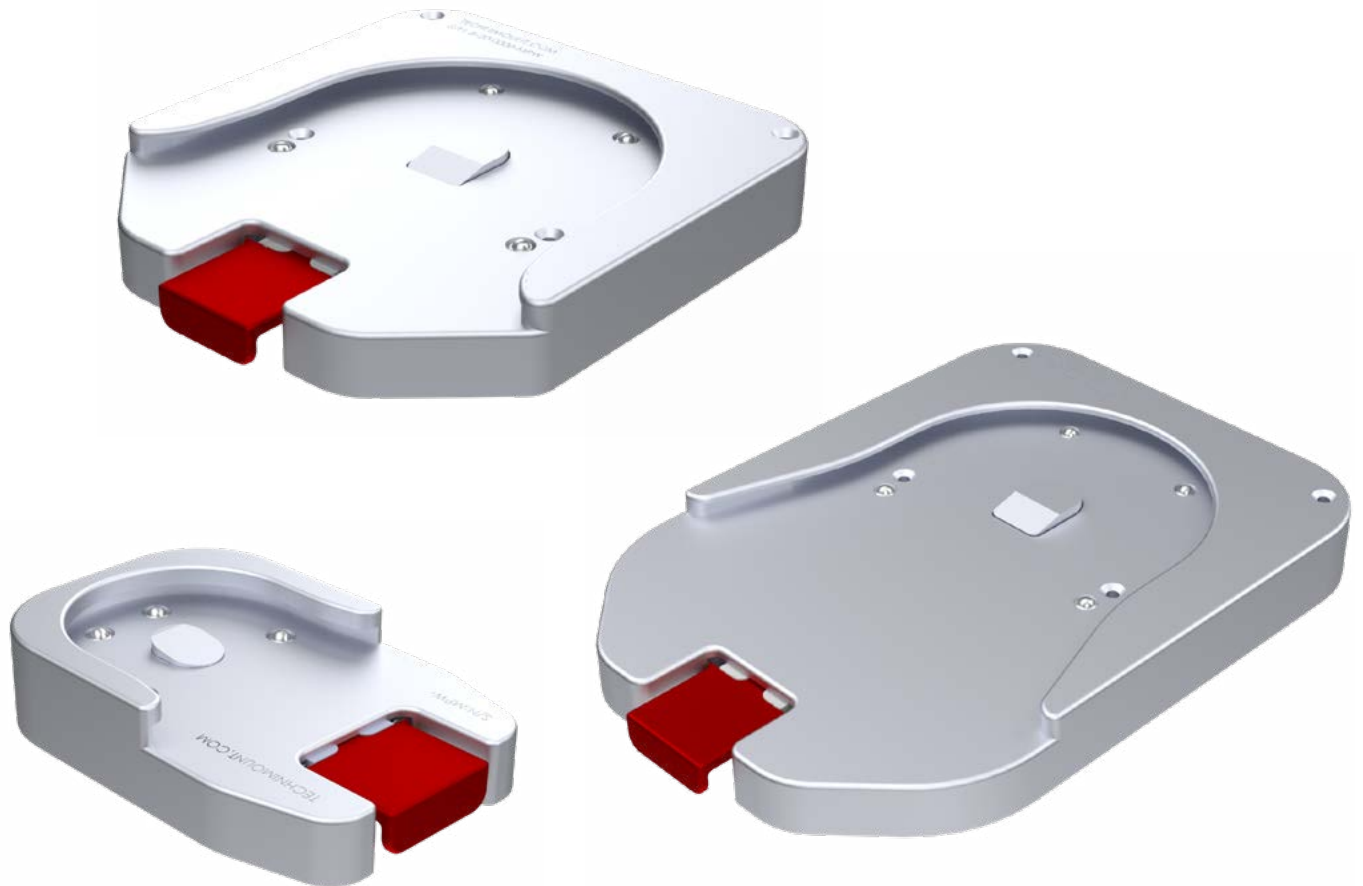




**TECHNIMOUNT**  
EMS™

# **STANDARD SURFACE BASE, EXTENDED SURFACE BASE, & MICRO BASE**

## USER GUIDE



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Base Pro Serie® is a registered trademark of Technologies CGC Inc.

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

# CONTACT INFORMATION

---

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TF + 1 888.639.2758

## NOTE:

For any issues with your Technimount product, its components, or for any technical questions during the installation or maintenance, please send an Email to [techsupport@technimount.com](mailto:techsupport@technimount.com).

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

## SERIAL NUMBER LOCATION



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## PURPOSE OF THE DOCUMENT

This User Guide is designed to assist you with the installation, operation and maintenance of the Standard Surface Base, the Extended Surface Base and the Micro Base.

## PRODUCT DESCRIPTION

The Technimount's Standard Surface/Extended Surface Base is a universal technology and solution designed to mount Technimount's Base Pro Serie Products that have a Standard Bottom Disc. The Micro Base is another universal solution that was developed as part of this family of Standard Bases to secure smaller medical devices. These smaller bases and will mount all of Technimount Base Pro Serie products that have a bottom Micro Disc or back Anti-Rotation Micro Disc. These bases can fit into any ground and air ambulance configurations in North American and European markets. They are designed to secure medical devices during EMS transport and they are all tested in compliance with the highest industry standards for air and ground ambulance transport. These solutions provide a higher flexibility for different EMS/CCT protocols and applications.

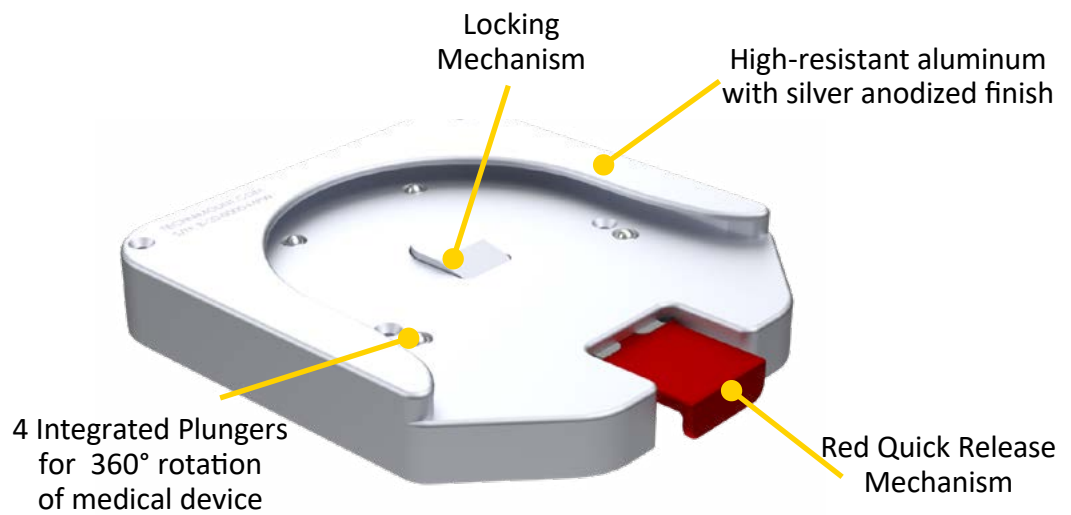
## INTENDED USE OF THE PRODUCT

The Standard/Extended Surface Base, as well as the Micro Base are mounting solutions to securely transport medical devices that have a Technimount base during intra and inter-hospital transport. It is designed to be installed and used as described in this user guide. Ensure the crew 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.

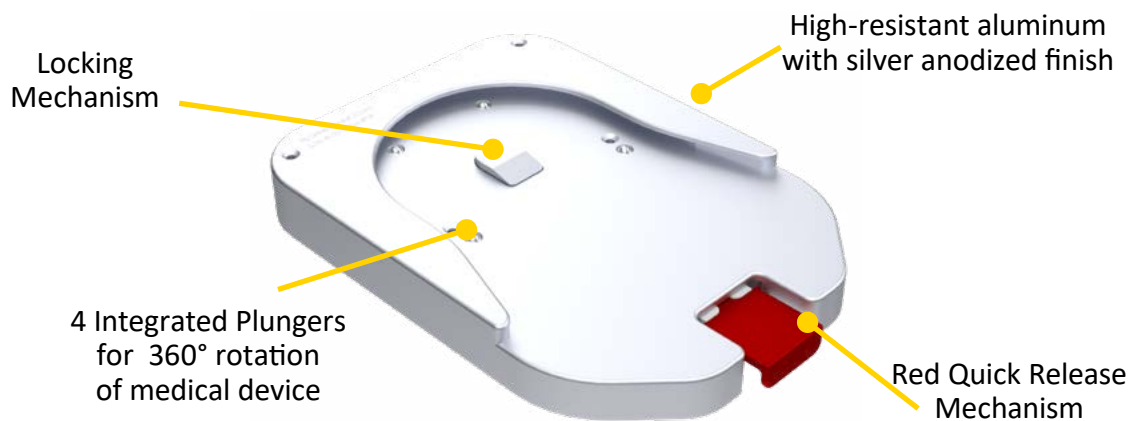
# INTRODUCTION

## PRODUCT ILLUSTRATION

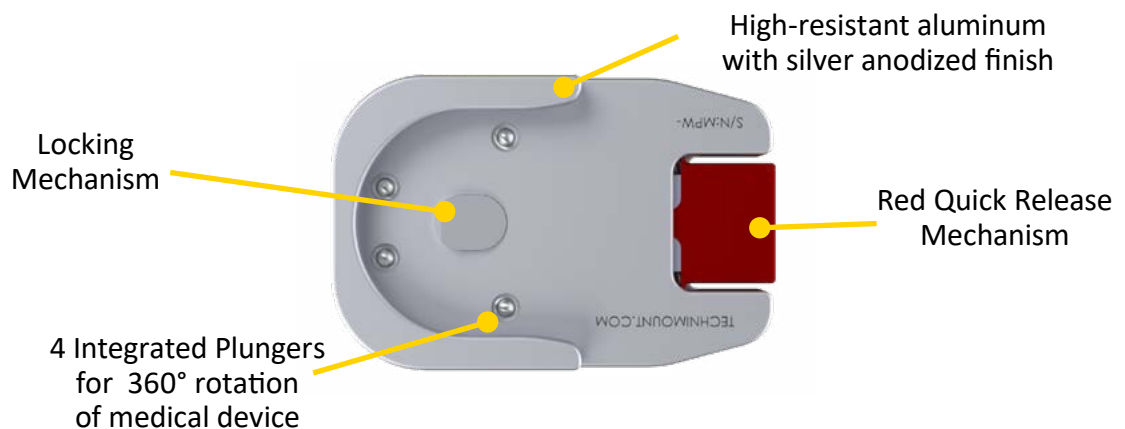
### STANDARD SURFACE BASE



### EXTENDED SURFACE BASE






### MICRO BASE



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## 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



## 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

## SPECIFICATIONS

<b>Product Name</b>	Standard Surface Base Extended Surface Base Micro Base
<b>Product Description</b>	Mounting system base to secure medical device on counters, cots/ stretchers, walls and floors in emergency vehicles or aircraft
<b>Compatibility of Medical Device*</b>	Technimount's Base Pro Serie Products with Standard Bottom Disc or with Micro Discs
<b>Environment of Usage</b>	EMS/CCT for Ground or Air Transport
<b>Product Section Material</b>	<ul style="list-style-type: none"><li>Aluminum 6061-T6</li></ul>
<b>Product Finish</b>	<ul style="list-style-type: none"><li>Main Assembly: Silver-Anodized Finish</li></ul>
<b>Environmental Regulations</b>	RoHS 3 Compliant
<b>Temperature of Usage</b>	- 31° F (35° C) to 113° F (45° C)
<b>Certification</b>	Tested in Compliance with: <ul style="list-style-type: none"><li>SAE J3043</li><li>FAA 14 CFR § 23 (Applicable Sections)</li></ul>
<b>Installation</b>	<ul style="list-style-type: none"><li>Standard/Extended Base - 4x 10-32 SS Flat Head Screws</li><li>Standard Base for Flight - 4x 1/4-28 Alloy Steel Screws</li><li>Micro Base - 6x 1/4-20 SS Screws</li><li>Micro Base for Flight - 6x 10-32 Alloy Steel Screws</li></ul>
<b>Attachment Options</b>	2 Locking Discs – Bottom Micro Disc – Anti-Rotation Micro Discs
<b>Transportation Compatibility System</b>	Compatible with Technimount's: <ul style="list-style-type: none"><li>Safety Arm System</li><li>Extension Pro Assistant - Series</li><li>Floor Mount</li><li>Wall Mount PRO</li><li>Neonatal Stretcher System</li></ul>
<b>Features</b>	<ul style="list-style-type: none"><li>Robust Mounting Solution for EMS/CCT/ALS Transport</li><li>Weatherproof and chemical resistant surface finishes</li><li>360° Rotation for optimized view and access to controls</li><li>Ground and air compatibility (see Kits and Other Options)</li></ul>
<b>Physical Overall Dimensions</b>	<ul style="list-style-type: none"><li>Standard Surface Base - Length 8.0in, (20.32 cm) Width 7.5in (19.05 cm), Height in 1.25 (3.18 cm)</li><li>Extended Surface Base - Length 11.32in (28.75 cm), Width 7.96in (20.22 cm), Height in 1.25 (3.18 cm)</li><li>Micro Base - Length 3.94 in (7.62 cm), Width 5.95 in (12.7 cm), Height 1.335 in. (2.54 cm)</li></ul>
<b>Weight</b>	<ul style="list-style-type: none"><li>Standard - 2.12 lb (0.96 kg)</li><li>Extended - 3.03 lb (1.37 kg)</li><li>Micro Base - 1,18 lb (0.45 kg)</li></ul>
<b>Part Number</b>	<ul style="list-style-type: none"><li>Standard Surface Base – 100-20-UN</li><li>Extended Surface Base – 110-20-UN</li><li>Standard for Flight - 100-20-UN-FL</li><li>Micro Base - 120-20-UN</li><li>Micro Base for Flight -120-20-UN-510-FL</li></ul>
<b>Other Models and Configurations</b>	Contact Technimount EMS for more information or for other options at <a href="mailto:customerservice@technimount.com">customerservice@technimount.com</a>

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## NOTICE

Technimount hereby declares that the Bases are in compliance with the essential requirements and other relevant provisions of the SAE J3043 and FAA 14 CFR § 23 (Applicable Sections). For more information, please contact Technimount Customer Service ([customerservice@technimount.com](mailto:customerservice@technimount.com)).

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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 the 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.



### WARNING

---

- ✓ Always hold the Base with both hands when you manipulate it.
- ✓ Operate the base only as described in this user guide.
- ✓ Do not modify the Base, or any components of Technimount 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 Base or any of its options, to ensure equipment being used with the Technimount products meets the installation specifications. Injury may result if non-compatible products are used with Technimount EMS products.
- ✓ Do not attempt to operate, install or remove the equipment while mobile. Ensure that installation and removal of equipment is done while vehicle is immobilized.
- ✓ Do not allow untrained staff to assist in the operation of the mounting system. Untrained technicians/staff can cause injury to the patient or themselves.
- ✓ Do not place additional equipment or items onto the Base or mounts other than approved Technimount systems or components, as this could damage the product and may result in injury to the patient or operator.
- ✓ Do not attach restraints to the Base frame. It may result in damage to the System 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 may result in unbalanced equipment and may cause injury to the patient or operator and/or damage to the product.
- ✓ Improper maintenance can cause injury to patient or operator or damage to the product. Maintain the Base and Mounting Systems 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 and may cause injury to the patient or operator.
- ✓ Any installation on a surface, wall or on the structure of the vehicle or the aircraft has to be validated or inspected in order to ensure it maintains the integrity of the vehicle or the aircraft.

# SUMMARY OF SAFETY PRECAUTIONS

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## WARNING/CAUTION/NOTE (CONTINUED)

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### CAUTION

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- ✓ Only certified technical personnel familiar with the Base installation and use should manipulate it. Always refer to Technimount's user guides for all instructions for installing and using any Technimount Mounting System.
- ✓ Inspect regularly all components on the equipment for any issue and loose screws, bolts and nuts.
- ✓ Never install the mount into or on other similar brands or models of mounting systems or bases without written confirmation by Technimount that these systems are compatible

### NOTE

- ✓ Some cleaning products are corrosive in nature and may cause damage to the product if used improperly. If such products are used to clean Technimount equipment, the equipment must be rinsed with clean water and thoroughly dried following the cleaning. Failure to properly rinse and dry the Mounting Systems will leave a corrosive residue on the surface, possibly causing premature corrosion of critical components.
- ✓ When ordering, it is important to identify on which mounting system you need to mount the base to as their are different systems for different EMS applications (ground or air)
- ✓ A maintenance program should be established for all Technimount equipment. Preventive maintenance may need to be performed more frequently, based on the level of use of the product. Close attention should be given to safety features (i.e.: screws, quick release mechanisms, and attachment points).
- ✓ Failure to use authorized parts, and lubricants, etc., could cause damage to the equipment and will void the warranty of the product.
- ✓ This user guide should be considered a permanent part of the Base, 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 or Technical Support at [customerservice@technimount.com](mailto:customerservice@technimount.com) +1 888.639.2758

## REMOVING THE PACKAGING FOR INSTALLATION

1. Unpack boxes and check all items.
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 Base System must work properly before being put into service.
5. Refer to the identification of components at the beginning of this user guide if needed.

## TOOLS REQUIRED FOR INSTALLATION

- ✓ Philips scredriver

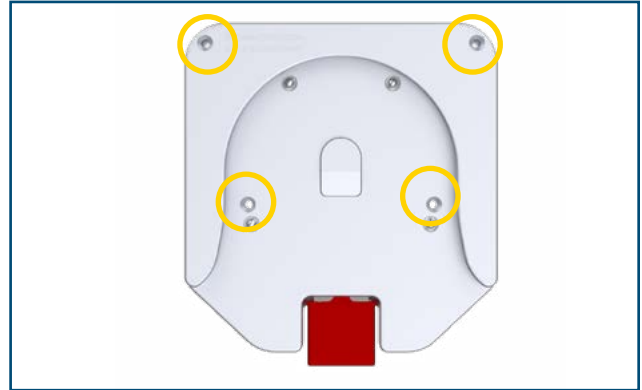
### NOTE:

- ✓ Electrical tools are not recommended, as there is a potential risk of damage to the threads.
- ✓ Use Red Locktite on each screw for permanent installation.

# INSTALLATION GUIDE

## INSTALLATION OF THE UNIVERSAL STANDARD/EXTENDED SURFACE BASE

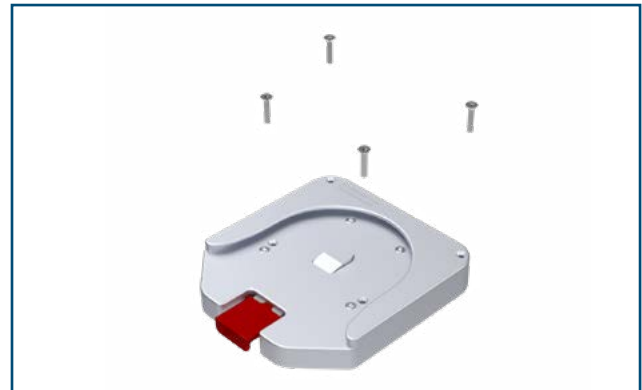
1. Refer to bolt pattern drawing at the end of this document for installation.
2. Locate the four Countersink's holes on the Base.



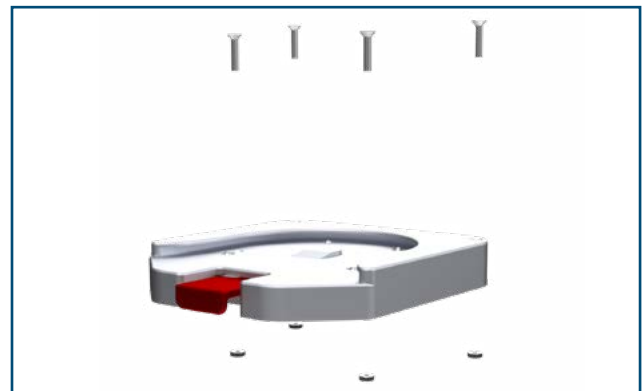
3. Put a drop of red locktite on each screw before installation.
4. Insert the four 10-32 SS Flat Head Screws into the four holes.

### NOTE

Length of screws is in accordance with installation location. Refer to your maintenance department for the right length for your installation.



5. Insert four 10-32 screws into the base and secure with nuts as shown.



## INSTALLATION OF THE UNIVERSAL STANDARD/EXTENDED SURFACE BASE (CONTINUED)

6. Tighten all 4 screws.
7. The Base is ready for installation of the medical device.





## MICRO BASE INSTALLATION

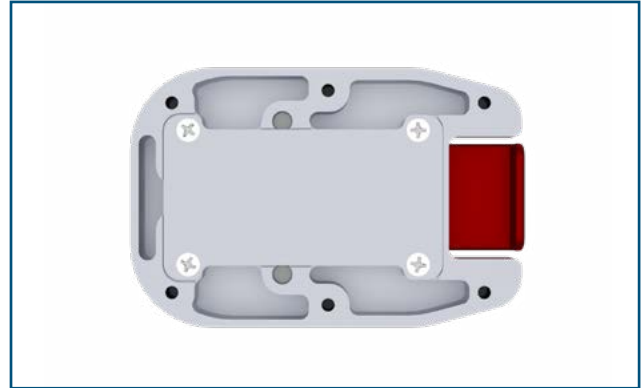
### INSTALLING THE MICRO BASE ON AN ADAPTER PLATE OR SURFACE

1. Five (5) 10-32 Alloy Steel screws are used to install the Micro Base onto the an Adapter plate or counter.

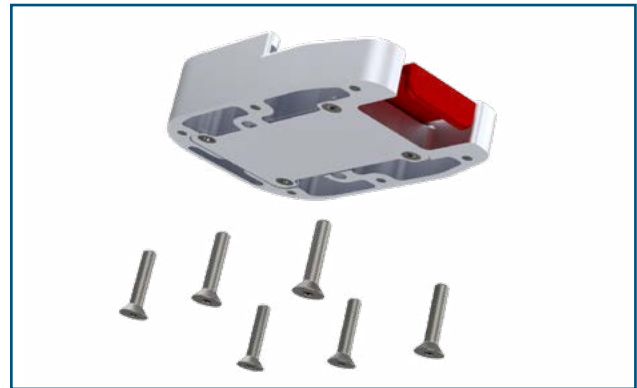
#### NOTE

The length of the screws will depend on plate or counter width for the installation of the Micro Base.

2. If installation is on another surface for which there are no pre-existing screw holes, use drawing at the end of this document to perfectly align screw holes for installation of the Micro Base.



3. Refer to bolt pattern for installation of the Micro Base at the end of this user guide.
4. Align with the five (5) screw holes.



5. Add a drop of Loctite #243 to the screws before installation.
6. Insert screws.
7. Tighten all screws, while alternating screwheads.



# MOUNTING SYSTEM PART NUMBERS

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## KITS AND OTHER OPTIONS

DESCRIPTION	PART NUMBER
Universal Standard Surface Base	100-20-UN
Universal Standard Surface Base (For Flight)	100-20-UN-FL
Extended Standard Surface Base	110-20-UN
Micro Base (Ground)	120-20-UN
Micro Base (Air & Ground)	120-20-UN-510-FL



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

## CLEANING

### CLEANING PROCESS

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#### WARNING

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##### **ENSURE TO REMOVE MEDICAL DEVICE FROM THE BASE 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 EMS service to use the cleaning solution of their choice. All EMS service's 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 base can be cleaned by using a pressure washer. The base 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 base 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

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



#### CAUTION

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- ✓ 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.

## 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 base:

- ✓ Quaternary Cleaners (active ingredient - ammonium chloride)
- ✓ Water and soft soap
- ✓ A 10% diluted 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 base 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 base 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 Base. Factors such as weather, environment, geographical location, and individual usage will necessitate different maintenance. If you are unsure as to how to perform these maintenance inspections or at what interval to perform these inspections, please contact your Technical Support Team at [techsupport@technimount.com](mailto:techsupport@technimount.com). Check each routine and replace damaged or worn out parts if necessary.

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

<u>ITEM</u>	<u>ROUTINE</u>	<u>1 M</u> <u>OR</u> <u>2 H</u>	<u>3 M</u> <u>OR</u> <u>6 H</u>	<u>6 M</u> <u>OR</u> <u>12 H</u>	<u>12 M</u> <u>OR</u> <u>24 H</u>
Base	<ul style="list-style-type: none"><li>✓ Inspect Base</li><li>✓ Inspect the screws and bolts</li><li>✓ Ensure it is working properly and there are no particles, obstacles, or debris</li><li>✓ Do a visual inspection for the Base to ensure there is no damage or chemical attack</li><li>✓ Inspect the quick release mechanism to ensure there is no damage and it locks properly</li></ul>	X			

## MAINTENANCE GUIDE

## INSPECTION AND MAINTENANCE RECORD

[illegible]

# MAINTENANCE GUIDE

## TRAINING RECORD

<u>TRAINEE NAME</u>	<u>TRAINING DATE</u>		<u>TRAINING METHOD</u> <u>USER GUIDE,</u> <u>IN-SERVICE,</u> <u>IN-CLASS,</u> <u>ETC.</u>
	<u>BASIC TRAINING</u>	<u>TRAINING UPDATE</u>	

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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 Customer Service : +1.888.639.2758 or at [customerservice@technimount.com](mailto:customerservice@technimount.com) for availability and pricing.

<u>DESCRIPTION</u>	<u>PART NUMBER</u>
Part Number - Base Pro Serie 92-FL4 (Base for for Air Transport 4 Pumps)	2300-10-MTP-FL4
Part Number - Base Pro Serie 92-FL3 (Base for Air Transport 3 Pumps)	2300-10-MTP-FL3
IV Pole	TCM-052-051



## 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 base system for clipping and attaching medical equipment is specifically designed to fill this requirement. Any other use will void the warranty and TECHNIMOUNT will not be held liable on any claim if the product is modified or adapted for use.

Technimount products are intended to retain a medical device in place in the case of a single crash impact. A Technimount product must NOT be used again if it was involved in a crash. The product MUST be replaced. If the Purchaser uses a Technimount product following a crash, it is at the Purchaser's own risk and Technimount will not be held liable.

## INTERNATIONAL WARRANTY CLAUSE

This warranty reflects Canadian domestic policy. Warranty outside Canada may vary by country. Please contact TECHNIMOUNT Customer Service for more information.

# RETURN POLICY

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## RETURN POLICY

Mounting systems and base 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

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## DAMAGED MERCHANDISE

ICC Regulations require that claims for damaged merchandise must be made with the carrier within fifteen (15) days of receiving merchandise. DO NOT ACCEPT DAMAGED SHIPMENTS UNLESS SUCH DAMAGE IS NOTED ON THE DELIVERY RECEIPT AT THE TIME OF RECEIPT. Upon prompt notification, TECHNIMOUNT will file a freight claim with the appropriate carrier for damages incurred. 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](mailto:techsupport@technimount.com).

If the RMA request is approved, TECHNIMOUNT will provide you with an RMA number for your claim. We will also include instructions for the replacement of your product. No product return will be accepted without the RMA number labeled on the outside of the box being returned.

### FINDINGS AND CONCLUSION

- If following an investigation, we find that our product is defective, TECHNIMOUNT will take corrective actions and close the claim
- If following an investigation, we find that our product is NOT defective (misuse or abuse of the product) the product will not be covered by the warranty. Details of our findings and conclusions will be provided to you

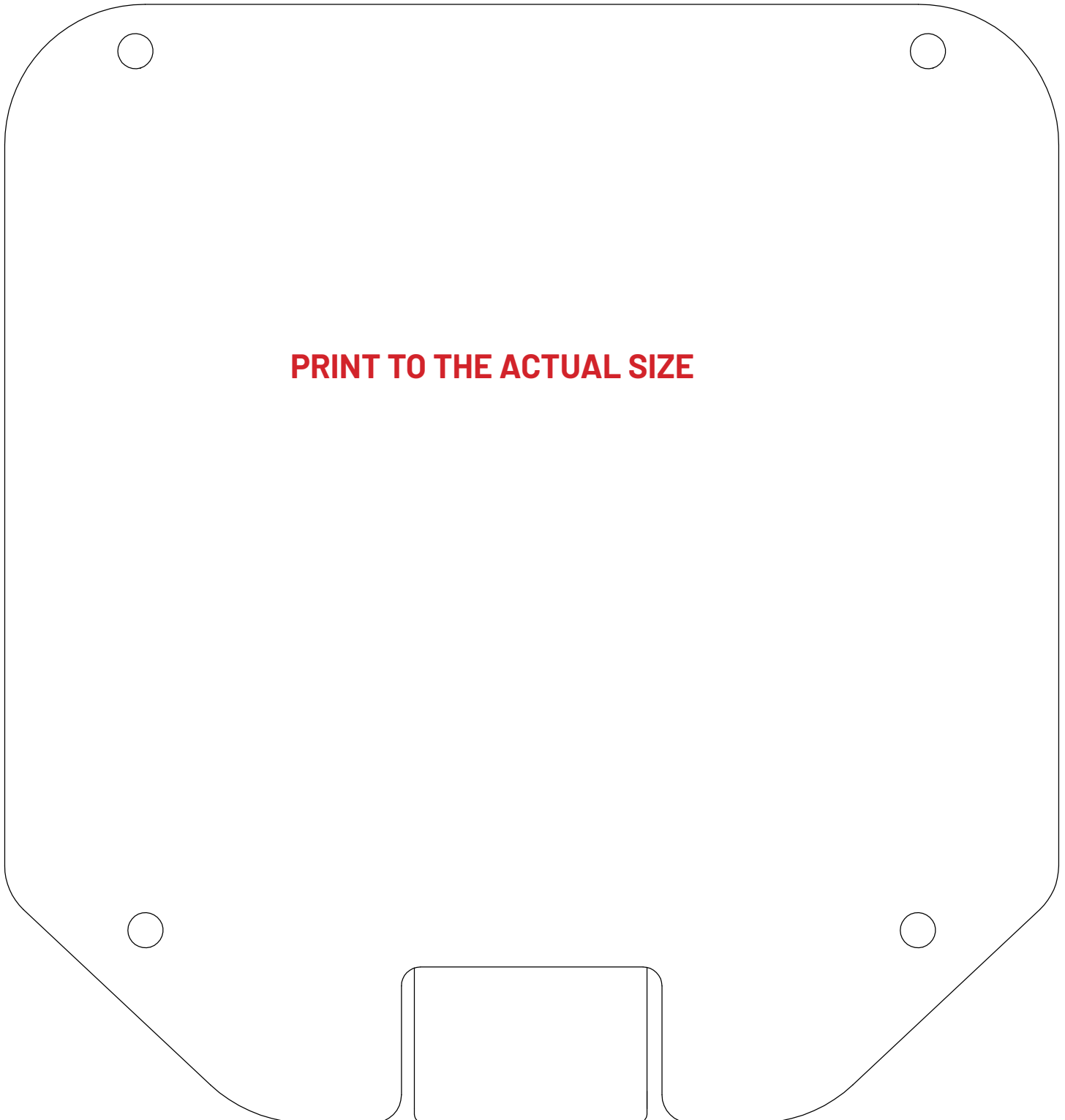
## QUESTIONS ABOUT OUR POLICY

If you have any questions regarding our return policy, please contact our Customer Service department at [customerservice@technimount.com](mailto:customerservice@technimount.com).

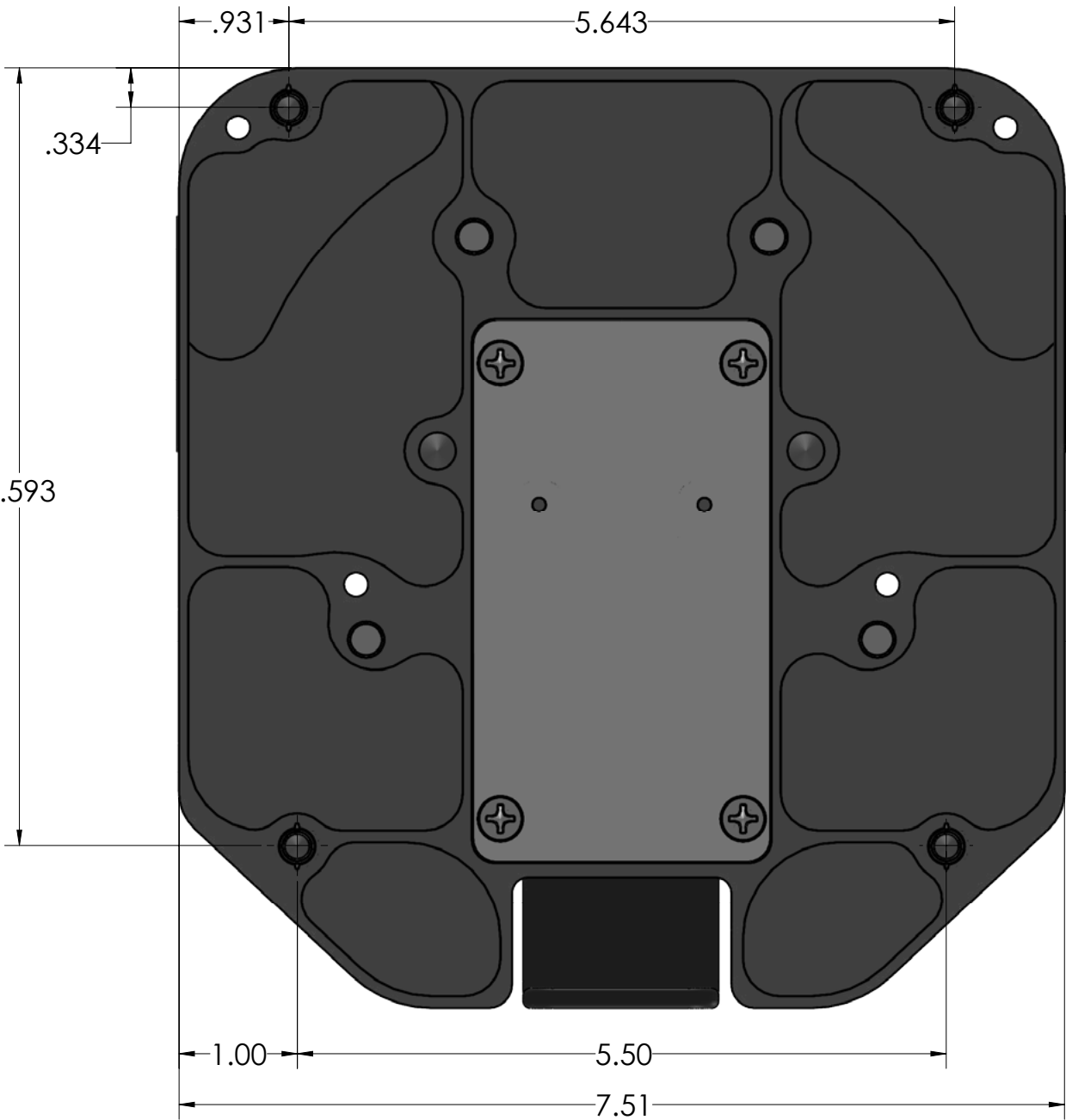


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## BOLT PATTERN



## DIMENSIONS



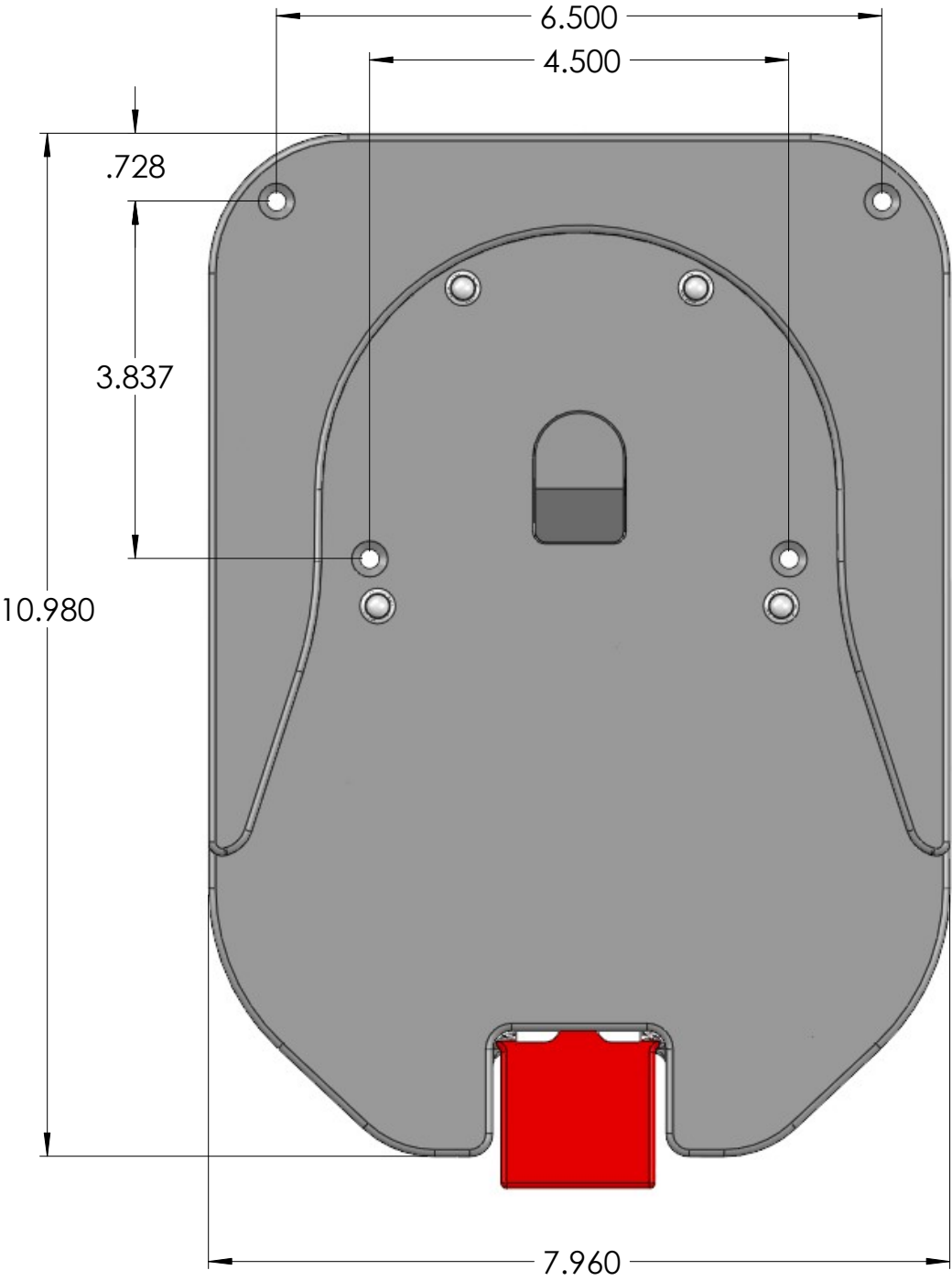
# EXTENDED SURFACE BASE DRAWINGS

## BOLT PATTERN

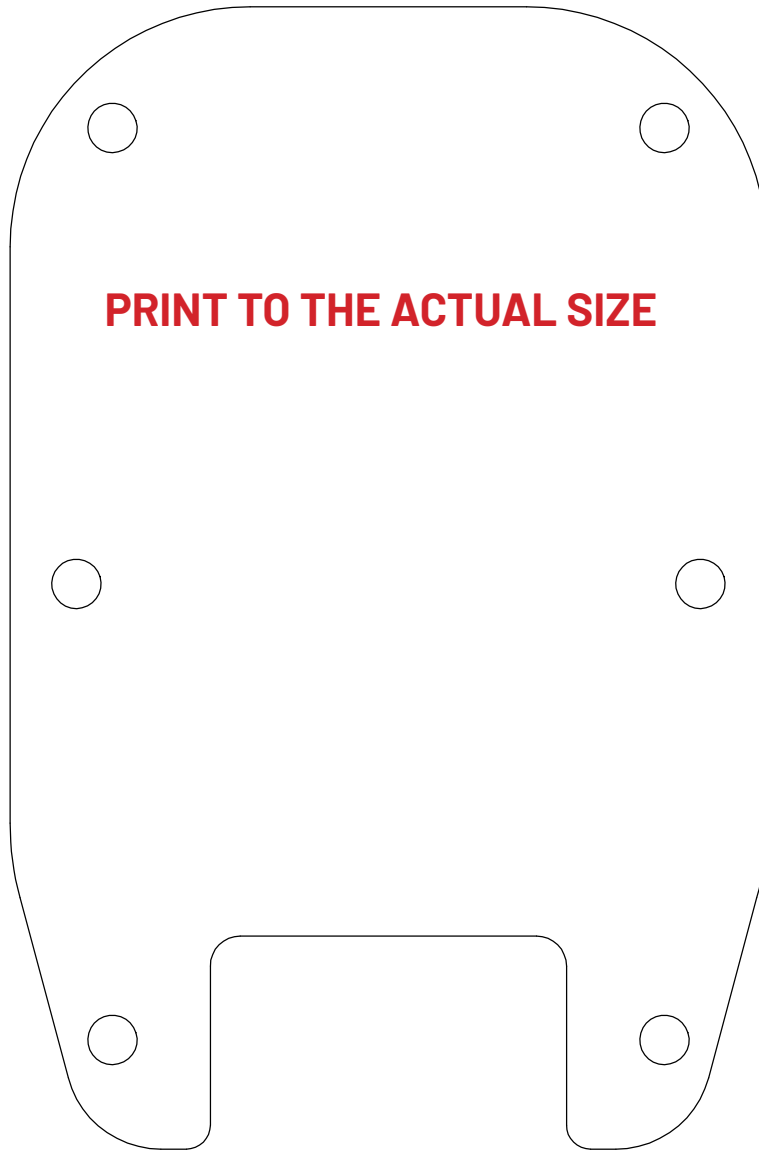
**PRINT TO THE ACTUAL SIZE**



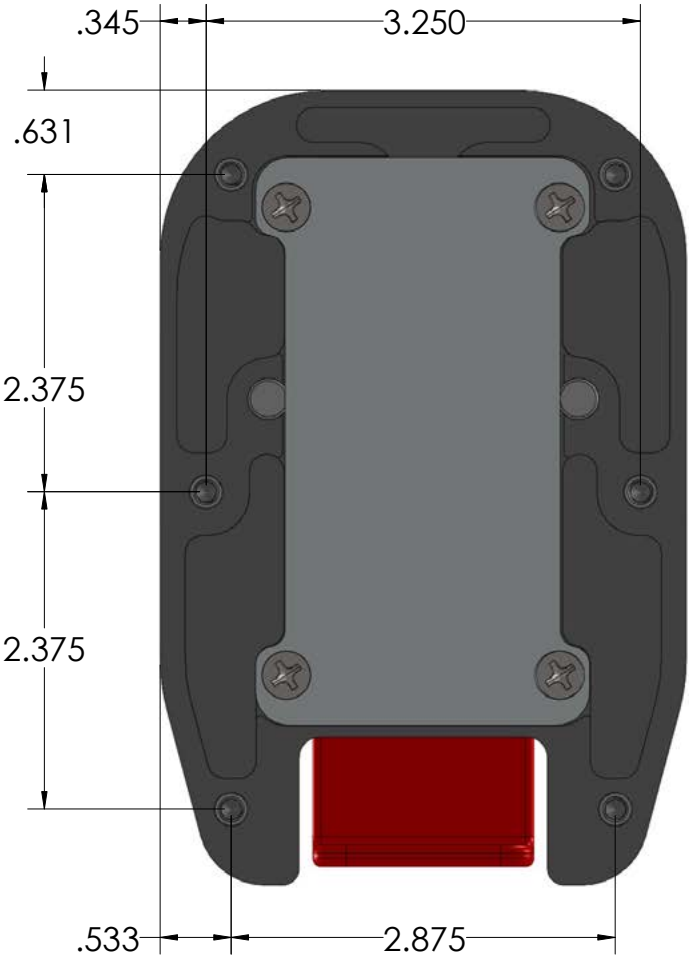
DIMENSIONS



## BOLT PATTERN



DIMENSIONS









# SAFETY AND FLEXIBILITY WHERE IT MATTERS MOST

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