



TECHNIMOUNT
SYSTEM™

BRACKET PRO SERIE® 25 FLEX

USER GUIDE



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

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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

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



THE SERIAL
NUMBER IS
LOCATED UNDER
THE BRACKET AS
SHOWN HERE

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PURPOSE OF THE DOCUMENT

This user guide is designed to assist you with the installation, operation and maintenance of the Technimount Bracket Pro Serie 25 Flex for the ZOLL X Series monitor/defibrillator.

PRODUCT DESCRIPTION

The Bracket Pro Serie 25 Flex Mounting System is the only universal solution to mount the ZOLL X Series monitor/defibrillator in different applications such as, on surface, floor, cot/stretcher and wall systems. It can fit any ground and air ambulance configurations in North American and European markets. It is designed to securely support and transport the ZOLL monitor/defibrillator in pre-hospital and hospital environments. When used in emergency vehicles with a cot/stretcher, the Bracket Pro Serie 25 Flex can be positioned on Technimount's Safety Arm System, on a Standard Surface Base, or on Technimount's floor mount or wall mount systems. These solutions provide a higher flexibility for different EMS/CCT protocols and applications.

The Bracket Pro Serie 25 Flex bracket is made from a combination of UV stabilized ABS and high-density aluminum. This is a revolutionary solution for the EMS industry as it is the first mount ever made from plastic for a medical device. The UV stabilized ABS, is a tough thermoplastic used for applications that require durability and/or abrasive wear resistance. It is resistant to biological fluid, and Quaternary-type disinfectants making it the optimal mounting system for EMS or military environments.

The Bracket Pro Serie 25 Flex is a first in its category. The toughness of the UV Stabilized ABS plastic material allows this unique mounting system to absorb energy upon impact, and therefore does not break under intensive use. The bracket will slightly bend and retake its shape reducing potential damage to the equipment. It is designed with a positive curve; once the medical device is installed on the bracket it will become level, protecting the bottom disc.

The bracket includes a standard bottom disc for installation on a surface or stretcher arm system. When inserted into the Technimount Standard Surface Base, it allows for a 360° rotation of the medical device while securely locked. The quick release mechanism helps to deploy the unit almost instantly, allowing EMS responders to easily access the unit with minimum effort in times of emergency.

The Bracket Pro Serie 25 Flex complies with the highest industry safety standards for the transport of medical equipment, SAE J3043, and is an evolution to Technimount System's renowned mounting system product line.

The Bracket Pro Serie 25 Flex is compatible with all of Technimount's products.

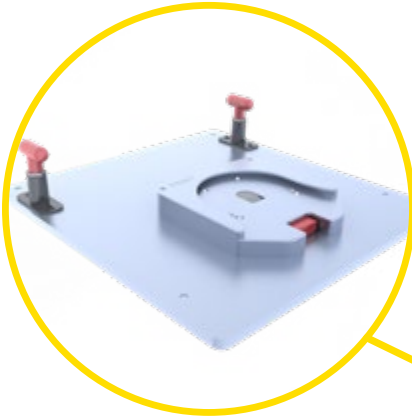
INTENDED USE OF THE PRODUCT

The Bracket Pro Serie 25 Flex is a mounting solution to securely transport the ZOLL monitor/defibrillator during EMS transport. It is designed to be installed on the equipment as described in this user guide. This equipment is for crew members who have 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

POSSIBLE MOUNTING OPTIONS FOR THE BRACKET PRO SERIE 25

Floor Mount
Air Ambulance



Safety Arm System






Standard Surface Base



Wall Mount System





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

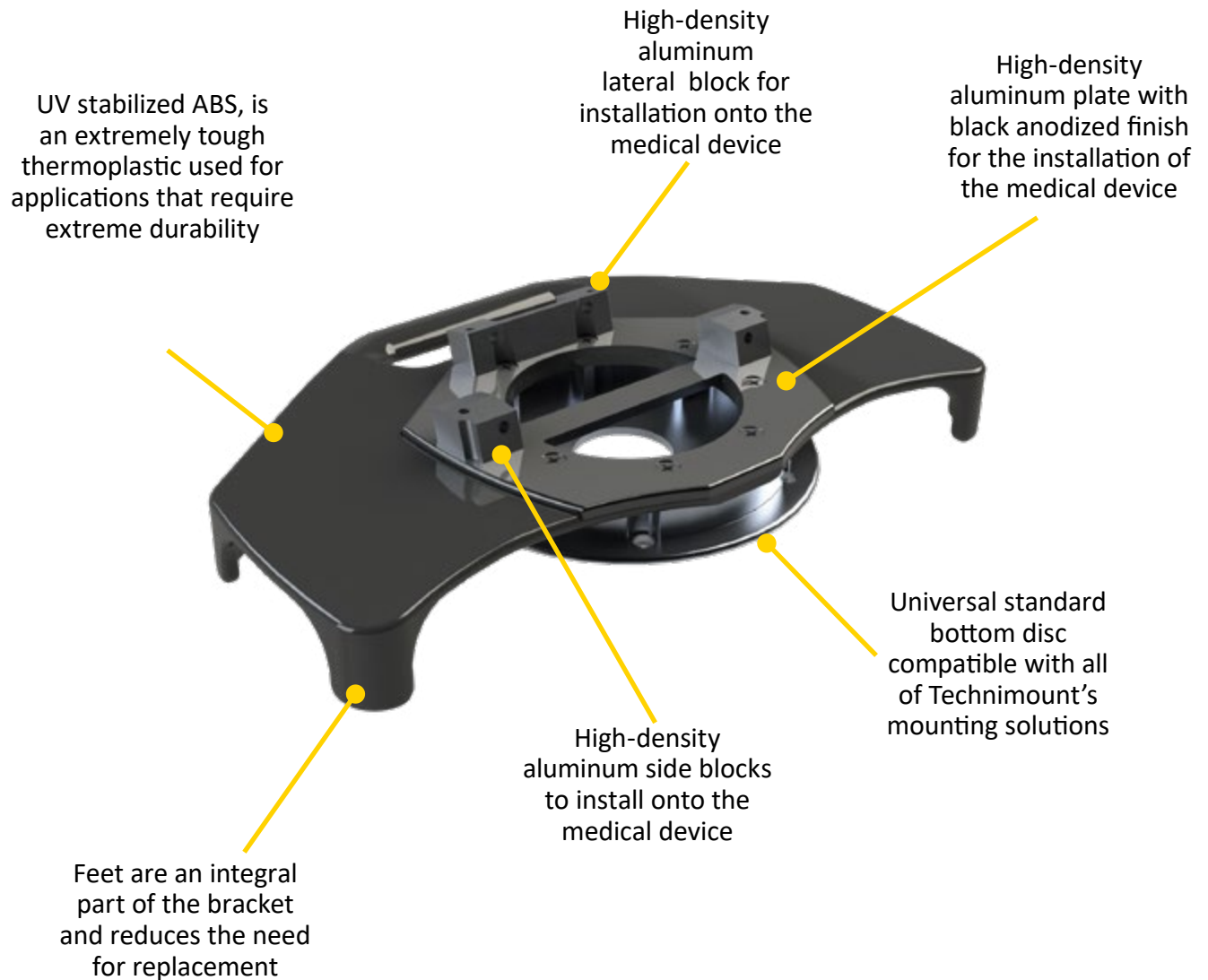
The word warning, caution, or note carry special meaning and should be carefully reviewed.

<u>SYMBOL</u>	<u>DESCRIPTION</u>
	<p>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>

PRODUCT ILLUSTRATION

BRACKET PRO SERIE 25 FLEX

Front View



INTRODUCTION

SPECIFICATIONS

Product Name	Bracket Pro Serie® 25 Flex
Compatibility of Medical Device	ZOLL X Series Monitor/Defibrillator
Environment of Usage	EMS/CCT (Ground & Flight) – Hospital/Clinic, Military
Device Section Material	Bracket - UV-Stabilized ABS Plastic Top Plate - High-density Aluminum with Black-Anodized Finish
Universal Bottom Disc Section Material	High-Density Aluminum with Stainless Steel Insert and Peek Cushions
Temperature of Usage	- 35° C @ 45° C
Impact Resistance - Ground	SAE J3043 (30 G) Plus 10% Safety Factor
Impact Resistance - Flight	Designed to Comply with FAA – FAR -DOT 27.561 & DOT 27.562 up to 20G (in process)
Installation	Device Retained on Main Assembly with 3 blocks: 1 Lateral Block and 2 Side Blocks Installed into the Medical Device
Attachment Options	1 Standard Bottom Disc
Transportation Compatibility Systems	Compatible with Technimount's: <ul style="list-style-type: none">• Standard Surface Base• Safety Arm System for Stryker Cots (Power-PRO XT and MX-PRO)• Floor Mount Platform (Flight)• Wall Mount Systems
Features	<ul style="list-style-type: none">• Robust Mounting Solution for EMS/CCT/ALS Transport• Access to All Connectors and Accessories• Flight and Ground Compatibility• Multiple Configuration Options for Transport
Physical Overall Dimensions	Length 13.2 in Height 1.63 in, Depth 8.0 in
Weight	<ul style="list-style-type: none">• Bracket - 1.9 lbs• Bracket with the Medical Device - 13.6 lbs
Part Numbers	<ul style="list-style-type: none">• Bracket Pro Serie - 25 Flex 100-13-XZ-FX• Standard Surface Base 100-20-UN



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NOTICE

The Bracket Pro Serie 25 Flex Mounting System is designed to comply with SAE J3043. Please contact technical support for further information customerservice@technimount.com.

Technimount hereby declares that the Bracket Pro Serie 25 Flex Mounting System is in compliance with the essential requirements and other relevant provisions of the Directive 1999/5/EC and SAE J3043. A copy of the original declaration of conformity can be obtained by contacting Technimount System's Regulatory Affairs Department:

Technimount System

C/O: Regulatory Affairs
info@technimount.com
+ 1 581.998.9820



WARNING

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

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

- ✓ Always hold the Bracket with both hands when you manipulate it.
- ✓ Operate the bracket only as described in this user guide.
- ✓ Do not modify the Bracket, 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 Bracket 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 System products.
- ✓ Do not attempt to operate, install or remove the equipment while mobile. Ensure that installation and removal of equipment is done while vehicle or aircraft is immobilized.
- ✓ Verify that the bracket is inserted correctly into a mounting system and locked. If equipment is improperly installed and locked, 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 Bracket if not properly installed and locked on a Surface Base, on a cot/stretchers, on a Wall Mount or Floor Mount. If not installed properly, the medical device could fall during transport and may cause injury to the patient or operator and/or damage to the product.
- ✓ 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 Bracket 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.
- ✓ Operators must be able to safely lift the total weight of the Bracket System and Medical Device.
- ✓ Do not attach restraints to the Bracket 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 Bracket 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.

WARNING/CAUTION/NOTE (CONTINUED)



CAUTION

- ✓ Only certified technical personnel familiar with the Bracket 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 mounting systems or brackets without written confirmation by Technimount System as these different systems may be from other brands or models and may not be compatible with Technimount Systems.

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 bracket on as there are different systems for different EMS applications, e.g., EMS ground or air mounting systems.
- ✓ 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 Bracket, 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 +1.581.998.9820.

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 Bracket 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

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

- ✓ Allen Key 5/32 in
- ✓ Phillips Screwdriver

NOTE

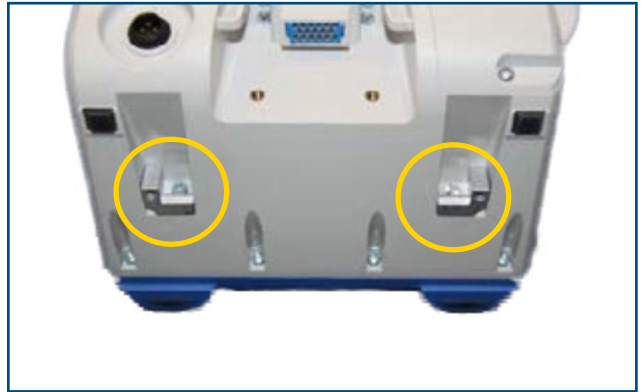
- ✓ Electrical tools are not recommended, as there is a potential risk of damage to the threads.
- ✓ Technimount System provides screws with nylon patch for the installation of the Back Plates and main assembly.

INSTALLATION OF THE BRACKET ONTO THE ZOLL X MONITOR/DEFIBRILLATOR

1. The Bracket Pro Serie® 25 Flex is designed to be installed onto the ZOLL X Series Monitor/Defibrillator.



2. Start by removing the 2 blocks located on the bottom of the ZOLL X Series Monitor/Defibrillator, if the original blocks are there.



3. Remove both blocks with a Phillips Screwdriver and store as these will not be used for the installation of the Bracket Pro Serie 25 Flex.



INSTALLATION OF THE BRACKET ONTO THE ZOLL X MONITOR/DEFIBRILLATOR (CONTINUED)

4. Locate the Bracket Pro Serie 25 Flex.
5. Locate both side blocks on the Bracket. These need to be removed and installed into the ZOLL X Series Monitor/Defibrillator.



6. Remove side block by inserting the 5/32 in Allen key from the bottom of the bracket.

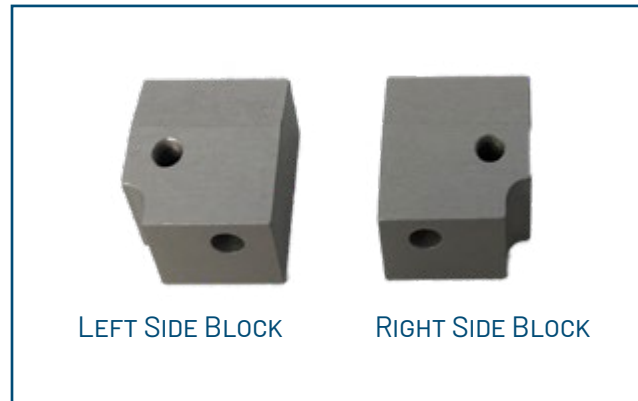


7. Remove both side blocks from the bracket.
8. You will need these blocks and the stainless steel Socket Head screws 10-32 x 3/4 in., in a next step.



INSTALLATION OF THE BRACKET ONTO THE ZOLL X MONITOR/DEFIBRILLATOR (CONTINUED)

9. The blocks have a left and right side to install on the left or right side of the medical device when facing the back..



10. Locate the screws provided with the bracket.
11. There are two different types of screws.
- a. Two (2) Stainless Steel Flat Head Phillips Screws M4 x 0.7 x 30 mm
 - b. Two (2) Stainless Steel Flat Head Phillips Screws M4 x 0.7 x 25 mm



12. Install the blocks into the ZOLL X Series Monitor/Defibrillator using the two (2) Stainless Steel Flat Head Phillips Screws M4 x 0.7 x 30 mm.

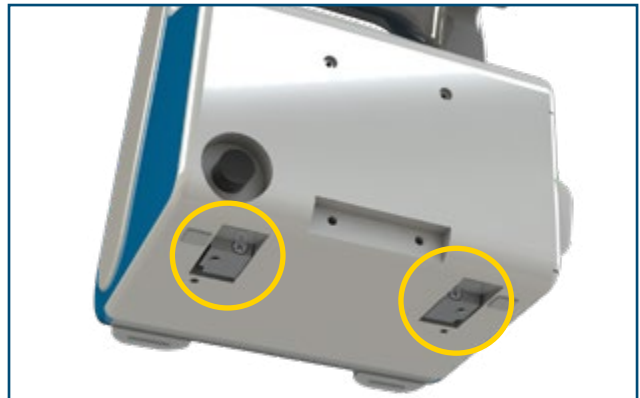


INSTALLATION OF THE BRACKET ONTO THE ZOLL X MONITOR/DEFIBRILLATOR (CONTINUED)

13. Ensure the blocks are placed according to the left or right of the ZOLL X Series Monitor/Defibrillator.



14. Once blocks are installed, the ZOLL Monitor/Defibrillator can be installed onto the Bracket Pro Serie 25 Flex.

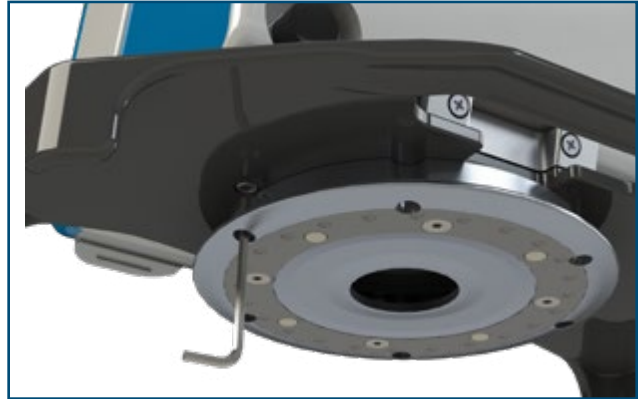


15. Place the ZOLL X Series Monitor Defibrillator onto the bracket.
16. Locate the two (2) stainless steel Socket Head screws 10-32 x 3/4 in. that were removed from the bracket earlier.



INSTALLATION OF THE BRACKET ONTO THE ZOLL X MONITOR/DEFIBRILLATOR (CONTINUED)

17. Install the two (2) Stainless Steel Socket Head Screws into the bracket from under the disc.
18. Tighten both screws well.



19. Install the Two (2) Flat Head Phillips Screws M4 x 0.7 x 25mm
20. Tighten both screws well.



GENERAL OPERATING GUIDELINES FOR THE SAFETY ARM SYSTEM

- ✓ Use the Safety Arm System only as described in its User Guide.
- ✓ Read all the labels and instructions on the product before using the Safety Arm System.
- ✓ Always inspect the Clamp Block, Safety Pin, Lock Pin, and Standard Surface Base before every use.
- ✓ Installing or removing the Safety Arm System requires a minimum of one (1) trained operator.
- ✓ Do not remove the Safety Arm System or device from the system while moving with the cot/stretcher.
- ✓ Stay with the patient and control the Safety Arm System and device during transport at all times.



WARNING

- ✓ Never let a patient grab, manipulate or hold the Safety Arm System, the Standard Surface Base or bracket on the cot/stretcher because it may cause injury to the operator or patient. Secure the Safety Arm System and bracket as recommended while the patient is on the cot/stretcher.

OPERATING THE BRACKET ON THE SAFETY ARM SYSTEM

INSTALLING THE BRACKET ONTO THE STANDARD SURFACE BASE

1. Only Technimount brackets with a Universal Bottom Disc can be inserted into the Standard Surface Base located on the Safety Arm System.
2. The installation onto a Standard Surface Base is done in the same manner no matter where the Standard Surface Base is installed, (wall mount, floor mount, Safety Arm System, etc.).
3. To insert the bracket into the Standard Surface Base, slide into the base horizontally from the front of the base.
4. Ensure the bracket is locked securely in the Standard Surface Base before manipulating the device or transporting the stretcher.



ROTATING THE BRACKET ON THE STANDARD SURFACE BASE

1. To rotate the medical device 360°, turn the bracket inside the Standard Surface Base clockwise or counter clockwise to use the device in the desired position.



OPERATING THE BRACKET ON THE SAFETY ARM SYSTEM (CONTINUED)

REMOVING THE BRACKET FROM THE STANDARD SURFACE BASE

1. To remove the bracket from the Standard Surface Base, press the red quick release button located on the front of the Standard Surface Base.
2. While holding the red quick release mechanism, slide outwards horizontally to remove from the Standard Surface Base.



PART NUMBERS

KITS AND OTHER OPTIONS

DESCRIPTION	PART NUMBER
Bracket Pro Serie 25 Flex (Bracket Only)	100-13-XZ-FX
Standard Surface Base	100-20-UN
Safety Arm System	Several Models Available, refer to Customer Service



WARNING

Do not modify any components of this system. Modifying the product 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

CLEANING THE BRACKET SYSTEM

CLEANING PROCESS



WARNING

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. Remove medical device from the bracket if thorough cleaning is needed.

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 cot/stretchers performance or functionality will not be affected due to power washing if cleaning instructions are properly followed.

The material used to manufacture the Bracket are UV stabilized ABS and high-grade aluminum. Aluminum 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. ABS is also used to manufacture the bracket. ABS plastic is resistant to high temperatures and chemicals. In addition, alcohols and acids can be harmful to ABS plastic. 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, eyewear, 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 1500 psi/103.5 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 SOLUTIONS

Quaternary type disinfectants can be used (excluding Virox® TB). Iodophor type disinfectants, Peracetic Acid, Chlorine, and especially Peroxide Oxygen are not recommended for use because staining and corrosion may result.

Suggested cleaners for the Bracket:

- ✓ Quaternary Cleaners (active ingredient - ammonium chloride)
- ✓ Soft soap and water

CLEANING THE BRACKET SYSTEM (CONTINUED)

CLEANING SOLUTIONS CONTINUED



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

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 preventive 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.

LUBRICATION

The Bracket System has been designed to operate without the need for lubrication. If you have questions, please contact Technical Support at techsupport@technimount.com.



CAUTION

- ✓ Failure to use authorized parts, lubricants, etc. could cause damage to the cot/stretchers and will void the warranty of the product.

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.

<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>
Bracket	<ul style="list-style-type: none">✓ Inspect Bracket<ul style="list-style-type: none">▪ Inspect the screws of the bracket▪ Ensure bracket is working properly and there are no particles, obstacles, or debris affecting functionality✓ Verify Bottom Disc is clean and working properly✓ Verify peek cushions are well inserted and none are missing✓ Do a visual inspection of the Bracket to ensure there is no damage or chemical attack	X			

MAINTENANCE GUIDE

INSPECTION AND MAINTENANCE RECORD

[illegible]

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 at +1.581-998-9820 or at customerservice@technimount.com for availability and pricing.

DESCRIPTION	PART NUMBER
Bracket Pro Serie 25 Flex (Bracket Only)	100-13-XZ-FX
Screw Kit: <ul style="list-style-type: none">Two (2) Stainless Steel Flat Head Phillips Screws M4 x 0.7 x 30 mmTwo (2) Stainless Steel Flat Head Phillips Screws M4 x 0.7 x 25 mm	951-00-XZ
Block Kit: <ul style="list-style-type: none">1 lateral Block 928-00-PL1 Left Block 925-00-GC1 Right Block 925-00-DT	Contact Customer Service
Label – Brand Name	942-00-UN
Label – Instructions in English	960-00-EN
Label – Instructions in French	960-00-FR

WARRANTY POLICY

This statement constitutes TECHNIMOUNT SYSTEM's entire warranty policy with regards to the TECHNIMOUNT SYSTEM Products. TECHNIMOUNT SYSTEM 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 SYSTEM BE LIABLE HEREUNDER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM OR IN ANY MANNER RELATED TO SALES OR USE OF ANY SUCH EQUIPMENT.

TECHNIMOUNT SYSTEM (Technologies CGC Inc.) 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.

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 SYSTEM" 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 SYSTEM, and is made without any compensation or obligation from TECHNIMOUNT SYSTEM.

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 SYSTEM 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.

RETURN POLICY

Mounting systems and bracket systems for portable medical devices may be returned up to 60 days of receipt if:

- The product has a manufacturing defect.
- The product does not meet specifications in accordance with TECHNIMOUNT SYSTEM's specification datasheets

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 SYSTEM prior to returning the product
- Returns will not be approved on a modified or damaged item

WARRANTY

PRIOR TO 30 DAYS (CONTINUED)

- Charges may apply if damaged or missing item
- Customer is responsible for a 10% restocking fee

PRIOR TO 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 SYSTEM 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 TO 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 SYSTEM 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 SYSTEM'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 SYSTEM reserves the right to charge shipping and restocking fees on returned items. SPECIAL, MODIFIED, OR DISCONTINUED ITEMS NOT SUBJECT TO RETURN.

DAMAGED MERCHANDISE

ICC Regulations require that claims for damaged merchandise must be made with the carrier within fifteen (15) days of receiving merchandise. DO NOT ACCEPT DAMAGED SHIPMENTS UNLESS SUCH DAMAGE IS NOTED ON THE DELIVERY RECEIPT AT THE TIME OF RECEIPT. Upon prompt notification, TECHNIMOUNT SYSTEM 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 SYSTEM 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.

INTERNATIONAL WARRANTY CLAUSE

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

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 SYSTEM 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 SYSTEM 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.



SAFETY AND FLEXIBILITY WHERE IT MATTERS MOST

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