enovate MEDICAL

Medical Computer Cart

MANUAL 07.29.13

The Enovate Medical Computer Cart was designed to set a new standard in quality. Enovate Medical's goal is to provide a cart that is built right, ready for years of use, and backed by a commitment of exemplary service and support.

Thank you for purchasing the Enovate Medical Computer Cart

For laptop compatibility please check with your local
Enovate Medical Representative or call us toll-free (877) 890-6131

Warnings

 Important Warnings

 Electrical Shock Warning

The above symbols represent safety warnings that require significant attention when seen on the EMC cart or in the user manual. Failure to do so could result in minor injury, major injury, or even death.

Equipment not suitable for use in the presence of a anesthetic mixture with air or with oxygen or nitrous oxide.

SERVICE AND REPLACEMENT
Do not attempt to service or replace any part of the Enovate Medical Medication Cart unless directed to do so through Enovate Medical approved documentation (i.e., this User Manual or other instructions). Only Enovate Medical or an Enovate-certified entity may service or replace the cart components. If any component on the cart is missing or damaged, the cart must not be used. Contact Enovate Medical immediately to request service.

SAFE WORKING LOADS
Safe working loads lables must be abided by for all parts of EMC

MAXIMUM WEIGHTS

- Standard Monitor 16lbs.
- Dual Monitors 8lbs. on each VESA
- Fixed monitor 20lbs.
- Laptop tray 10lbs.
- Keyboard tray 5lbs.

GROUNDING
Connect the Enovate Medical Medication Cart to an equivalent receptacle marked "Hospital Only" or "Hospital Grade" to ensure ground.

DANGEROUS VOLTAGE
Do not remove battery drawer—there may be live parts inside, even when the Enovate Medical Medication Cart is turned off.

DO NOT OPEN THE BATTERY AND POWER SYSTEM COMPARTMENT
Unauthorized personnel opening the power system compartment may cause injury and/or death. If the unit is not working properly, please contact Enovate Medical.

DO NOT USE THE UNIT IN OR NEAR WATER OR OTHER LIQUIDS
If the unit becomes wet, unplug it immediately, wipe away any excess liquid and allow it to dry before use.

DO NOT TRANSPORT THE CART UP OR DOWN STAIRS

STATEMENT OF USE:

The Enovate Medical Computer Cart was designed to set a new standard in quality, ease of use, and customer satisfaction. Our goal is to provide a product that is built to exacting standards and is ready for years of durable service in a healthcare environment. This product is designed to be safely used within general patient areas and is meant to aid in the entering or retrieving of clinical data, and it complies with UL 60601-1 electromagnetic leakage and safety requirements if used in accordance with the boundaries and suggestions of this manual.

THIS PRODUCT IS CLASSIFIED AS:

- Class I internally powered UPS type B
- This product is designed for continuous operation
- IPX0 for water ingress

TESTED TO COMPLY WITH:

- UL60601-1: Issued: 2003/04/25 Ed:1 Rev: 2006/04/26 UL Standard for Safety Medical Equipment, Part 1: General Requirements for Safety

RECOMMENDED SHIPPING AND OPERATIONG CONDITIONS:

- Temperature Range 25°F- 120°F
- Humidity Range 10% - 80%

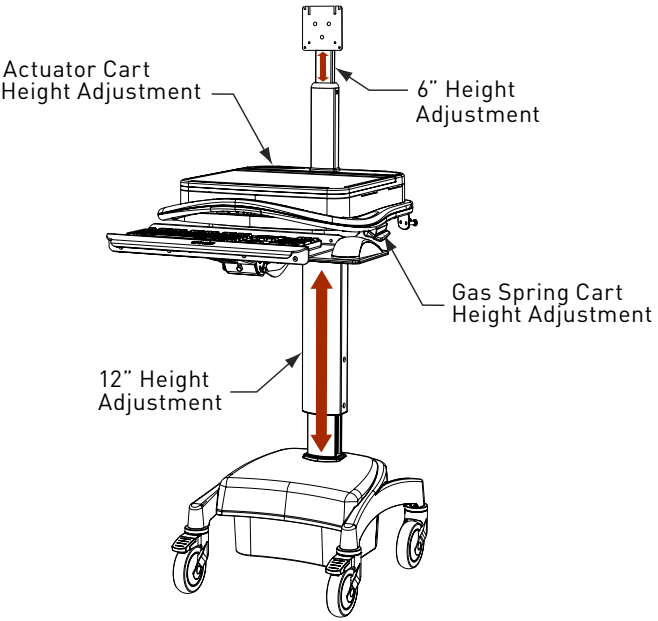
TERMS OF USE:

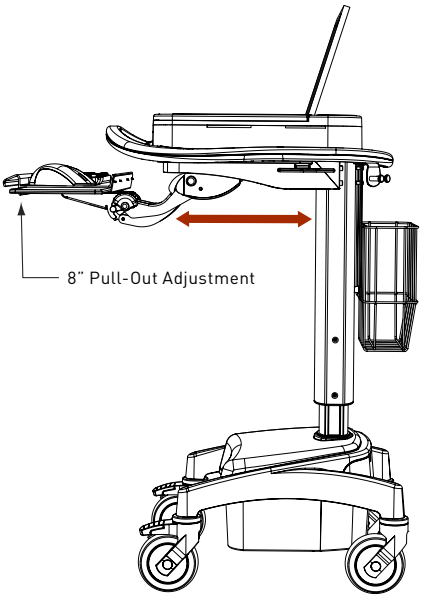
Removing or damaging the serial number and barcode label will void all cart warranties.

For laptop compatibility please check with your local Enovate Medical Representative or call us toll-free (877) 890-6131 Unauthorized personnel opening the battery may cause injury and/or death. If the unit is not working properly, please contact Enovate Medical Customer Service toll free at 877.258.8030

Contact Us
Customer Service
Enovate Medical
US Headquarters
1152 Park Avenue
Murfreesboro, TN 37129
Support@enovatemedical.com
Toll free 877.2558.8030

Cart Features





Technical Data

60601 COMPLIANT POWER SYSTEMS

350 AC POWER SYSTEM
105 - 120 VAC, 50-60Hz Input 300w maximum output
105 - 120 VAC, 60Hz combined 300w maximum output
The powered EMC includes a hospital grade 3-input 5-15 NEMA AC power cord set.

150 AC POWER SYSTEM
105 - 120 VAC, 50-60Hz Input
105 - 120 VAC, 60Hz combined 150w maximum output
The powered EMC includes a hospital grade 3-input 5-15 NEMA AC power cord set.

OTHER POWER SYSTEMS

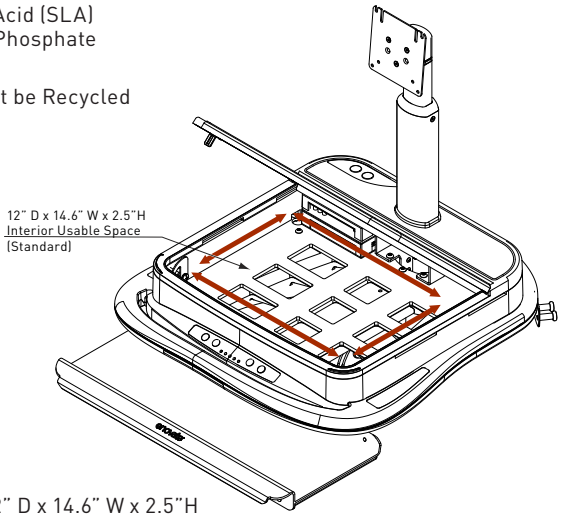
120 DC POWER SYSTEM
105 - 120 VAC, 50-60Hz Input
1 Fixed 12vDC, 1 Variable 12VDC-19VDC, Maximum 120w output

150 INTERNATIONAL
230 vac 50-60Hz input
230 vac 50-60Hz combined 150w Maximum output

BATTERIES

40 Amp hour Sealed Lead Acid (SLA)
40 Amp hour Lithium Iron Phosphate

Lead Battery Must be Recycled



LAPTOP DIMENSIONS
Standard EMC tray has a 12" D x 14.6" W x 2.5"H
interior usable dimensions for laptop or CPU storage.
or
optional large EMC tray has 13"D x 16.5"W x 3"H
interior usable dimensions for laptop or CPU storage.

FLAT PANEL DISPLAY DIMENSIONS
The EMC accommodates most 15" to 21" Flat Panel Displays

Integration

INTEGRATION KIT

Rubber bumpers for keyboard retention

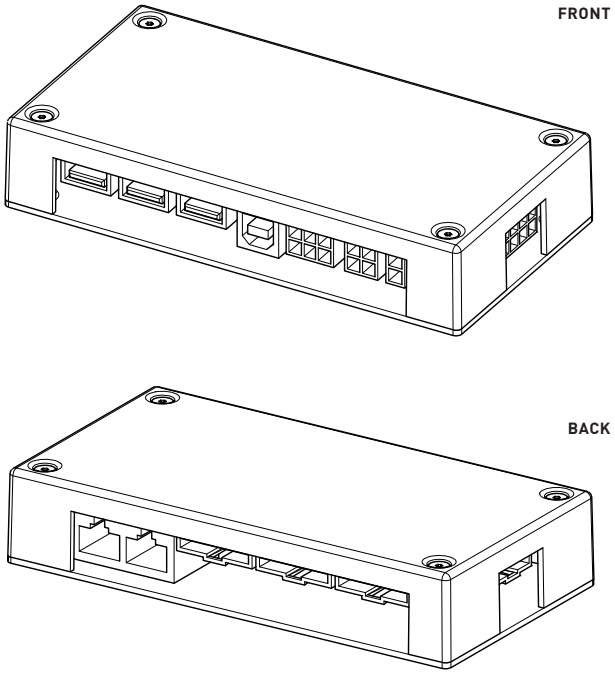
18" USB A to USB B Cable

8" zip ties

Pair of keys

Cable management cover (for LCD units only)

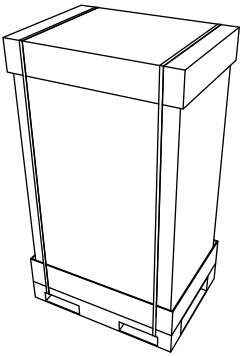
Powered Control Board *(See Below)*



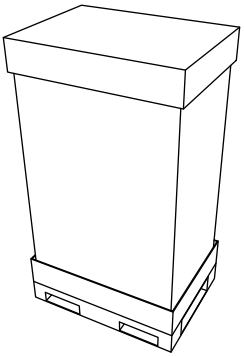
Powered Control Board and USB Hub – Each powered cart includes a 3 input USB adapter. In laptop versions this USB hub also functions as risers to adjust the height of the screen.

Unpacking

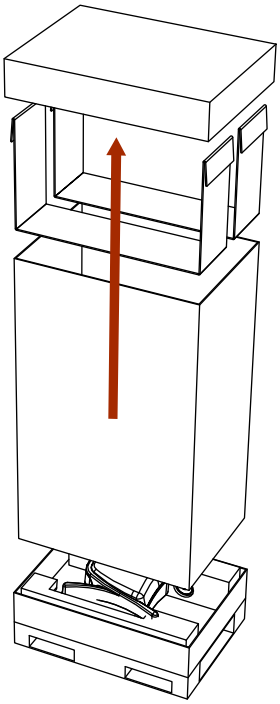
Promptly unpack your products to check for completeness and damage caused by shipping. Immediately after receiving your carts, ALL batteries must be fully charged to ensure the duration of their warranty.



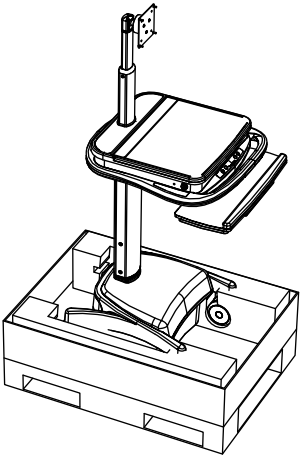
1 Before removing the EMC from a shipping container check over the packaging and pallet to prevent accepting an item with shipping damage.



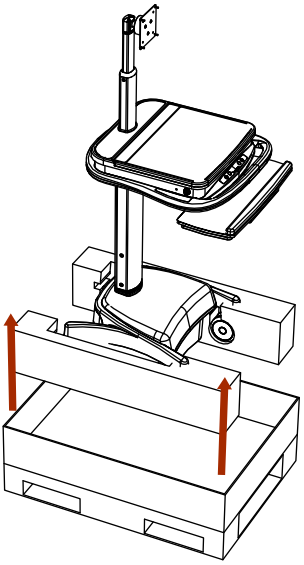
2 Use scissors or a utility knife to cut and remove the two outer straps.



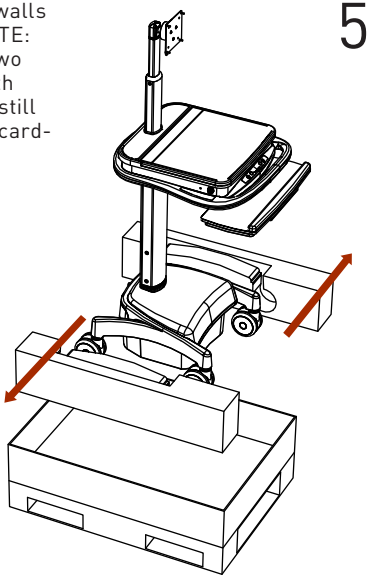
3 Remove cardboard lid and cardboard spacers.



4 Remove cardboard walls and plastic bag. NOTE: This step requires two people. Lift cart (with foam castor braces still attached) out of the cardboard base.

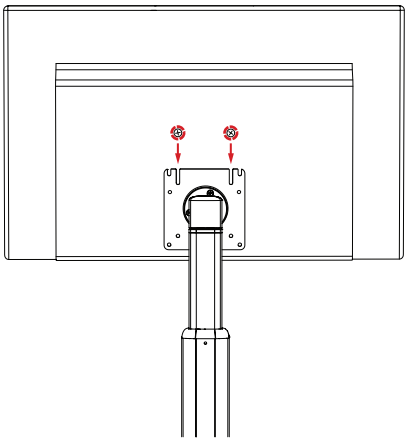


5 Remove foam castor braces.



6 Open tray and check for integration kit and locate all optional accessories.

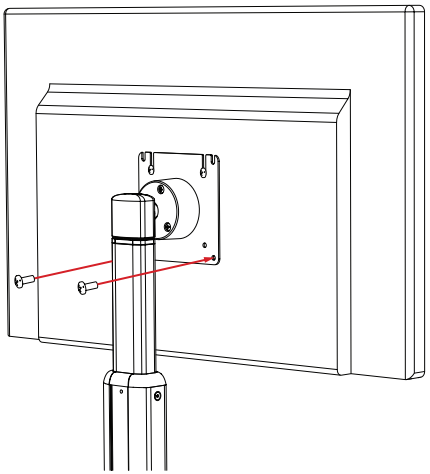
Initial Setup

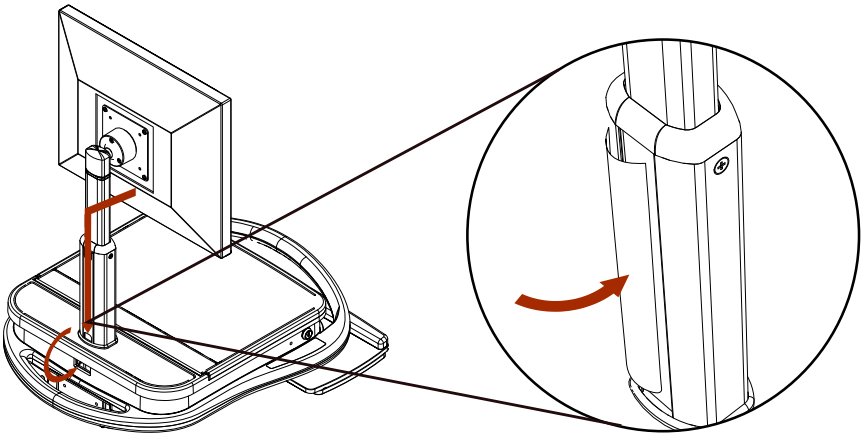


STEP 1
Loosly insert two screws into the top two holes of the VESA pattern on the back of the monitor

STEP 2
Align screws with the quick mount slots in the monitor pole VESA plate. Slide the monitor into place and tighten the screws.

STEP 3
Insert screws into bottom two holes of the monitor pole VESA plate to properly secure the monitor.



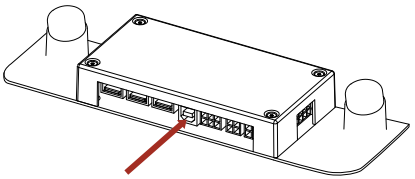


STEP 4
Connect the monitor's power cable and video cable (DVI, VGA). Route the cable through the channel on the back of the monitor pole. Slide the cable management cover into place over the wires. Leave enough slack above the cable management strip to allow the monitor to extend fully upward

STEP 5
Put the CPU side of the power and video cables through the hole in the center rear of the tray. Pull any extra cable length into the tray.

STEP 6
Set the CPU into the tray. Two pieces of Dual Lock (Velcro) are provided to secure the CPU to the tray. *NOTE: Take care in CPU placement; consider orientation based on direction of cable inputs and sizes INCLUDING monitor input, power input, mouse, keyboard and any peripherals. Make cable connections within the tray.*

LAPTOP CART INTEGRATION

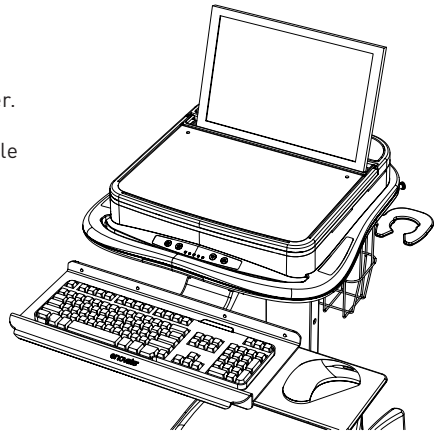


STEP 1
Open tray by lifting lid. Plug in Laptop power brick to power source and plug into the Laptop.

STEP 2
Using the provided USB A to USB B connects the Laptop ("A" connector) to the USB hub ("B" connector).

STEP 3
Estimate location of USB hub/Laptop riser. Moving the riser towards the front of the tray will lift the Laptop screen higher while moving the riser towards the back of the tray will drop the laptop screen lower.

STEP 4
Slide the Laptop screen through the tray top (as shown). Set the laptop into place upon the riser and close the lid.



KEYBOARD INSTALLATION

STEP 1
Apply silicone bumpers to rear corners of the key board tray for retention (when negative tilt).

STEP 2
Pull the keyboard tray forward to full extension. This will simulate the full length requirement of Keyboard cable length.

STEP 3
Set the Keyboard upon the Keyboard tray

STEP 4
Route the cable under and through the tray, plug into appropriate location on CPU/Laptop and zip tie into place

MOUSE INSTALLATION

STEP 1
Pull the keyboard tray forward to full extension. This will simulate the full length requirement of Mouse cable length.

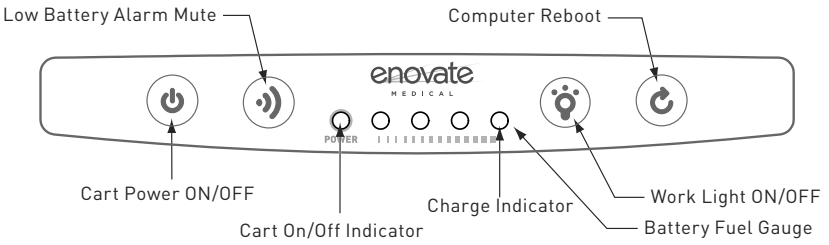
STEP 2
Route the cable under and through the tray, plug into appropriate location on CPU/Laptop and zip tie into place.

STEP 3
Stow mouse in mouse holder.

Power Systems

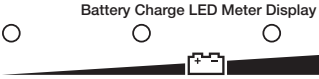
INITIAL POWER-UP
Before the initial power up and use the EMC cart must be charged for 24 continuous hours to insure maximum battery life. Equipment may be connected during this time.

EMC FUEL GAUGE



- **Cart Power Button** – To turn **ON**, press and hold for 2 seconds. The first two LEDs will illuminate amber then the fuel gauge will beep and power on, revealing a charge level. To turn **OFF** – press and hold for 1 second. The fuel gauge will beep and LEDs will power off.
- **Low Battery Alarm Mute Button** If the battery charge level falls below 60% (SLA) or 30% (Lithium-ion) charge an alarm will sound; this button will mute the Alarm
- **Battery Fuel Gauge -** The first LED displays power on/ power off. LEDs two through five indicate charge level.
- **Work Light Button** - On/Off toggle for LED work light. If left on, the light will auto-shutoff after five minutes.
- **Computer Reboot Button (OPTIONAL)** Can function as a remote reboot button or a power toggle button. Extra hardware, found in OPTIONAL ACCESSORIES, and compatible hardware are required for function.

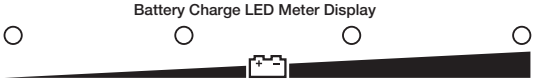
SLA CHARGE LEVEL INDICATORS (DISCHARGING)



Approximate Battery Module Charge Level					Low Battery Alarm*
90%-100%	Green	Green	Green	Green	OFF
60%-89%	Green	Green	Green	OFF	OFF
31%-59%	Yellow	Yellow	OFF	OFF	ON
<=30%	Flashing Red	OFF	OFF	OFF	ON

* The low battery alarm will beep once per second unless it is silenced by pressing the "Alarm Mute" button. Once the charge level falls below 30% (and shutdown is imminent) the alarm will resume again after one minute. The user should save open files and safely shutdown connected equipment immediately. If the cart is unattended and PowerAlert Software is loaded on a computer connected to the Power Supply Module, PowerAlert will automatically save open files prior to automatic shutdown.

SLA CHARGE LEVEL INDICATORS (CHARGING)



Approximate Battery Module Charge Level				
90%-100%	Green	Green	Green	Green
60%-89%	Green	Green	Flashing Green	OFF
31%-59%	Green	Flashing Green	OFF	OFF
<=30%	Flashing Green	OFF	OFF	OFF

* Tripp Lite recommends that the power supply be plugged into a wall outlet, charging the battery as often as possible. Charging the battery for brief intervals DOES NOT adversely affect battery performance. However, leaving the battery fully discharged for long periods of time DOES adversely affect battery performance.

Recharging status can be viewed on LED readout described above. The last (5th) LED will stop flashing when charge is complete.

While charging, the components of the cart may be used. The Power Supply of the EMC will simultaneously charge the batteries and run the connected components.

- 3.5 hours from 10% to 90% capacity
- 4 hours from 10% to 100% capacity

Approximate Battery Module Charge Level	Battery Charge LED Meter Display				Low Battery Alarm*
90%-100%	Green	Green	Green	Green	OFF
60%-89%	Green	Green	Green	OFF	OFF
30%-59%	Green	Green	OFF	OFF	OFF
10%-29%	Yellow	OFF	OFF	OFF	OFF
<= 9%	Flashing Red	OFF	OFF	OFFF	ON

* The low battery alarm will beep once per second unless it is silenced by pressing the "Alarm Mute" button. Once the charge level falls below 30% (and shutdown is imminent) the alarm will resume again after one minute. The user should save open files and safely shutdown connected equipment immediately. If the cart is unattended and PowerAlert Software is loaded on a computer connected to the Power Supply Module, PowerAlert will automatically save open files prior to automatic shutdown.

LOW VOLTAGE CUTOFF

At a voltage of 0.5 Volts (SLA) or 0% capacity (Lithium-ion) the Power System will automatically shut down, as well as all connected components to prevent long term damage and cycle life reduction of batteries. Batteries should not be left in a discharge state for an extended period of time as it may adversely affect cycle life.

Approximate Battery Module Charge Level	Battery Charge LED Meter Display			
90%-100%	Green	Green	Green	Green
60%-89%	Green	Green	Green	Flashing Green
30%-59%	Green	Green	OFF	Flashing Green
<=29%	Green	OFF	OFF	Flashing Green

* Tripp Lite recommends that the power supply be plugged into a wall outlet, charging the battery as often as possible. Charging the battery for brief intervals DOES NOT adversely affect battery performance. However, leaving the battery fully discharged for long periods of time DOES adversely affect battery performance.

Recharging status can be viewed on LED readout described above. The last (5th) LED will stop flashing when charge is complete.

While charging, the components of the cart may be used. The Power Supply of the EMC will simultaneously charge the batteries and run the connected components.

- 2.75 hours from 10% to 90% capacity - 12amp
- 3 hours from 10% to 100% capacity - 12amp

FUSES

Two external fuses protect the EMC's power system from irregular or potentially dangerous power surges. The fuses are in a dangerous area and should be replaced by Enovate authorized personnel only.

FUSE SPECIFICATIONS:

- 8A Fast Acting Fuse 5mm X 20mm PN: GMA-B-R
- 30A Fast Acting Fuse 10mm X 38mm PN: KLKD030

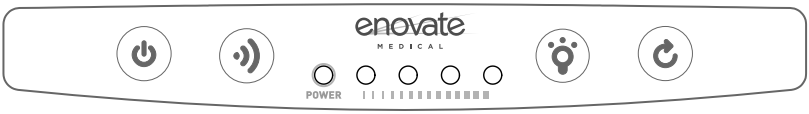
All power connections should be disconnected before any service

MOBILE POWER MANAGER SOFTWARE

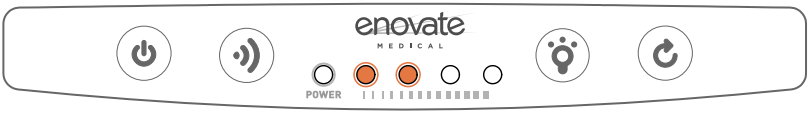
Visit **connectivity.powervar.com/mpm** for Mobile Power Manager Software full instructional manual, login and download

BATTERY CHARGE/DISCHARGE CYCLE

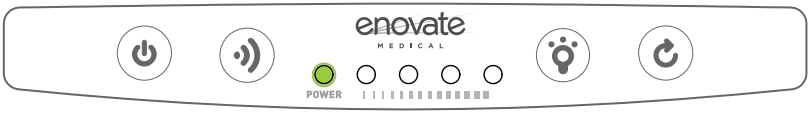
The following are general guidelines for fuel display. Variations may apply depending on the power system model. If you have any questions please contact customer support.



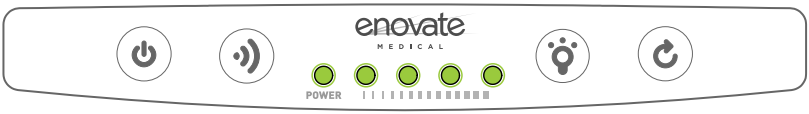
Cart is in the OFF/Standby mode.



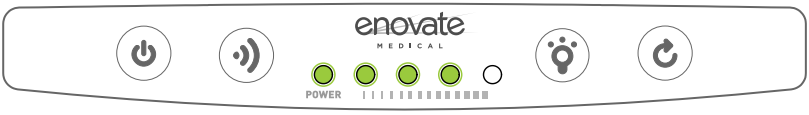
When the power button is pressed, two amber LEDs will briefly illuminate.



The first LED will illuminate green indicating the cart has been powered up; it will take a second for the cart to indicate the level of charge.



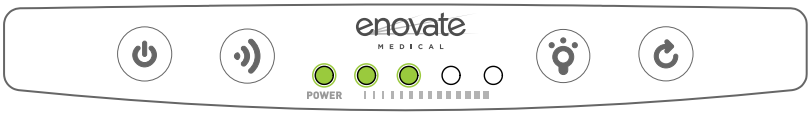
Five illuminated green LEDs indicate battery is at 90 – 100% charged capacity.



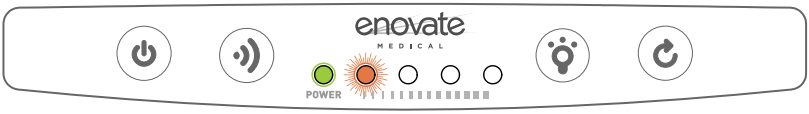
Four illuminated green LEDs indicate battery is at 60 – 89% charged capacity.

Indicates Flashing

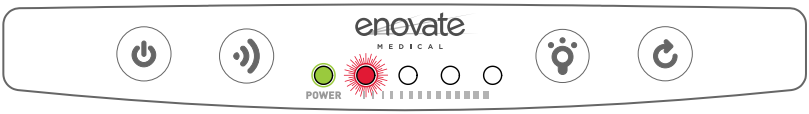
BATTERY CHARGE/DISCHARGE CYCLE CONT.



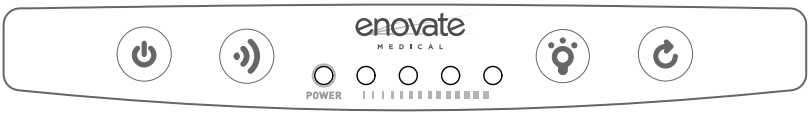
Three illuminated green LEDs indicate battery is below 60% charged capacity



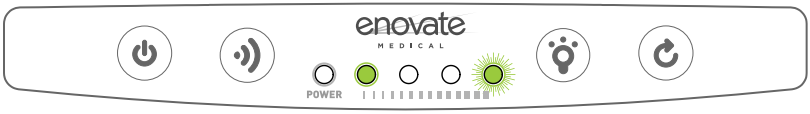
Green power LED and an amber LED indicates low battery power; a low battery warning alarm will sound to indicate the battery needs to be charged.



If the alarm has been turned off and the battery is still in use, the amber LED will change to flashing red and the alarm will sound. The alarm will sound every minute until the battery fails to power the cart or the cart is plugged into AC wall power.



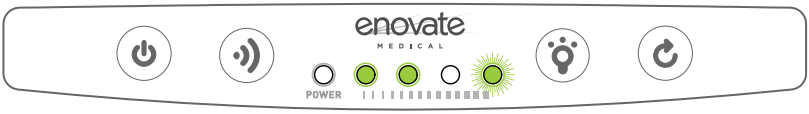
Battery is completely discharged. Cart will not power on or a combination of LEDs will momentarily illuminate when power button is pressed.



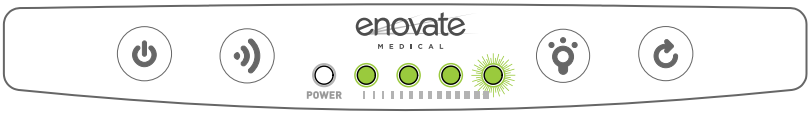
Once plugged into AC wall power, the second LED should illuminate green. The last LED will flash green to indicate the battery is charging. The first LED will be illuminated only when the cart is powered on.

Indicates Flashing

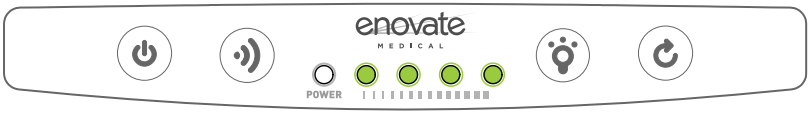
BATTERY CHARGE/DISCHARGE CYCLE CONT.



Additional LEDs illuminate as the level of battery charge increases.



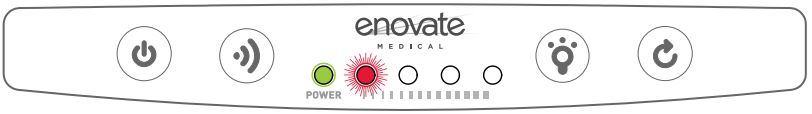
Three illuminated green LEDs indicate battery is at 60 – 89% charged capacity



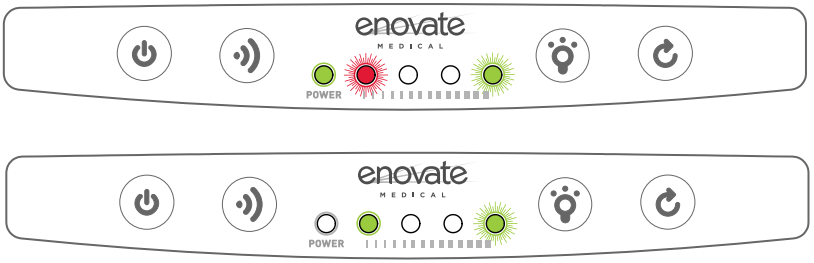
Four illuminated green LEDs indicate battery is at 90 – 100% charged capacity.

Indicates Flashing

COMMON PHOSPHATE BATTERY TROUBLE ISSUES



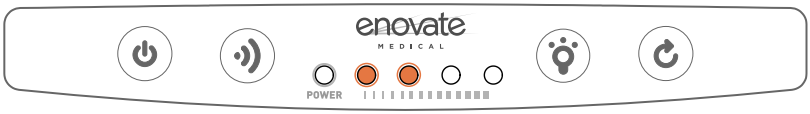
If the cart is plugged in to charge, and the second LED continues flashing red, this indicates that the battery voltage is lower than the charging system will recognize. This may require a trickle charge to bring up the battery voltage. This may be accomplished either through the existing charging system or an auxiliary recharge brick. If using a recharge brick be sure to unplug the cart from the wall and disconnect the battery from the charging system before plugging into a trickle charger. If the battery has been on a trickle charge for a minimum of 3 hours and the cart still won't charge; the battery needs to be replaced.



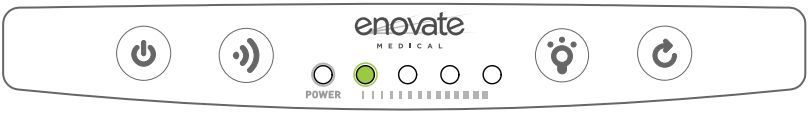
If the battery is plugged in to charge and the second LED is flashing red alternately with the fifth LED flashing green (the fourth LED will be solid green), the battery voltage is too low and the charging system is trying to recover the battery. Once the battery has recovered (reached the proper voltage) the flashing red LED will turn solid green and the fourth light will go out while the fifth LED continues to flash green. If after 3 hours the LED configuration doesn't switch over to a charging state, unplug from AC for 30 seconds and plug back into AC. If after 5 min a state of charge is not indicated by the LED's: Replace the battery.

Indicates Flashing

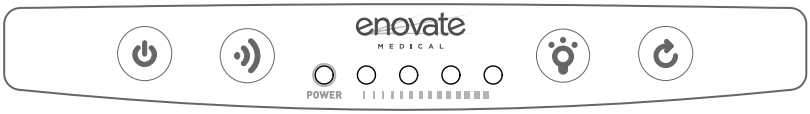
COMMON PHOSPHATE BATTERY TROUBLE ISSUES CONT.



Two amber LEDs on and then off without the cart powering up can be an indication of a few different conditions. A communication error between the battery and the charging system possibly due to a wrong battery firmware matchup. It can also mean the RJ45 connection between the battery and charging system is bad. Note: if it is found that the connection between the SL Phosphate battery and the TRIPP•LITE is bad and has been restored; the yellow Anderson connection between the battery and the TRIPP•LITE must be disconnected for 10 seconds to allow the charging system to reset! If you don't, the same problem may continue even after the RJ45 connection has been restored. This could also indicate the battery is too low to power up the cart. If you plug the cart into the wall to charge and no lights show up on the key pad to indicate charging and the cart won't power up, the problem is most likely the connection between the battery and the TRIPP•LITE, or wrong firmware for the battery in use.



If the second LED is solid green and doesn't react when the power button is pressed this is an indication that the two RJ45 connections are crossed either at the circuit board or the battery. This also may be the case if there are no LEDs at all and you're sure the battery is charged. If plugged in to charge no indication will show on the keypad.



No LEDs when the power button is pressed or when the cart is plugged in to charge indicates one of the following conditions exist:

1. Loose connection
2. Dead battery
3. Incorrect connections
4. Bad HCMM board
5. Bad TRIPP•LITE
6. Shorted wire
7. Blown fuse
8. Just a non-powered cart

Indicates Flashing

STORAGE

CAUTION! Even after the Power Supply Module is unplugged, its outlets may still deliver current, until it is disconnected from the Battery Module and completely turned OFF (deactivated). Before storing your Power Supply Module, make sure the Battery Module is fully charged. Next, turn the Power Supply Module completely OFF by following these steps:

- Unplug the Power Supply Module from the wall outlet (all LEDs and outlets should be OFF);
- Disconnect the battery module from the system. If the cart has a medication cabinet, disconnect the battery in the medication cabinet as well.Press and hold the "Power" button for at least one second to dissipate any hazardous electrical charges that might remain inside the Power Supply Module (the Power Supply Module will click and the alarm may beep briefly).
- If you store the Power Supply Module and Battery Module for an extended period of time, recharge the Battery Module once per month. If the cart has a medication cabinet, **the cart must be left on while charging, and must be charged for at least 12 hours.** This ensures the backup battery gets a full charge.
- Follow the connection and recharge procedure in the "Connection / Start-Up" section. If you leave the Battery Module discharged for an extended period of time, it will suffer a permanent loss of capacity.

No AC output power available at outlets.	**Turn Unit On:** Turn the Power Supply Module ON using the "Power" button. **Check Connections:** Check to make sure the Power Supply Module and Battery Module are properly connected. Also, make sure the RUI is connected to the Power Supply Module. The Power Supply Module will not supply AC power without these connections. The user may need to turn on the Power Supply Module manually (using the RUI's "Power" button) after reconnection. **Recharge Battery Module:** if the Battery Module is fully discharged, the Power Supply Module will be unable to supply output power through its AC Outlets. Allow the battery fully charge.
Battery Module not recharging even with AC utility power present.	**Check Connection:** Check to make sure the Power Supply Module and Battery Module are properly connected. Also, make sure the Power Supply Module's power cord is plugged into a live AC wall outlet. **Replace Battery Module:** The Battery Module will reliably supply backup power for several years with the Lithium Ion and several months for the SLA. When the battery module reaches then of its service life it will supply progressively diminishing capacity. Contact Enovate Medical for additional information.
Low battery alarm sounding.	**Check Battery Charge Level LED Meter:** Silence the alarm, if desired, with the "Alarm Mute" button. Check LED meter to determine the percentage of charge remaining. When the charge level falls below 10%, the Battery Module is nearly depleted and Power Supply Module shutdown is imminent. The user should save open files and safely shutdown connected equipment immediately. If the cart is unattended and PowerAlert Software is loaded on a computer connected to the Power Supply Module, PowerAlert will automatically save open files prior to automatic shutdown.

FREQUENTLY ASKED QUESTIONS

What is the LED Fuel Gauge
The LED Fuel Gauge has 5 LEDs: One On/Off LED on the far left and four battery level LEDs, position 1 – 4 from left to right and indicating low to high from left to right.

What is the status of the unit when the unit is plugged in, AC LED is on and 4 Battery lights (solid green) are on?
With the LEDs in this configuration and the unit plugged in, it is indicated that the unit is on and that the battery is fully charged (90 – 100%). The unit will pass power to the connected equipment using utility power. Your unit is functioning properly.

What is the status of the unit when it is plugged in, AC LED is off and 4 Battery lights (solid green) are on?
With the LEDs in this configuration and the unit unplugged it is indicated that the unit is off and that the battery is fully charged (90 – 100%). The unit will **not** pass power to the connected equipment using battery power. Your unit is functioning properly.

What is the status of the unit when it is plugged in, AC LED is on, 3 Battery lights (solid green – position 1, 2 and 3) are on and the 4th position Battery light flashing?
With the LEDs in this configuration and the unit plugged in, it is indicated that the unit is on and that the battery is 60 – 89% charged. The unit is currently charging and will pass power to the connected equipment using utility power. Your unit is functioning properly.

What is the status of the unit when the unit is plugged in, AC LED off and 3 Battery lights (solid green – position 1, 2 and 3) are on and the 4th position Battery light flashing?
With the LEDs in this configuration and the unit unplugged it, is indicated that the unit is off and that the battery is 60 – 89% charged. The unit will **not** pass power to the connected equipment using battery power. Your unit is functioning properly.

What is the status of the unit when the unit is plugged in, AC LED is on and 2 Battery lights (solid green – position 1 and 2) are on?
With the LEDs in this configuration and the unit plugged in indicates that the unit is on and that the battery is 31 – 59% charged. The unit is currently charging and will pass power to the connected equipment using utility power. Your unit is functioning properly.

What is the status of the unit when the unit is plugged in, the AC LED is off, 2 Battery lights (solid green – position 1 and 2) are on and the 4th position Battery light flashing?
With the LEDs in this configuration and the unit unplugged indicates that the unit is off and that the battery is 31 – 59% charged. The unit will **not** pass power to the connected equipment using battery power. Your unit is functioning properly.

What is the status of the unit when the unit is plugged in, the AC LED on and 1 Battery light (solid green – position 1) is on?
With the LEDs in this configuration and the unit plugged in indicates that the unit is on and that the battery is equal to/less than 30% charged. The unit is currently charging and will pass power to the connected equipment using utility power. Your unit is functioning properly.

What is the status of the unit when the unit is plugged in, the AC LED off, 1 Battery light (solid green – position 1) is on and the 4th position Battery light is flashing?
With the LEDs in this configuration and the unit unplugged indicates that the unit is in standby mode and that the battery is equal to/less than 30% charged. The unit is charging but will **not** pass power to the connected equipment using battery power. To pass power to the connected equipment the unit must be turned on (Online mode). Your unit is functioning properly.

Warranty

WHAT'S COVERED AND HOW LONG?

Removing or damaging the serial number and barcode label will void all cart warranties

Standard warranty covers four (4) – years structural components, two (2) - years for power system and electronics, six (6) - months for SLA Battery and three (3) - years for EON Phosphate battery after purchase. Warranty coverage begins on product's date of invoice. Standard warranty does not cover problems resulting from product abuse, negligence/accident, misuse, improper operation, post-delivery physical damage, and/or product modifications without Enovate Medical's prior written approval. External peripherals (including: computing equipment/devices, monitors, keyboards, mouse, USB hub, etc.) are not included in this warranty. Enovate Medical shall not be liable for any consequential or incidental damages.

HOW WE HELP YOU

Support services provided along with the standard warranty must be requested within the expressed warranty time frame for the product element. Technical support may request customer collaboration and assistance during diagnosis to provide for next business day service as needed. Typically, this requires, but is not limited to:

- Identifying a primary contact representative (with phone number and e-mail address) to work with Enovate Medical and answer relevant questions. Providing the serial ID number and access to the product.
- Performing basic troubleshooting activities as directed by Enovate Medical's Technical Support.

Resolution methods can include, but are not limited to, any of the following:

- Verbal/written instructions to correct the problem.
- Shipping of replacement parts OR a product swap.
- On-site dispatch of an Enovate Medical authorized service technician.

If needed, Enovate Medical will involve its design engineers or supplier partners for resolution assistance and customer's satisfaction. Determination for resolving warranty issues will be at Enovate Medical's sole discretion.

TECHNICAL SUPPORT ASSISTANCE

Service requests can be made at any time via Enovate Medical's support website or by phone:

- www.enovatemedical.com/support
- 1-877-258-8030 toll-free
- Support Hours are Monday – Friday, 8 am to 5 pm EST (except holidays).

ENOVATE MEDICAL'S SERVICE PLEDGE

Our Customer Care team is located, supported, & operated by Enovate Medical's employees in our US headquarters. A reply to all service requests, within two hours of their submittal during business hours. On-site Parts / Service by the next business day as needed. Enovate Medical Authorized Service Technicians are located at more than 400 locations across the United States.

CLEANING INSTRUCTIONS

- Use non abrasive cleaners or mild cleaning solutions. Do not use abrasive cleaners, solvents, polishes, waxes or steam cleaning tools.
- As a precaution to test the suitability of a cleaning product, apply to an inconspicuous area, minimizing the time of exposure and the amount of cleaning agent (diluting as recommended by the supplier) in order to prevent any damage to the surface.
- Contamination by intensively colored substances, for example coffee, iodine, or dyes,have to be removed immediately.
- Power System should be inspected bi-annually to ensure vent holes and pan guard are free of dust and debris.

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