASSEMBLING THE BATTERY CHARGER IN THE BRACKET

1. Locate the Stryker SMRT Power System battery charger.



2. Place the battery charger on the main bracket plate.



3. Align the side block with the battery charger on the main plate and assemble it using the three (3) Black Stainless Steel Flat Head Phillips Screws 10-32 x 1/2".



INSTALLATION GUIDE

ASSEMBLING OF THE BATTERY CHARGER IN THE BRACKET (CONTINUED)

4. Align screw holes from the top plate with threaded holes in side blocks and assemble using the four (4) Black Stainless Steel Flat Head Phillips Screws 10-32 x 1/2".



5. The Stryker SMRT Power System battery charger is ready to be secured on the mounting system.



INSTALLATION GUIDE

INSTALLING THE SUPPORT STRUCTURES

PATIENT HEAD SUPPORT STRUCTURE

1. Place the stretcher in lower position in order to have a platform as horizontal as possible.



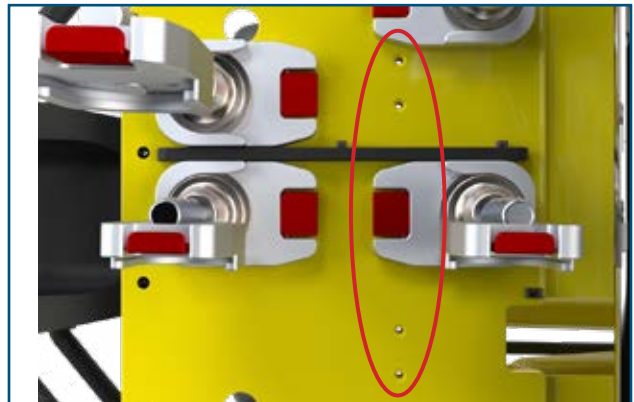
2. Place the patient head support structure on the patient head structure of the stretcher.

WARNING

Heavy components, to manipulate with two operators for the installation of the patient head support structure.



3. Align screw holes from the patient head support structure with the stretcher.



INSTALLATION GUIDE

INSTALLING THE SUPPORT STRUCTURES (CONTINUED)

PATIENT HEAD SUPPORT STRUCTURE (CONTINUED)

4. Locate the four (4) Stainless Steel Flat Head Phillips Screws 1/4-20 x 1" and the four (4) 1/4-20 self-locking nuts.
5. Insert the four (4) Stainless Steel Flat Head Phillips Screws 1/4-20 x 1" on top of the patient head support structure.
6. Insert the four (4) 1/4-20 nuts on the four (4) screws inserted.

NOTE

- ✓ Do not tighten the nuts at this step.



7. Locate the two (2) C-clamp side blocks and the four (4) Black Stainless Steel Flat Head Phillips Screws 1/4-20 x 1 1/4".
8. Align and install one (1) C-clamp side block on each side of the structure with two (2) Black Stainless Steel Flat Head Phillips Screws 1/4-20 x 1 1/4".

NOTE

- ✓ Do not tighten the nuts at this step.



9. Locate the two (2) U-clamp side blocks and the four (4) Black Stainless Steel Flat Head Phillips Screws 1/4-20 x 1".
10. Align and install one U-clamp side block on each side of the structure with two (2) Black Stainless Steel Flat Head Phillips Screws 1/4-20 x 1".

NOTE

- ✓ Do not tighten the nuts at this step.



INSTALLATION GUIDE

INSTALLING THE SUPPORT STRUCTURES (CONTINUED)

PATIENT HEAD SUPPORT STRUCTURE (CONTINUED)

11. Tighten the twelve (12) Phillips screws inserted in steps 5-8-10 and the four (4) nuts installed in step 6.
12. Verify that there is no gap or movement between the plate and the stretcher..



13. The patient head support structure is ready to be used.



INSTALLATION GUIDE

INSTALLING THE SUPPORT STRUCTURES (CONTINUED)

PATIENT FOOT END SUPPORT STRUCTURE

1. Place the patient foot end support structure on the patient foot end structure of the stretcher in lower position.

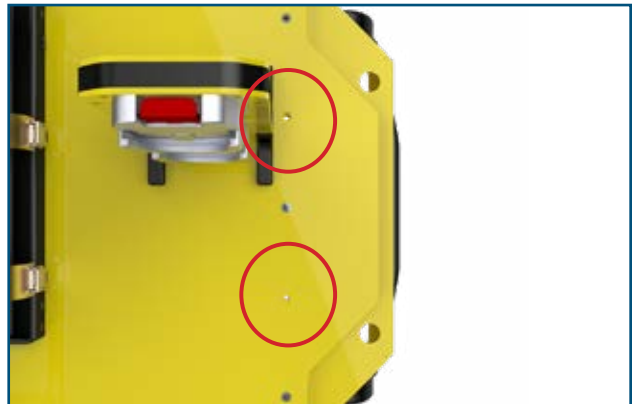


WARNING

Heavy components, to manipulate with two operators for the installation of the patient head support structure.



2. Align screw holes from the patient foot end support structure with the stretcher.



3. Locate the two (2) Stainless Steel Flat Head Phillips Screws 1/4-20 x 1" and the two (2) 1/4-20 self-locking nuts.
4. Insert the two (2) Stainless Steel Flat Head Phillips Screws 1/4-20 x 1" in the corresponding screw holes on top of the patient foot end support structure.
5. Insert the two (2) 1/4-20 nuts on the two (2) screws inserted.

NOTE

- ✓ Do not tighten the nuts at this step.



INSTALLATION GUIDE

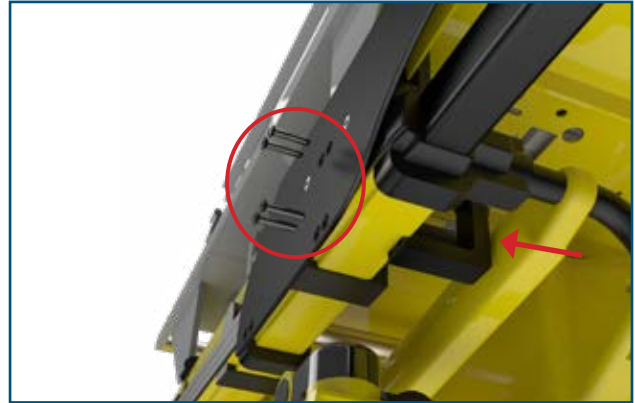
INSTALLING THE SUPPORT STRUCTURES (CONTINUED)

PATIENT FOOT END SUPPORT STRUCTURE (CONTINUED)

6. Locate the two (2) C-clamp side blocks and the eight (8) Black Stainless Steel Flat Head Phillips Screws 1/4-20 x 1".
7. Align and install one (1) C-clamp side block on each side of the structure with four (4) Black Stainless Steel Flat Head Phillips Screws 1/4-20 x 1".

NOTE

- ✓ Do not tighten the nuts at this step.



8. Locate the two (2) C-clamp side blocks and the four (4) Black Stainless Steel Flat Head Phillips Screws 1/4-20 x 1".
9. Align and install one (1) C-clamp side block on each side of the structure at the end of the side rail with two (2) Black Stainless Steel Flat Head Phillips Screws 1/4-20 x 1".

NOTE

- ✓ Apply downward pressure on the structure side rail to align the C-clamp and screw holes.
- ✓ Do not tighten the screws at this step.



10. Tighten the fourteen (14) Phillips screws inserted at step 4-7-9 and the two (2) nuts from step 5.

CAUTION

- ✓ Electrical tools are not recommended, as there is a potential risk of damage to the threads
 - ✓ Use a Phillips Screwdriver.
11. The patient foot end support structure is ready to be used.



INSTALLATION GUIDE

INSTALLING SAFETY MD-TRANSPORTER MOUNTING SYSTEMS

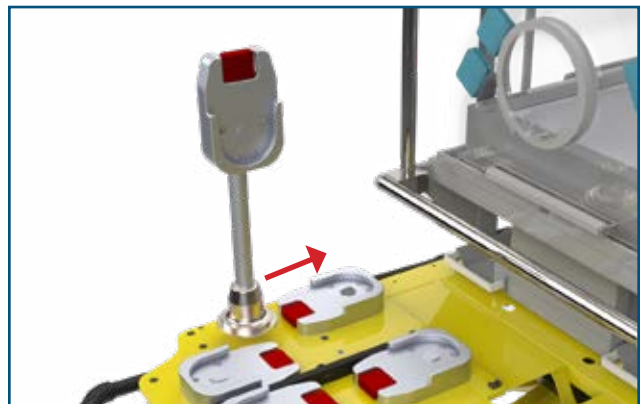
PATIENT HEAD SUPPORT STRUCTURE

1. Install the mounting systems according to color code.



CAUTION

- Install all Safety MD-Transporter mounting systems according to the Micro Base and Safety MD-Transporter color codes established for your hospital and department.
 - Refer to the color code established by your department/hospital according to the protocol in place.
2. Slide the round base of the Safety MD-Transporter inward the Micro Base according to the established color code.
 3. Slide the Safety MD-Transporter all the way back so that it is locked and secured into the Micro Base (you should hear a click).
 4. Secure the Safety MD-Transporter by making sure it does not come out of the base by pulling it outward of the Micro Base.
 5. The Safety MD-Transporter must be properly locked into the Micro Base before installing a medical device.



INSTALLATION GUIDE

INSTALLING SAFETY MD-TRANSPORTER MOUNTING SYSTEMS (CONTINUED)

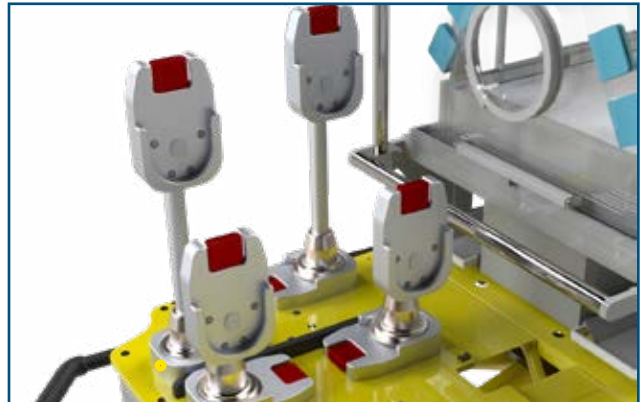
PATIENT HEAD SUPPORT STRUCTURE (CONTINUED)

6. Continue to install the Safety MD-Transporters according to the color code established for your department/hospital.



 **CAUTION**

- All color codes must match.



OPERATION GUIDE

OPERATING THE EQUIPMENT MOUNTING SYSTEMS

INSTALLING MEDICAL DEVICES INTO MICRO BASES - PATIENT HEAD SUPPORT STRUCTURE

1. Insert the medical device bracket by sliding downward the Anti-Rotation Micro Disc located on the back in the Micro Base to secure it.



CAUTION

- Install all Safety MD-Transporter mounting systems according to the Micro Base and Safety MD-Transporter color codes established for your hospital and department.
 - Refer to the color code established by your department/hospital according to the protocol in place.
2. Secure the Safety MD-Transporter by making sure it does not come out of the Micro Base by pulling upwards.



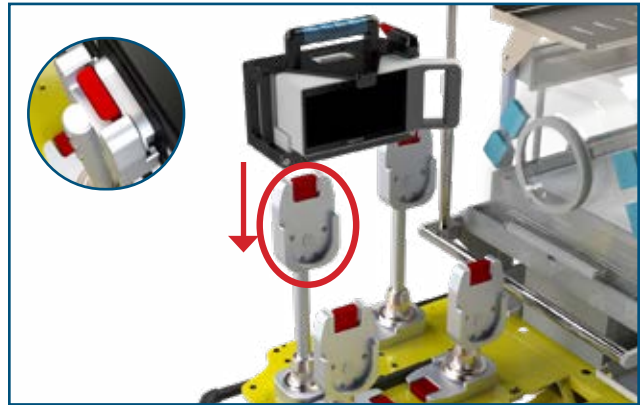
CAUTION

- The bracket must be properly secured into the Micro Base before using the medical devices
3. Install all brackets with medical devices following steps 1 and 2.



CAUTION

- Secure all medical devices before use.

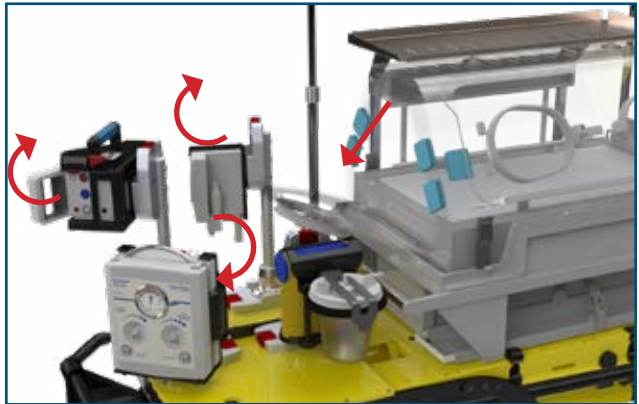


OPERATION GUIDE

OPERATING THE EQUIPMENT MOUNTING SYSTEMS (CONTINUED)

ACCESS TO THE INCUBATOR SIDE DOOR

1. Rotate the medical devices by applying slight pressure on the device in its bracket.
2. To open the side door of the incubator, rotate medical devices Philips IntelliVue X3, Neopuff and MaxBlend Low Flow to face the outside of the stretcher as show in this image.



OPERATION GUIDE

OPERATING THE EQUIPMENT MOUNTING SYSTEMS (CONTINUED)

INSTALLING MEDICAL DEVICES INTO MICRO BASES - PATIENT FOOT END SUPPORT STRUCTURE

1. Insert the medical device bracket by sliding downward the Anti-Rotation Micro Disc located on the back in the Micro Base to secure it.



CAUTION

- Install all medical devices on the Micro Bases according to the color codes established for your hospital/department.
 - Refer to the color code established by your department/hospital according to the protocol in place.
2. Secure the bracket by making sure it does not come out of the Micro Base by pulling upwards.



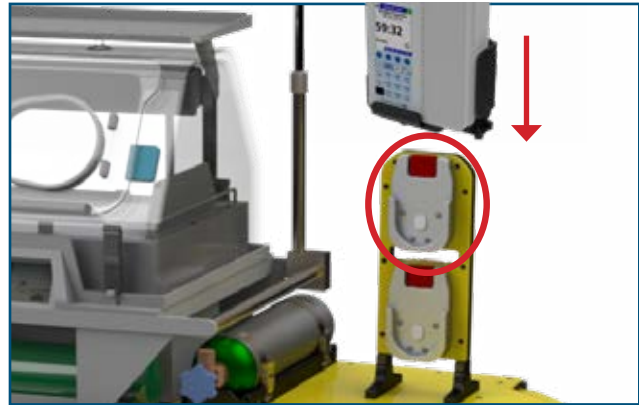
CAUTION

- The bracket must be properly secured into the Micro Base before using the medical devices.
3. Install all brackets with medical devices following steps 1 and 2.



CAUTION

- Secure all medical devices before use.
- Always ensure that the devices are securely fastened to the bases before each transport.



OPERATION GUIDE

OPERATING THE EQUIPMENT MOUNTING SYSTEMS (CONTINUED)

REMOVING THE MEDICAL DEVICE FROM THE MICRO BASE

1. To remove the bracket and medical device from the Micro Base, press the Red Quick Release Mechanism while lifting the bracket upwards.



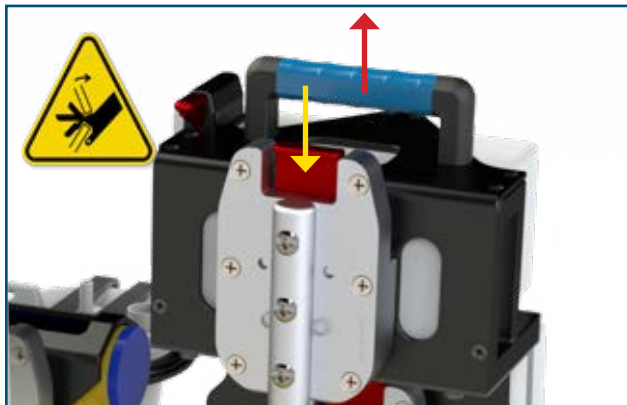
CAUTION

- Pinch point risk.



ELECTRICAL SHOCK HAZARD

Ensure that medical devices are turned off before removing them from Safety MD-Transporters, and that there are no wires connected. There is a risk of electrical shock if devices are not disconnected before removal.



OPERATION GUIDE

OPERATING THE EQUIPMENT MOUNTING SYSTEMS (CONTINUED)

INSTALLING THE BATTERY INTO THE CHARGER

1. Insert the battery into the battery charger by turning and holding the red safety handle 90° clockwise while sliding the battery into the charger



2. Release the red safety handle. The charger's load signal should be on.



3. The Stryker SMRT Power System battery charger is ready for transport once secured in the stretcher mounting system.

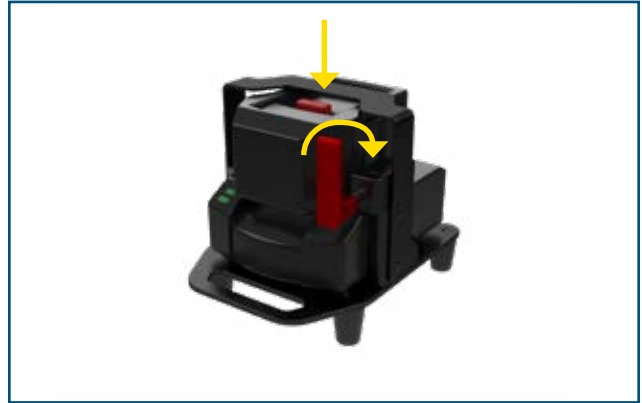


OPERATION GUIDE

OPERATING THE EQUIPMENT MOUNTING SYSTEMS (CONTINUED)

REMOVING THE BATTERY FROM THE CHARGER

1. Turn and hold the red safety handle 90° clockwise while pressing the Red Quick Release Mechanism on top of the battery.



2. Remove the battery from the charger by pulling the battery towards the front handle of the mounting system.



OPERATION GUIDE

OPERATING THE EQUIPMENT MOUNTING SYSTEMS (CONTINUED)

REMOVING THE SAFETY MD-TRANSPORTER FROM THE MICRO BASE

1. Press and hold the Red Quick Release Mechanism until the Safety MD-Transporter disc is completely removed from the micro base.



CAUTION

Ensure that any medical devices are removed before removing the Safety MD-Transporter.



2. Rotate the Safety MD-Transporter by holding it at the top while pulling the Safety MD-Transporter towards the Red Quick Release Mechanism.



OPERATION GUIDE

OPERATING THE EQUIPMENT MOUNTING SYSTEMS (CONTINUED)

REPLACING THE D-TYPE GAS CYLINDER

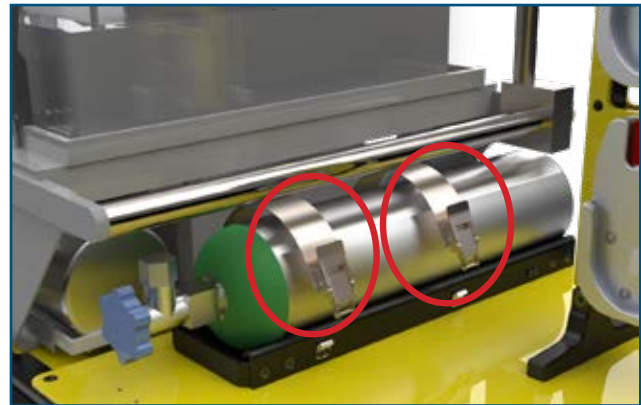
WARNING

- ✓ If the gas is rapidly expelled from the cylinder due to damage or other causes, the gas cylinder may become projectile. To prevent movement or damage, secure the cylinders and tighten the approved metal straps as described in the cylinder replacement procedure.

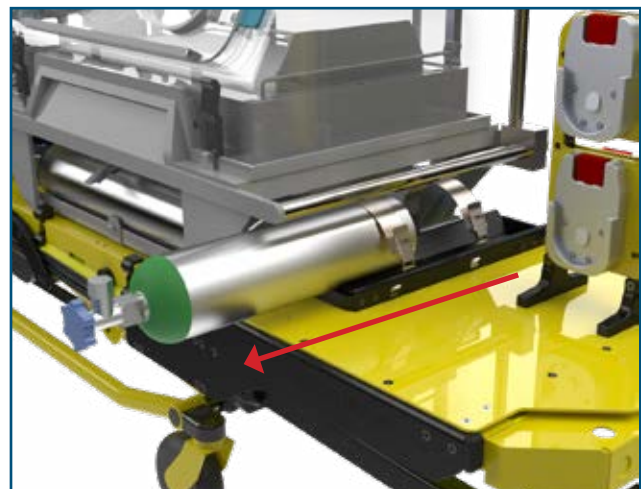
1. To simplify the replacement of the D-type gas cylinder, remove the medical devices from the vertical mounting system first.



2. Loosen the two (2) approved metal straps to secure the cylinder in place.
3. Remove the accessories on the cylinder, the pressure gauge and the flow regulator from the gas cylinder.



4. Slide the D-type gas cylinder toward the front of the incubator to release it from the bracket.



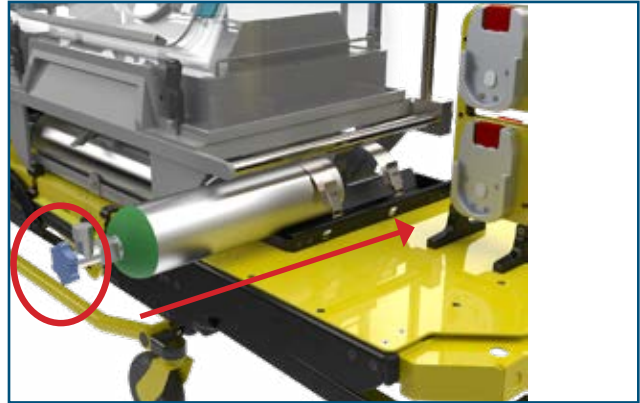
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OPERATION GUIDE

OPERATING THE EQUIPMENT MOUNTING SYSTEMS (CONTINUED)

REPLACING THE D-TYPE GAS CYLINDER (CONTINUED)

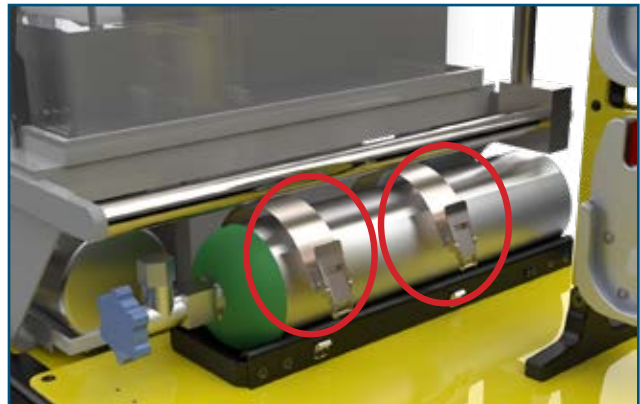
- Slide in the new D-type gas cylinder with the valve facing the front of the stretcher.



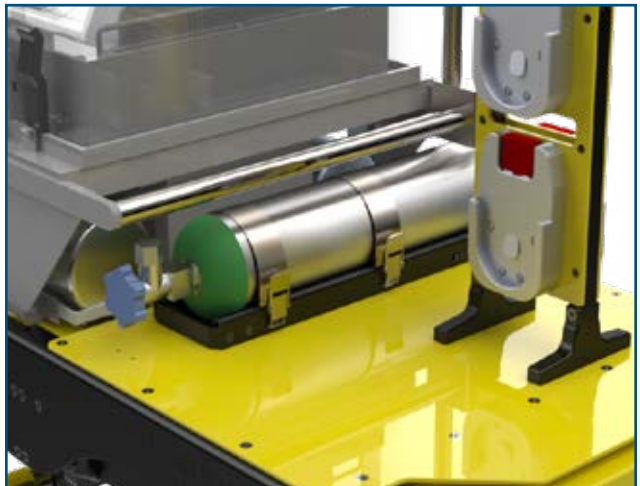
- Tighten the two (2) metal straps on the D-type gas cylinder.

NOTE

- ✓ To adjust the tension of the metal straps, turn the hook (before tightening) clockwise to increase and counterclockwise to decrease the tension.



- Reconnect the accessories, pressure gauge and flow regulator to the gas cylinder.



OPERATION GUIDE

OPERATING THE EQUIPMENT MOUNTING SYSTEMS (CONTINUED)

REPLACING THE E-TYPE GAS CYLINDER

WARNING

- ✓ If the gas is rapidly expelled from the cylinder due to damage or other causes, the gas cylinder may become projectile. To prevent movement or damage, secure the cylinders and tighten the approved metal straps as described in the cylinder replacement procedure.

1. Ensure that the D-type cylinder has been removed from the bracket according to the previous procedure before beginning to replace the E-type cylinders.



2. Loosen the metal strap holding the cylinder in place.
3. Remove the accessories on the cylinder, the pressure gauge and the flow regulator from the gas cylinder.



4. Slide the E-type gas cylinder towards the patient foot end structure.

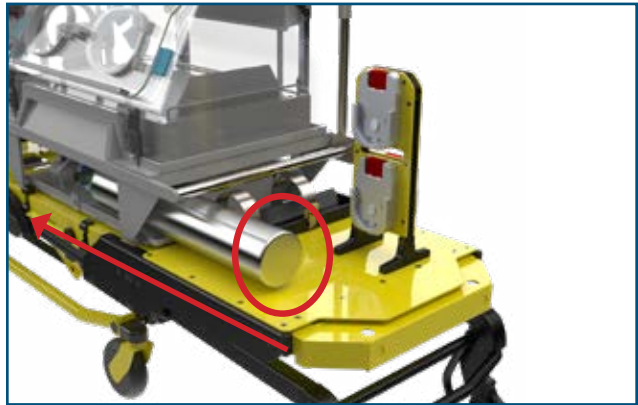


OPERATION GUIDE

OPERATING THE EQUIPMENT MOUNTING SYSTEMS (CONTINUED)

REPLACING THE E-TYPE GAS CYLINDER (CONTINUED)

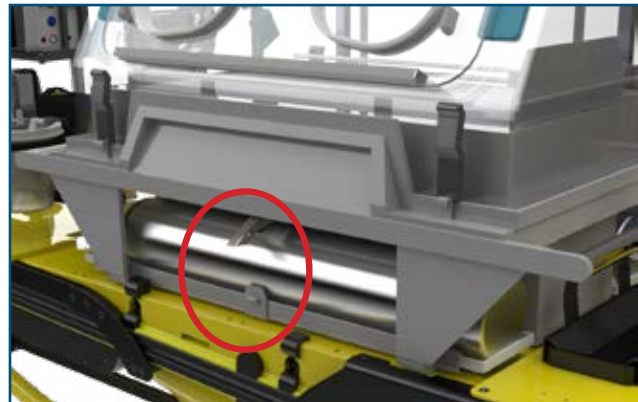
- Slide the new cylinder into the support by inserting the end through the patient foot end structure.



- Tighten the metal strap on the E-type gas cylinder.

NOTE

- ✓ To adjust the tension of the metal straps, turn the hook (before tightening) clockwise to increase and counterclockwise to decrease the tension.

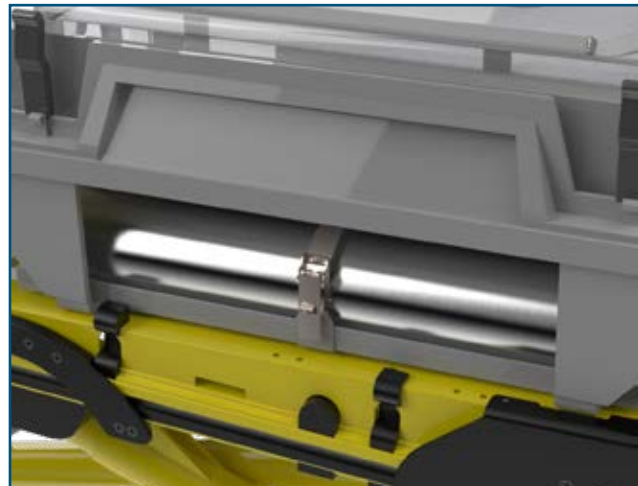


- Reconnect the accessories, pressure gauge and flow regulator to the gas cylinder.
- Repeat steps 1-7 for the E-type cylinder located at the back of the incubator.



WARNING

Always ensure that the metal straps are securely fastened when transporting or handling the stretcher.

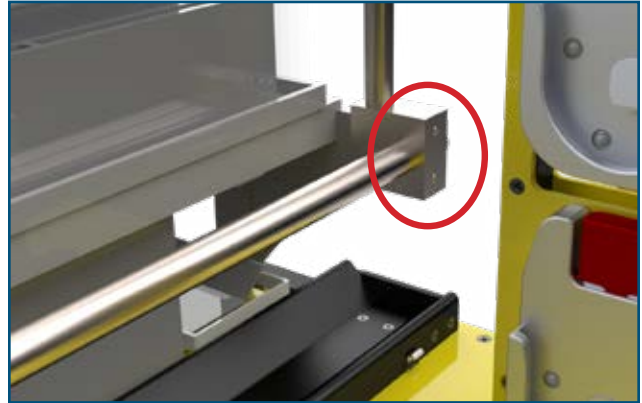


OPERATION GUIDE

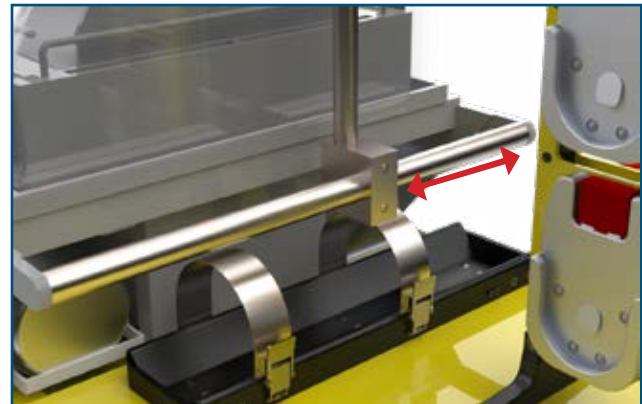
OPERATING THE EQUIPMENT MOUNTING SYSTEMS (CONTINUED)

MOVING THE IV POLE

1. Loosen the two (2) screws on the IV pole using a 3/16" hex key.



2. Move the IV pole to 7.5 inches from the end of the tube and tighten the two (2) screws.



PART NUMBERS

KITS AND OTHER OPTIONS

DESCRIPTION	PART NUMBER
Bracket Pro Serie 121-GR1 (Baxter Spectrum IQ)	1510-10-BXIQ-GR1
Bracket Pro Serie 80-GR1 (B. Braun Infusomat Space and Pefusor Space)	1100-10-BBRK-GR1
Bracket Pro Serie 160 (Fisher&Paykel Healthcare Neopuff)	1900-10-FPNP
Bracket Pro Serie 77 (Laerdal LCSU 4)	1700-10-LASP
Bracket Pro Serie 150 (Maxtec MaxBlend Low Flow)	2010-10-MXBL-L
Bracket Pro Serie 151 (Maxtec MaxBlend 2 Low Flow)	2010-10-MXBL
Bracket Pro Serie 71 (Philips IntelliVue X3)	330-10-PHX3
Bracket Pro Serie 122 (Baxter Colleague CX)	1600-10-BXCL-1
Bracket Pro Serie 106 (CareFusion Bird)	1414-10-BDBV
Bracket Pro Serie 152 (Smiths Medical Medfusion 4000)	2100-10-SMMF-4
Bracket Pro Serie 102 (Bio-Med Devices 2003FL)	1220-10-BMBX
Bracket Pro Serie 85 (ICU Medical ESP 60)	2200-10-ESP60



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 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.

MAINTENANCE GUIDE

CLEANING

CLEANING PROCESS



WARNING

ENSURE TO REMOVE MEDICAL DEVICE FROM THE BRACKET IF THOROUGH CLEANING IS NEEDED.

Follow your EMS service's protocol or medical device manufacturer's user guide for the recommended cleaning procedure of your medical devices. Cleaning procedure below does NOT provide recommendations for cleaning of the medical device. The following cleaning guidelines consider the Technimount mounting assemblies and components.

It is the responsibility of each hospital to use the cleaning solution of their choice. All hospitals have policies and procedures describing how they should clean and disinfect their medical equipment. Use a chlorine bleach solution (3.25% - less than one part bleach to 100 parts water), a solution containing alcohol, phenolic cleaners (active ingredient - o-phenyl phenol) or a quaternary ammonium chloride solution. In diluted concentrations, these cleaning agents have no negative effect on our products.

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

The material used to manufacture the bracket is high-grade aluminum, it is very durable and resistant to corrosion, however high levels of sodium or a high concentration of sodium or acid may prematurely corrode the product. Always rinse with soft soap and water if exposed.

- ✓ Use of a power washer can accelerate removal of contaminants collected during the use of the product.
- ✓ Rinse with clean water.
- ✓ Towel dry all components.
- ✓ Allow all other components to air dry.
- ✓ Avoid over saturation and ensure that the product does not stay wet longer than the cleaner manufacturer's guidelines for proper disinfecting.



WARNING

- ✓ When cleaning, always use appropriate personal protection equipment (PPE) based on established protocols (e.g., gloves, eye wear, 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 500 psi/34,5 BAR. If a pressure washer is being used to clean the unit, the pressure nozzle must be kept a minimum of 24 inches (61 cm) from the unit.

MAINTENANCE GUIDE

CLEANING (CONTINUED)

CLEANING SOLUTIONS

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

Suggested cleaners for the bracket:

- ✓ Quaternary Cleaners (active ingredient - ammonium chloride)
- ✓ Water and soft soap
- ✓ A mild 10% bleach solution, a solution containing alcohol or a quaternary ammonium chloride solution. In diluted concentrations, these cleaning agents have no negative effect on our products.



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 bracket 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

If rust appears on any surface of the product, we recommend sanding the affected surface to remove the rust and then using the cleaning method presented in this guide once the rust is removed. To clean the stained area, use a solution of 1/4 Tablespoon of Sodium Thiosulfate in 1 pint / .5 litre of warm water to clean the stained area. Clean as soon as possible after staining occurs. If stains are not immediately removed, allow solution to soak or stand on the surface. Thoroughly rinse surfaces with clean water and allow to air dry before returning unit to service.



WARNING

- ✓ Failure to properly clean contaminated parts or components will increase the risk of exposure to blood borne pathogens and may cause injury to the patient or the operator.

PREVENTIVE MAINTENANCE

A preventive and regular maintenance program should be established for all Technimount equipment. Preventive maintenance may be required more frequently based on the usage level of the product. The bracket 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 features including, but not limited to locking mechanisms and discs.
- ✓ Improper maintenance can cause injury or damage to the product. Maintain the product as described in this user guide.

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 bracket. Factors such as weather, environment, geographical location, and individual usage will necessitate different maintenance. If you are unsure as to how to perform these maintenance inspections or at what interval to perform these inspections, please contact your Technical Support Team at techsupport@technimount.com. Check each routine and replace damaged or worn out parts if necessary.

Follow timetable below for maintenance (either in months (M) or hours (H)), in accordance with your Service's current maintenance practices and protocols.

ITEM	ROUTINE	<u>1 M</u> OR <u>2 H</u>	<u>3 M</u> OR <u>6 H</u>	<u>6 M</u> OR <u>12 H</u>	<u>12 M</u> OR <u>24 H</u>
System	<ul style="list-style-type: none"> ✓ Inspect all individual mounting systems as recommended in their respective user guides ✓ Inspect the complete system <ul style="list-style-type: none"> ▪ Inspect the patient head and patient foot end support structures screws ▪ Inspect the Micro Bases screws ▪ Ensure that the Micro Bases are securely fixed to the patient head and patient foot end support structures ▪ Verify that the vertical mounting system is securely fixed to the patient foot end support structure ▪ Verify that the plate for the power bar is well fixed under the stretcher ▪ Verify that the cylinder bracket is securely fixed ▪ Inspect that all Safety MD-Transporters are working properly in their respective bases and can rotate well ▪ Ensure the system working properly and there are no particles, obstacles, or debris ✓ Do a visual inspection for the complete system to ensure there is no damage or chemical attack 	X			

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INSPECTION AND MAINTENANCE RECORD

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TRAINING RECORD

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MAINTENANCE GUIDE

REPLACEMENT PARTS

The parts and accessories listed are all currently available for purchase. Some of the parts identified on the assembly drawing parts in this user guide may not be individually available for purchase. Please call Technimount Customer Service: +1 888.639.2758 or at customerservice@technimount.com for availability and pricing.

DESCRIPTION	PART NUMBER
Power Bar	TCM-SP-999-087
Stainless Steel Round Head Phillips Screws 1/4-20 X 3/8"	TCM-VR-999-098
Locking Washer 1/4"	TCM-RD-999-027
C-clamp Side Block	TCM-095-010
Black Stainless Steel Flat Head Phillips Screws 1/4-20 X 1 1/4"	TCM-VF-999-168
U-clamp Side Block	TCM-095-014
Stainless Steel Flat Head Phillips Screws 1/4-20 X 1"	TCM-VF-999-178
Micro Base (for the patient head and patient foot end structures)	120-20-UN
Safety MD-Transporter	540-00-OL13
Safety MD-Transporter SV (Short Version)	544-00-OL08
Black Stainless Steel Flat Head Phillips Screws 1/4-20 X 1 1/4"	TCM-VF-999-168
Stainless Steel Flat Head Phillips Screws 1/4-20 X 1"	TCM-VF-999-178
1/4-20 Self-locking Nuts – UNC Grade 5	TCM-EC-999-028
D-type Gas Cylinder Bracket Approved Metal Straps	TCM-106-005
Stainless Steel Pan Head Phillips Screws 8-32 x 1/4"	TCM-VR-999-103
Vertical Mounting System	523-00-SITWAL
Labels (Configuration, Cylinder, Power Bar, Maximum Weight, and other Technimount Labels)	Contact Technimount Customer Service

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

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 according to the customer
- 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 item
- 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 NOT SUBJECT TO RETURN.

RETURN POLICY

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. Claim 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:

Fill in the RMA form online at <https://www.technimount.com/service-support/service-support-overview/>

REQUIRED INFORMATION

- Serial number
- Invoice number
- Identification of the issue
- Upload the pictures of the issue
- Submit the form

A confirmation of the receipt of the claim will be sent to you within 2 business days. If you have not received a confirmation email by then, please contact techsupport@technimount.com.

If the RMA request is approved, TECHNIMOUNT 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 our Customer Service department at customerservice@technimount.com.



SAFETY AND FLEXIBILITY WHERE IT MATTERS MOST

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