

PROTEKT[®] TRANSFORMER



HYDRAULIC PATIENT LIFT (*Optional Electric Upgrade)

M o d e l : 33400H

M o d e l : LP-33400HE-K (Electric Upgrade Kit)

HYDRAULIC PATIENT LIFT (*With Electric Upgrade)

M o d e l : 33400HE



33400H



33400HE

BEFORE USE:



Ensure the product has been assembled according to the instructions in this manual. All operators should read and understand the instructions for safe and proper operation of the patient lift.

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Thank you for choosing **Proactive!**

To better serve you, please record
the following information for future use:

Supplier Name: _____

Supplier Telephone: _____

Product Serial Number: _____

Date of Purchase: _____

INSPECT YOUR MERCHANDISE

Upon receipt of your patient lift, verify that all merchandise is complete and free from any shipping damage. Refuse delivery if the packaging appears to be badly damaged. If the merchandise is received damaged or is missing components, contact the shipping company immediately and file a claim.

For further assistance, contact your local dealer or Proactive Medical Products at the following:

Product Description





















The Protekt® Transformer 33400H/33400HE allows a patient to be lifted and transferred safely with minimal physical effort provided by the operator while a 6-point spreader bar provides added comfort for the patient. An electric upgrade kit is available for 33400H for effortless use of the lift during the handling and transferring of the patient.

Intended Use

This lift is intended for a patient who is completely immobile or dependent on a lift for transfers. It is intended to be used for transfers of the patient from a bed, wheelchair, or commode. It must be operated by a caregiver to perform the transfer, and all transfers must be performed on a level and dry surface. This lift is not to be used in high humidity environments for extended period of time.

DEFINITIONS & SYMBOLS

Symbols used in this manual and/or on the product and their meanings:

	Warning! Failure to heed this warning may result in damage to the product or serious injury to the operator and/or patient.		Do Not Bleach. No bleach product may be used. The garment is not colorfast or structurally able to withstand any bleach.
	Important instructions follow. Read and understand the instructions in the manual before using the product.		Do Not Dryclean. Garment may not be commercially drycleaned.
	Type BF applied part. Refer to the part of the medical device which come into physical contact with the patient in order for the device to carry out its intended use.		Do Not Iron. Item may not be smoothed or finished with an iron.
	Class II symbol. To identify equipment is designed that a connection to electrical earth (ground) is not required.		Tumble Dry, Normal, Low Heat. A machine dryer may be regularly used at a maximum of Low Heat setting.
	Note! Important information concerning the product and/or its correct and proper usage follows.		Do Not Dry. A machine dryer may not be used.
	Advise the operator to consult the accompanying documents before use.		Machine Wash, Hot. Initial water temperature should not exceed 82°C or 180°F.
	Right side up		Do Not Wash
	Fragile, handle with care.		Keep dry
	Carton storage temperature limit of -25°C to 70°C.		Carton storage humidity limit of 0% to 90%.
	European Conformity mark, the product conforms to European Medical Directive 93/42/EEC and meets applicable health, safety and environmental requirements.		Handle with care



Safety Instructions

This lift will provide years of service if it is properly maintained as any mechanical and/or electrical equipment requires. Please pay careful attention to the following important information regarding the care, maintenance, and operation of the patient lift. Carefully read these instructions before assembling the lift, or attempting to lift a patient with the device.

- Before attempting to lift a patient, please practice operating the lift and explain the lift procedures to the patient.
- Please provide special assistance under the caretaker's discretion. (i.e. patients who are comatose, spastic, agitated, or otherwise severely handicapped).
- The patient lift should be used solely for transferring the patient from one utility (beds, chairs, toilets, etc.) to another. The patient lift should not be used for transporting or moving the patient from one location to another location.
- During lifting or lowering, whenever possible, always keep the base of the lift in the widest position.
- The base of the lift must be closed before moving the lift.
- Do not roll casters over any object.
- Do not lock casters during lifting.
- Always keep the patient centered over the base and have the patient face the caregiver during the transfer.
- Never leave the patient unattended during lifting.



WARNING!

- No modification of this equipment is allowed. It is unsafe to modify the equipment from its original state. This product is deemed safe to use with only the original parts as delivered. Unauthorized use of any modified equipment may result in serious injury or death.
- Do not replace any components of the lift without consulting with your dealer, and follow proper instruction from the dealer when replacing any components.
- Do not service any parts of the lift while in use with a patient.
- It is not safe to load the equipment more than the indicated maximum safe working load.
- **If** any accessories with lower load capacity than the equipment itself is used, Do not load the equipment more than the lowest maximum safe working load.
- Periodically charge the battery to extend its life which will prevent the battery from depleting completely.
- Using accessories, detachable parts, or materials not described in the instruction manual may result in serious injuries.
- Keep the equipment away from children and pets when in use. It may result in serious injuries or death.
- Keep the equipment away from pests or pest infested area. Diseases transferred from pests to the equipment may cause serious illness to patients upon contact.
- If the lift is exposed to the sun for long periods of time, be cautious as the surface of the lift may be hot.
- The controller contains parts and assemblies that could be susceptible to damage by electrostatic discharge (ESD). To reduce the likelihood of this, one should be grounded prior to using the controller.
- Do not use the lift on an inclined surface.
- A black plastic bolt cap (if applicable) may be a choking hazard. If the cap does not stay on the bolt, replace it immediately.



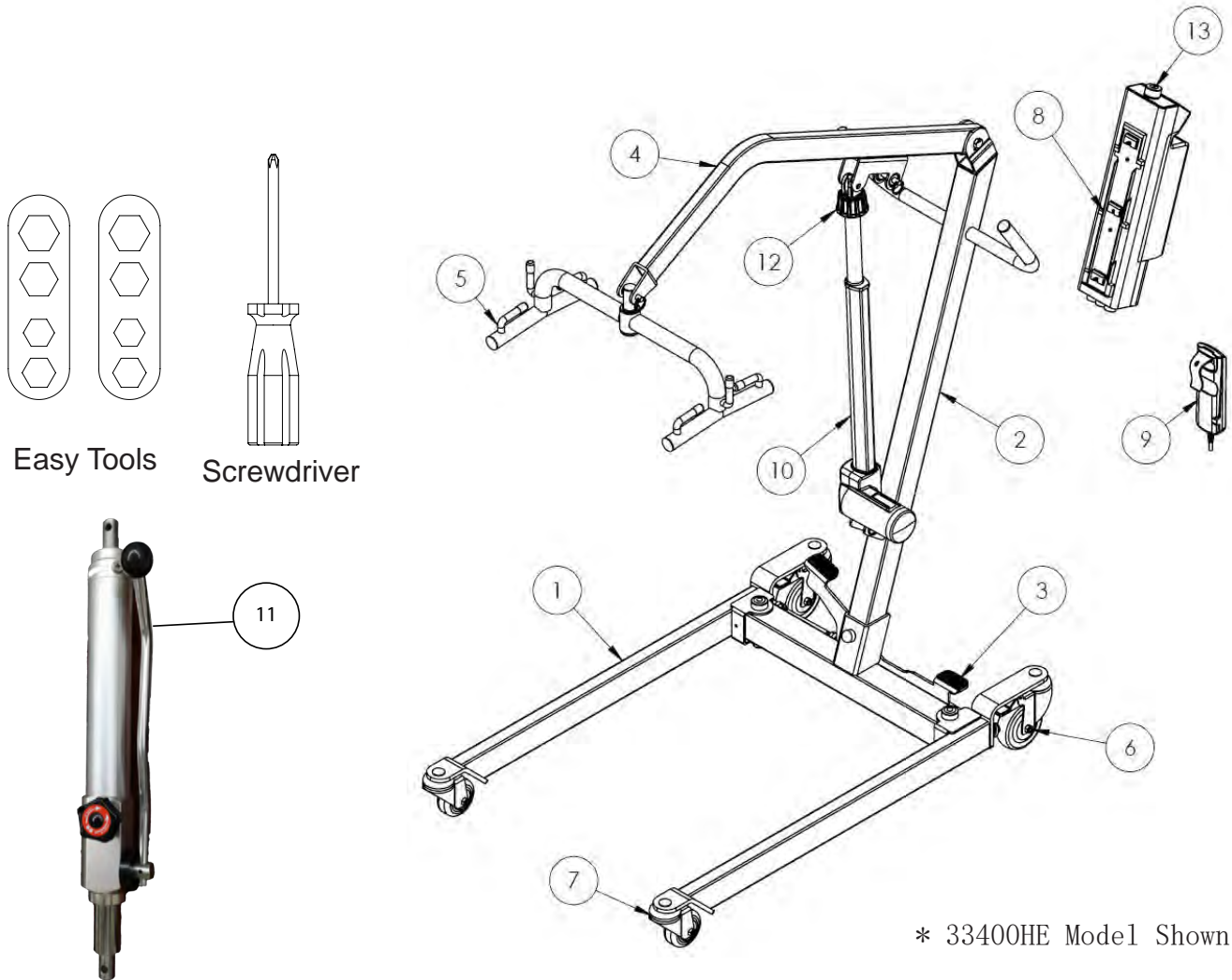
INFORMATION

- There is no risk if the lift is exposed to reasonably foreseeable environmental conditions.
- This equipment does not consist of any materials or ingredients to which patients are exposed, that may cause bodily harm or injury.
- Prolonged exposure or physical contact with any part of the equipment will not cause skin irritation, allergic reaction, etc.

FEATURES & OVERVIEW

- i*

- Prior to assembly, unpack and inspect all parts from the shipping carton. Contact your dealer immediately if any parts are damaged or missing.
 - Easy tools are provided to assist with initial set up. To ensure maximum safety, products should not be put into use until all connections are tightened using standard tools.



* 33400HE Model Shown

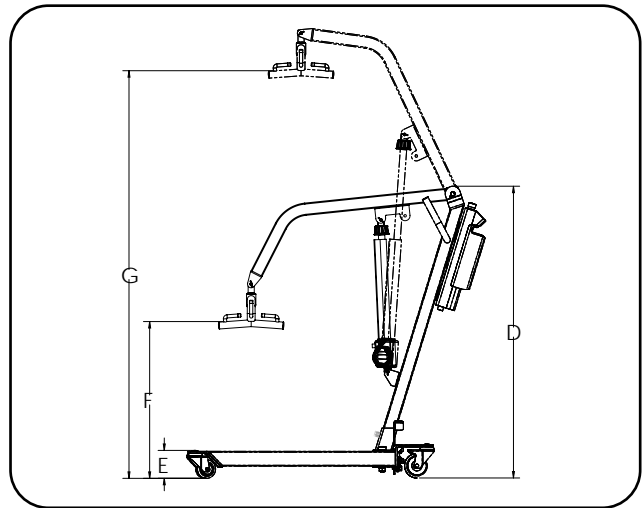
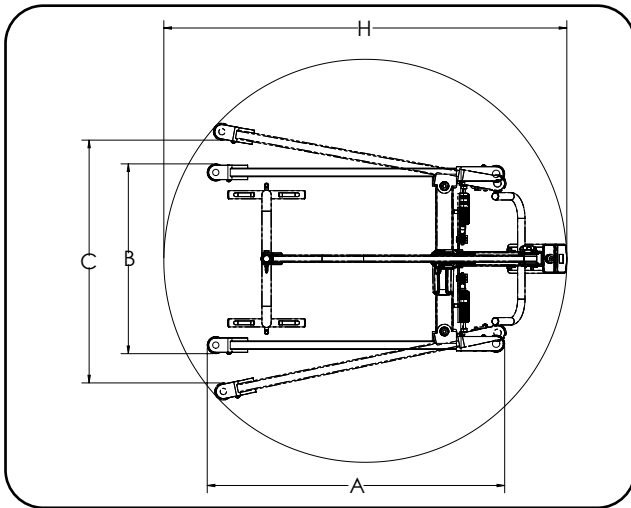
1	**Base	35 lb (15.9 kg)	6	Rear Caster	11	Hydraulic Pump	15.2 lb (6.9 kg)
2	Mast	13.4 lb (6.1 kg)	7	Front Caster	12	Emergency Lowering	
3	Leg Opening Pedal		8	Control Unit	13	Emergency Stop Button	
4	Boom	8.4 lb (3.8 kg)	9	Hand Control		Charger	0.6 lb (0.3 kg)
5	Spreader Bar	5.1 lb (2.3 kg)	10	Electric Actuator			

** Heaviest detachable part

SPECIFICATIONS & OPTIONS

Specifications of Control Unit

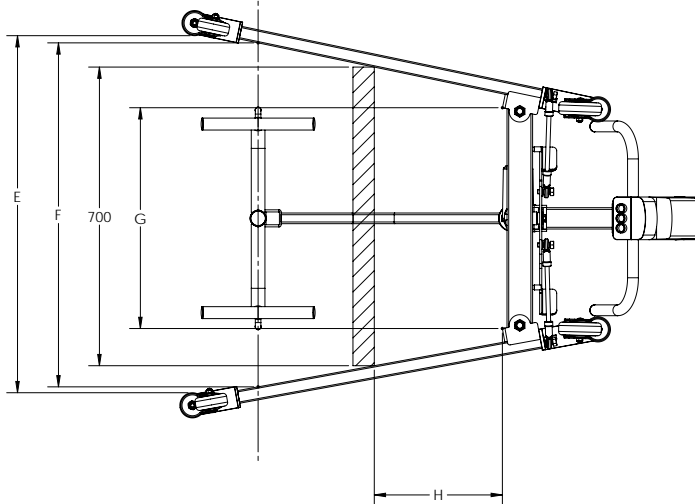
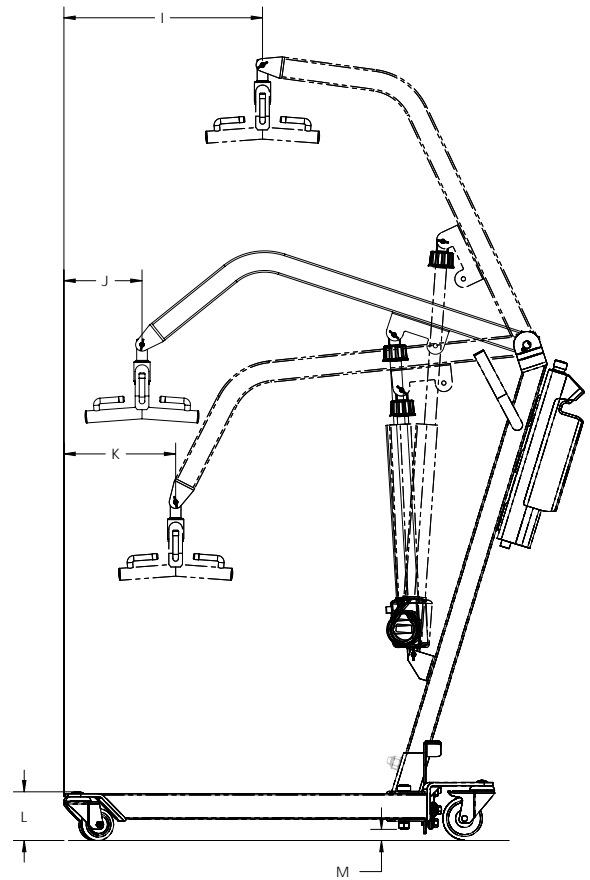
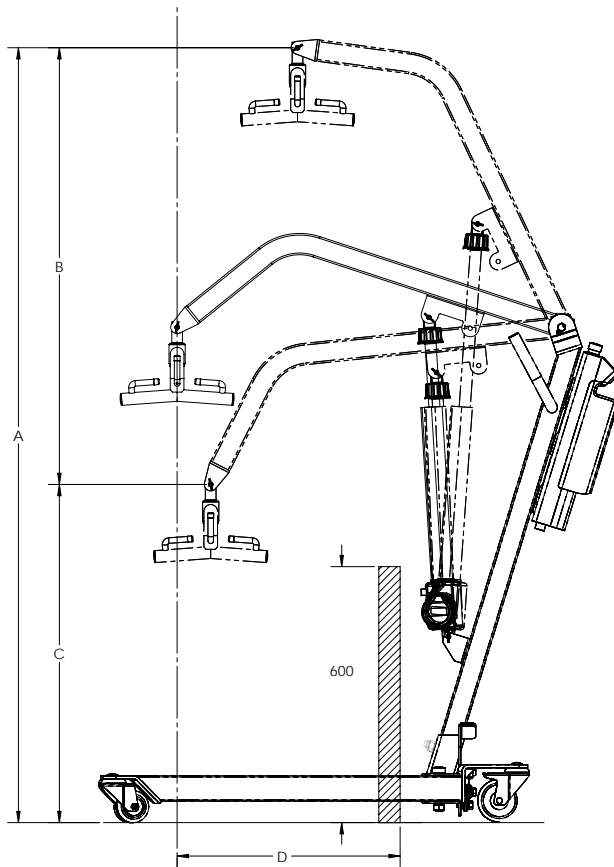
Input Voltage	110-120VAC 60Hz / 220-240VAC 50Hz
Output Voltage	24 VDC
Battery Pack	24 VDC 5AH
Lift Control	Handset and Panel
Protection Class	IP54 (Protection against dust and splash of water)
Sound Level Under Full Load	16db
Sound Level Under No Load	11db
Lift Cycles Per Charge	25 full cycles under full load
Overload Warning	by LCD
Battery Status	by LCD
Duty Cycle	10% Duty cycle (Max 2 minute ON,18 minute OFF)



Dimensions & Specifications			
Model		33400H	33400HE
Safe Working Load		400 lb	400 lb
A	Base Length	40.3"	40.3"
B	Base Ext. Width - Closed	25.3"	25.3"
C	Base Int. Width - Opened	32.5"	32.5"
D	Mast Height	47.0"	47.0"
E	Front Caster Height	4.7"	4.7"
F	Lifting Height - Lowest	20.9"	25.3"
G	Lifting Height - Highest	68.2"	65.7"
H	Turning Diameter, Open	52.8"	54.7"
I	Turning Diameter, Closed	49.5"	52.6"

Standard Features	
1	6-Point Spreader Bar
2	4" Rear Caster with Brake
3	3" Front Caster
4	Hydraulic Pump (33400H)
5	Power Control Unit (33400HE)
Optional Features	
1	Charging Cradle
2	Second Battery Pack

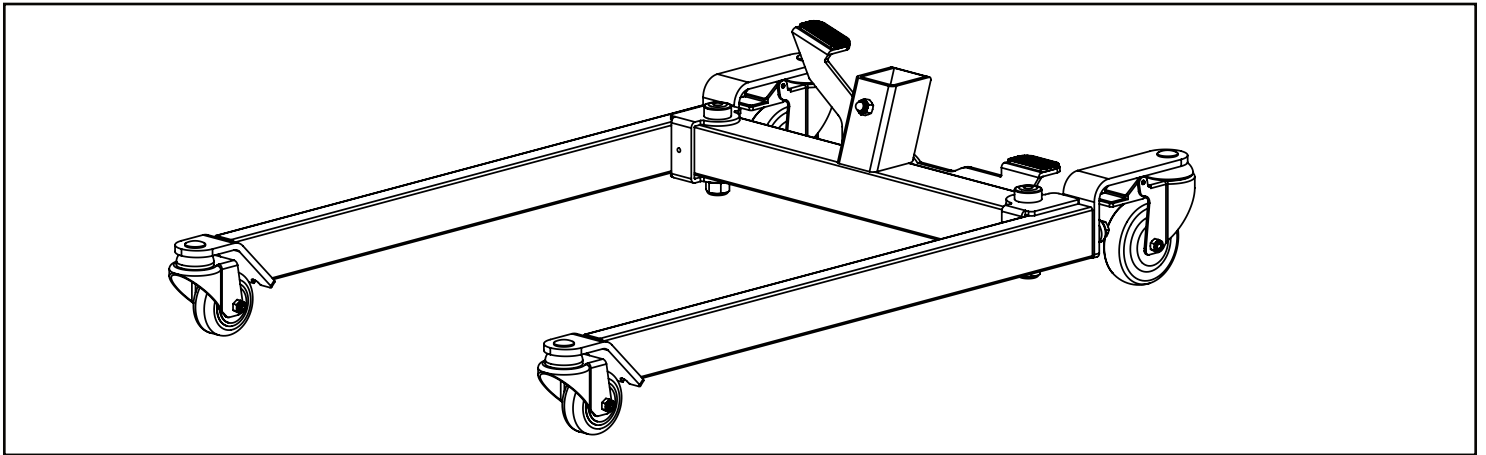
We are committed to continuous improvements of our products. Therefore, specification, dimensions, and features listed in this manual are for guidance only and are subject to change without prior notice.



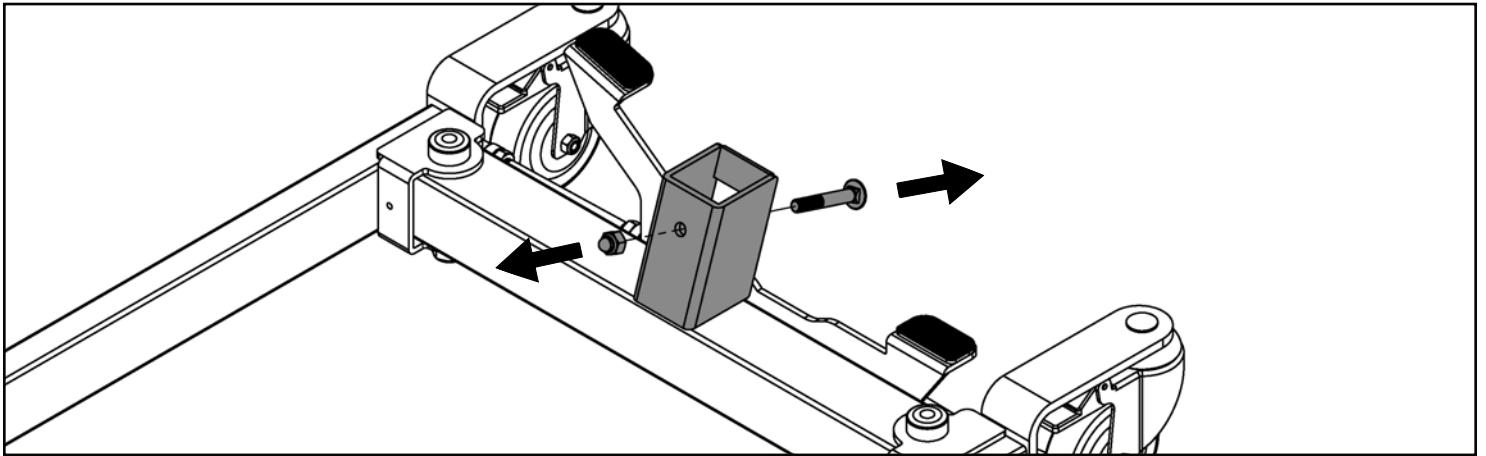
	33400H	33400HE
	mm (in)	mm (in)
A	1879.7 (74.0)	1816.3 (71.5)
B	1199.9 (47.2)	1023.7 (40.3)
C	679.8 (26.8)	792.6 (31.2)
D	522.8 (20.6)	522.8 (20.6)
E	825.0 (32.5)	825.0 (32.5)
F	806.3 (31.7)	806.3 (31.7)
G	517.6 (20.4)	517.6 (20.4)
H	300.3 (11.8)	300.3 (11.8)
I	561.6 (22.1)	465.2 (18.3)
J	182.9 (7.2)	182.9 (7.2)
K	343.9 (13.5)	261.7 (10.3)
L	119.0 (4.7)	119.0 (4.7)
M	26.0 (1.0)	26.0 (1.0)

Installation

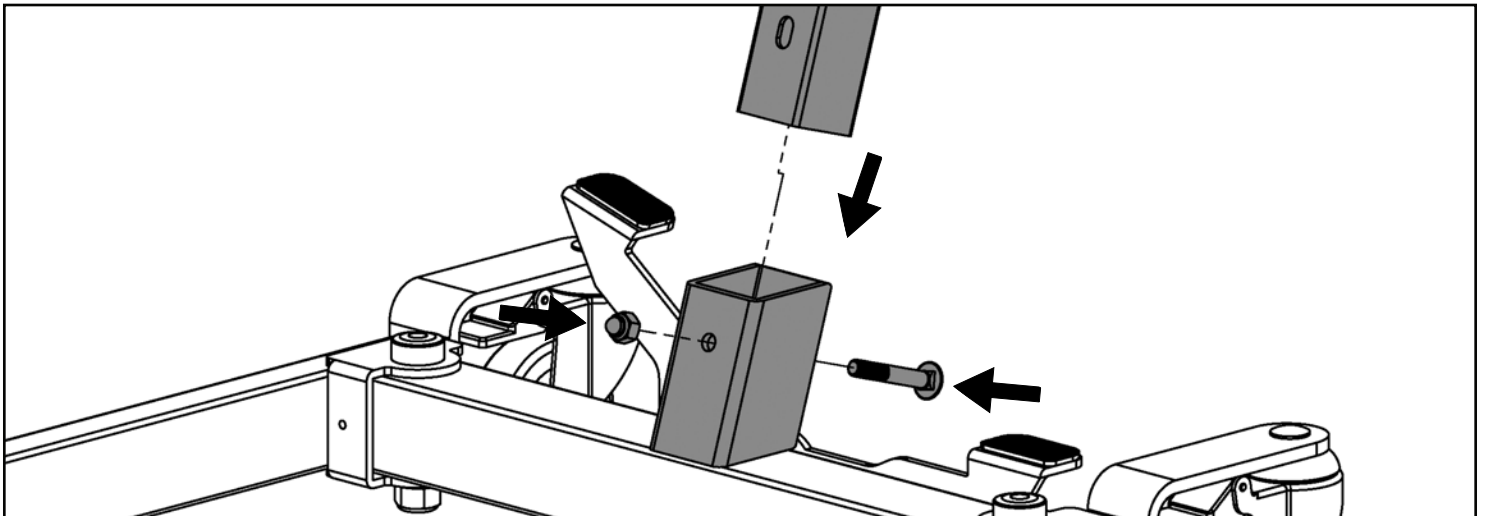
Step 1: Remove the base out of the box.



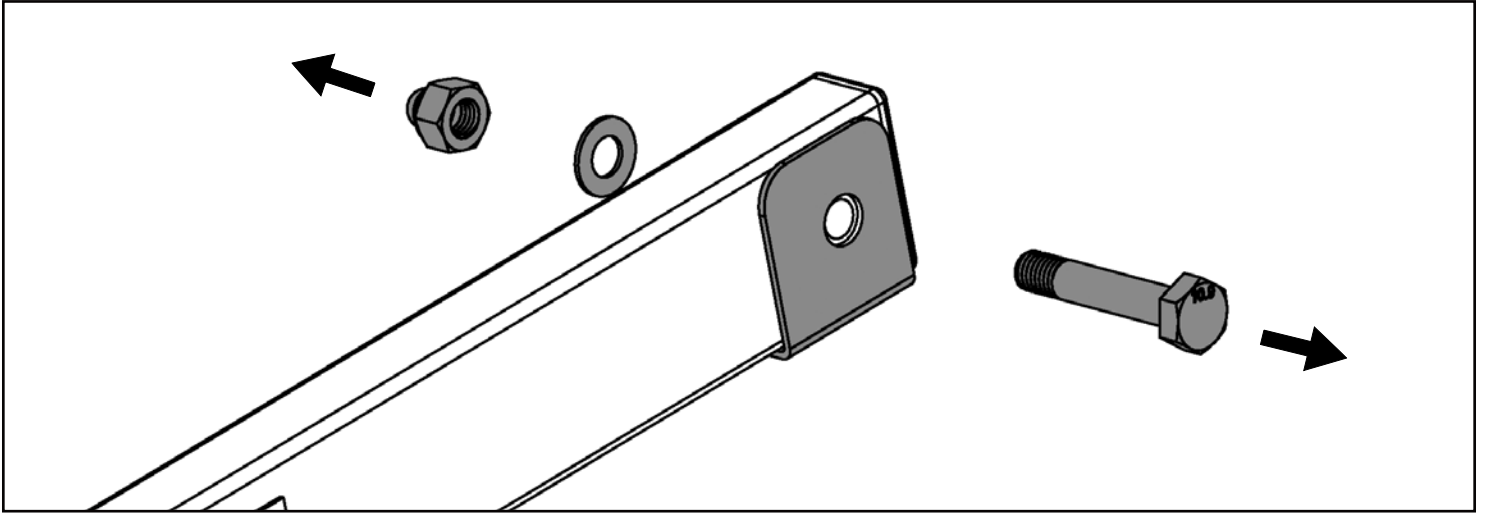
Step 2: Remove the hardware from the base bracket.



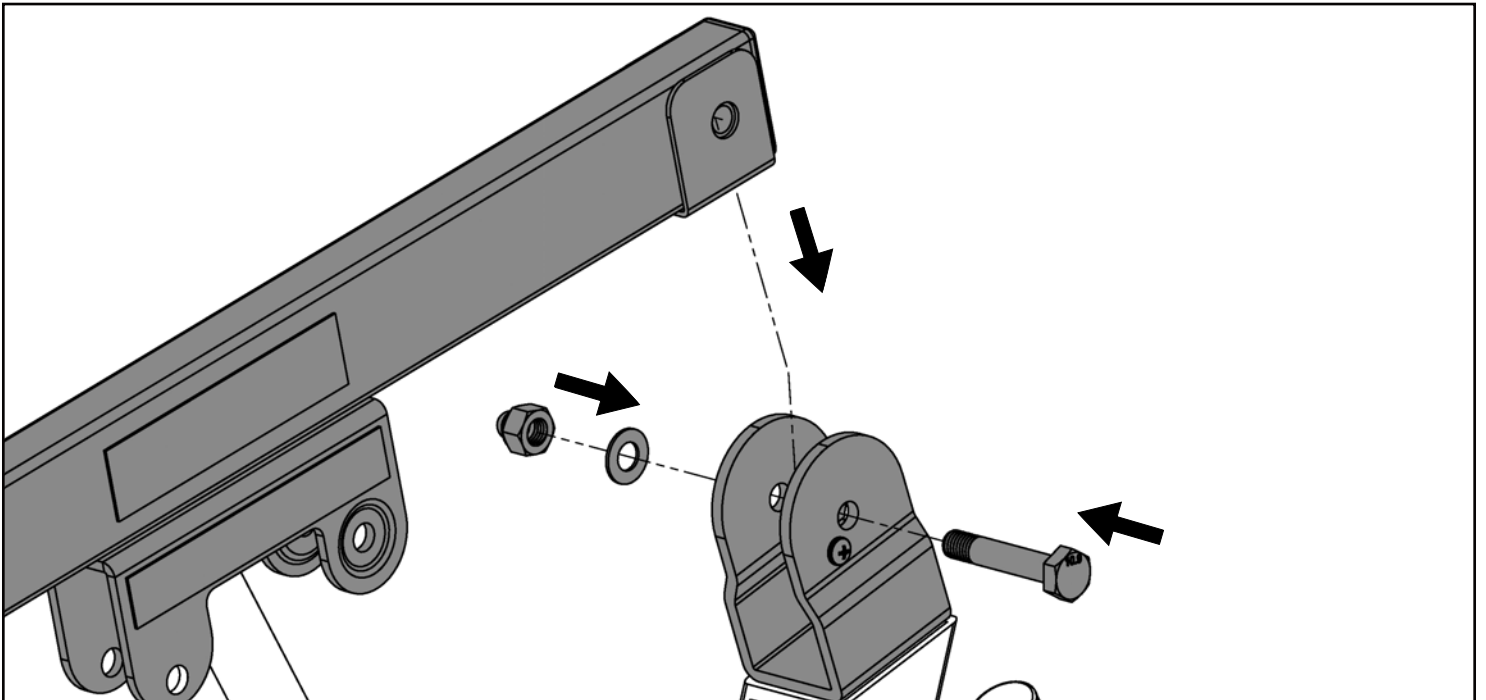
Step 3: Insert the mast into the base bracket and reinsert the hardware. Use a wrench to tighten and secure the mast to the base.



Step 4: Remove the hardware from the boom. Do not remove the plastic U-shaped washer or the bushing inside the hole of the boom.



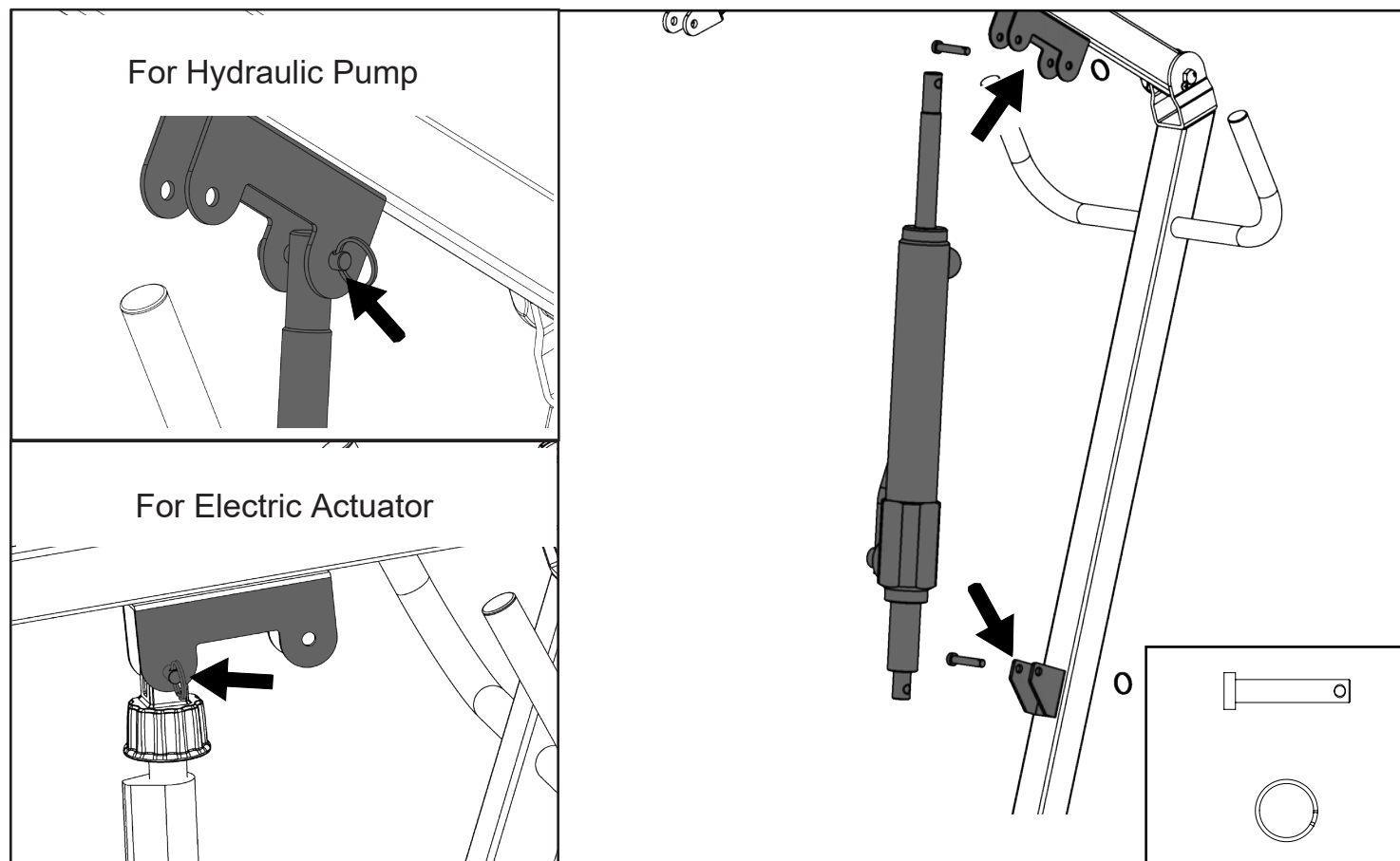
Step 5: Insert the boom with the plastic washer as shown into the bracket at the top of the mast. Reinsert the hardware and use wrenches to tighten the hardware.



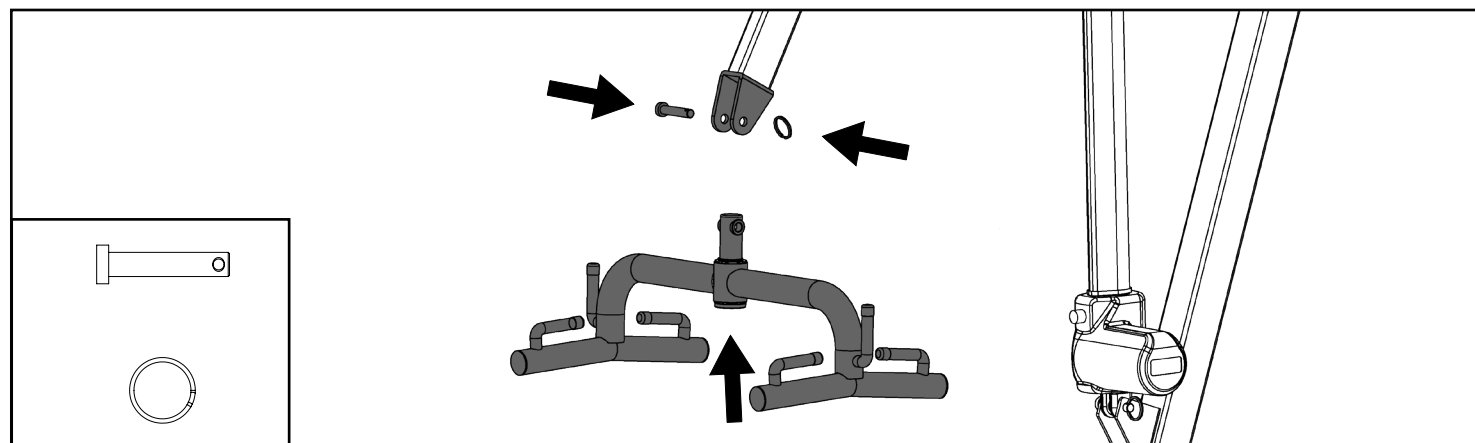
Step 6: Install the hydraulic pump (33400H) or the electric actuator (33400HE) by securing it to the brackets on the mast and the boom using the pin and retaining ring.

WARNING!

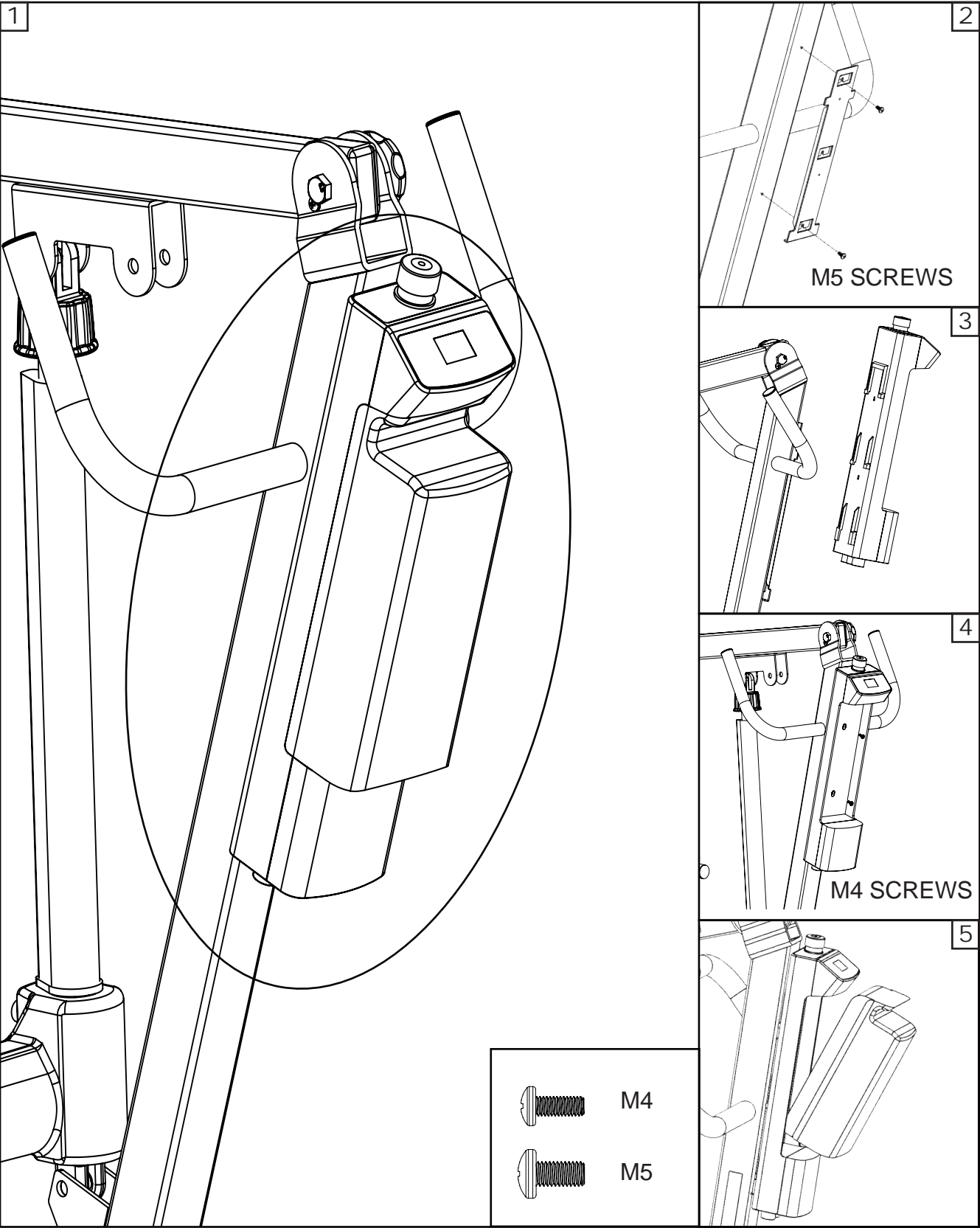
Make sure to install the pump or actuator to the correct hole on the boom bracket as shown below.



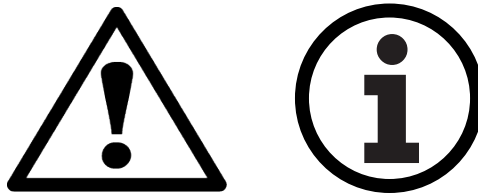
Step 7: Install the spreader bar using the pin and retaining ring.



Setting Up Power Control Unit (33400HE Only)



Operating Instructions



Double check all assemblies for tightness and read operating instructions carefully prior to use.

For optimum performance the lift should be transported and stored in following condition range:

- -25°C to +5°C (-13°F to 41°F), and
- +5°C to +35°C (41°F to 95°F) at a non-condensing relative humidity 0% to 90%
- +35°C to +70°C at a water vapor pressure up to 5 kPa

For optimum performance the lift should be operated in following condition range:

- at a temperature range of +5°C to +40°C (+41°F to +104°F)
- at a non-condensing relative humidity range of 15 % to 90 %, but not requiring a water vapor partial pressure greater than 5 kPa
- 70 kPa to 106 kPa atmospheric pressure



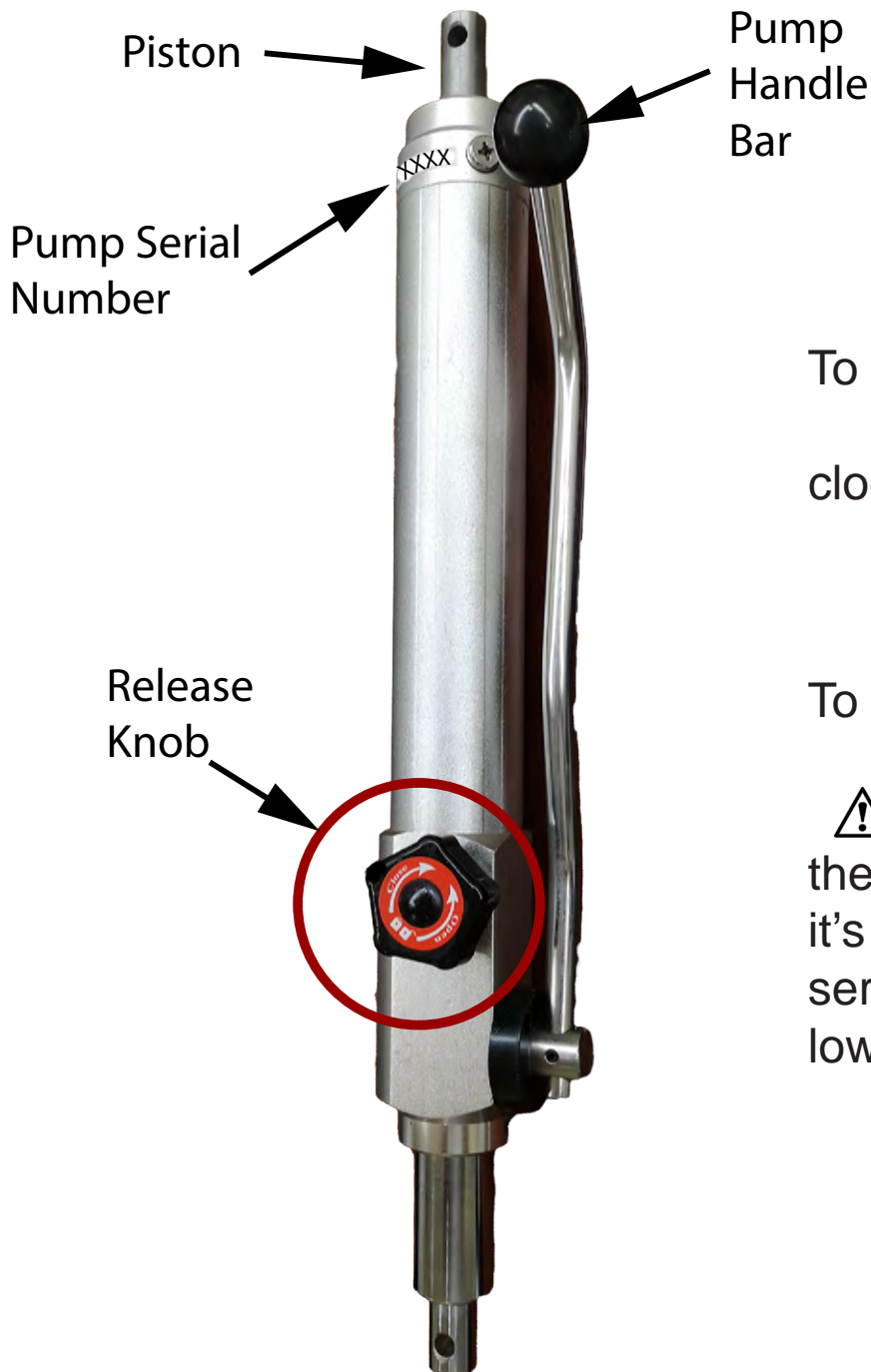
PREPARATION BEFORE LIFTING

- Twist the RED EMERGENCY STOP BUTTON clockwise.
- Verify the Lifting and Lowering Functions by pressing either the UP or DOWN button on the hand control once.
- Position the base of the lift around or under the object.
- Widen the base and disengage the caster brakes.



Do not attempt to transfer a patient without prior approval of the person's nurse. Also, do not transfer without having studied the instructions and performed several practices in operating the product. Together (with the patients doctor, nurse, or medical attendant) select a sling that is both practical and comfortable. The sling selected should be one that serves the needs of the patient, while providing the patient with optimal safety. Never interfere with the lift, unless instructed by the attendant. Have a doctor, nurse, or medical attendant (experienced in the use of patient lifts) present during the first few times the lift is used to transfer a new patient.

Patient Lift Hydraulic Pump Unit Operating Instruction



To raise the boom:

- Turn the release knob clockwise until it stops.
- Use the handle bar to pump the piston

To lower the boom:

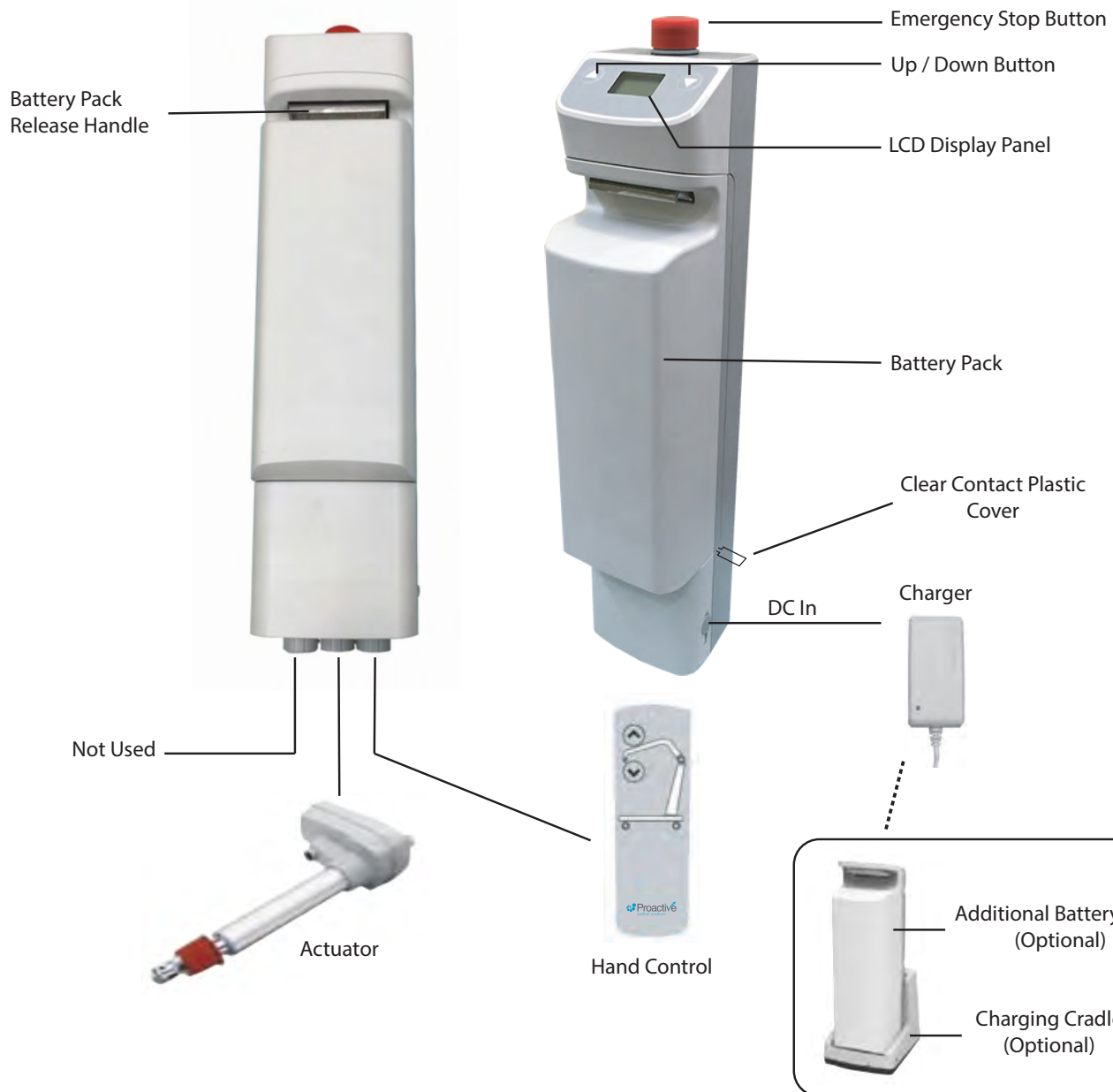
⚠ The release knob controls the speed of the piston as it's lowering. This may cause serious injuries if the piston is lowered too fast.

- Slowly turn the release knob counter-clockwise, stop once the boom is slowly lowering.
- Turn the release knob clockwise to stop the lowering.



Warning!! Install the pump oriented as above. The pump would not work if mounted upside down.

Power Control Unit Overview



1. Connect the actuator as shown.
2. Connect the hand control as shown.
3. The battery should be charged daily to prolong the battery life.
4. Remove the clear battery contacts plastic cover before use. Remove the battery in order to remove the plastic cover.



WARNING!

- Contains a long charger cord that may cause strangulation if used improperly!
- Keep long charger cord out of walkway where it poses a tripping hazard!
- When removing the battery, secure the battery with both hands as it can cause injury if dropped!



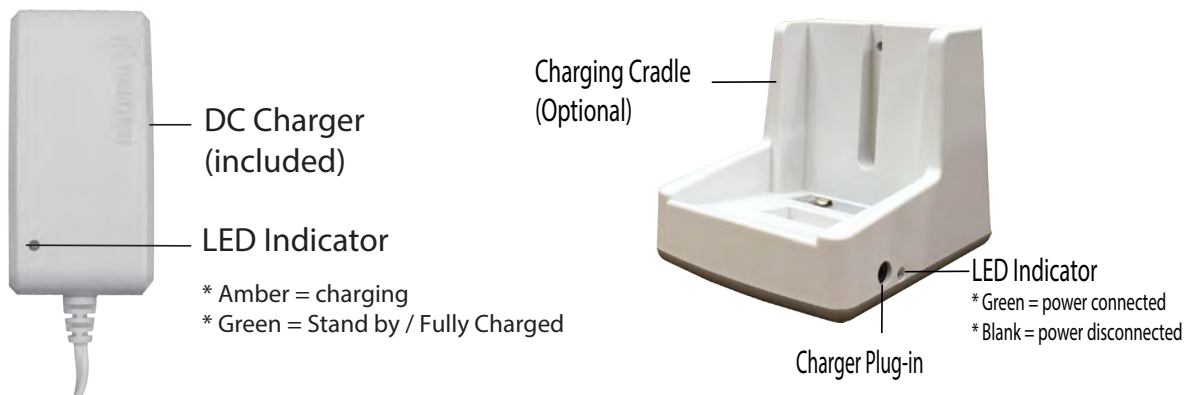
LCD Display Panel Signs

When the emergency stop button is released, the LCD Display Panel will show one of the four signs below.

- The sign will display for 5 seconds.
- Then the lift will go into standby mode and the sign disappears.
- The lift is ready for use.



Charging: DC Charger or Charging Cradle



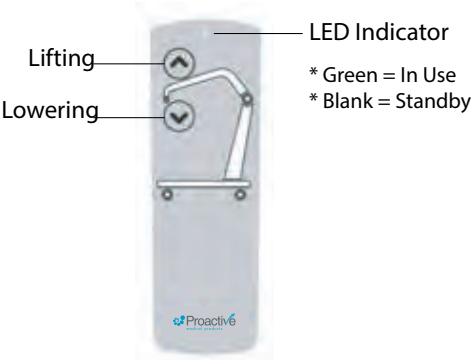
LCD Display Panel Signs - Charging





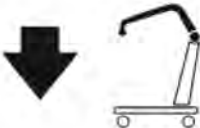

During charging, the LCD Display Panel will show one of the four signs below.

- The DC Charger must be connected.
- The emergency stop button must be released.
- The battery will not be charged if the emergency button is pressed in.









Operating Lift: Using Hand Control



Button	Press Button	Release Button
		
		

Operating Lift: Using LCD Display Panel



Button	Press Button	Release Button
		
		

Warning! - Battery Low and Charging is Needed



If the battery needs to be charged, the LCD Display Panel will show a blinking low battery sign shown on the left either when the emergency stop button is released or when a button on the LCD Display Panel is pressed.

- Lift is still functioning.
- Buzzer will beep every 2 seconds.
- Battery needs to be charged immediately after use.

Warning! - Overloaded



During lifting if the lift is overloaded, the LCD Display Panel will show the sign on the left and lifting will be deactivated immediately.

- The buzzer will beep 3 times.
- Lowering the lift by pressing the DOWN button is still allowed.
- The emergency stop button must be pressed in and then release the button before further lifting.

Warning! - Charge Battery Immediately



If the battery is critically low, the LCD Display Panel will show the sign on the left either when the emergency stop button is released or when a button on the LCD Display Panel is pressed.

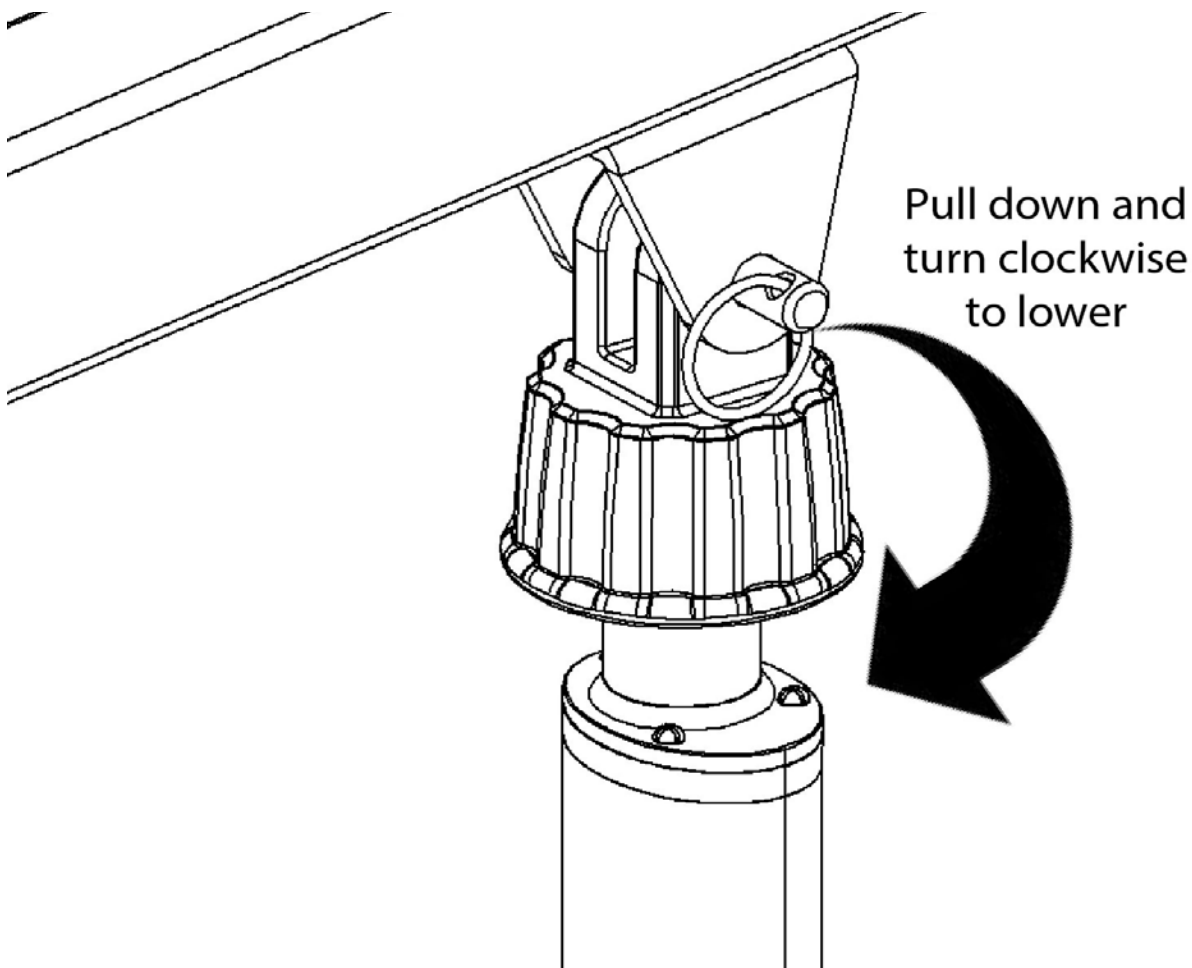
- Lift operation is deactivated.
- Battery needs to be charged immediately before further use.

Emergency Lowering Mechanism

Contact your dealer immediately if standard troubleshooting techniques do not correct the failure. Do not attempt to lift until all failure and safety issues have been resolved.

In case of lift failure, please follow the procedures below to safely lower the patient.

The Emergency Lowering Device is located at the top of the actuator shaft. It is intended for use if the actuator or electronics fail to operate while the patient is suspended in midair. The device consists of a plastic collar ring that should be first pulled down and turned clockwise continually until the patient has been lowered.



**NOTE:
THE EMERGENCY LOWERING DEVICE IS INTENDED FOR USE DURING LIFT FAILURE. THIS DEVICE WILL ALLOW LOWERING OF PATIENTS ONLY. PLEASE CONTACT YOUR DEALER IMMEDIATELY IN CASE OF FAILURE.**

Warning!
Use **ONLY** Proactive Medical slings/products

Replacement Parts

ITEM #	DESCRIPTION
LP-33400HE-K	Electric Upgrade Kit
LP-TBC2-CRDL	Battery Charger Cradle ONLY (no plug) f/ Protekt Lift/Stand
LP-TBC2-CRDL-PK	Battery Charger Cradle Pack (includes plug) f/ Protekt Lift/Stand
LP-TC12-BPAK	Replacement Battery Pack f/ Protekt Lift/Stand
LP-TC12-CBOX	Replacement Control Box f/ Protekt Lift/Stand
LP-TH10-PEN	Replacement Hand Pendant f/ Protekt Lift/Stand
LP-TP7C-ADP	Replacement Plug f/ Protekt Lift/Stand
LP-33400H-HP	Replacement Hydraulic Pump

Full Body Mesh Slings

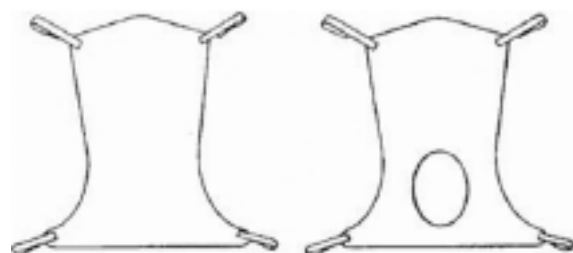
ITEM #	DESCRIPTION
30110 <i>Medium</i>	Mesh full body: medium 600 lb. weight capacity
30111 <i>Large</i>	Mesh full body: large 600lb. weight capacity
30124 <i>X-Large</i>	Mesh full body: X-large 600lb. weight capacity
30118 <i>XX-Large</i>	Mesh full body: XX-large 600lb. weight capacity

Full Body Mesh Slings w/Commode

ITEM #	DESCRIPTION
30114 <i>Medium</i>	Mesh full body: medium w/ commode opening 600 lb. weight capacity
30115 <i>Large</i>	Mesh full body: large w/ commode opening 600lb. weight capacity
30116 <i>X-Large</i>	Mesh full body: X-large w/ commode opening 600lb. weight capacity
30119 <i>XX-Large</i>	Mesh full body: XX-large w/ commode opening 600lb. weight capacity

Full Body Solid Slings

ITEM #	DESCRIPTION
30112 <i>Medium</i>	Solid fabric full body: medium 600 lb. weight capacity
30113 <i>Large</i>	Solid fabric full body: large 600lb. weight capacity
30117 <i>X-Large</i>	Solid fabric full body: X-large 600lb. weight capacity
30123 <i>XX-Large</i>	Solid fabric full body: XX-large 600lb. weight capacity



Divided Leg Slings

Divided leg design is best suited for high level spinal cord injuries or patients where sling removal is more difficult. Support ranges from the upper back to beneath the thighs. Can be positioned with patient seated. Greatly simplifies the use of bathroom facilities.

ITEM #	DESCRIPTION
30100P <i>Small</i>	Solid divided leg: small 450 lb. weight capacity
30100 <i>Medium</i>	Solid divided leg: medium 450 lb. weight capacity
30101 <i>Large</i>	Solid divided leg: large 450 lb. weight capacity
30102 <i>X-Large</i>	Solid divided leg: X-large 450 lb. weight capacity
30103 <i>XX-Large</i>	Solid divided leg: XX-large 600 lb. weight capacity

Padded Divided Leg Slings w/o Head Support

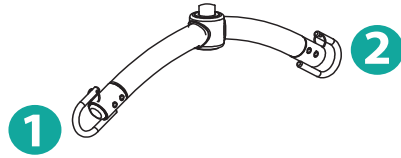
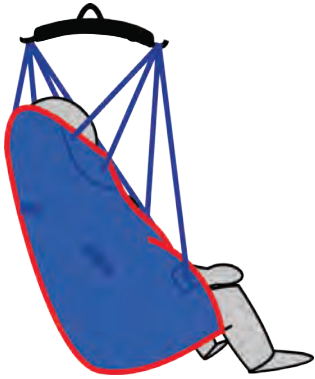
ITEM #	DESCRIPTION
30100P-NHS <i>Small</i>	Solid padded divided leg w/o head support: small 600 lb. weight capacity
30100-NHS <i>Medium</i>	Solid padded divided leg w/o head support: medium 600 lb. weight capacity
30101-NHS <i>Large</i>	Solid padded divided leg w/o head support: large 600 lb. weight capacity
30102-NHS <i>X-Large</i>	Solid padded divided leg w/o head support: X-large 600 lb. weight capacity

Padded Divided Leg Slings w/Head Support

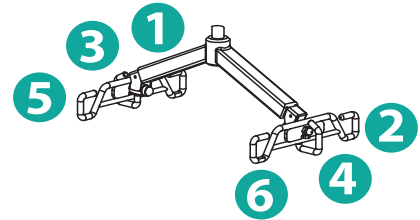
ITEM #	DESCRIPTION
30100P-HS <i>Small</i>	Solid padded divided leg w/ head support: small 600 lb. weight capacity
30100-HS <i>Medium</i>	Solid padded divided leg w/ head support: medium 600 lb. weight capacity
30101-HS <i>Large</i>	Solid padded divided leg w/ head support: large 600 lb. weight capacity
30102-HS <i>X-Large</i>	Solid padded divided leg w/ head support: X-large 600 lb. weight capacity



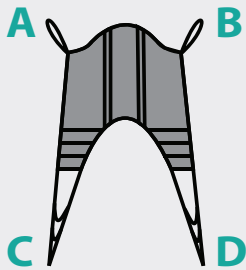
Sling Hook-Up Guide



2 Point S-Bar



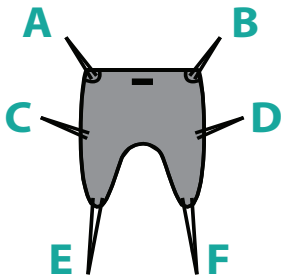
6 Point S-Bar



4 Strap Sling

Hook up A ➡ Point 1
Hook up B ➡ Point 2
Insert D through C
Hook up D ➡ Point 1
Hook up C ➡ Point 2

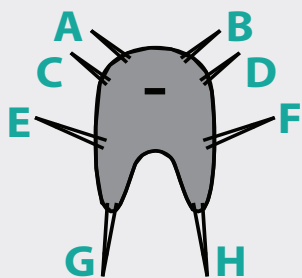
Hook up A ➡ Point 1
Hook up B ➡ Point 2
Insert D through C
Hook up D ➡ Point 5
Hook up C ➡ Point 6



6 Strap Sling

Hook up A, C ➡ Point 1
Hook up B, D ➡ Point 2
Insert F through E
Hook up F ➡ Point 1
Hook up E ➡ Point 2

Hook up A ➡ Point 1
Hook up B ➡ Point 2
Hook up C ➡ Point 3
Hook up D ➡ Point 4
Insert F through E
Hook up F ➡ Point 5
Hook up E ➡ Point 6



8 Strap Sling

Hook up A, C, E ➡ Point 1
Hook up B, D, F ➡ Point 2
Insert H through G
Hook up H ➡ Point 1
Hook up G ➡ Point 2

Hook up A & C ➡ Point 1
Hook up B & D ➡ Point 2
Hook up E ➡ Point 3
Hook up F ➡ Point 4
Insert H through G
Hook up H ➡ Point 5
Hook up G ➡ Point 6



BEFORE LIFTING THE PATIENT, PULL ON EACH SLING LOOPS TO ENSURE THE LOOP IS HOOKED ONTO THE SPREADER BAR PROPERLY

Transfer From Bed to Wheelchair

1. Position the patient in the center of the bed.
2. Position the patient onto his/her side by rolling patient towards you.
3. Roll the sling in half. The handle on the back section sling should face outward when the sling is fitted.
4. Position the sling under the patient so the commode aperture aligns with the base of the spine and top of the sling close to the neck.
5. Roll the patient onto the opposite side and position him/her on the flat section of the sling. This will allow you to unroll the remainder of the sling from the other side of the patient.
6. Once the sling has been positioned in the center of the patient, feed the leg sections under the thighs and draw them up between the thighs.
7. Raise the head of the bed if this function is available.
8. Move the lift slowly towards the patient and position the spreader bar over the patient's chest. Attach loops of the sling to the hooks on Spreader Bar as shown in the Sling Hook-Up Guide.
9. Lift the patient above the bed.
10. Pull lift away from bed. Position the patient over the wheelchair or chair then lower the patient onto the surface.

Transfer From Wheelchair to Bed

1. Help the patient lean forward slightly, then slide the sling down between the chair and the patient's back.
2. Position the commode aperture where the buttocks meet the seat.
3. Position the sling equally around both sides of the body.
4. Draw the leg sections to the front along the length of the patient's thigh.
5. Check the sling's central positioning by comparing the lengths of the leg sections when they are drawn forward.
6. Reposition the sling if the leg sections are not equal in length.
7. Feed the leg sections under the thighs.
8. From between the legs, gently pull the leg section up the inner thigh. Feed as much material as possible under and between the thighs. Ensure the leg sections are positioned midway under the thighs to provide good support and greater comfort.
9. Move the lift slowly towards the patient and position the spreader bar over the patient's chest. Attach loops of the sling to the hooks on Spreader Bar as shown in the Sling Hook-Up Guide.
10. Lift patient above the wheelchair.
11. Pull lift away from wheelchair. Position patient over bed and lower patient onto bed.

Maintenance & Inspection



- This equipment requires a minimum of service to keep it in proper working order and to assure safe operation. It is important that certain basic checks be performed periodically by the operator of the lift or by a qualified bio-med or maintenance staff.
- The manufacturer recommends that the following components and operating points be scheduled for periodic inspection at intervals not greater than 6 months (≤ 6). The manufacturer also recommends visual inspection prior to use for the additional points below (V). The periodic inspection interval and the visual inspection points are listed below.
- Note – Proactive assumes that the assembly instructions were performed properly and by a qualified individual. Proactive also assumes that the operator of the lift has been properly trained, reviewed all the training material and knows how to operate the lift.
- With proper use and care, the expected lifetime of the lift is 10 years or 20,000 cycles.
- The expected lifetime of the electrical components are 3 years.
- Contact Proactive for any recycling information.

	V upon use	≤ 6 months
Boom and Spreader Bar		
Check connections between boom and spreader bar for proper connection with pin & key ring (for Patient Lifts)	X	X
Check connection between boom and mast for improper connection, looseness, or wear		X
Check spreader bar hook bolts for looseness or damage (for Patient Lifts)	X	X
Key rings are present on spreader bar hooks (on patient lifts) and on boom hooks (on stand assist lifts)	X	X
Mast		
Check mast for bending or deflection		X
Base and Foot Pedal		
Check all nuts and bolts for looseness		X
Check all casters and axle bolts for tightness		X
Check all casters for rotation and locking/unlocking (rear only)		X
Apply multi-purpose grease to bearings if needed		X
Check all weld joints for rust and cracks		X
Actuator and Control Box		
Confirm control box is securely affixed to the mast, and battery pack is secured in control box		X
Confirm actuator is secured between the boom and the mast with the pins and key rings	X	X
Confirm manual emergency lowering mechanism on actuator operates properly		X
Confirm red button on control box shuts off all power when pressed		X
Confirm all cables at the bottom of the control box are properly connected		X
Sling		
Inspect the body of the sling and all loops or connectors that could attach to the spreader bar for signs of wear, damage, or fraying	X	X
Lift Cleaning	As needed	As needed

Cleaning and Disinfecting

Cleaning the lift

- Use pH-neutral detergents only.
- Remove the battery from the controller.
- Clean lift surfaces, control box and hand control with a damp cloth using pH-neutral detergent.
- Remove debris and hair from the casters and make sure the casters can spin and swivel freely.



- Solvents or strong liquids or abrasive cleaning products will damage the surfaces of the lift.

Cleaning the sling

- Check with sling label for washing condition.
- As for minor cleaning between patient uses, we recommend wipes with water-soluble soap or isopropyl alcohol.
- For slings with rigid supports, remove the plastic inserts before washing. (Look for an opening near the plastic inserts for removal).
- Machine wash warm or cold.
- Do not wash with other colors.
- Air dry or very low dryer heat.



- DO NOT USE BLEACH.
- DO NOT clean or wash disposable slings.

Sling Deterioration

- Contact the dealer for “Guideline for Identifying Deteriorated Slings” if needed.
- Replace a sling when it show signs of deterioration.

Sling Contamination

- Inspect slings prior to each use for contamination from previous use.
- Use isopropyl alcohol for any disinfection purpose.



- Wash a reusable sling for serious contamination.
- Replace a disposable sling for any contamination.
- Reusing a contaminated sling can cause serious bacterial infection.

Troubleshooting Guide

The following list of encountered problems and solutions will assist you in determining what may be causing your patient lift not to function as designed. If you have a problem occurring which is not listed below please contact your dealer or technical support for help. Do not attempt to repair or replace components or parts on your lift as this may void your warranty or cause further problems that may result in patient injury. Stop using your lift immediately if it is not functioning correctly or any warning beeps are heard.

I need to re-charge my batteries often or they fail to hold a charge when I charge them

- Replace the batteries or battery pack as they are at the end of their life cycle.
- Batteries should be changed every 18-24 months depending on usage.

The actuator will either go up or down but not both

- Replace your hand control as it is at the end of its life cycle.
- Your control box may be malfunctioning.

There is a grinding sound inside the actuator when lifting

- Replace your actuator as the internal gears are stripped.

The actuator stops and starts while lifting or lowering

- Replace the batteries or battery pack as they are at the end of their life cycle.

My lift will not operate even though it shows the batteries are charged

- Unplug the charger cord from the control box as the lift will not work when the charger is connected.
- Check to make sure the hand control is properly inserted all the way into the control box port.
- Check to make sure the actuator plug is properly connected and inserted all the way into the control box.
- Your hand control needs to be replaced as it is at the end of its life cycle.

If there is a problem you could not solve, please contact your dealer for assistance.

WARRANTY POLICY

This product is guaranteed to be free from defects in material and workmanship under normal use and service. The warranty period for this product is 2 Years Electronics/3 Years Frame/1 Year Battery from the date of purchase by the original purchaser. This warranty shall be voided upon transfer of ownership of this product. Proactive Medical agrees to repair or replace this product, at our discretion and at no charge, within the warranty period provided and that Proactive Medical consents the unit is defective. The repaired or replacement unit shall be warranted for a period equal to the balance of the defective unit's warranty period.

This warranty shall not apply to any product which has been repaired or altered in any way so as, in our judgment, to affect its functionality and durability, nor to any product subject to abuse, misuse, negligence or accident, improper maintenance, improper installation, nor to any product used with other parts, components and/or accessories with quality and/or specifications not compatible with this product. This warranty does not cover products that have been impaired by occurrences considered Acts of God over which authorized dealer has no control. This warranty shall also be voided if any required periodic maintenance, if applicable, has not been properly performed on this product.

This warranty and the aforementioned remedies presented are exclusive and in lieu of all other express or implied warranties. No other representations or claims shall be binding or obligate authorized dealer in any way. Any warranty applicable to this product is limited to the aforementioned period indicated. In no event shall authorized dealer be liable for any special, incidental, or consequential damages; loss of revenue; or cost of replacement goods; resulting from the use or malfunction of this product to the associated equipment on which and with which it is used. This warranty gives specific legal rights and you may be entitled to other rights that vary from state to state.

RETURN PROTOCOL

In the case where a customer wants to return an unwanted product or in the rare case where a product needs to be replaced for warranty reasons;

Customer Returns

1. Please contact Proactive customer service to arrange a return authorization number (RA). This RA must be written clearly on the box to insure proper timely processing of returns.
2. The customer will be responsible to arrange and pay for return shipping.
3. Upon successful return of the product, an inspection will be made to determine that the product is new and in working condition.
4. Upon successful determination that the product is new and in working condition a full credit will be issued for the sales price of the returned product.
5. A 25% restock fee will apply to all returns and will be deducted from the credit along with all applicable shipping charges.

Exceptions to the restock fee may be requested and will be considered on a case-by-case basis.

Proactive maintains the highest standards in quality control of its manufacturing process. In the unlikely occurrence of a warranty claim Proactive will do its best to resolve the problem as soon as possible.

1. Please contact Proactive customer service as soon as the problem is realized to arrange a return authorization number (RA). This RA must be written clearly on the box to insure proper timely processing of returns.
2. In order to ensure that the customer receives the replacement part or parts as soon as possible the customer will be required to place an order for the replacement part or parts needed. (this will be credited upon successful return of the item under warranty if there is a manufacturer's defect).
3. The customer will be responsible to arrange and pay for return shipping. (this will be credited upon successful return of the item under warranty if there is a manufacturer's defect).
4. Upon successful return of the product, a warranty inspection will be made to determine that the product is not working because of a manufacture defect.
5. Upon successful determination of a manufacturer's defect a credit will be issued for the replacement part or product order and the shipping costs incurred in its return.

At Proactive Medical Products discretion, we will either repair or replace any product that does not comply with this warranty. All product warranties are void if the product has been misused or abused, if there have been unauthorized repairs, or if the law tag has been removed or tampered with.

Shipping Error

In the unlikely chance that there has been a shipping error Proactive will do its best to immediately rectify the situation.

1. Please contact Proactive customer service as soon as the error is realized to arrange a return authorization number (RA). This RA must be written clearly on the box to insure proper timely processing of returns.
2. Proactive will email the customer a return shipping label to ship the product back to Proactive.
3. Proactive will ship out the proper product to the proper location either same day or as soon as possible. Correct shipping and tracking information will be transmitted to the customer as soon as it is known.

