

# OWNER'S MANUAL

## Model: F350CT CAR TRANSFER PATIENT LIFT



Span-America Medical Systems, Inc.  
Greenville, SC 29615 USA  
(800) 888-6752

### 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.

P16791 R4

ECO# 2878

# Thank you for choosing Span!

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

Supplier Name: \_\_\_\_\_

Supplier Telephone: \_\_\_\_\_

Product Serial Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

## Date of Manufacture

FULL BODY PATIENT LIFT F350CT

MAX LOAD: 350 Lb  
MASS OF LIFT: 91LB (41KG)

**SPAN**

70 Commerce Ctr  
Greenville, SC 29615, USA  
1-800-888-6752

SN

F350CTYYMM1XXX

UDI

\*H933F3500/\$\$+7F350YYMM1XXXO\*

EC REP

Advena, Ltd.  
Tower Business Centre, 2nd Flr,  
Tower Street, Swatar  
9500 (ACN 114 941 338)

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The manufacturing date can be found on the serial number label that is located at the top of the mast. The YY in the serial number is the manufacture year, and the MM is the manufacture month.



710028

This product has been tested by SGS, an accredited testing institute to comply with the requirements of:

ISO 10535, IEC 60601-1, ANSI/AAMI ES60601-1, CAN/CSA-C22.2 No.60601-1,  
IEC 60601-1-11, ANSI/AAMI HA60601-1-11, CAN/CSA-C22.2 No.60601-1-11,  
IEC 60601-1-2



## **Product Description**

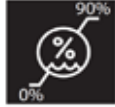
The F350CT is a device from Span-America that allows a patient to be lifted and transferred safely with minimal physical effort provided by the operator using its electronic control system. Patients can be moved in and out of a car using its special spreader bar. This lift can be folded and stored in limited space at home or in the trunk of a car for travel.

## **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 in and out of a car. 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.

Any serious incident that has occurred in relation to the device should be reported to the manufacturer and the competent authority of the Member State in which the user and/or patient is established.



## **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.

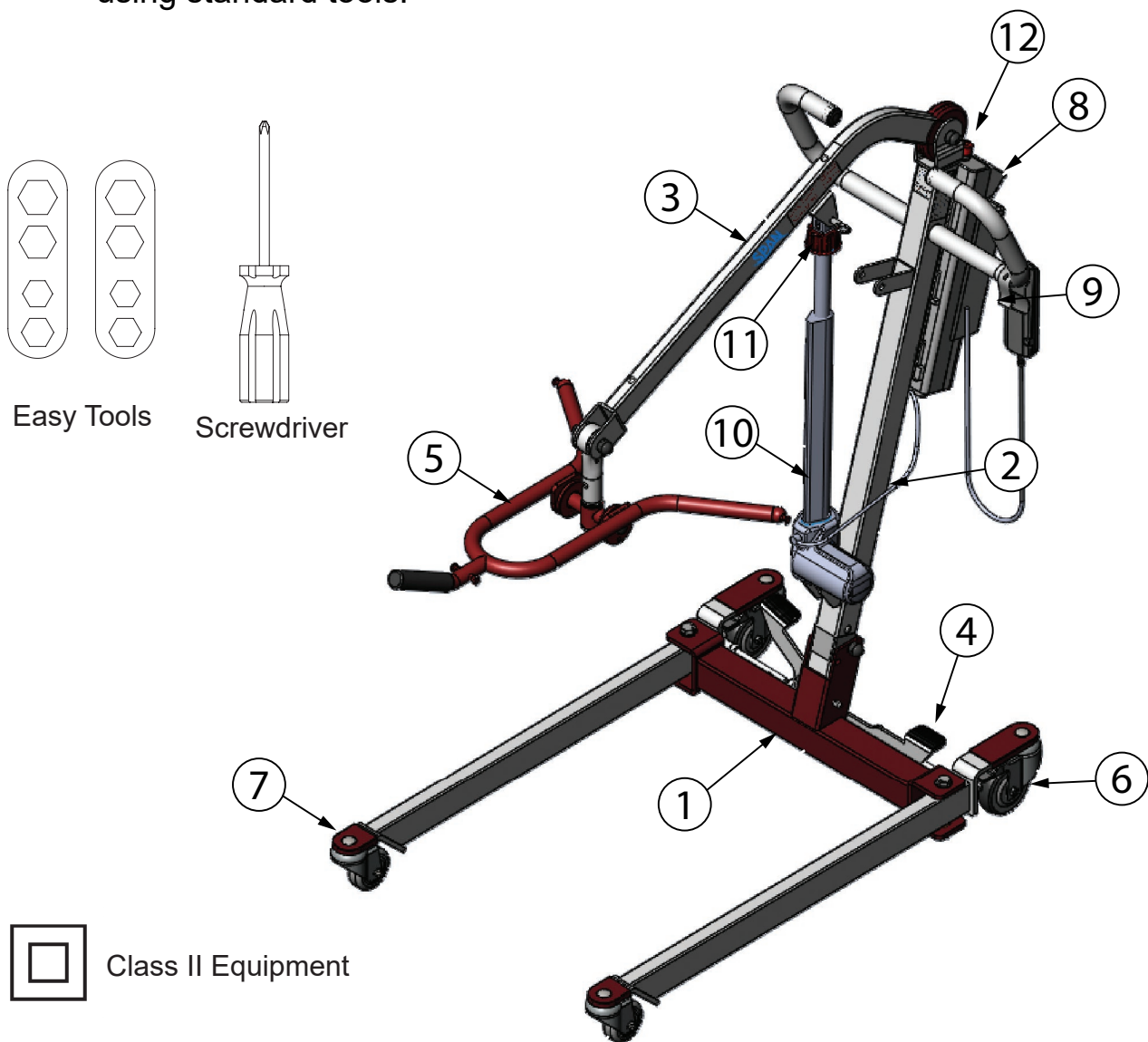


## **INFORMATION**

- 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

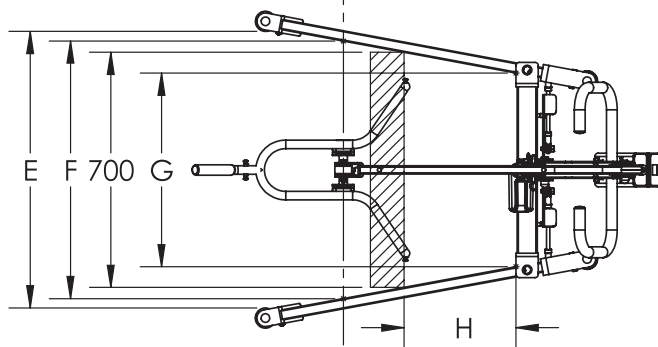
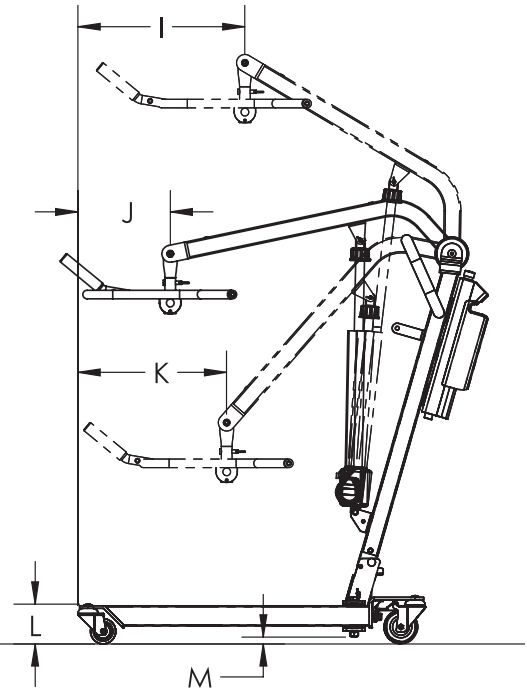
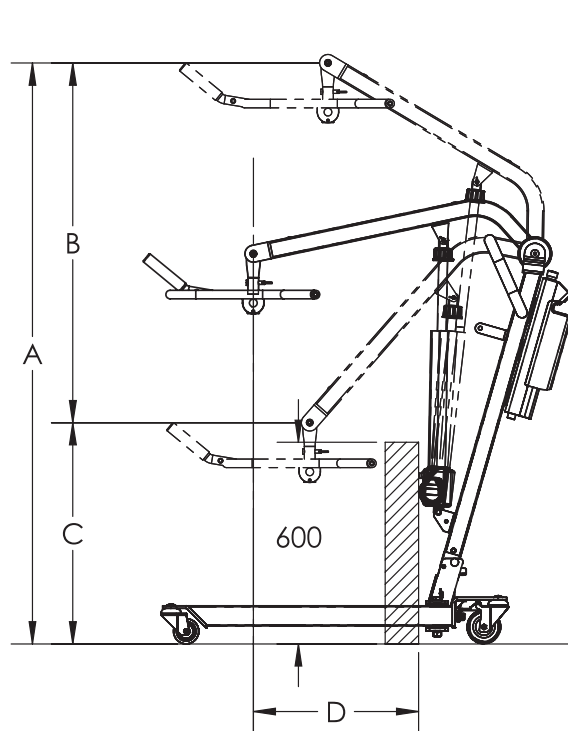
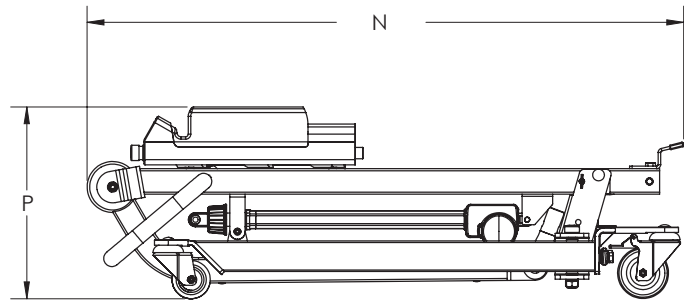
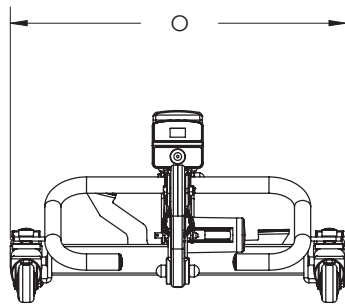
- i** • Prior to assembly, unpack and inspect all parts from the shipping carton. Contact your dealer immediately if any parts are damaged or missing.
- Easy tools are provided to assist with initial set up. To ensure maximum safety, product should not be put into use until all connections are tightened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



Class II Equipment

|   |                   |                                  |   |              |    |                       |                 |
|---|-------------------|----------------------------------|---|--------------|----|-----------------------|-----------------|
| 1 | **Base            | Combined Weight of 66 lb (30 kg) | 6 | Rear Caster  | 10 | Actuator              | 7.5 lb (3.4 kg) |
| 2 | Mast              |                                  | 7 | Front Caster | 11 | Emergency Lowering    |                 |
| 3 | Boom              |                                  | 8 | Control Unit | 12 | Emergency Stop Button |                 |
| 4 | Leg Opening Pedal |                                  | 9 | Hand Control |    | Charger               | 0.6 lb (0.3 kg) |
| 5 | Spreader Bar      | 8.4 lb (3.8 kg)                  |   |              |    |                       |                 |

\*\* Heaviest detachable part

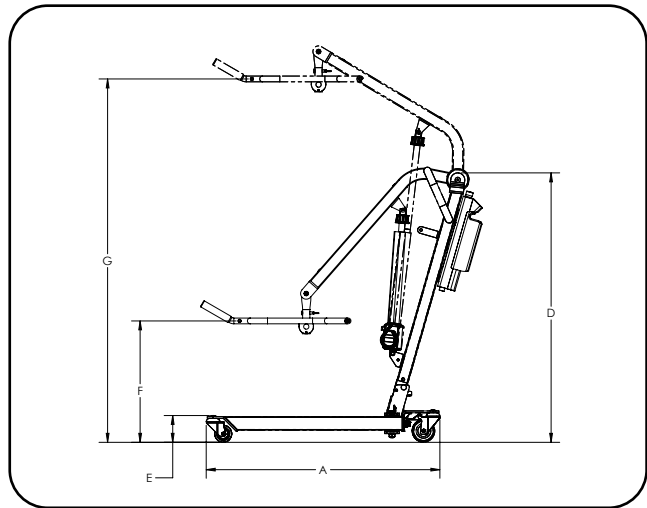
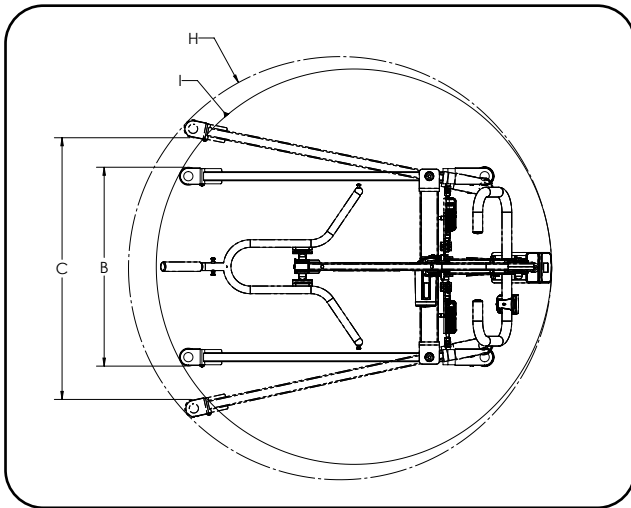


|   | Dimensions |        |
|---|------------|--------|
|   | mm         | (in)   |
| A | 1729.2     | (68.1) |
| B | 1070.8     | (42.2) |
| C | 658.4      | (25.9) |
| D | 492.2      | (19.4) |
| E | 812.8      | (32.0) |
| F | 766.9      | (30.2) |
| G | 576.7      | (22.7) |
| H | 333.3      | (13.1) |
| I | 496.9      | (19.6) |
| J | 275.0      | (10.8) |
| K | 442.7      | (17.4) |
| L | 118.5      | (4.7)  |
| M | 20.3       | (0.8)  |
| N | 1170.7     | (46.1) |
| O | 658.7      | (25.9) |
| P | 376.4      | (14.8) |

# 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)    |



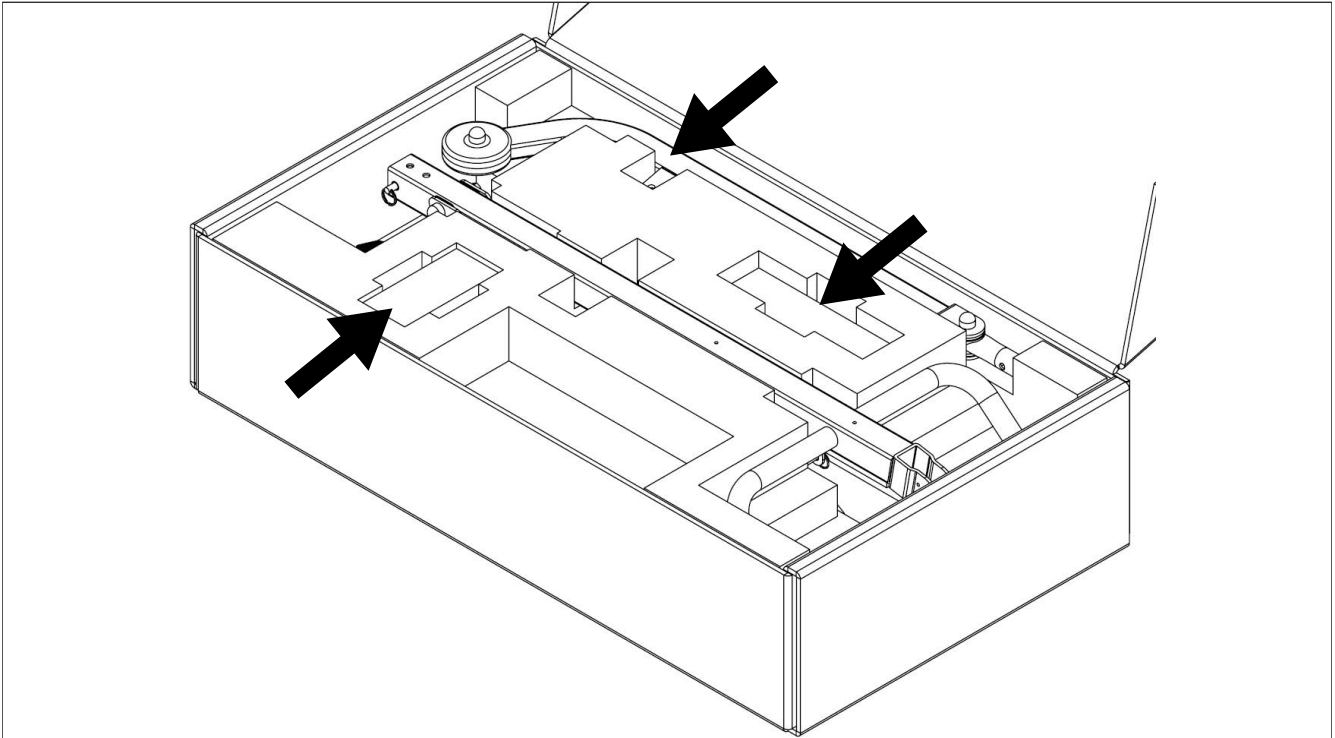
| Dimensions & Specifications |                          |        |         |
|-----------------------------|--------------------------|--------|---------|
| Equipment Weight            |                          | 95 lb  | 43 kg   |
| Safe Working Load           |                          | 350 lb | 159 lb  |
| A                           | Base Length              | 41.0"  | 1041 mm |
| B                           | Base Ext. Width - Closed | 25.6"  | 650 mm  |
| C                           | Base Int. Width - Opened | 32.0"  | 813 mm  |
| D                           | Mast Height              | 47.3"  | 1201 mm |
| E                           | Front Caster Height      | 4.7"   | 119 mm  |
| F                           | Lifting Height - Lowest  | 22.2"  | 564 mm  |
| G                           | Lifting Height - Highest | 64.7"  | 1643 mm |
| H                           | Turning Diameter, Open   | 55.7"  | 1414 mm |
| I                           | Turning Diameter, Closed | 51.2"  | 1300 mm |

| Standard Features |                              |
|-------------------|------------------------------|
| 1                 | Foldable Lift Frame          |
| 2                 | 4" Rear Caster with Brake    |
| 3                 | 3" Front Caster              |
| 4                 | Power Control Unit           |
| 5                 | 4-Point Dynamic Spreader Bar |
| Optional Features |                              |
| 1                 | Charging Cradle              |
| 2                 | Second Battery Pack          |

\* We are committed to continuous improvements of our products. Therefore, the specification, dimensions, and features listed above are for guidance only and are subject to change without prior notice.

# INSTALLATION GUIDE

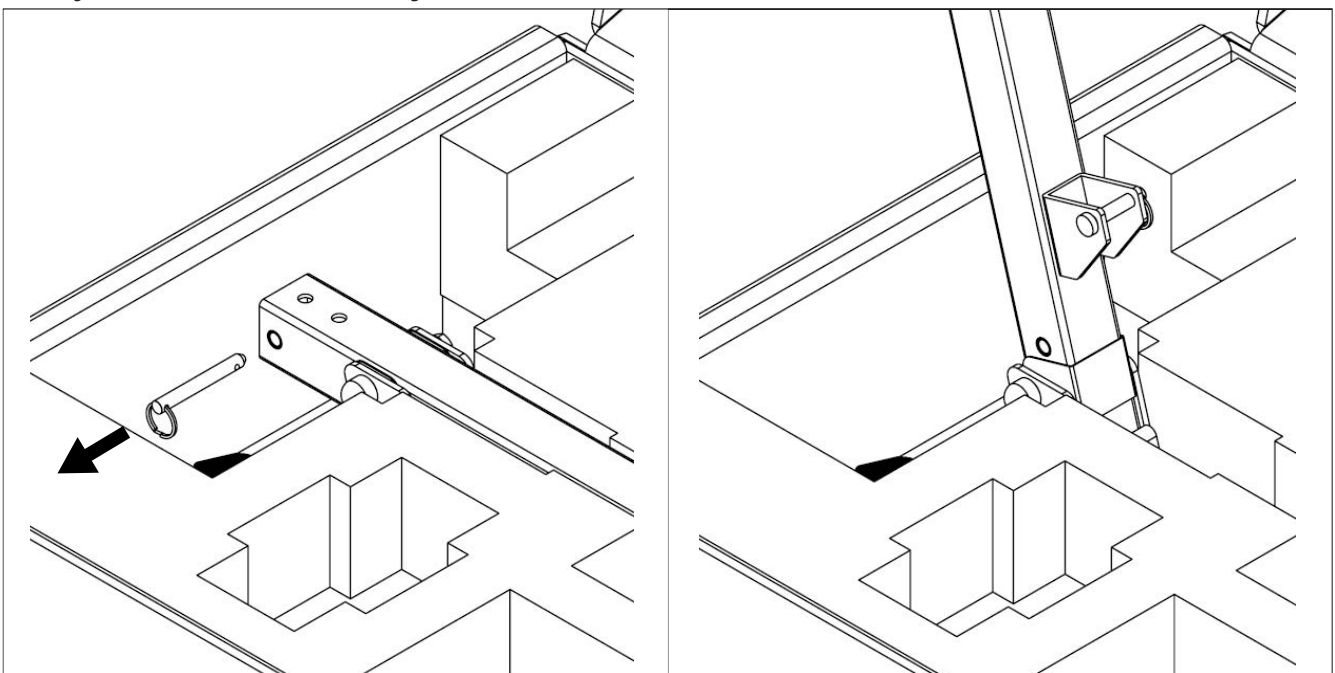
**Step 1:** Remove charger, pendant, and boom from carton.



**Step 2:** Remove quick-release pin from bottom end of mast and rotate the mast to vertical position. Then remove top foam from the carton.

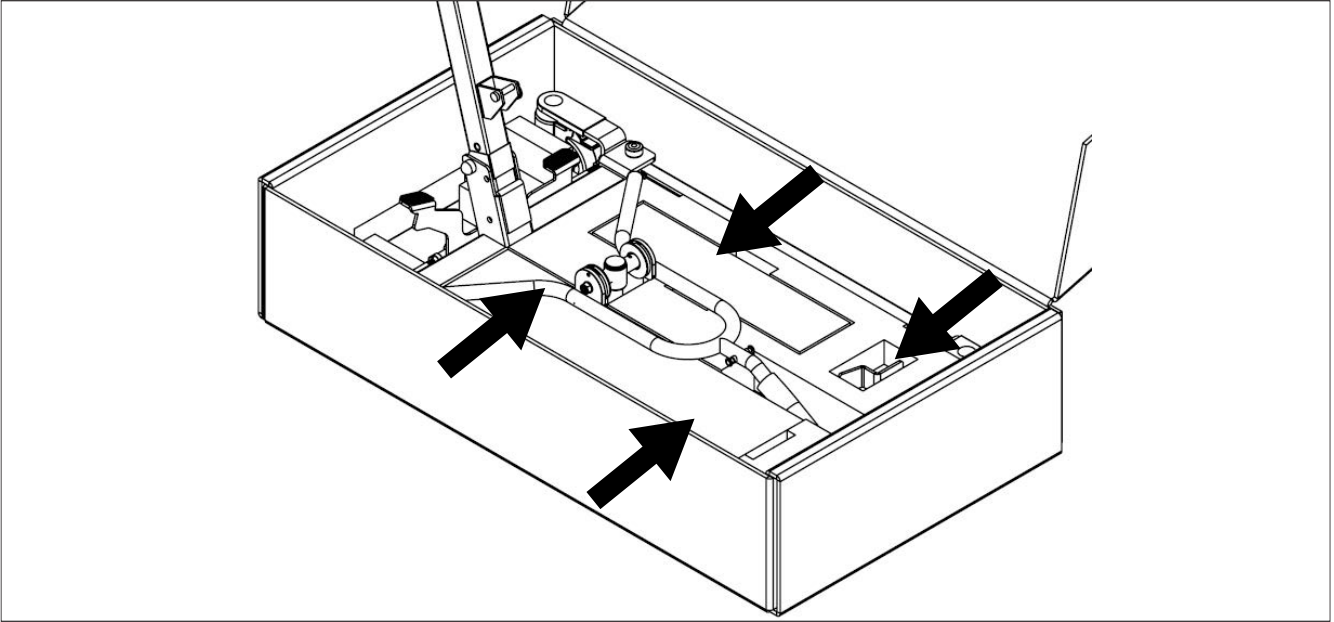
**⚠ WARNING!**

Hold the mast to prevent it from falling back down. Failure to do so may cause serious injuries.

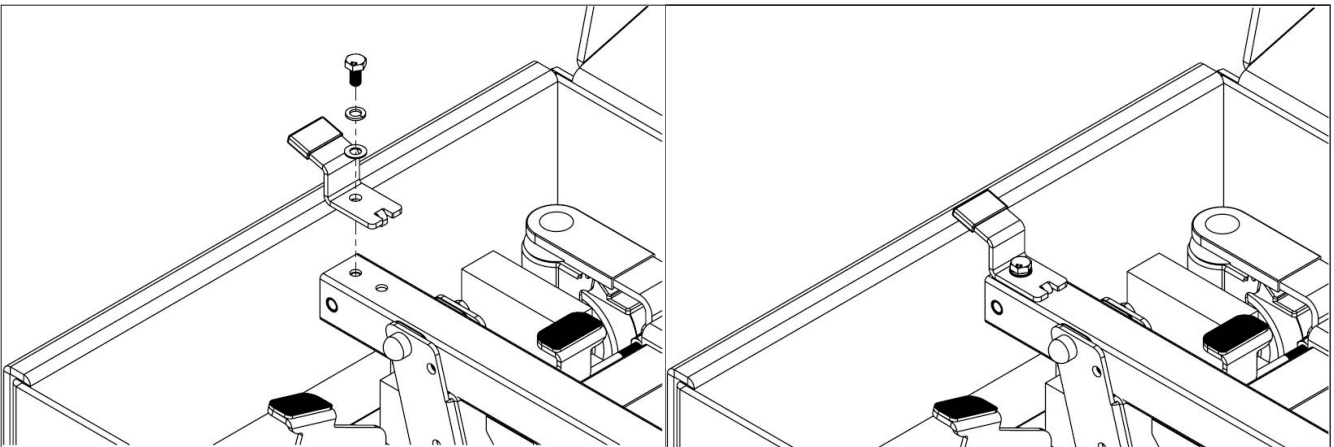




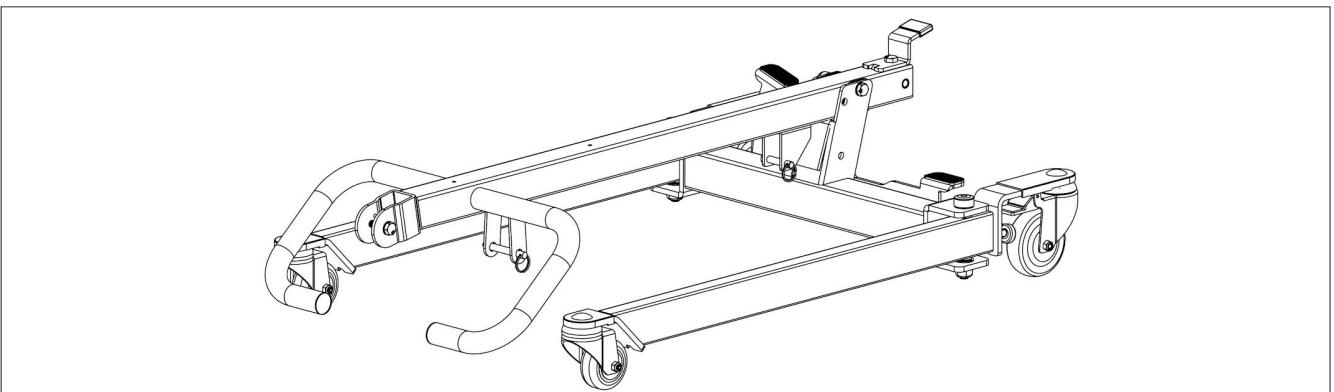
**Step 3:** Remove actuator, control pack, spreader bar, and stand bracket from the carton.



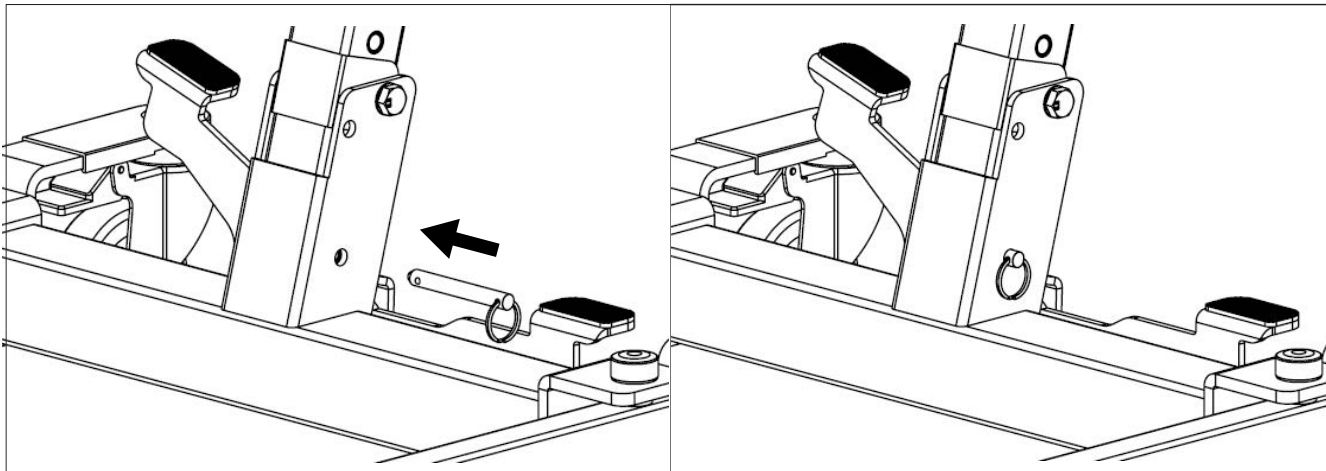
**Step 4:** Rotate the mast down and install the stand bracket to the mast. Make sure the stand bracket's tab is inserted into the top hole. Use a wrench to tighten the bracket



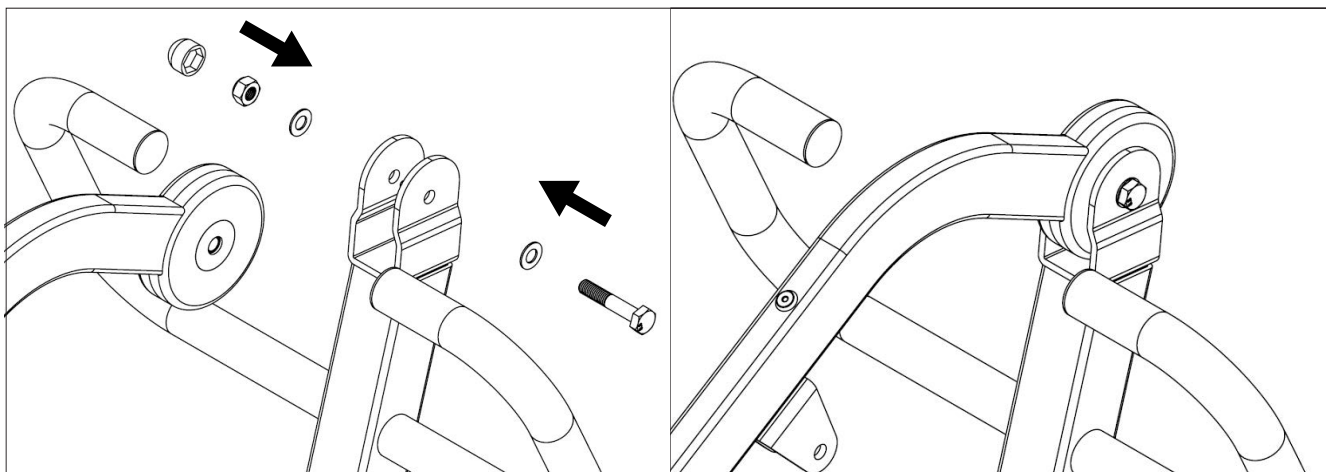
**Step 5:** Remove the base and mast assembly from the carton.



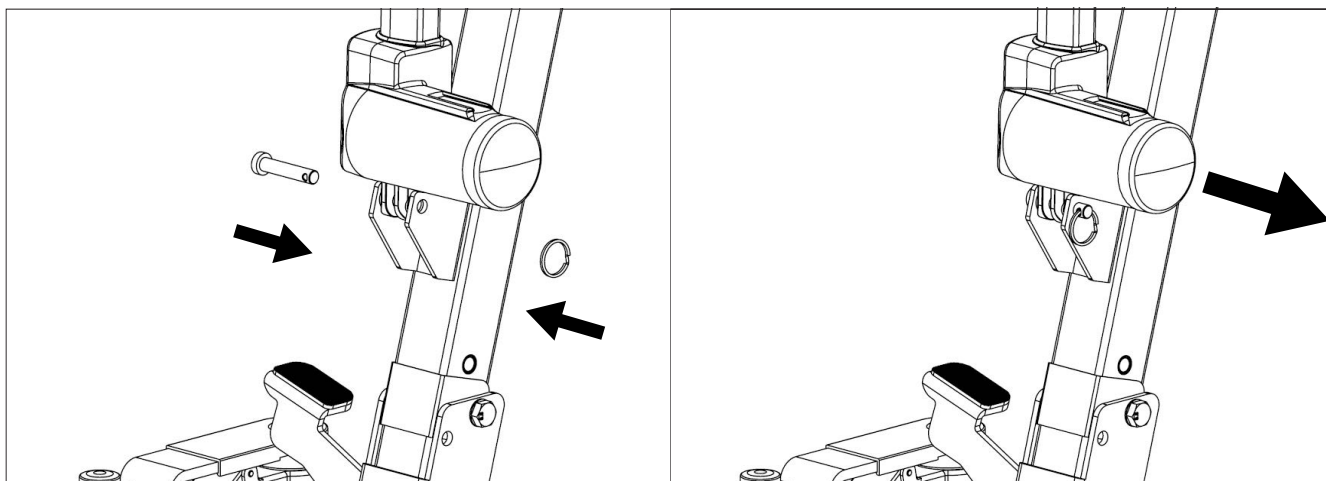
**Step 6:** Rotate the mast up and secure it in the vertical position by inserting the quick-release pin into the bottom hole on the base.



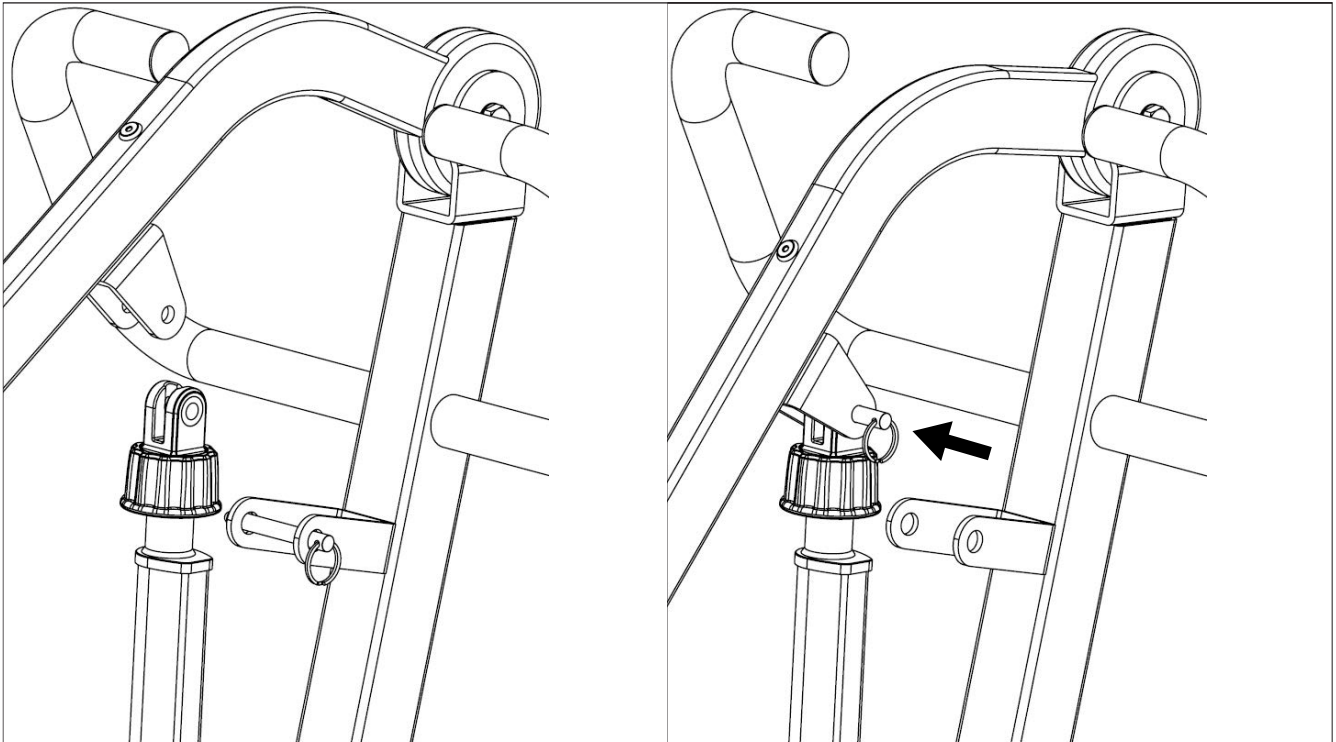
**Step 7:** Insert the boom to the mast and secure it using hardware as shown. Use wrenches to tighten the hardware.



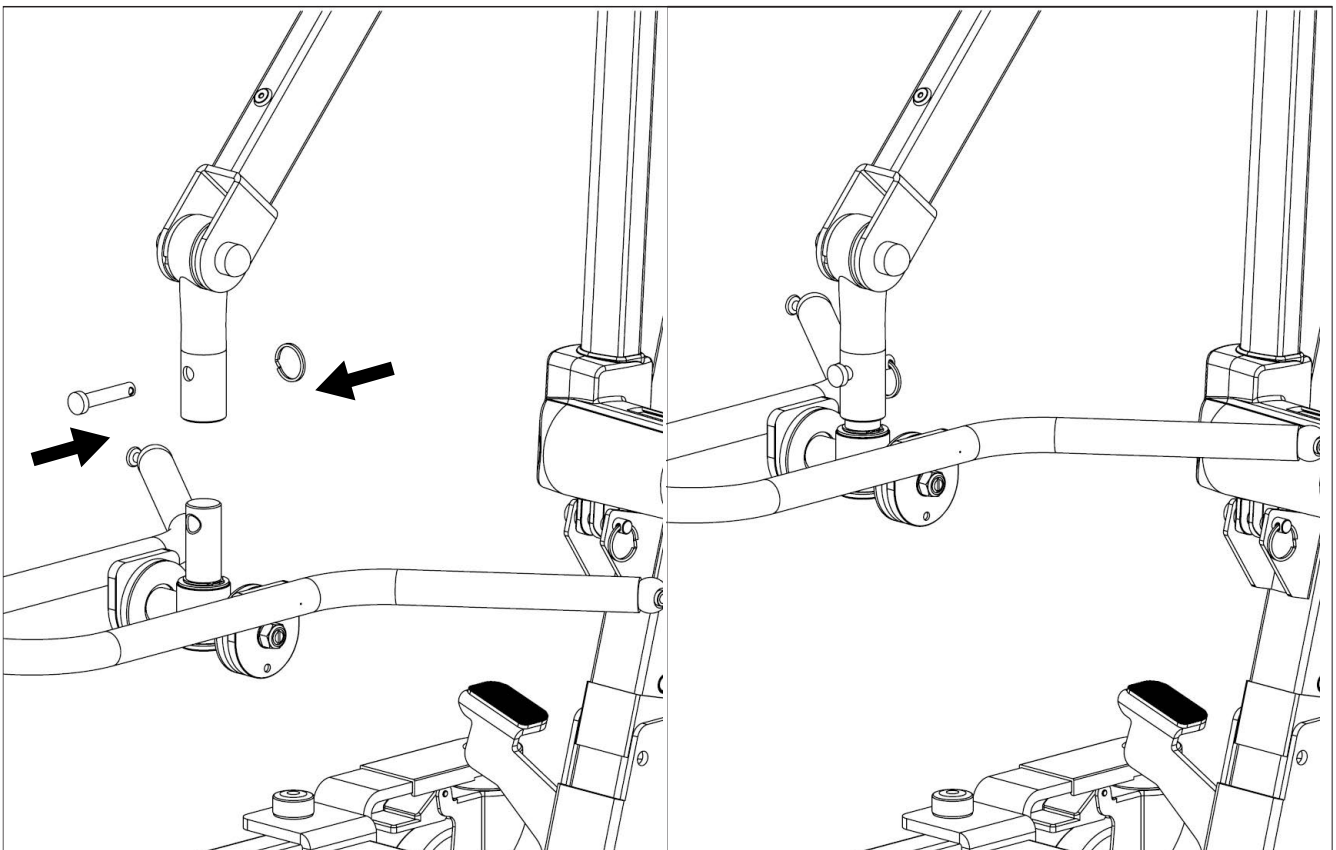
**Step 8:** Install lower end of the actuator to the mast using pin and key ring as shown. It is critical to face the actuator in the direction of the big arrow as shown.



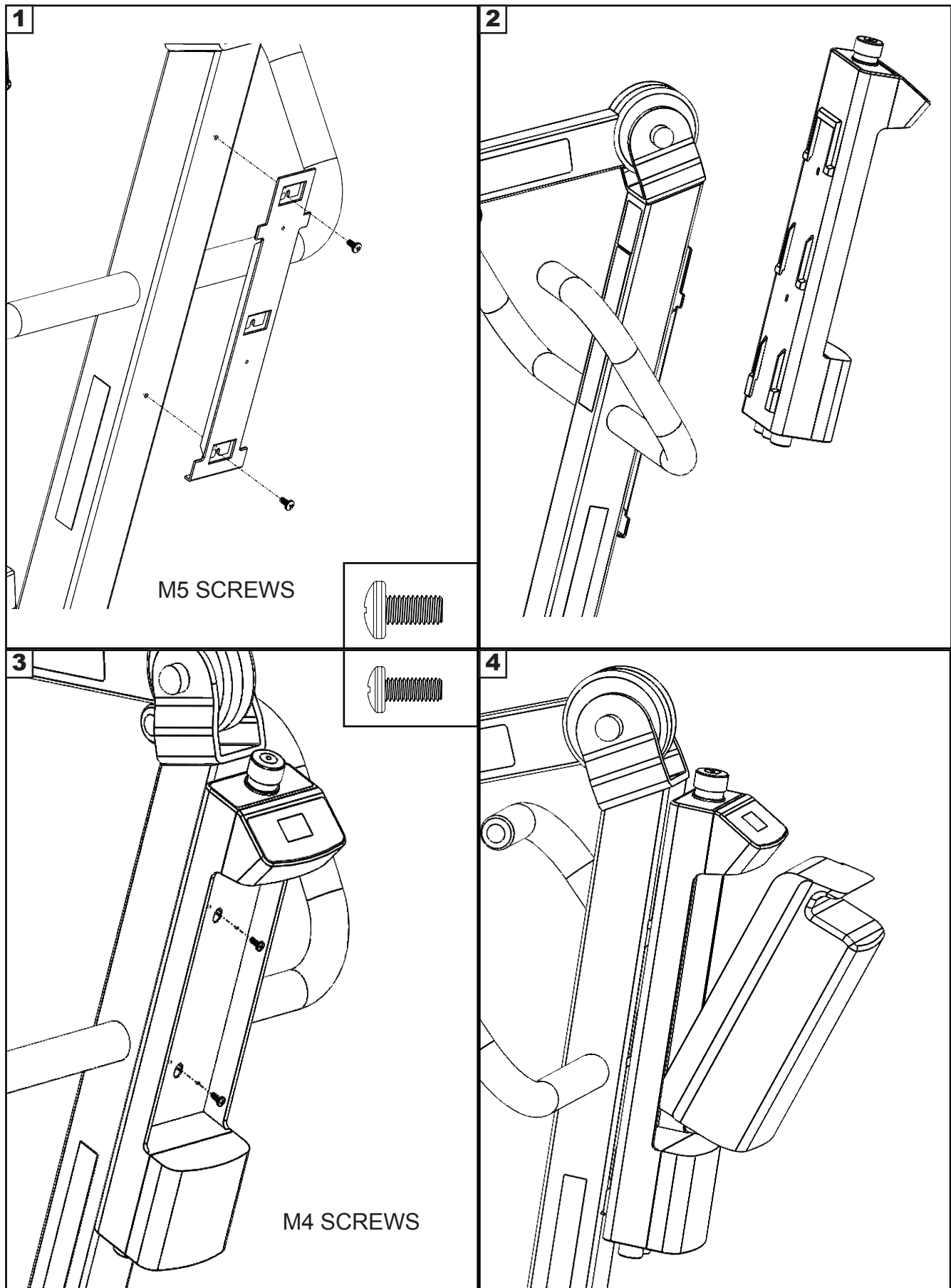
**Step 9:** Install upper end of the actuator to the boom using quick-release pin as shown.



**Step 10:** Install the spreader bar to the boom using pin and key ring as shown.



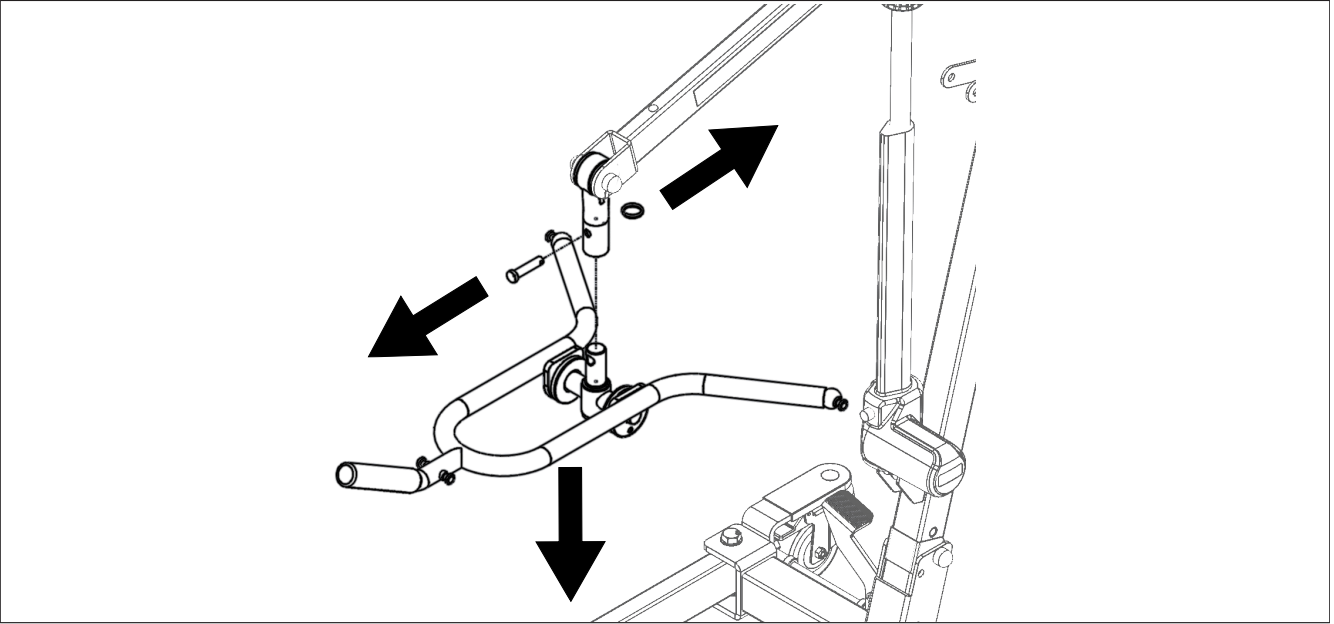
**Step 11:** Install the control unit to the frame as shown.



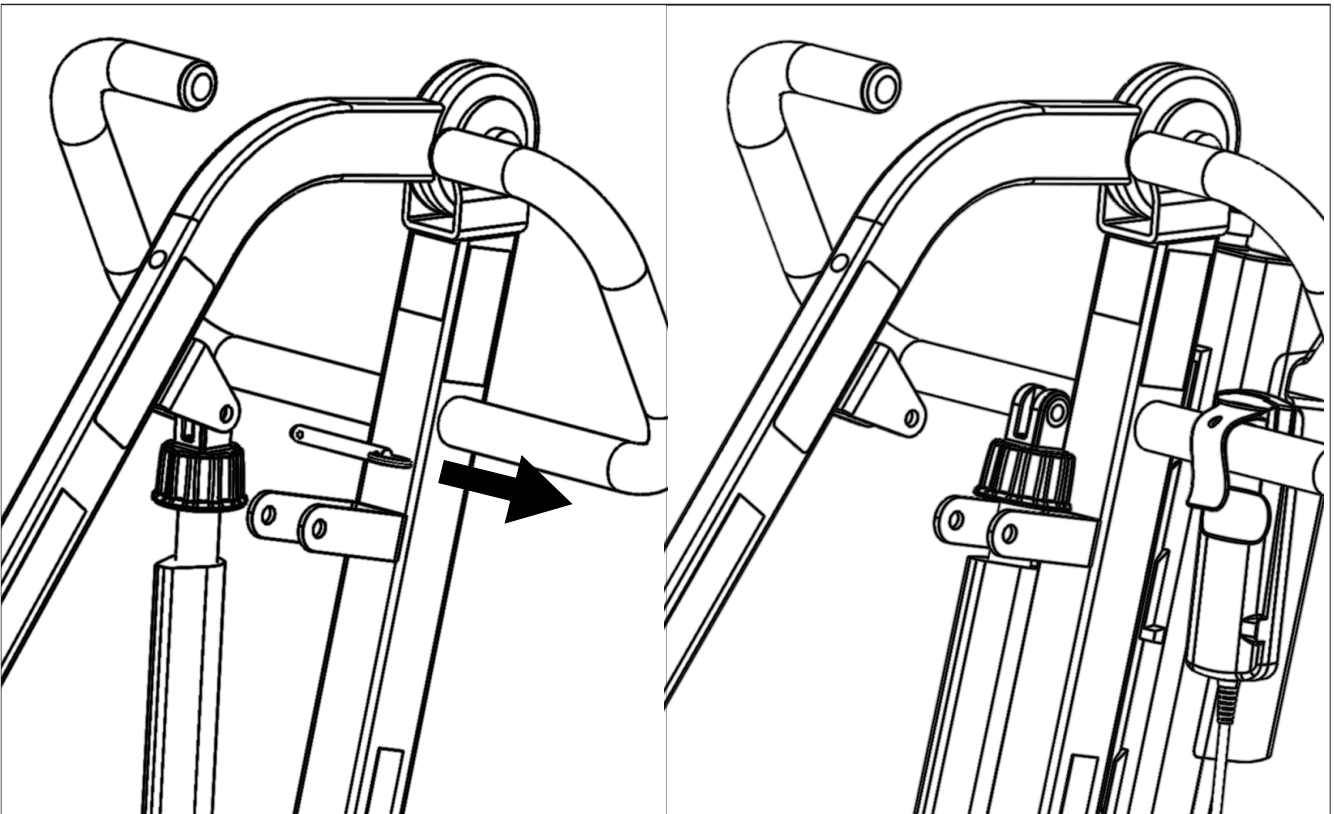


## FOLDING THE LIFT FOR TRANSPORT

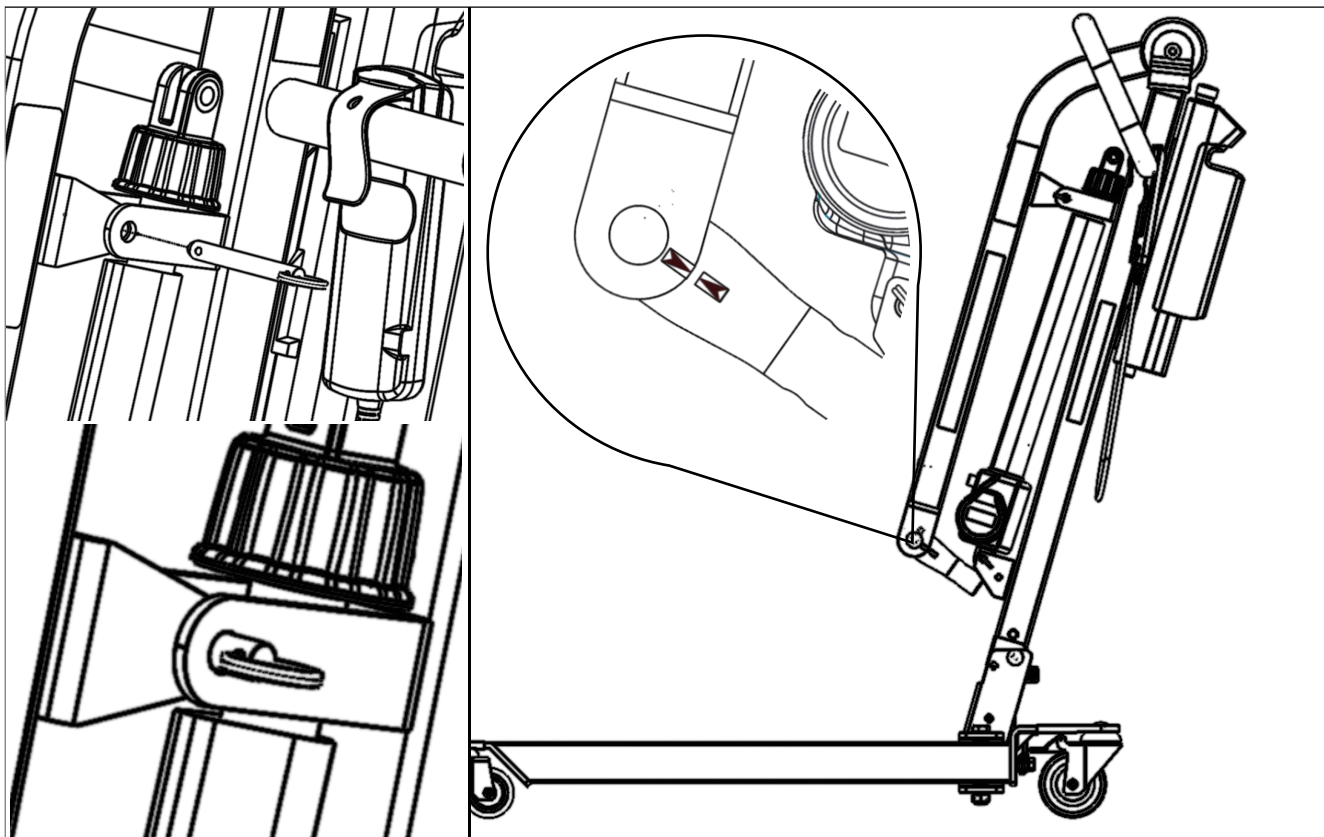
**Step 1:** Retract the actuator to the lowest position and remove the spreader bar.



**Step 2:** Disconnect the upper end of the actuator and rest it against the mast as shown.



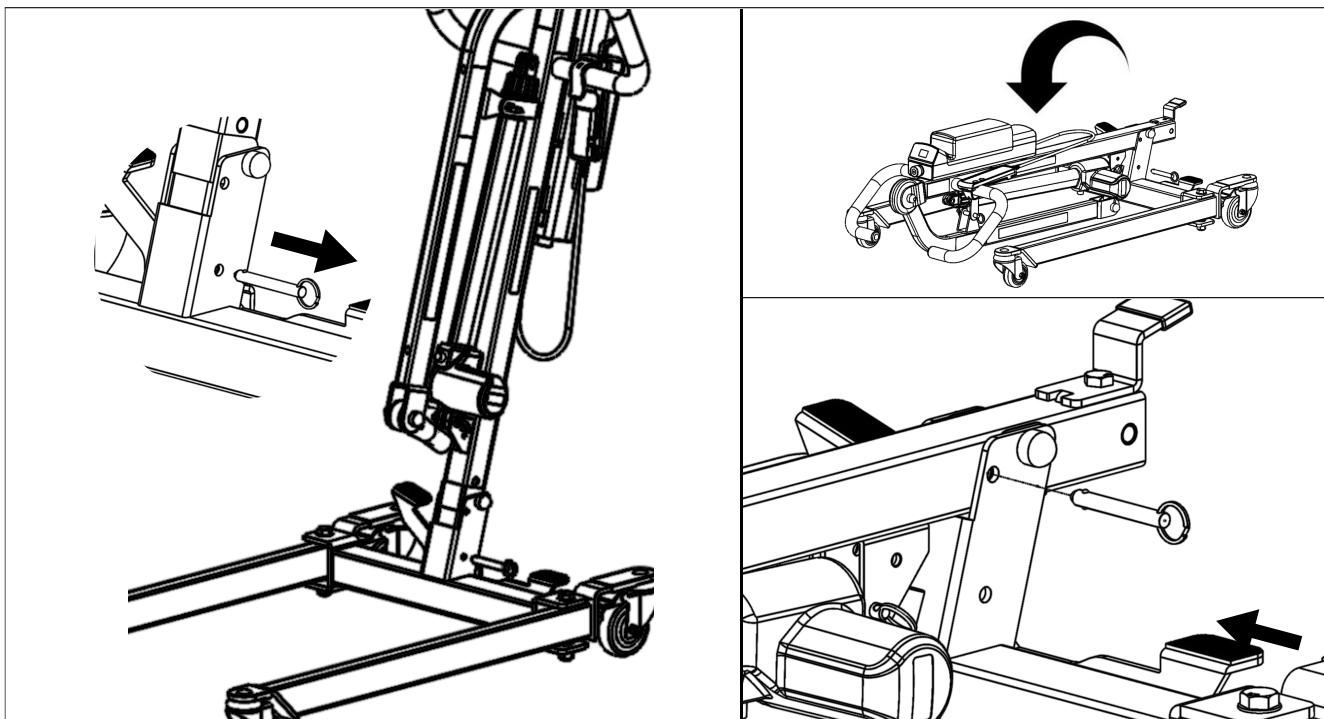
**Step 3:** Secure the boom and align the boom extension as shown.



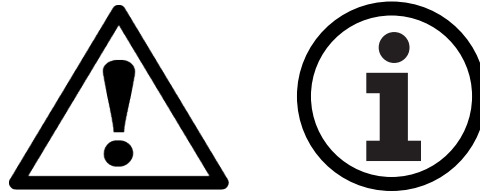
**Step 4:** Remove the quick-release pin and fold down the lift as shown.

**⚠ WARNING!**

Secure the folded lift against a wall when storing in standing position. Failure to do so may cause serious injuries when the lift tips over.



# 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



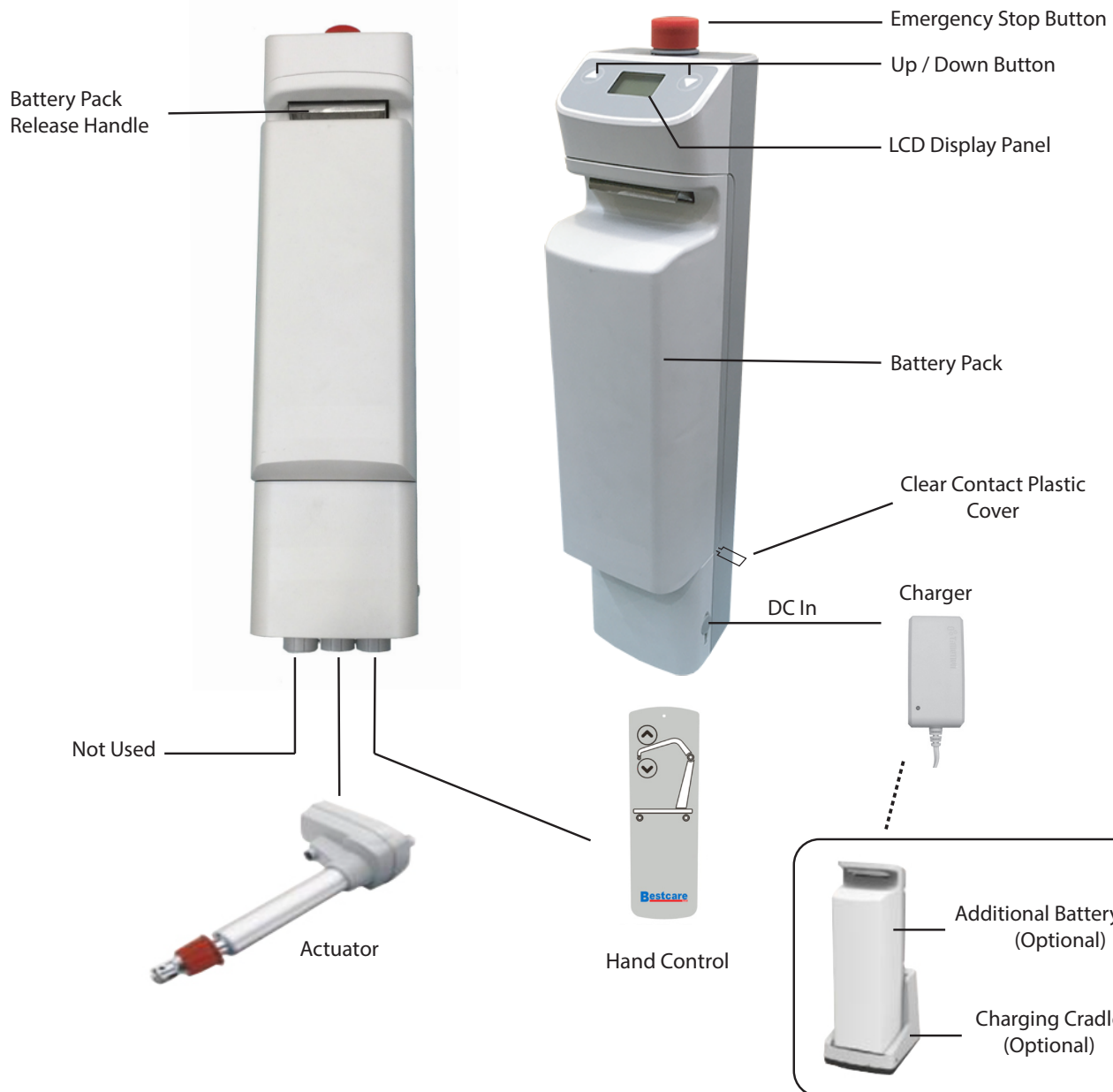
## **PREPARATION BEFORE LIFTING**

- 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.

# 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!

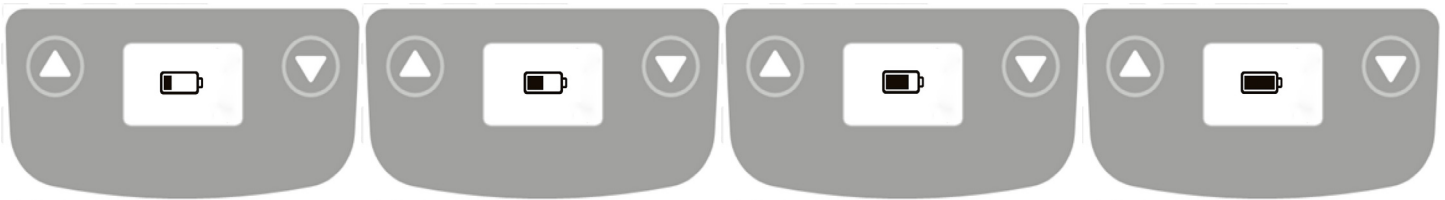




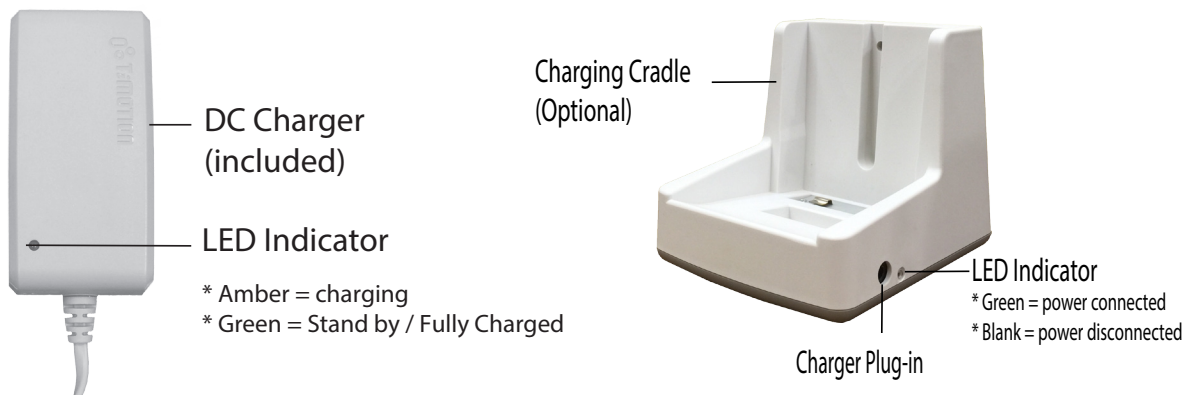
## LCD Display Panel Signs

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.



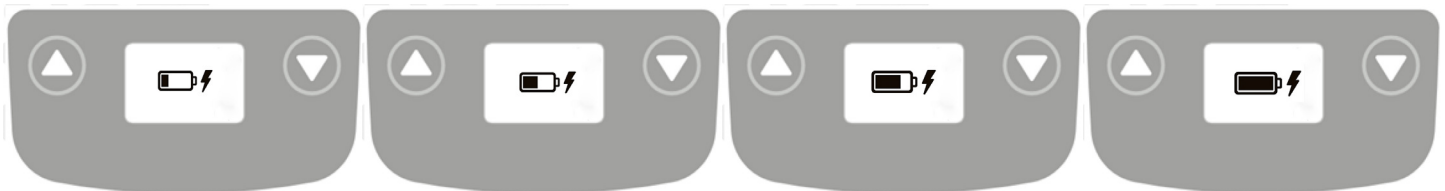
## Charging: DC Charger or Charging Cradle



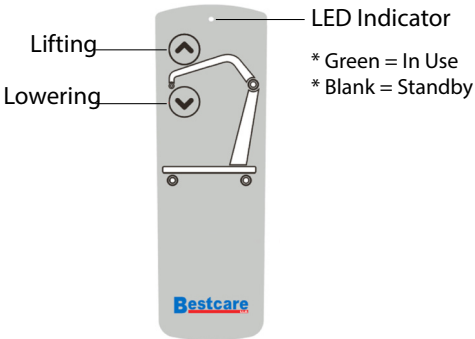
## LCD Display Panel Signs - Charging

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.

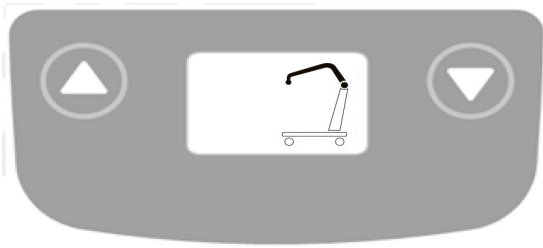


# Operating Lift: Using Hand Control



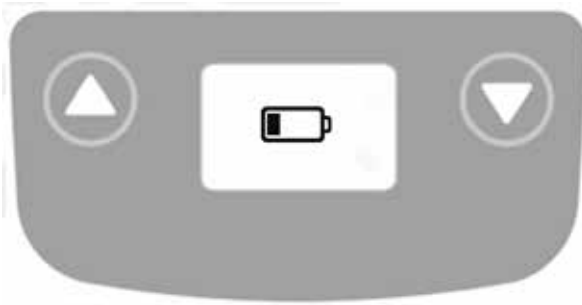
| Button | Press Button | Release Button |
|--------|--------------|----------------|
|        |              |                |
|        |              |                |

# 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.

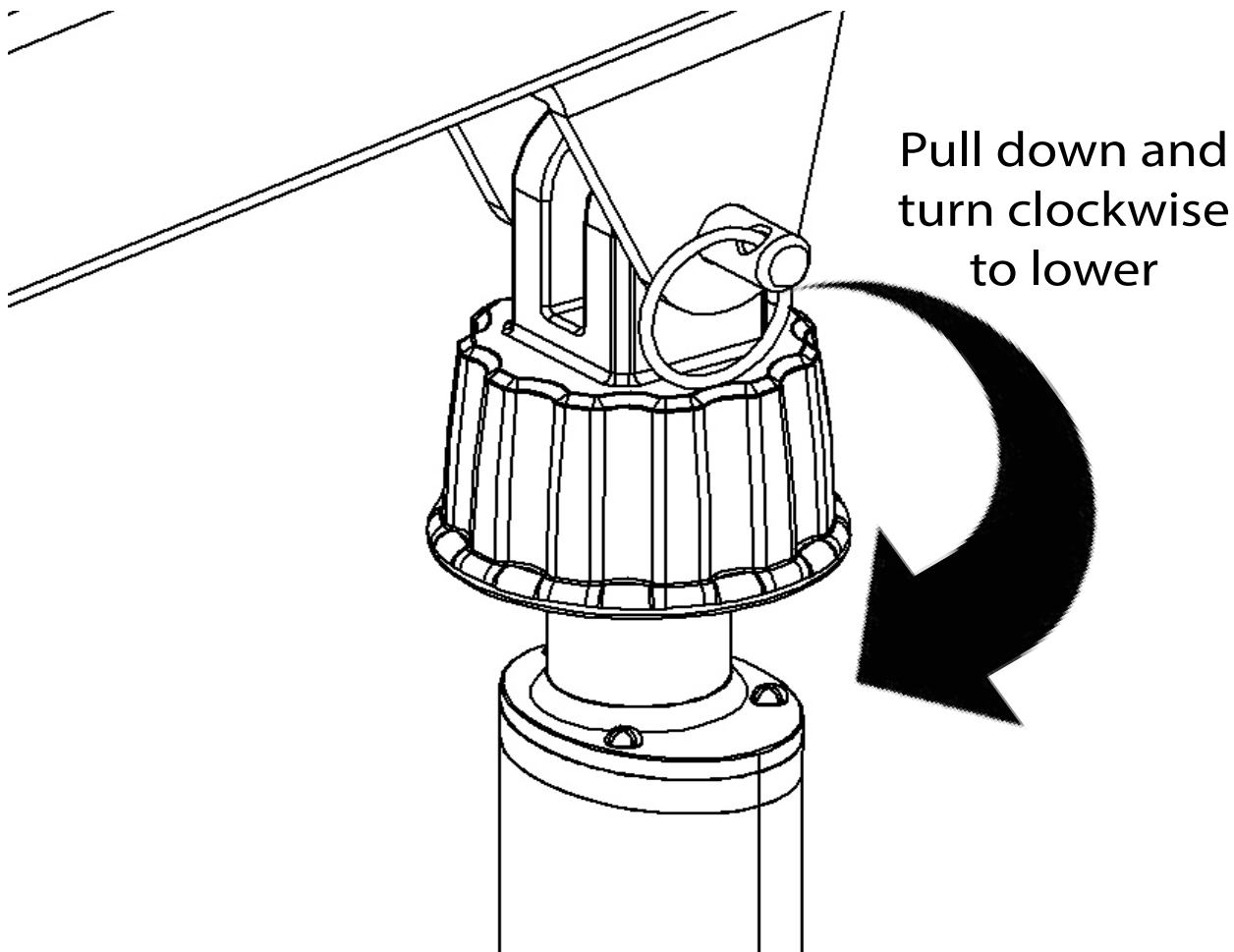
- Lift operation is deactivated.
- Battery needs to be charged immediately before further use.

# **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 user.

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.**

# Car Transfer Sling

| Cradle Clip Sling |            |
|-------------------|------------|
| Sling Model       | Sling Size |
| MAA4000M-M        | M          |
| MAA4000M-L        | L          |
| MAA4000M-XL       | XL         |

| Cradle Clip Disposable Sling |            |
|------------------------------|------------|
| Sling Model                  | Sling Size |
| MFA4000M-M                   | M          |
| MFA4000M-L                   | L          |
| MFA4000M-XL                  | XL         |



If the patient is pregnant or has skin conditions, consult with a doctor before use.



**ALWAYS** check that sling weight capacity is suitable for the patient



All slings are type BF applied parts

# Sling Hook-Up Guide



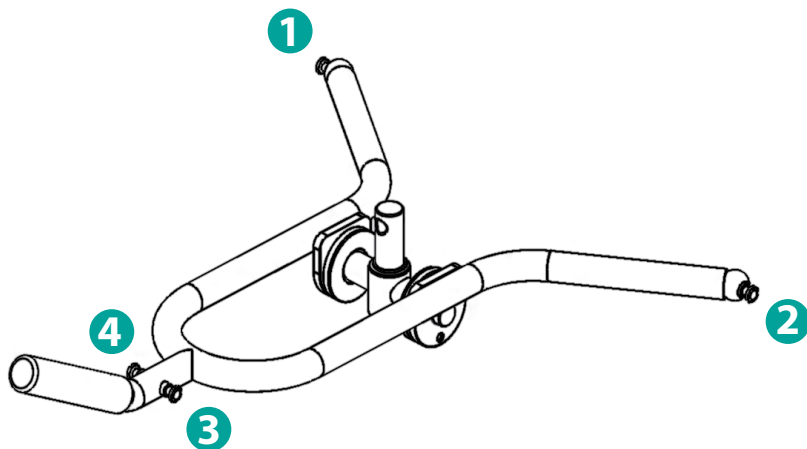
Sling Clip



Sling Hook



- Slide the clip over the sling hook on the spreader bar through the hole
- Pull down the clip to lock the sling on to the spreader bar



- Hook up A ➡ Point 1
- Hook up B ➡ Point 2
- Hook up C ➡ Point 3
- Hook up D ➡ Point 4

Cradle Clip Sling



**BEFORE LIFTING THE PATIENT, PULL ON EACH SLING LOOPS TO ENSURE THE LOOP IS HOOKED ONTO THE SPREADER BAR PROPERLY. FAILURE TO DO SO MAY RESULT IN SERIOUS INJURIES OR DEATH.**



# 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 clips 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 clips 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.

# Transfer From Car to Wheelchair

1. Help the patient lean forward, then slide the sling down between the car seat and the user's back.
2. Position the sling equally around both sides of the body.
3. Draw the leg sections to the front along the length of the patient's thigh.
4. Check the sling's central positioning by comparing the lengths of the leg sections when they are drawn forward.
5. Feed the leg sections under the thighs.
6. 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.
7. Position the boom to the proper height to extend the spreader bar into the car.
8. Move the lift slowly towards the patient and position the "U" opening of the spreader bar around the patient chest toward the patient's head.
9. Attach clips of the sling to the hooks on Spreader Bar as shown in the Sling Hook-Up Guide.
10. Secure the spreader bar using the spreader bar handle and slowly lift patient from the car seat.
11. Turn the spreader bar using the handle so that the patient is facing outside of the car.
12. Slowly pull the lift away from the car. Reposition the patient using the spreader bar handle if necessary and lower patient onto a wheelchair.
13. Reverse the above procedures when returning the patient to a car.

# Maintenance & Inspection

- The operator of the lift shall inspect the Span lift before each use. Check all bolts for tightness. Make sure the base can be easily widened, and that all lift parts are in place. Make sure that casters can be turned freely, and that caster brakes can be engaged. Make certain all necessary items (i.e. slings, and wheelchairs, etc.) are ready for use.
- At least once a month, the lift should be thoroughly inspected by a person qualified to recognize any signs of wear and tear, and looseness of bolts or parts. Replace any worn parts immediately.
- To lubricate, put silicone lubricating grease on the following points when the Span lift is placed into service and every month thereafter: Top of Mast, Spreader Hinge, and Caster Axles.
- 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.

|                                                                                     | First Received | Monthly    | Every 3 Months |
|-------------------------------------------------------------------------------------|----------------|------------|----------------|
| <b>Boom &amp; Spreader Bar</b>                                                      |                |            |                |
| Check connections between boom and spreader bar for improper connection,            | ●              | ●          |                |
| Check connections between boom and mast for improper connection, looseness or wear. | ●              | ●          |                |
| Check the boom for bending and deflection.                                          |                | ●          |                |
| <b>Mast</b>                                                                         |                |            |                |
| Check the mast for bending or deflection.                                           | ●              | ●          |                |
| <b>Base &amp; Foot Pedal</b>                                                        |                |            |                |
| Check bolts and nuts for looseness.                                                 | ●              | ●          |                |
| Check casters and axle bolts for tightness.                                         | ●              | ●          |                |
| Check rubber parts on the casters for deflection.                                   | ●              |            | ●              |
| Apply grease to caster ball bearings if needed.                                     |                |            | ●              |
| Check welding joints for rust and crack.                                            |                | ●          | ●              |
| <b>Actuator &amp; Control Box</b>                                                   |                |            |                |
| Make sure the control box is firmly affixed to the mast.                            | ●              | ●          |                |
| Make sure the actuator is secured to the boom and mast with pins and key rings.     | ●              | ●          |                |
| Make sure actuator plug into control box is not loose.                              | ●              | ●          |                |
| <b>Sling &amp; Sling Hardware</b>                                                   |                |            |                |
| Check sling for wear.                                                               | ●              | ●          |                |
| Check sling hardware every time before use.                                         | ●              | ●          |                |
| <b>Lift Cleaning</b>                                                                | As Needed.     | 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**

Span-America ("Span") offers a limited warranty on all patient lifts, slings and accessories to be free of defects in workmanship and product performance. This warranty extends only to the original purchaser and is non-transferrable. All warranty claims must be submitted by the authorized dealer or distributor who originally sold the product with proper proof of sale and serial number where applicable. Prior Return Authorization (RA) from Span is required for all warranty replacements. Span reserves the right to repair or replace only defective parts or accessories in lieu of a complete new patient lift. The repaired or replacement part shall be warranted for a period equal to the remainder of the warranty period of the defective part.

Span does not provide advance replacements for warranty claims. For situations where an end user requires a replacement in advance and before a warranty item can be returned, dealer or distributor must purchase the replacement at full cost. All freight charges for the replacement are the sole responsibility of the dealer or distributor. When end user returns warranty item and item proves to be defective, Span will issue full credit for the replacement less freight charges.

Product returned without RA number clearly marked on the package or product returned later than 30 days after authorization will be refused and returned at sender's expense. Final disposition of warranty claims will be determined at the sole discretion of Span. Warranty claims will be denied for any of the following: product abuse or misuse, accidental or malicious damage, improper installation, product used with parts, components or accessories with quality or specifications incompatible with product, adulterated product, user neglect, failure to maintain and service product as specified in the owner's manual or care tag, serial number removed or defaced, or normal wear and tear.

Span warrants the following products and components beginning from the purchase invoice date for the specified time period:

| <b>WARRANTY PERIOD</b> | <b>PRODUCT OR COMPONENT</b>                                                                  |
|------------------------|----------------------------------------------------------------------------------------------|
| Three (3) Years        | Patient lift frame or spreader bar                                                           |
| Two (2) Years          | Actuator, control box, pendant, charger, weigh scale, or casters excluding normal tread wear |
| One (1) Year           | Battery pack                                                                                 |
| Six (6) Months         | Reusable fabric slings                                                                       |

Single Patient Specific slings are designed for limited use with one patient and may not be laundered. Span will replace any disposable sling found to have a manufacturing defect. Normal wear and tear will not be covered under warranty.

This warranty expressly excludes wearable components including but not limited to foam parts and caster tread. Furthermore, this warranty is void and null for product that has not been purchased or paid for in full.

## **RETURN GOODS POLICY**

Patient lifts may not be returned unless the wrong lift is shipped in error by Span or the lift is heavily damaged or defective out of the box. For all other items, purchaser may request a RA for purchased goods within thirty (30) days of purchase invoice date. All returns must be received by Span no later than thirty (30) days after authorization or the RA will be voided. Return package must be clearly marked with the RA number or the package may be refused and returned at sender's expense. Patient lifts are subject to a minimum restocking fee of 25% or more. Please note that patient lifts being returned must be in the original carton with all parts, components and packing materials included. Failure to comply with this requirement will incur higher restocking fees or a rejection of the return. Slings, parts and accessories may only be returned if they have not been used. There are no exceptions to this provision.

All freight charges are the sole responsibility of purchaser when any of the following occurs: (i) ordering error where an incorrect item is shipped in accordance with purchase order, (ii) an order is cancelled while in transit or (iii) delivery is refused by customer.

Span reserves the right to issue credit amounts based on strict adherence to this policy.



# NOTES



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