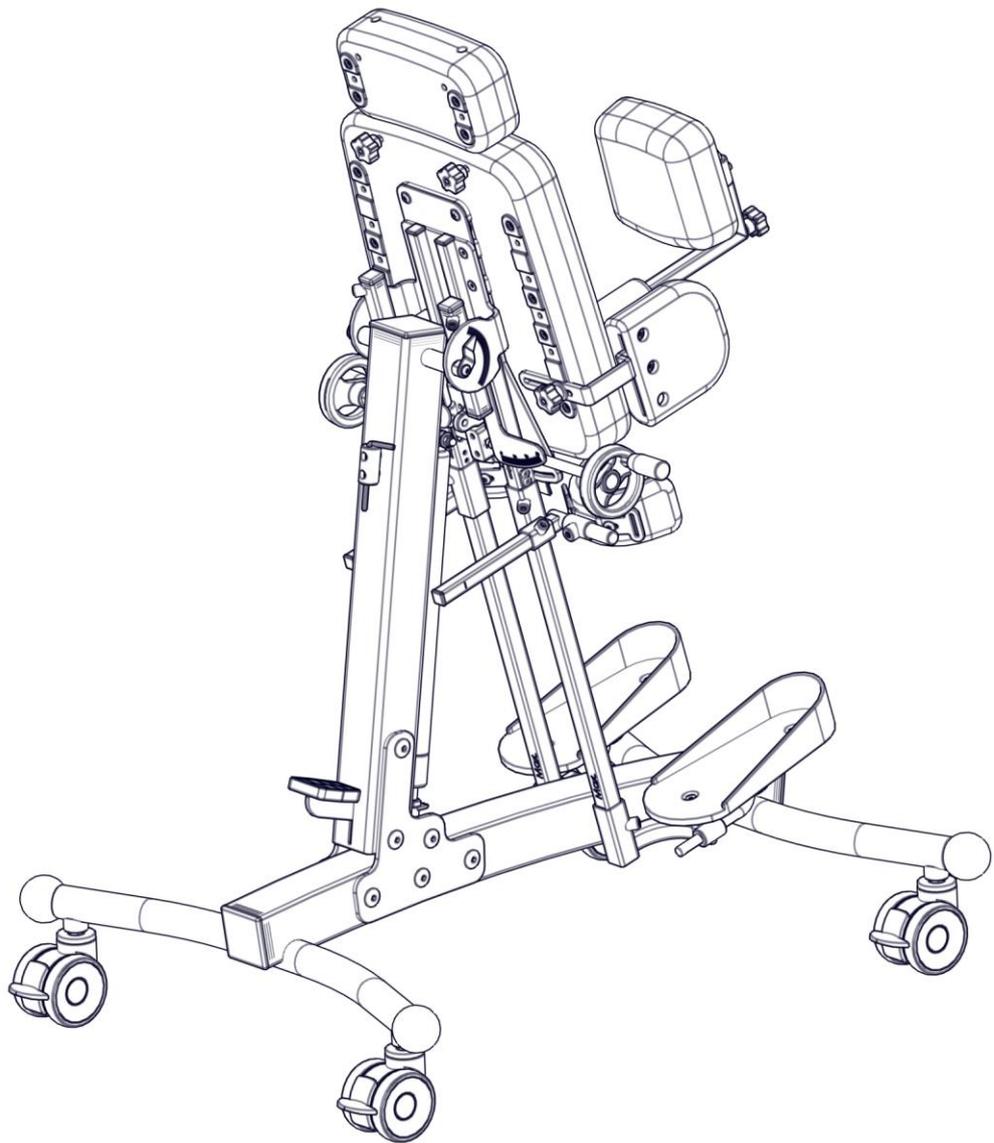




INSTRUCTIONS FOR USE

COCO Stander





NOTE! THE MANUFACTURER IS ONLY RESPONSIBLE FOR THE PRODUCT PURCHASED DIRECTLY FROM THE LOCAL REPRESENTATIVE OF THE LIW CARE TECHNOLOGY OR IN A SPECIALISED MEDICAL STORE REPRESENTING LIW CARE TECHNOLOGY WITHIN THE TERRITORY OF POLAND.



NOTE! THIS PRODUCT CAN ONLY BE USED INDOORS.



NOTE! THERE IS A POSSIBLE RISK THAT A PART OF THE USER'S / AN ACCOMPANYING PERSON'S BODY MAY BE ENTRAPPED AND/OR SQUEEZED IN THE HOLES / GAPS BETWEEN INDIVIDUAL ELEMENTS WHEN USING THE PRODUCT, AS WELL AS WHEN ASSEMBLING AND ADJUSTING MECHANISMS OF THE PRODUCT. THESE PARTICULAR PROCEDURES SHOULD BE PERFORMED WITH PECULIAR CAUTION. WHEN ALL THE ADJUSTMENTS HAVE BEEN PERFORMED, IT IS CRUCIAL TO STABILISE THE POSITION BY PROPERLY TURNING THE NUTS / SCREWS.



NOTE! IF POSSIBLE, THE PACKAGING OF THE PRODUCT SHOULD BE MAINTAINED IN CASE WHEN IT WOULD PROVE NECESSARY TO SHIP THE PRODUCT WITHIN THE SCOPE OF WARRANTY REPAIR.



NOTE! THE CHILD CANNOT USE THE DEVICE WITHOUT SUPERVISION.



NOTE! IT IS FORBIDDEN TO EXCEED THE MAXIMUM LOAD OF THE STANDER.



NOTE! DO NOT USE THE STANDER IN CASE WHEN THE PRODUCT HAS DEFECTIVE, DAMAGED OR MISSING COMPONENTS.



NOTE! ADJUSTMENT AND REGULATION OF THE DEVICE TO MEET THE REQUIREMENTS OF AN INDIVIDUAL PATIENT MUST BE PERFORMED BY A PHYSIOTHERAPY SPECIALIST OR A TRAINED PERSON.



NOTE! IT IS CRUCIAL TO CAREFULLY READ THE USER MANUAL BEFORE USING THE DEVICE.



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1 Introduction

The **COCO Stander** elaborated by LIW Care Technology Sp. z o.o. has been designed and patented to ensure an entirely new quality in rehabilitation.

We have used our best efforts to make sure that the COCO Stander is easy to use and user-friendly. It is crucial to read the user manual carefully prior to using the product. Following all instructions and recommendations stated in this user manual will allow you to avoid any situations, which could possibly damage the device, and you will also ensure a complete safety and comfort of use throughout the whole period of using the product.

You will be able to fully use all the advantages offered by the product only when the product is properly adjusted to the parameters of the patient's body and the unique requirements of the patient.

1.1 General safety conditions

The biggest concern of LIW Care Technology Sp. z o.o. is to ensure safety for the patients using our devices. In order to provide complete safety of people using the device it is essential to strictly follow the recommendations stated below:

1. Before undertaking any attempts related with using the device, please read the user manual thoroughly and in case of any doubts, do not hesitate to contact the seller or the manufacturer.
2. Please make sure that all the information, recommendations and warning included in these chapter are fully comprehensible.

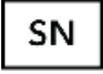
User manual attached to devices manufactured by LIW Care Technology Sp. z o.o. holds a paragraph marked with a word **NOTE**, which aims to emphasise the content of the given paragraph. The significance of the symbol, of which mention has been made above is as follows:

NOTE!



NOTE! THIS PARTICULAR SYMBOL IS USED TO STRONGLY EMPHASISE THE FOCUS OF THE READER ON THE WORDING MARKED WITH THIS SYMBOL. NON-COMPLIANCE WITH THE CONTENT PROVIDED IN THE PARAGRAPH MARKED WITH THIS SYMBOL MAY ENDANGER THE LIFE OR HEALTH OF THE USER.

2 Identification of symbols

	Name of the manufacturer
	Production date
	Serial number
	Permitted user's weight
	Avoid contact with water
	Follow the user manual
	The arrow indicates the discussed element
	Arrows indicating the direction of movement
	Mark of conformity according to the Regulation 2017/745 of the European Parliament and of the Council (EU) dated from April 5 th , 2017 on medical devices, Annex V.
	Medical device

3 Compliance with requirements concerning medical devices

Hereby we confirm that the COCO Stander meets requirements of the Regulation of the European Parliament and of the Council (EU) 2017/745 dated from April 5th, 2017 on medical devices.

COCO Stander in accordance with Annex VIII of the Regulation of the European Parliament and of the Council (EU) 2017/745 dated from April 5th, 2017 on medical devices is a non-invasive, active class I medical device according to the rule 1.

Conformity declaration of the device can be obtained in the Commercial Department of the manufacturer.

NOTE! In case of introducing any modifications to the device, using non-original spare parts or utilizing with products provided by another manufacturer, the CE marking has to be removed.



4 Indications for using the device

COCO Stander can be used in people with faulty posture and muscle dysfunction. It is a perfect solution for children suffering from cerebral palsy, muscular dystrophy, in various types of paralyzes, tetraplegias and paraplegias, as well as in children with incorrect posture. This device may also be used for therapeutic and prophylactic reasons, as it can prevent inevitable consequences resulting from paediatric diseases (incorrect posture and an improper functioning of the organism related with the above).

Obtaining a supine position allows to improve functioning of various systems and organs in the patient's body, and in particular:

- cardiovascular system,
- respiratory system,
- digestive system,
- skeletal system.

Implementing the device during the rehabilitation process of the patient increases the chances of recovery.

5 Technical data

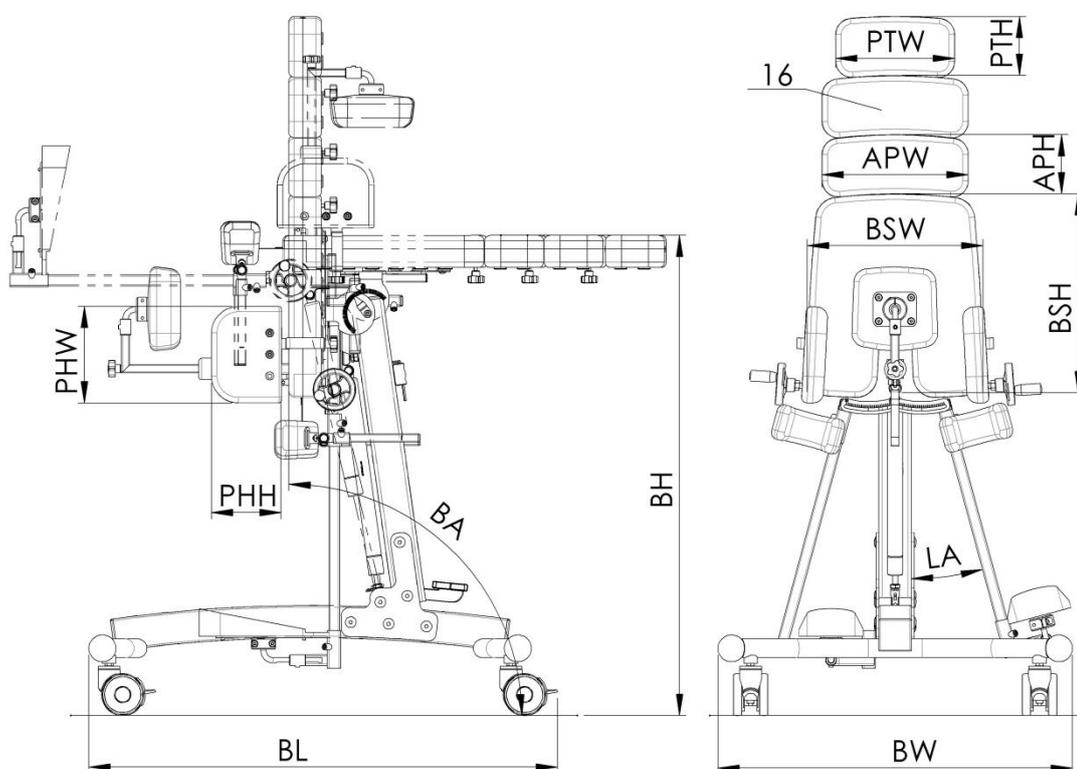


Fig. 1

No.	Dimension name	Symbol	Size		
			1	2	3
1	Base width	BW	66 cm	66 cm	66 cm
2	Base length	BL	82 cm	82 cm	82 cm
3	Platform height	BH	93 cm	93 cm	93 cm
4	Pivot angle range	BA	90° ÷ -15°	90° ÷ -15°	90° ÷ -15°
5	Abduction angle	LA	0° ÷ 30°	0° ÷ 30°	0° ÷ 30°
6	Main trunk support height	BSH	30 cm	38 cm	43.5 cm
7	Main trunk support width	BSW	28 cm	32.5 cm	38 cm

No.	Dimension name	Symbol	Size		
			1	2	3
8	Trunk support height	PTH	11 cm	11 cm	11 cm
9	Trunk support width	PTW	17 cm	22 cm	27 cm
10	Extra trunk support height	APH	11 cm	11 cm	11 cm
11	Extra trunk support width	APW	22 cm	27 cm	31.5 cm
12	Hip support height	PHH	13 cm	13 cm	13 cm
13	Hip support width	PHW	13 cm	18 cm	18 cm
14	Maximum user's weight		60 kg	60 kg	60 kg
15	Total standing frame's weight		38.5 kg	39 kg	40 kg
16	Extra trunk support – max 2 units per stander				

6 Basic design of the COCO Stander

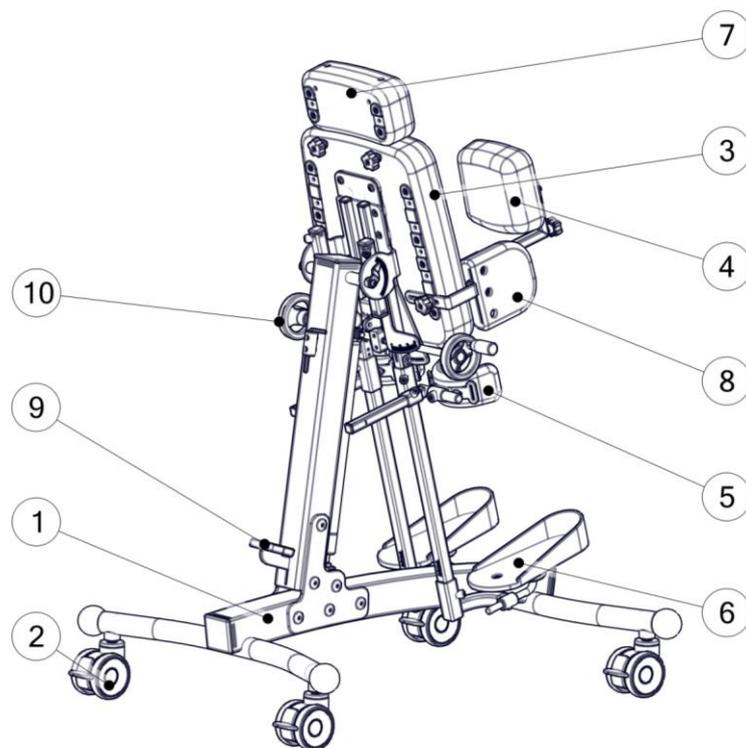


Fig. 2

1. Standing frame
2. Wheels
3. Main trunk support
4. Back support
5. Knee support
6. Foot platform
7. Extra support
8. Hip support
9. Supine position releasing handle
10. Abduction regulator

7 Detailed description of the design and regulation of the COCO Stander



NOTE! After each adjusting procedure, it is crucial to make sure that all regulated elements are properly mounted and secured.

7.1 Wheels

The standing frame of the stander is equipped with a set of wheels enabling transporting of the device indoors. In order to ensure safety of the patient, each of these wheels is equipped with breaks blocking the movement of the wheel. Due to safety reasons the wheels should be blocked when using and regulating the device. When transporting the device, it is crucial to be particularly careful when moving through door thresholds or other obstacles.

In order to block the brake of a wheel (1), push the handle of the break (2) down. In order to unblock the break, pull the same handle upwards.

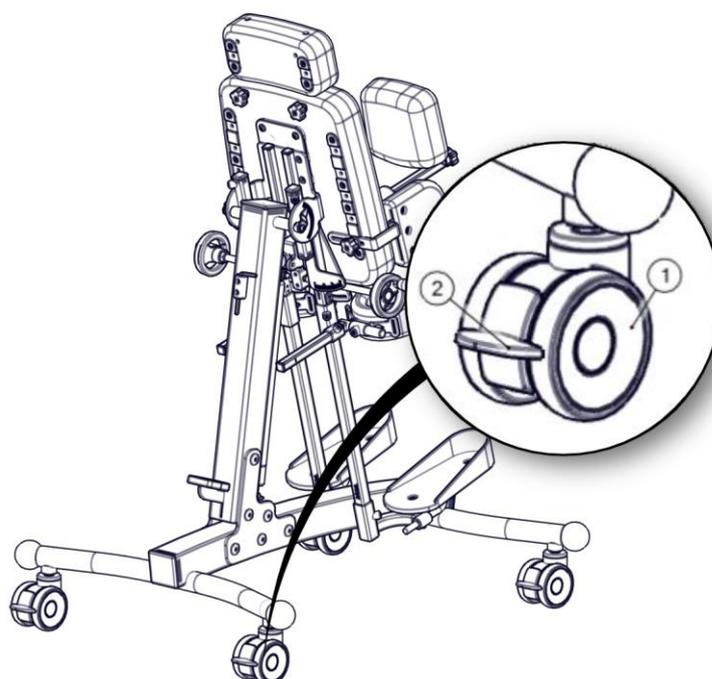


Fig. 3

7.2 Main trunk support

Main trunk support constitutes the basic support of the patient. In order to perfectly adjust the device to the patient's body, it is essential to adjust the location of the extra support, back support and hip support.

7.2.1 Regulation of the extra support

The extra support added to the main trunk support enables adjusting the length of the head support to the required dimension. In order to regulate the position of the extra support (1), undo the knobs (2) and then set the required height. When the extra support is in a proper position, tighten the knobs (2) in order to block the possibility of any movement of the extra support.

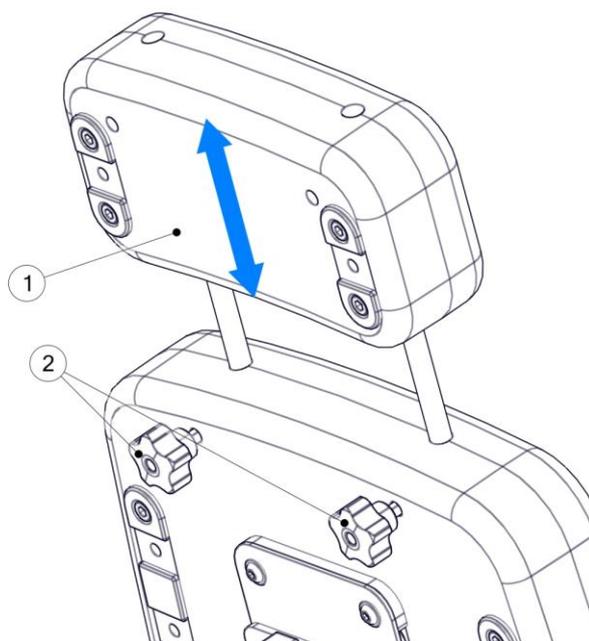


Fig. 4

7.2.2 Regulation of the back support

Before placing the patient in the device, it is essential to disassemble the back support. In order to do so, undo the knob (1) and remove the back support. The next step is to fold the blockade of the back support bracket (2) and take it out of the clamp (3) by pulling it away with the belt (4).



NOTE! Pay particular attention and verify that the blockade of the back support bracket is properly seated in the clamp. Imprecise placement of the blockade in the clamp may result in autonomous release of the blockade, which in consequence may cause folding of the back support and hence the loss of stability by the patient. This may cause serious harm to the patient.



NOTE! When adjusting, taking out or blocking the bracket of the back support, be particularly aware of the risk and pay particular attention to the fact that hands may be trapped by the moving components.

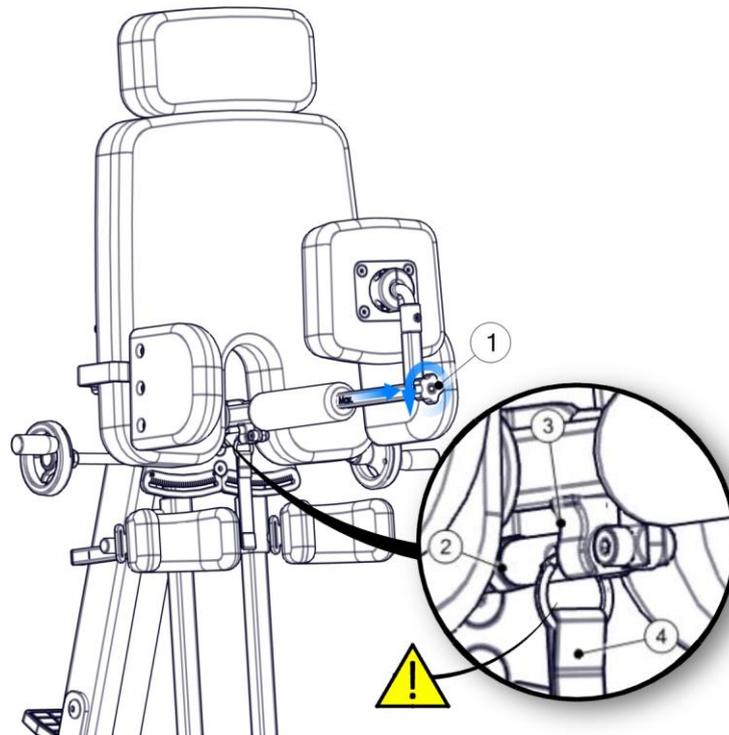


Fig. 5

After placing the patient in the device we put the back support bracket and secure it. Back support enables accurate regulation within all planes. Back support adjustment is shown in Fig. 6. After setting the depth of back support, tighten the knob (1) and hence block the possibility to remove the back support. Maximum possible distance of the depth is marked with the "MAX" mark. The height of the attachment is regulated by undoing the screw (2). After setting the height of the back support, we block it by tightening the screw (2) until resistance. Accurate adjustment of the position of the back support cushion can be obtained by loosening the screws (3), and then by adjusting the back support and finally retightening the screw (3).

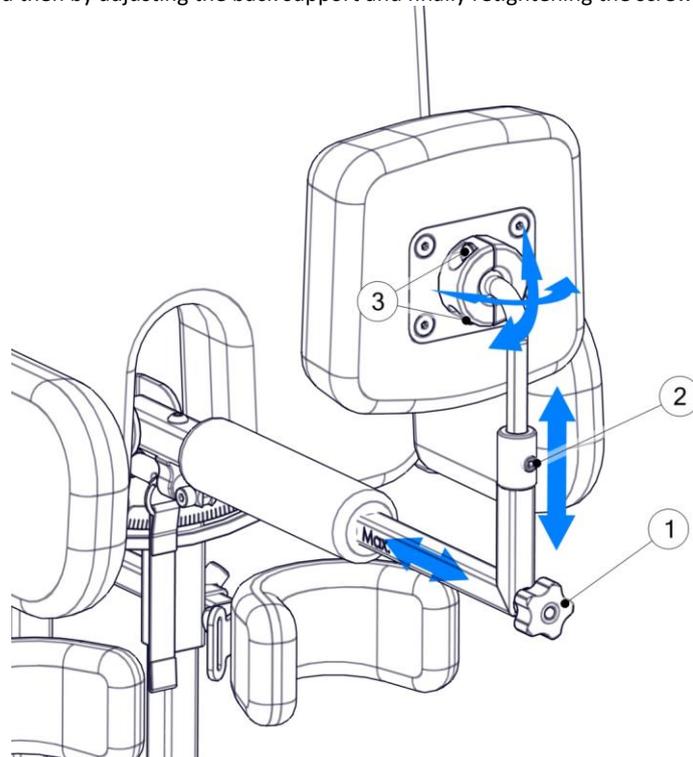


Fig. 6

7.2.3 Regulation of the hip support.

Hip support ensure proper stabilisation of the patient. Regulation of the hip support location is possible both as far as width and height is concerned. Hip supports are assembled independently, and this allows to adjust each hip support individually. In order to set the height of the hip support (1) undo the knob (2) and then select one of the slots in the guiding profile (3). After setting the hip support inside the slot in the profile, tighten the knob (2) and hence attach the hip support to the guiding profile.

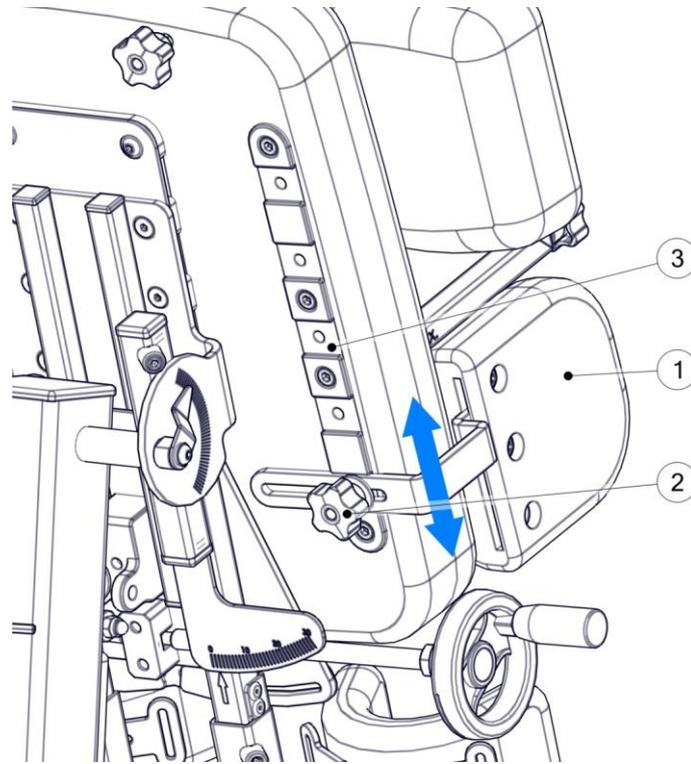


Fig. 7

Adjustment focusing on the width of the hip support is performed by loosening the knob (2) (there is no need to entirely undo the knob), and the second step comes down to setting the location of the hip support (1) and retightening the knob (2).

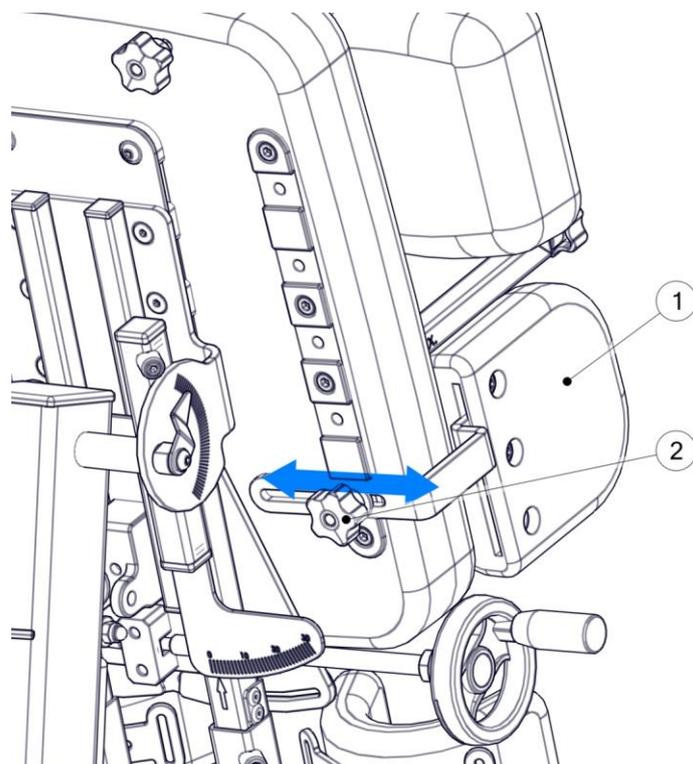


Fig. 8

Additional regulation of the hip support.

Construction of the hip support enables an additional height regulation within the scope of mounting in one slot of the guiding rail (2). In order to implement this adjustment, it is essential to unscrew all screws (3) and then move the hip support into the second slot taking advantage of the remaining assembly holes in the hip support. After moving the hip support, tighten the screws (3) in the new location.

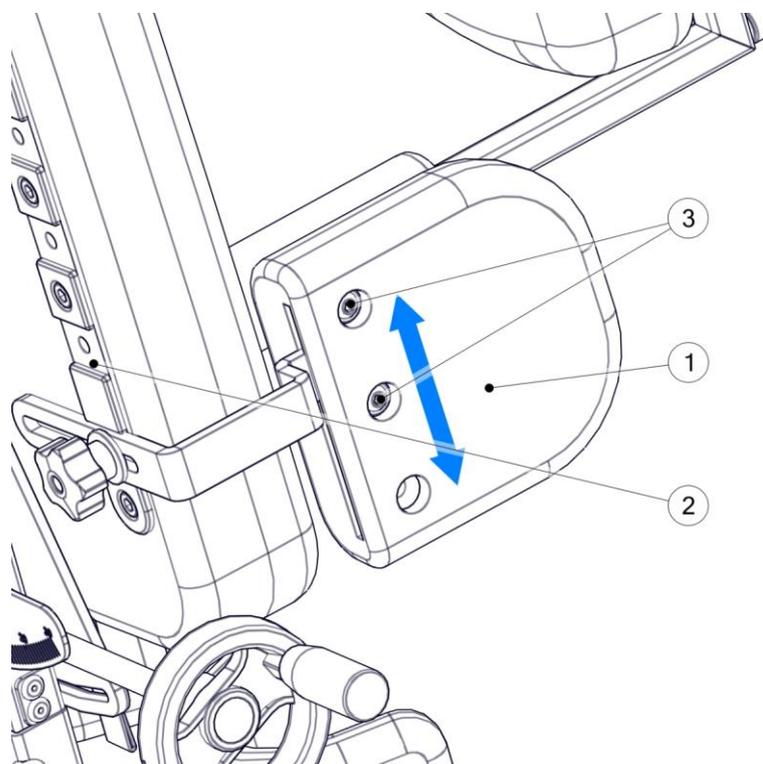


Fig. 9

7.3 Knee support

The position of knee support can be adjusted by loosening the screw (2) and then by shifting the handle of the knee support along the vertical rail. Retightening the screw (2) blocks the position of the support. Adjustment of the depth of the knee support can be done by loosening the screw (1) and then finding the proper location by shifting the arm of the knee support. We block any possibility of further movement by tightening the screw (1). It is worth remembering not to extend the arm of the knee support outside the marker indicating the position of the maximal extension. Precise setting of the width and angle of the knee support may be adjusted after loosening the screw (3) and (4). When the whole regulation process is finished, we tighten the screw and by the same we block the possibility of any movement, as far as knee support is concerned.

Adjustment procedures should be performed individually for each of the knee supports.



NOTE! Make sure that all regulating screws are properly tightened after each and every adjustment of the knee support. Loose elements may result in autonomous shift of the regulated elements and this may cause injuries of the patient.

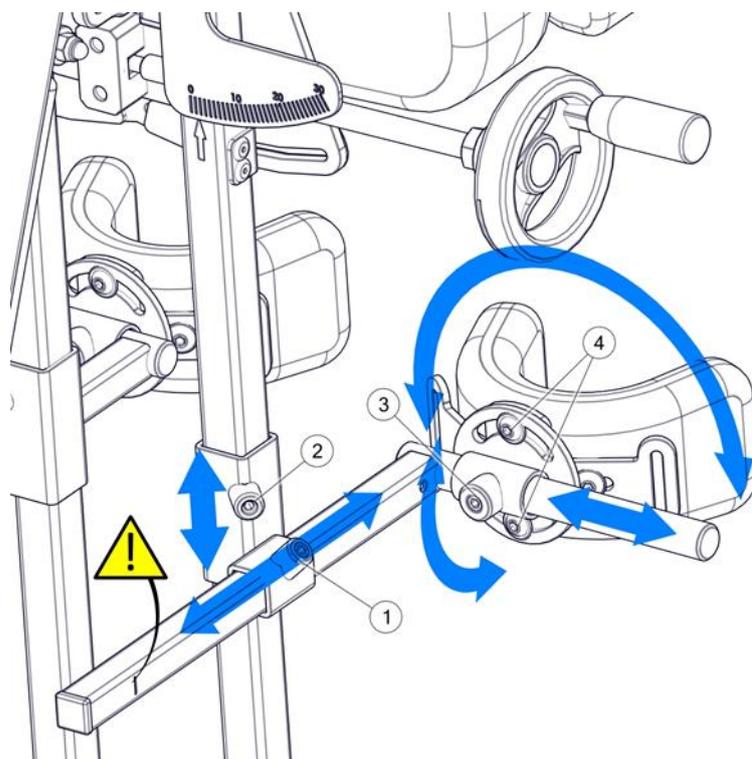


Fig. 10

7.4 Feet platforms

Feet platforms in this stander provide the possibility to regulate their height, depth, width, as well as inclination angle of each platform. Each foot platform is regulated independently in order to ensure the most accurate adjustment as far as the requirements of the patient are concerned.



NOTE! When regulating the height of the feet platforms make sure that the maximum extension of the platform has not been exceeded. The maximal extension of the platform is marked with a "MAX" mark indicated on the rail. Placing the platform outside the indicated scope may result in autonomous shift of the foot platform, which in consequence can cause patient's injuries.



NOTE! After each regulation of the foot platform it is crucial to make sure that all regulating screws are properly tightened. Loose element may result in autonomous shift of the regulated element, which can cause patient's injuries.



7.4.1 Regulation of the height and depth of feet platforms

Feet platforms in the stander provide a complete regulation of the patient's feet. In order to adjust the height of the platform, loosen a screw (3) and then shift the corpus (1) of the foot platform along the rail. When regulating the position of the foot platform it is crucial to pay special attention not to extend the foot platform past the MAX mark. In order to block the position of the platform, tighten the screw (3) and hence block the possibility of the foot platform to move. Regulation of the depth of the foot platform is possible after loosening the screw (4), which enables shifting the arm (2) of the foot platform. Retighten the screw (4) to block the location of the platform. When adjusting the foot platform, make sure that the screw (4) stays in the groove guiding the arm of the platform. This guarantees the safe scope of the platform's location.

Final feet platform adjustment is possible after loosening the screws (5). Move platforms and tighten the screw (5).

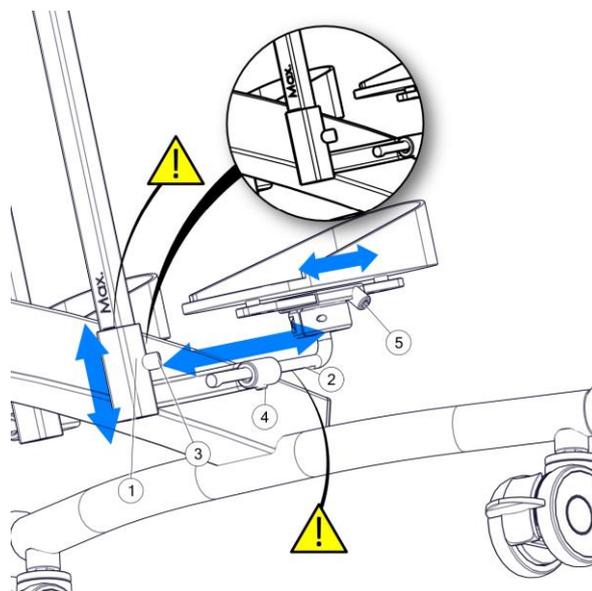


Fig. 11

7.4.2 Regulation of the inclination angle of the foot platform

In order to adjust the angle of the inclination of the foot platform (1) it is necessary to loosen the screws (2) of the platform's clamps. After setting the demanded angle, tighten the screw and hence block the rotation of the platform. This adjustment procedure should be performed independently for each of the foot platforms.

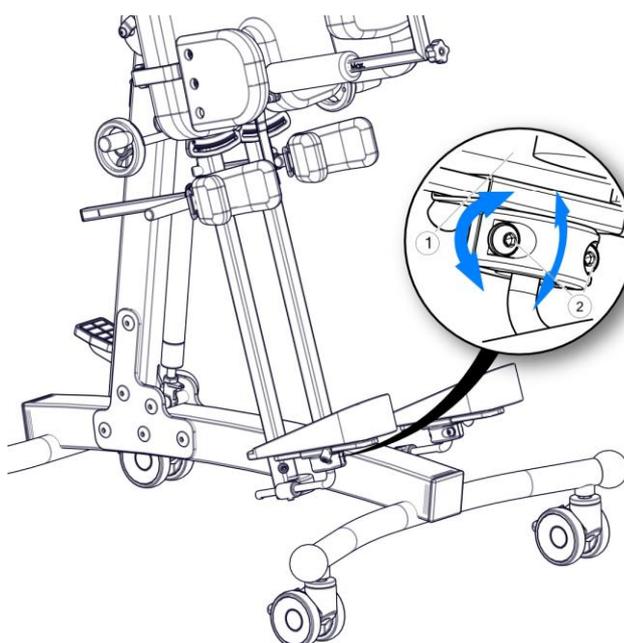


Fig. 12

7.5 Supine position

Placing the patient in the supine standing position should be performed with blocked base wheels, as to avoid accidental movement of the device, which could result in an uncontrolled change of the position and injury of the patient. Change of the position is supported with the help of a gas spring, however, during verticalization it is essential to hold the main trunk support. In order to change the angle of the supine standing position of the patient, please press the retarder pedal (1) with your foot, which releases the spring and therefore provides the possibility to perform manual adjustment to obtain the required position. When performing the regulation, it is crucial to pay particular attention to the area between the column, the main trunk support and foot support brackets. No objects can be placed in this area, as they may block the movement of the device and as a result they may even damage the device. In order to block the regulations, release the pedal (1), which blocks the gas spring and immobilises the main trunk support in the given position. The angle of the supine position can be read on an indicator (2). Indicators are placed on both sides of the device.



NOTE! When adjusting the angle of the supine position it is crucial to be aware of the risk and pay particular attention to the fact that hands may be trapped by the moving components.



NOTE! After each regulation of the angle of the supine position make sure that the gas spring is blocked, and that the position of the main trunk support does not shift autonomously.



NOTE! When placing the patient in a supine standing position, breaks of wheels should be blocked. Uncontrolled movement of the device may cause patient trauma or injury.

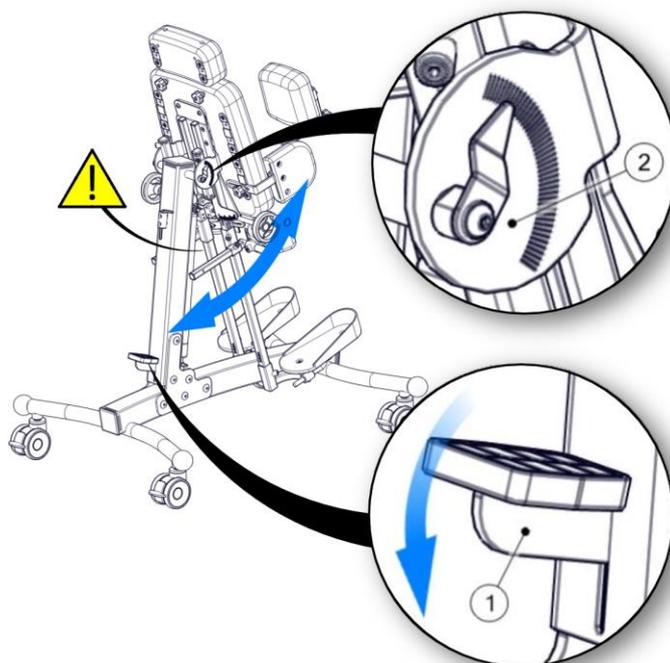


Fig. 13

7.6 Abduction

Abduction of patient's legs is adjusted independently, both on the left and the right side. Adjustment can be performed by means of a knob (1). By turning the knob (1) we cause a deflection of foot platform's brackets (2). The abduction angle can be read from a front scale (3) as well as from the back scale (4).



NOTE! When adjusting the angle of the supine position it is crucial to be aware of the risk and pay particular attention to the fact that hands may be trapped by the moving components.



NOTE! ADJUSTMENT AND REGULATION OF THE DEVICE TO MEET THE REQUIREMENTS OF AN INDIVIDUAL PATIENT MUST BE PERFORMED BY A PHYSIOTHERAPY SPECIALIST OR A TRAINED PERSON.

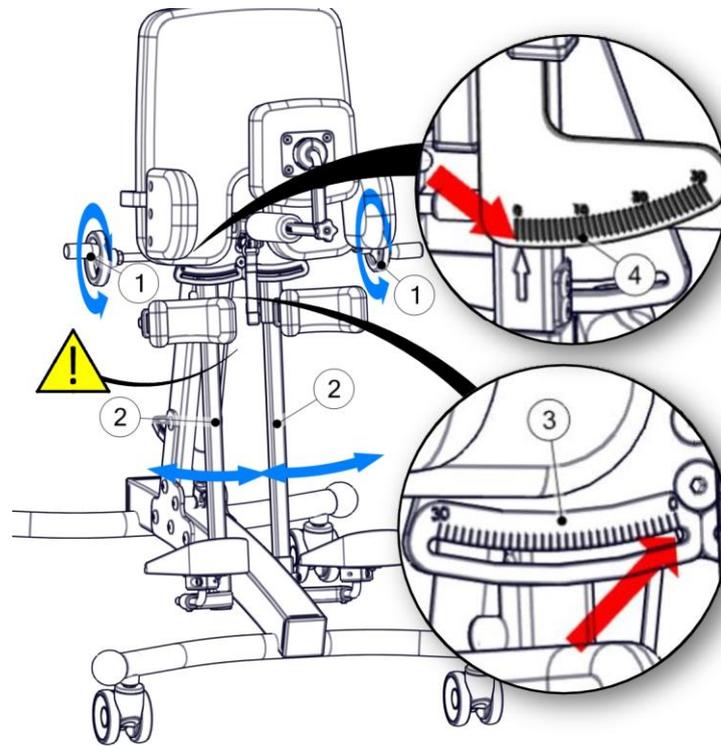


Fig. 14

8 Accessories

8.1 Foot platform with adjusted angle of the lower leg

Foot platform with the regulated angle is used interchangeably with the standard foot platform. This platform provides the possibility to locate the foot platform with the consideration of the necessity to implement flexion of the lower leg. In order to mount this foot platform, it is essential to remove the standard foot platform and the knee support set (6). Place the knee support set (6) on the seat (1) of the foot platform with adjusted lower leg angle.

After setting a desired height of the foot platform set with adjusted lower leg angle we block its position by tightening the screw (2). The knee support set (6) can be adjusted according to the description presented in chapter 7.3. Setting the position of the foot platform (7) should be performed according to the description presented in chapter 7.4.

The lower leg angle can be obtained by regulating the position of the slide corpus (3) and the slide itself (4). Place the corpus of the slide in a desired position and block it with a screw (5). Then, by extending the slide (4) we set the desired angle of the seat (1) of the foot platform, then we tighten the screw (6) and hence we block the possibility to change the angle of the foot platform.



NOTE! When adjusting the lower leg angle of the foot platform it is crucial to be aware of the risk and pay particular attention to the fact that hands may be trapped by the moving components.



NOTE! Make sure that all regulating screws are properly tightened after each and every adjustment of the lower leg angle of the foot platform. Loose elements may result in autonomous shift of the regulated elements and this may cause injuries of the patient.



NOTE! Adjustment and regulation of the device to meet the requirements of an individual patient must be performed by a physiotherapy specialist or a trained person.

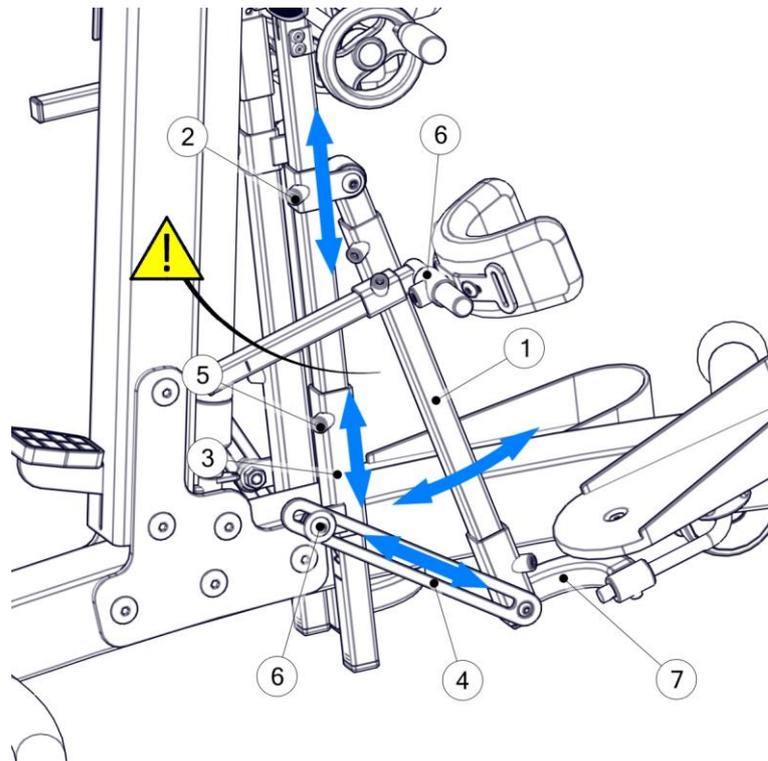


Fig. 15

8.2 Tray

In order to mount a tray, it is essential to remove stoppers (1) from the rails (2) of the tray. Then slide in the profiles (3) of the tray into the rails and set the desired height of the tray (4) blocking it with screws (5).



NOTE! When disassembling the tray, it is crucial to secure rails of the tray with stoppers.

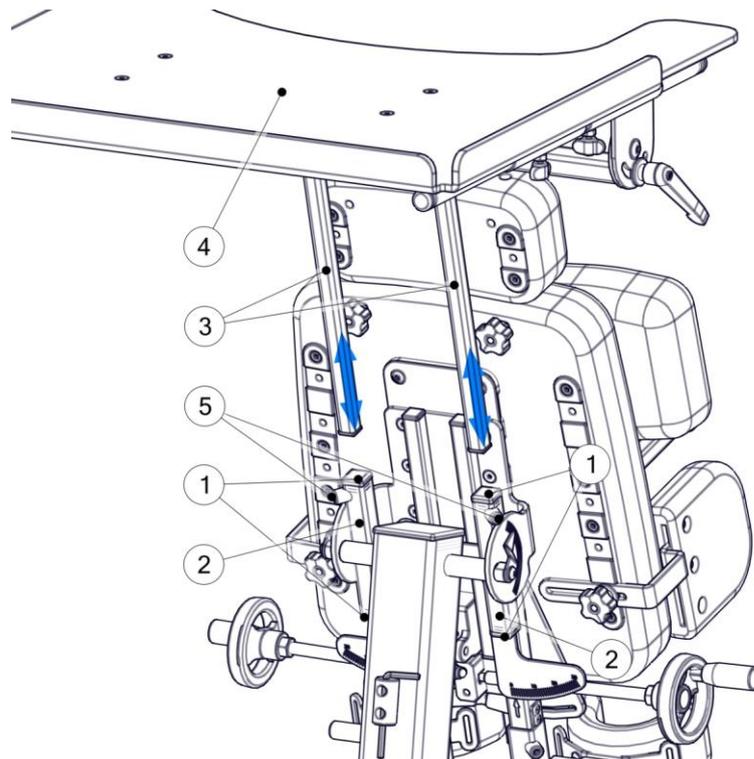


Fig. 16

In order to adjust the angle of the tray, it is essential to loosen the knobs (1) on both sides of the tray (2) and then adjust the angle of the tray, retighten the knobs (1) and hence block the tray in its position.

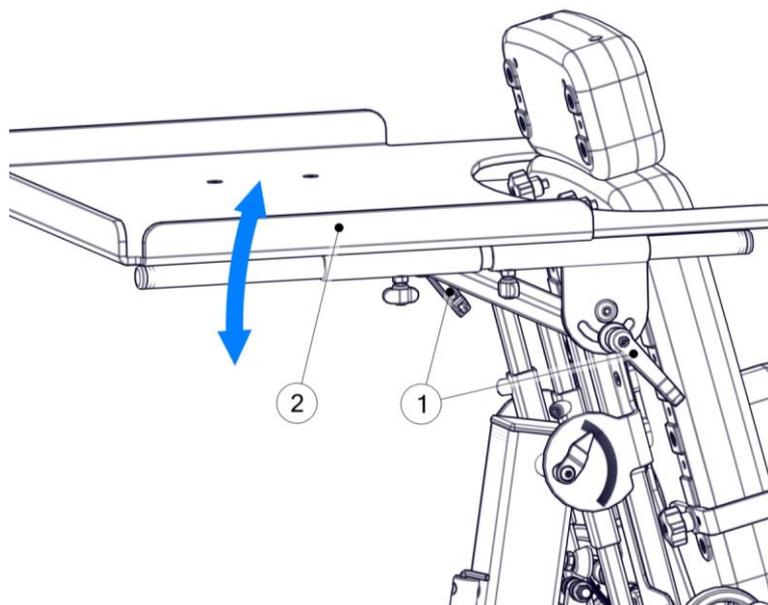


Fig. 17

The depth of the tray (1) can be adjusted by loosening screws (2) and shifting the tray along rails (3). The position of the tray can be blocked by retightening the screws (2).

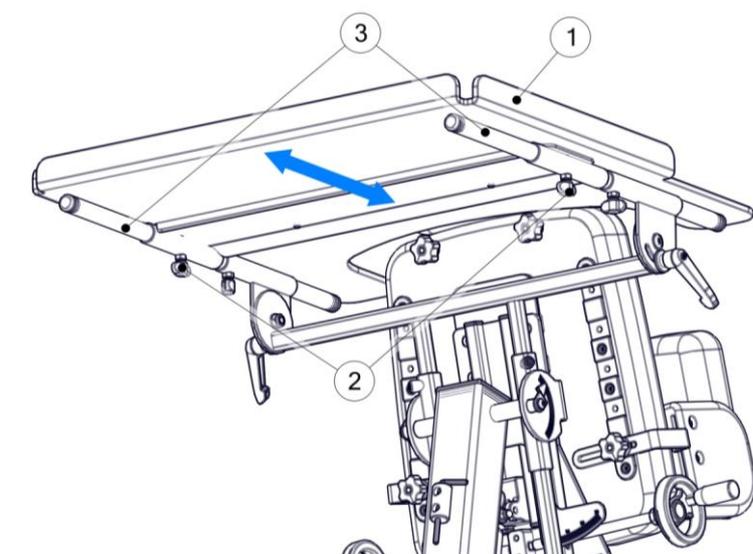


Fig. 18

Tray rails (1) provide the possibility to mount the tray both for the patient standing in a position facing the tray as well as when the patient is facing away from the tray. In order to do so, it is essential to properly adjust the position of the rails (1) of the tray by loosening screws (2) and placing the tray (3) on the other side of the device.

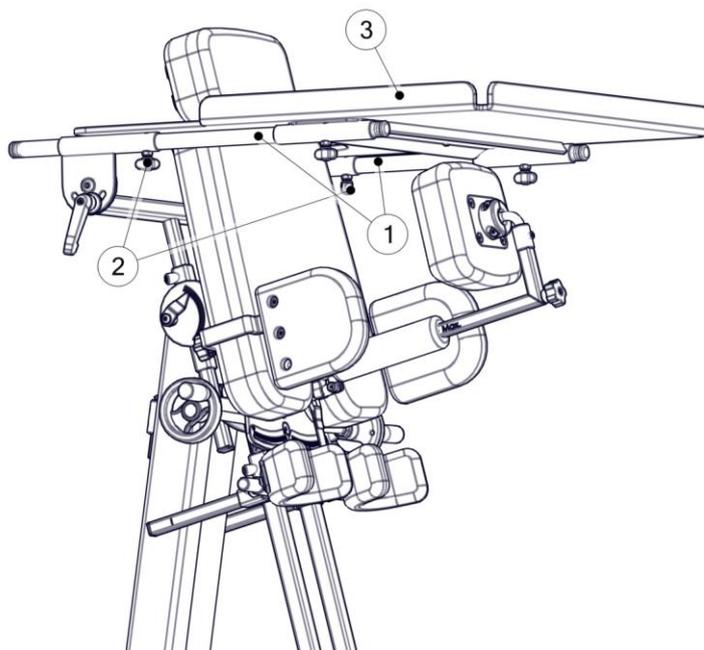


Fig. 19

8.3 Headrest

Mounting of the headrest (1) can be performed by sliding the rails (3) into holes within the extra support (2), making sure that the base of the headrest touches the extra support. Then, simply tighten the knobs (4) and hence block the possibility of extending the headrest. Vest fastening system is mounted to the headrest adapter (5).



NOTE! Make sure that all regulating screws are properly tightened after each and every adjustment of the headrest. Loose elements may result in autonomous shift of the regulated elements and this may cause injuries of the patient.

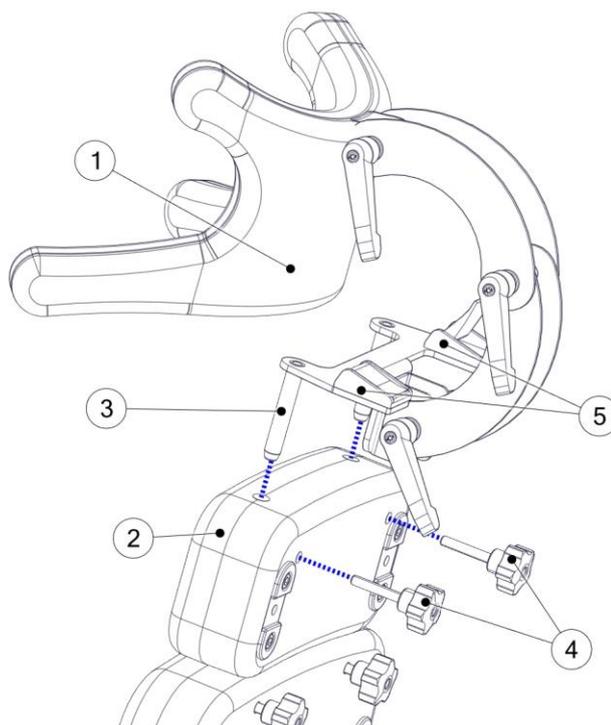


Fig. 20

In order to adjust the headrest (1) loosen the regulating knobs (2), set the headrest in the desired position and tighten the knobs (1).

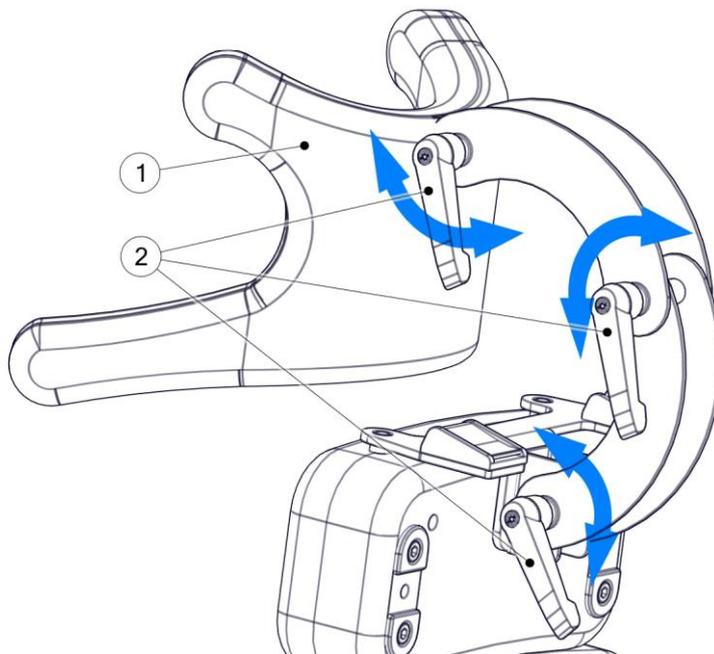


Fig. 21

8.4 Extra support

Additional extra support can be utilised to prolong the main trunk support (1). In order to mount an additional extra support (2), it is essential to disassemble the extra support (3). Place the additional extra support on the rails of the removed extra support (4) and once again place the rails of the extra support into the holes of the main trunk support. Tighten the knobs (5) in order to block the position of extra supports.

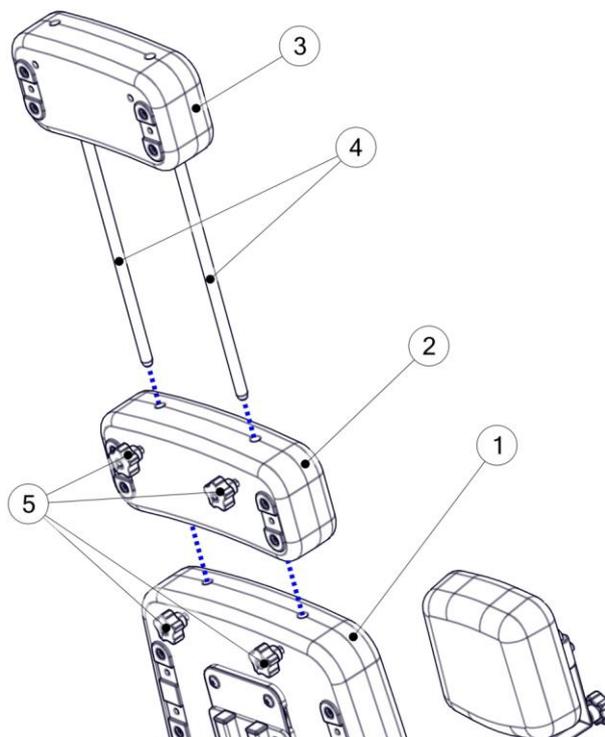


Fig. 22

8.5 Chest strap

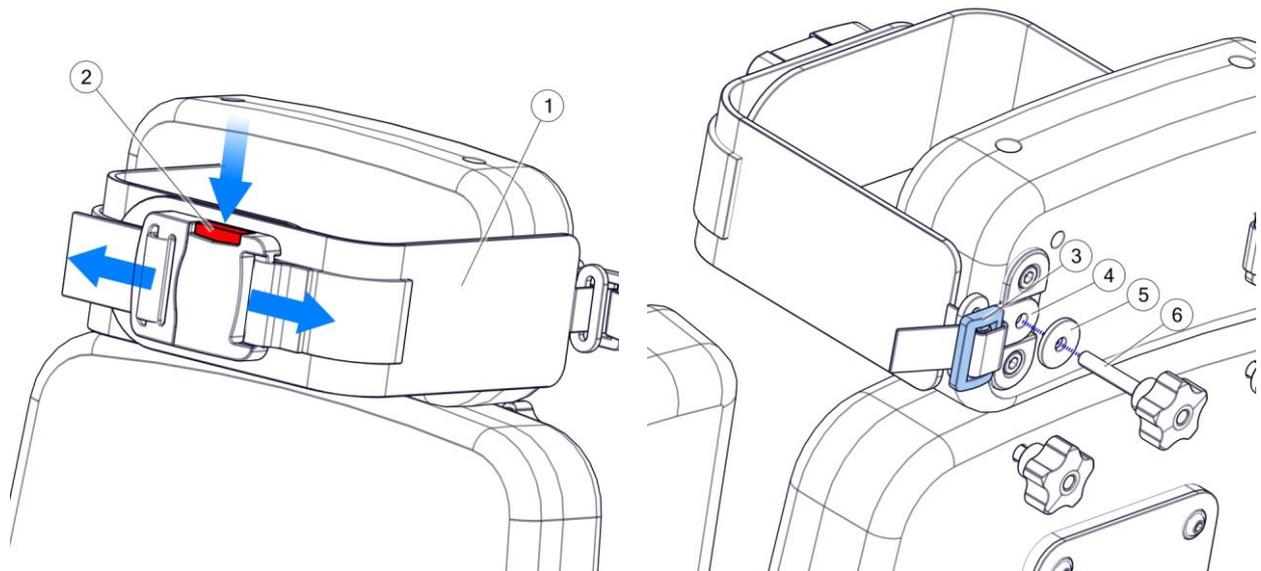
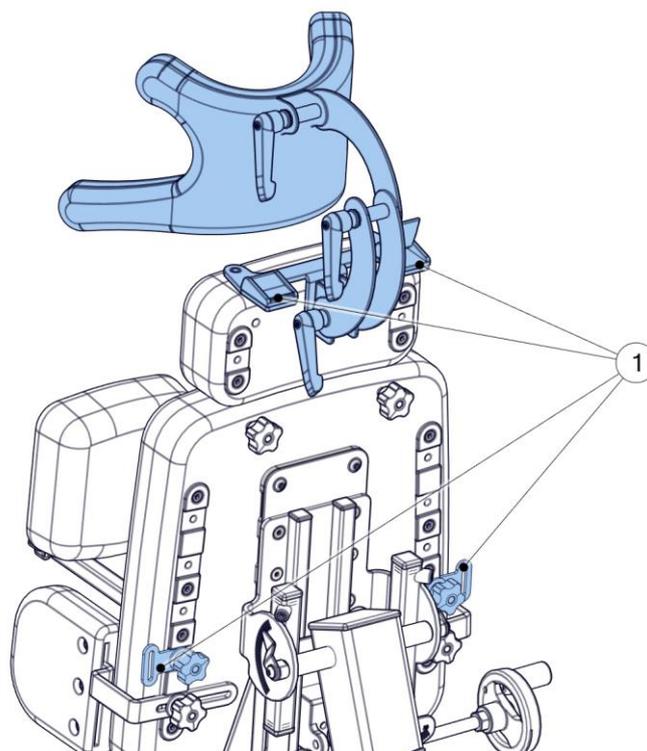


Fig. 23

The chest strap allows for stable patient support at chest height. To release and fasten the belt buckle (1), use the lock button (2) on the upper part of the buckle. You can mount the chest strap in any hole (4) available. Use knob (6) with spacer (5) and tighten it. The length of the chest strap can be adjusted by buckle adjuster (3).

8.6 Fastening the vest

Coco Stander enables fastening the vest in case of supine verticalization. Fix the vest with the brackets (1) (Rys. 24)



Rys. 24

8.7 Two-point knee pad

Coco Stander can be also equipped with a two-point knee pad. This knee pad provides knee support in two points, above and below the patella. In order to adjust the height, please loosen the screw (1) (Fig. 25), set the knee pad at the appropriate height, and then tighten the screw (1). Repeat the same procedure in case of the second knee cap.

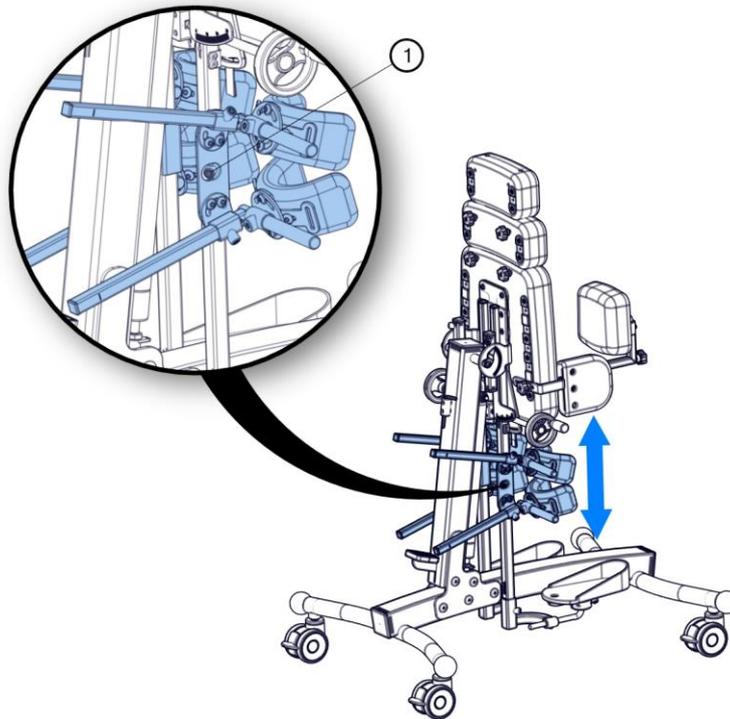


Fig. 25

In order to adjust the depth of the two-point knee cap, please loosen the screw (2) (Fig. 26), set the appropriate position, and then tighten the screw (2). In order to adjust the angle of the knee cap, loosen the screw (3), set the knee cap, and then tighten the screw (3) (Fig. 26). Repeat the same procedure for the second knee cap.

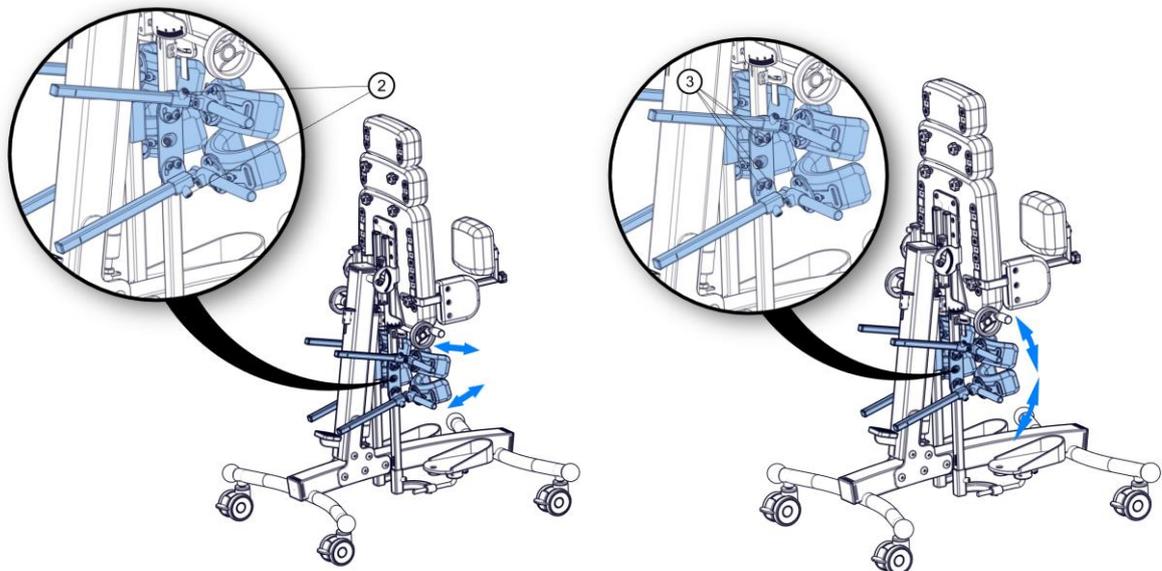


Fig. 26

8.8 Mounting the elbow pads

Elbow pads ensure stabilization of the patients' elbows in case of supine stabilization. It is possible to adjust the elbow pads both within the scope of width, as well as height. Elbow pads are mounted independently, and therefore it is possible to adjust each of the elbow pads separately. In order to set the height of the elbow pad (1), unscrew the knob (2), and then select one of the holes within the guiding rail (3). After fixing the elbow pad in the hole of the guiding rail, screw the knob (2), tightening the elbow to the guiding rail.

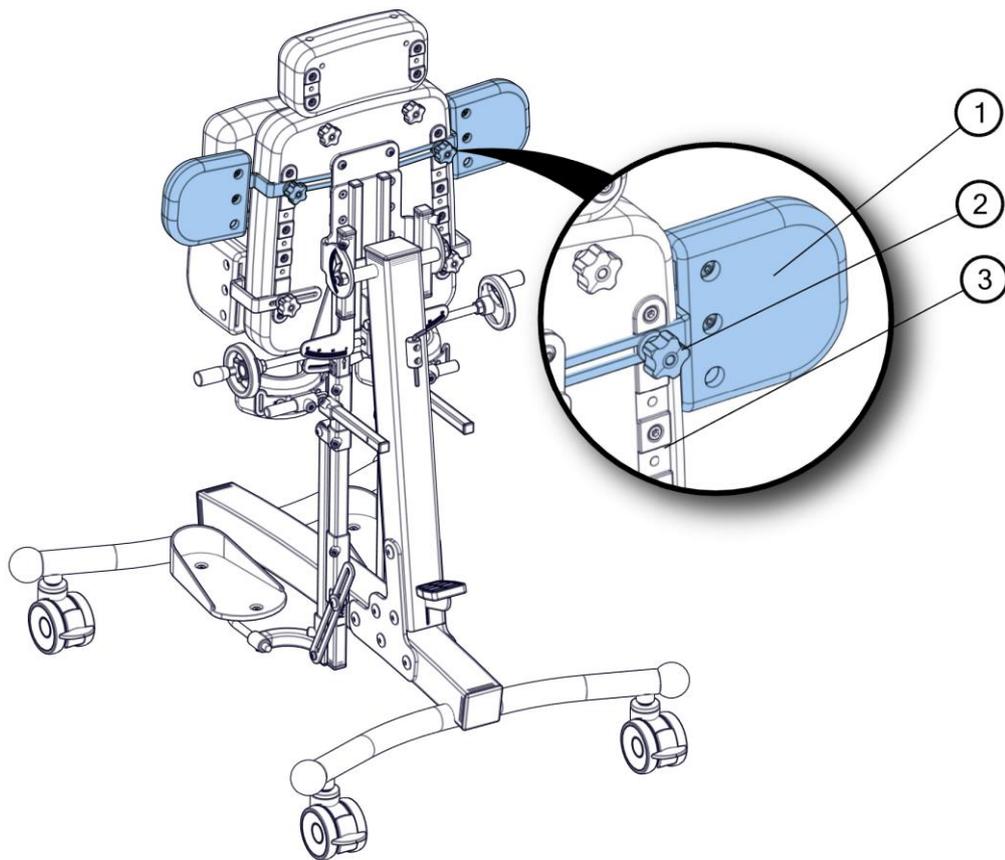


Fig. 27

9 Cleaning and maintenance

The Coco Stander is a mechanical device with its load-bearing structure made of aluminium and powder coated steel. The Coco Stander, just like any other medical device, should be kept clean and used according to the recommendations of the manufacturer. All surfaces of the device should be wiped with a soft, damp cloth. In case of more significant contaminations, it is possible to use gentle domestic washing agents.

9.1 Recommendations for cleaning and maintenance

Clean paint coatings with a cloth dampened with water. The use of mild agents for cleaning household appliances is allowed.

Guidelines for upholstery washing:

- Remove sponge inserts from the covers before washing.
- The covers should be washed by hand or in an automatic (tumble) machine at 30 C.
- Use PZH-approved detergents for delicate products in quantities specified on the package.
- For children prone to allergies, use grey soap or special detergents.
- To remove excess water – use a short spin cycle, do not wring.
- Drying – hang to dry at room temperature. **DO NOT TUMBLE DRY.**



CAUTION! WHILE WASHING THE UPHOLSTERY COVERS, PARTICULAR ATTENTION SHOULD BE PAID TO THE VELCRO FASTENERS. TO PREVENT ANY DAMAGE TO THE UPHOLSTERY, ENSURE THE VELCRO FASTENERS ARE UNFASTENED DURING THE WASHING AND THAT THEY DO NOT COME IN TO CONTACT WITH THE UPHOLSTERY.



CAUTION! Do not wash the foam inserts.

The sponge-foam insert:

- Should be vacuumed mechanically or cleaned using a soft-bristled brush.
- Can be washed with a damp cloth and a mild detergent, then dried thoroughly at room temperature.

9.2 Disinfection

If the device is used by different people (e.g. in a rehabilitation centre), disinfectants should be applied. For manual disinfection of metal and plastic parts of the product, INCIDIN PLUS in a concentration of 0.25% to 0.5% or similar disinfectant is recommended.

Please follow the manufacturer's instructions for use of the disinfectant.



CAUTION! The device should undergo maintenance, performed by a qualified service technician, at least once a year (every 12 months). During maintenance, the safety of the device should be checked - the condition of the movable connections, snap-in and adjustment mechanisms should be checked. Periodic inspections of the device ensure long-term and problem-free operation.



CAUTION! The device is not waterproof. Do not allow the device to come into direct contact with water. Use the device indoors at room temperature. Do not expose the device to direct contact with weather conditions.

10 Nameplate

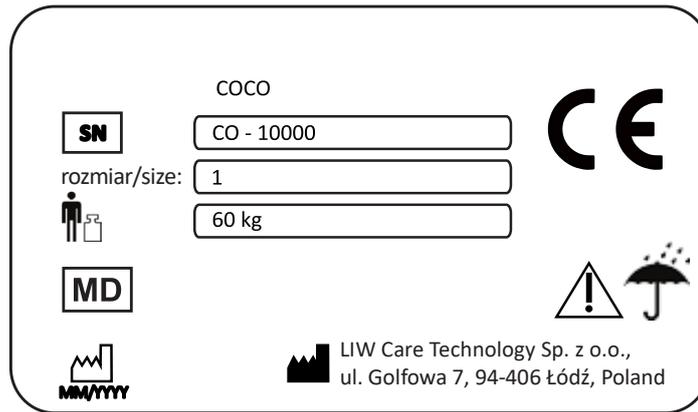


Fig. 28

11 Warranty/Service

In case when any defects or damages should occur, cease to use the device immediately and contact the seller or the manufacturer. Secure the damaged device in order to prevent further extension of the damage. Do not undertake any attempts to individually repair the device. do not replace any original parts with spare parts developed individually or obtained from any source other than the one recommended by the manufacturer.

- When the user abandons the future use of the device, then he is obliged to utilise the device according to the applicable environmental regulations.
- The manufacturer determines the product life to be 5 years.
- The post -warranty service of the device is performed by the manufacturer.

Contact details of the service department:
LIW Care Technology Sp. z o.o., ul. Golfowa 7, 94-406 Łódź.
www.liwcare.pl
email: reklamacje@liwcare.pl

- Current address details can be obtained on the following website: www.liwcare.pl.
- Warranty conditions have been determined in the warranty card, which constitutes an integral part of this user manual. The warranty card can be found on the last page of this document.

WARRANTY CARD

Terms of the warranty:

1. LIW Care Technology Sp. z o.o. (ul. Golfowa 7, 94-406 Łódź), the manufacturer of rehabilitation equipment, guarantees that the device purchased by a consumer or other user is technically efficient, free from defects in design, assembly, materials, etc. and that the device will remain free from these defects during the warranty period. The warranty does not cover ensuring the usefulness of the product for the buyer's needs.
2. LIW Care Technology Sp. z o.o. provides a two-year warranty on its products from the date the product is released to the consumer.
3. This warranty card issued by the seller to the purchaser together with the proof of purchase (invoice or receipt) stands as the only evidence of warranty. Transfer of rights under the warranty requires the transfer of ownership of the warranty card and proof of purchase.
4. If a defect or damage to the device is discovered during the warranty period, it will be removed free of charge by repairing the device or replacing it. If a part of the product needs to be replaced, the damaged part becomes the property of LIW Care Technology Sp. z o.o. and is not refundable to the user of the warranty.
5. The warranty user is obliged to report any physical defects in the goods discovered during the warranty period, using the Complaint Form. The file with the complaint form is available at www.liwcare.pl website in the "Products" section, and its physical copy is an appendix to the instructions provided to the Purchaser together with the Equipment. The form can also be obtained from any of our Regional Sales Specialists who can be contacted through our website at www.liwcare.pl/kontakt. In case of problems obtaining the Complaint Form, please contact us at 0-42 212-35-18.
6. The warranty user is obliged to fill in the complaint form and send it to the Store where he purchased the equipment or directly to the Manufacturer at the e-mail address reklamacje@liwcare.pl.
7. On the basis of the complaint form received by e-mail, the Seller decides on the method of repair. The Seller may:
 - a) Order the repair of the equipment on site with the Warranty User - in such an event, the date of the repair of the device is agreed with the notifying party via e-mail or telephone.
 - b) Order the transport of the device to the Manufacturer in order to perform its repair - in such event, the Warranty User shall be obliged to deliver the equipment to the medical store where it was purchased or to the seat of the Manufacturer, together with a proof of purchase and a completed complaint form. The Goods subject to complaint are sent to the Seller after arranging the date of its collection by the courier. Delivery costs are incurred by the Manufacture.
8. The warranty does not cover the following:
 - a) worn-out elements and parts that have been worn or damaged due to improper use (including, but not limited to as a result of use not complying with the issued user manual or in inappropriate conditions) or inappropriate storage of the product,
 - b) damage caused by alterations, adjustments, adaptations and design changes made by the user of the product or third parties,
 - c) damage caused by improper cleaning or maintenance by the user of the product or third parties,
 - d) damage caused by normal wear and tear or normal ageing of the product,
 - e) damage caused by negligence on the part of the user of the product (including, but not limited to cleaning and maintenance of the product),
 - f) damage caused by external factors (mechanical damage, contaminations, including flooding).
9. The warranty and the terms listed therein are only applicable within the territory of the Republic of Poland. For another country, contact your local distributor.
10. The warranty shall not cover adjustment and fitting performed within the warranty period, as these do not constitute any defects of the product.
11. The warranty is conditional on delivery of the product to the medical store where the device was purchased or to the Manufacturer in a manner that prevents its damage.
12. If possible, the warranty repair or warranty replacement shall be performed within 30 days of delivery of the device to the Manufacturer.
13. After the warranty repair, the equipment shall be delivered at the expense of the Manufacturer to the address provided by the user of the warranty or to the medical store where it was purchased. If the repaired product is not collected by the warranty user, he shall be obliged to bear all related costs incurred by LIW Care Technology Sp. z o.o., including the costs of storage and transport of the product.
14. The warranty granted by LIW Care Technology Sp. z o.o. for the product does not affect the rights of the buyer arising from the warranty for defects in the sold item.

NOTE!

PLEASE KEEP THE WARRANTY CARD IN A SAFE PLACE.

LIW Care Technology Sp. z o.o. requires this document to be submitted before accepting a warranty repair.

Name of the device/model:

Serial number:

Date of sale:

Stamp and signature of the seller:

No.	Date of repair notification	Description of operations	Date of repair completion	Stamp and signature of the person performing the repair
1				
2				
3				
4				

