

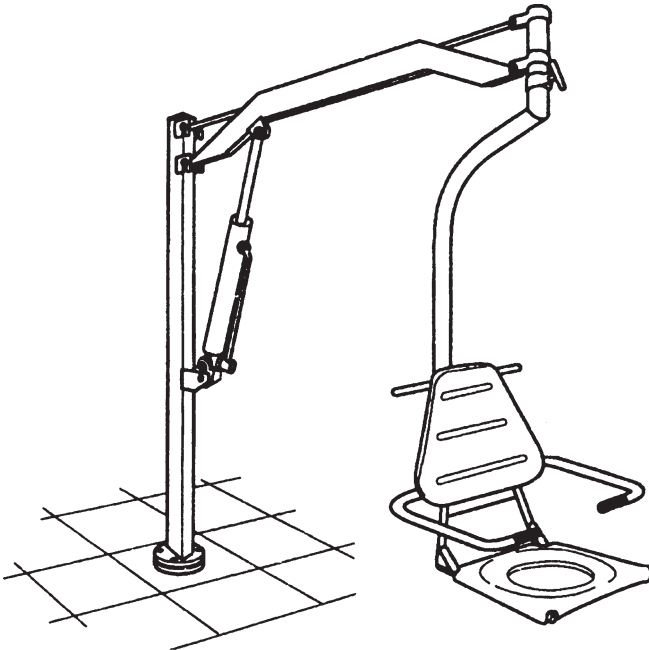


Joerns  
Oxford®

## User Instruction Manual

Oxford® Dipper

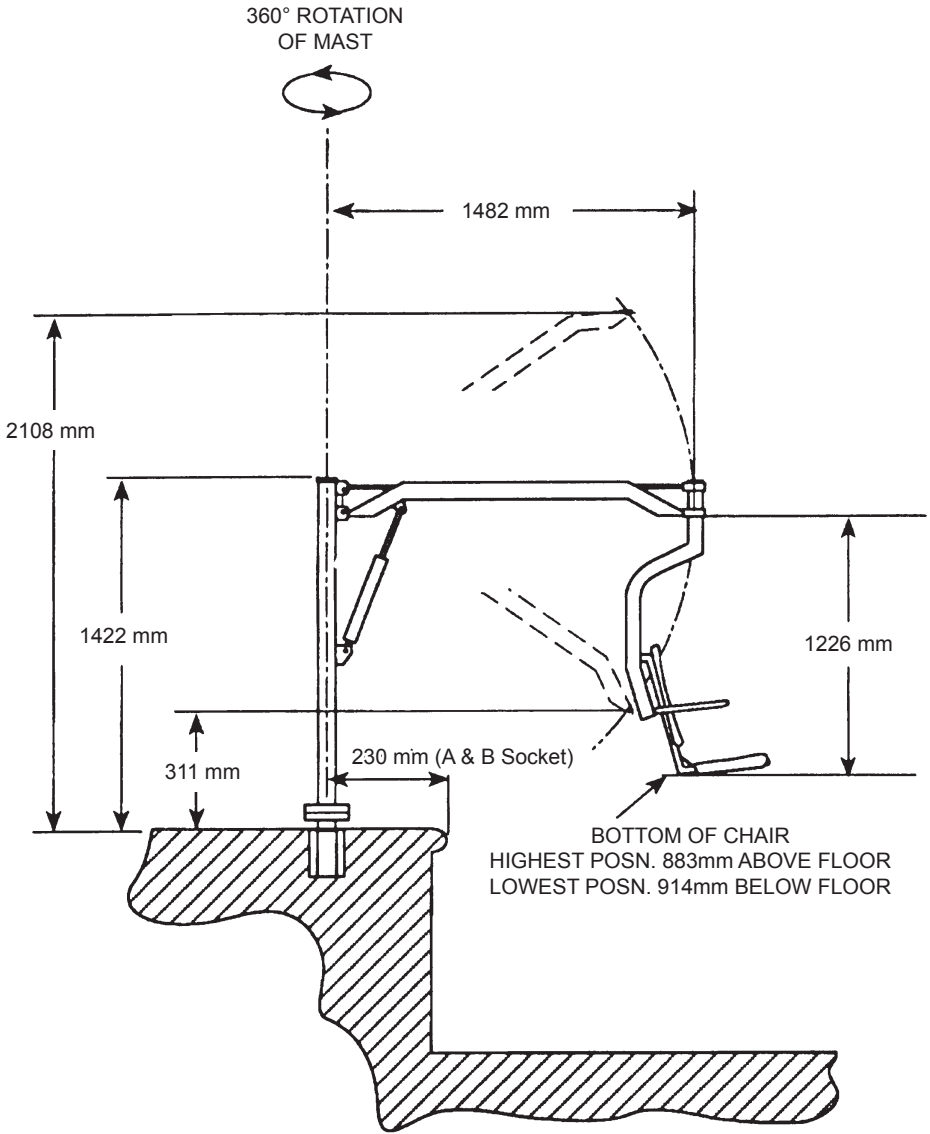
To avoid injury, read user manual prior to use.



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# 1. Oxford Dipper Lift Illustration



## 2. Introduction: About Your Lift

Please take time to read this manual thoroughly prior to using your Oxford Dipper. The information contained in this manual is vital for the correct operation and maintenance of the equipment and will help ensure that both the patient and caregiver remain safe and free from injury throughout the lifting and transfer process. Furthermore, it will ensure the user is familiar with the lift's features and functions.

To help avoid injuries to both caregiver and patient, Joerns Healthcare recommends using only genuine Joerns Healthcare parts for servicing and repairs. Joerns Healthcare will not be held responsible for any accidents or incidents resulting from unauthorised servicing or the use of unauthorised parts.

If you are unsure on the use of this product and/or associated accessories, please contact your local authorised service providers or Joerns Healthcare direct for further advice.

### **WARNING**

- **Prior to each and every use of your Oxford Dipper, the daily checks detailed in the checklist in this manual should be carried out.**
- **Do not attempt to use your Oxford Dipper without fully understanding this manual.**
- **The Oxford Dipper Pool Hoist and related floor fixings are specifically designed and tested to be compatible with each other. Using other manufacturer's products or fixings in combination with original Oxford components is potentially unsafe and may result in serious injury. It could also invalidate any existing warranty policy you have in place.**
- **Unauthorised modifications on any Oxford Dipper equipment may affect its safety. Joerns Healthcare will not be held responsible for any accidents, incidents or deficiencies in performance that may occur as a result of any unauthorised modifications.**
- **The Oxford Dipper is a reusable medical device intended to be used with patients whose weight is within the specified maximum safe working load.**

### Definitions Used in this Manual

#### **WARNING**

Means: Failure to understand and follow these instructions may result in injury to yourself and others.

#### **CAUTION**

Means: Failure to understand and follow these instructions may result in damage to the product.

#### **NOTE:**

Means: This is important information regarding the correct use of the equipment.

### Accompanying Documents:

A number of documents are supplied in a wallet packed with each lift and should be kept safely for future reference.

- Test Certificate
- User Manual
- Customer Satisfaction Card

The TEST CERTIFICATE is an important document and will be required for your insurance records. It is valid for six months and after it has expired the lift should be inspected and serviced as a minimum of six monthly periods. Servicing and periodic testing can be carried out by your supplier. Please ensure your lift is included in their maintenance schedule.

## Statement of Intended Use:

The Oxford Dipper is a hydraulically operated patient lift intended for use in swimming pools and similar facilities. The Dipper has a seat or a sling option. Each lift is fully assembled, load tested and certified before being partially dismantled for packing. The packing consists of a strong, purpose built carton and is used for both export and domestic markets to ensure the safe arrival of the lift.

The intended use of this lifting device is to transfer an individual from a poolside or similar into a pool or a vessel in the water.

The Oxford Dipper is suitable for patients in the SITTING, SITTING/RECUMBENT and RECUMBENT positions.

### The CE mark:



The Oxford Dipper Lift carries the CE mark and complies with the following EC directive:

- Medical Device Directive (93/42/EEC)

## Expected Service Life:

The Oxford Dipper lift is designed and tested for a minimum service life of five (5) years, subject to the use, maintenance, testing and cleaning procedures stated in this manual.

Due to the hostile environments this product operates in, the maximum service life is set at seven (7) years. Use beyond this period may compromise both client and carer safety.

In order to ensure your Oxford Dipper remains in a safe and serviceable condition, it is imperative the daily checks, cleaning procedures and six monthly inspections and maximum safe working load tests detailed in this manual are adhered to.

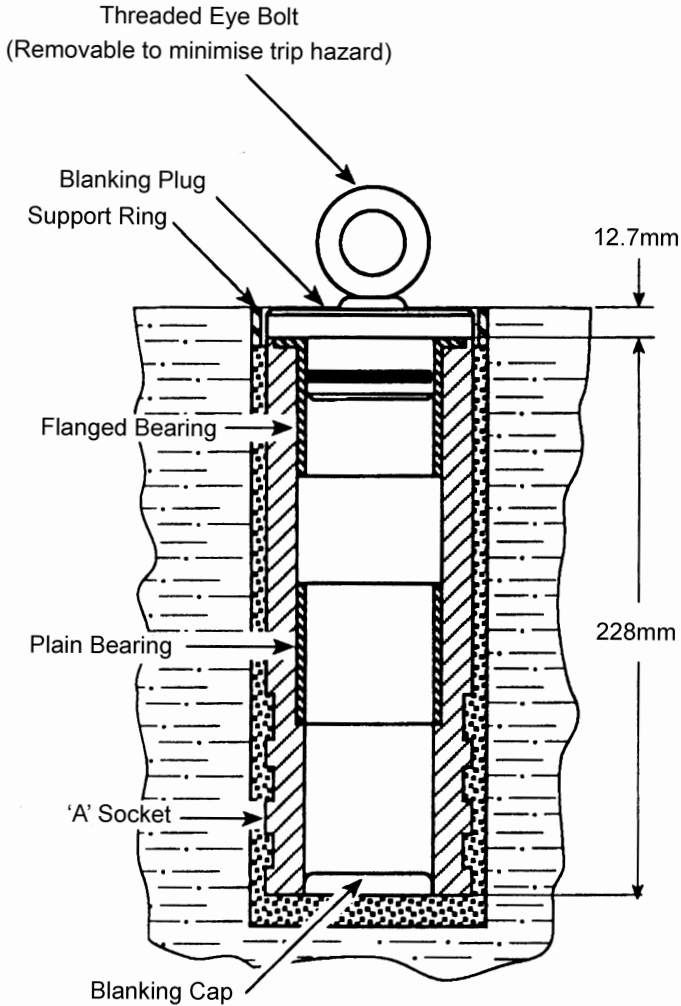
## WARNING

**Onset of issues can occur rapidly in units older than seven (7) years and may not be externally visible. Joerns Healthcare strongly recommends load testing for the Oxford Dipper is carried out at each and every six (6) monthly LOLER inspection due to the hostile environment in which it resides and operates. The humid and corrosive nature of pool-side locations can lead to product deficiencies that may otherwise remain undetected.**

This will ensure that any deterioration liable to compromise the safety of users is detected and remedied in good time.

Use other than in accordance with these instructions may compromise service life.

### 3. 'A' Socket Fitting



## 4. Installation of the Oxford Dipper Base Socket

### **WARNING**

**Some of the parts are heavy and will need to be lifted with care. You may need the assistance of a second person with the heavier assemblies.**

The base socket of the Dipper is subjected to high loading during use. It is essential the immediate area around the socket is a good sound concrete construction able to withstand the substantial forces imposed. Joerns Healthcare strongly recommend an architect or structural engineer is consulted for all applications. All installations should be tested (including a full safe working load test) to the manufacturers recommendations prior to hand over to the users, with particular attention being paid to the socket and surrounding concrete.

There are three types of socket available. These are designated “A”, “B” & “C” sockets and will enable the Dipper to be fitted alongside the majority of swimming pools. Special applications such as hydrotherapy pools, jetties or boat mooring pontoons should be discussed with your local dealer, a structural engineer or with Joerns Healthcare direct.

#### **1. “A” Socket Fixing**

This is the most commonly supplied socket and is fitted into a hole 90mm diameter, core bored into the concrete slab to a depth of 245mm. The socket is held firmly in place with a non shrinking cement. The construction of the “A” socket is shown on the previous page. When correctly fitted, the top of the socket is 12.7mm below the floor level. Each socket is supplied with a blanking plug to prevent ingress of water when the mast has been removed for storage. When fitted, the top of the blanking plug is flush with the floor level.

#### **2. “B” Socket Fixing**

This socket is for use in swimming pools with a water channel around the edge of the pool. Basically, the “B” socket is an “A” socket with a plate which adds additional bracing. The “B” socket plate is fixed in place with six 15mm diameter expanding bolts of the raw-plug type. The “B” socket construction is illustrated on the following page. As with the “A” socket, the “B” socket is supplied with a flush fitting blanking plug to prevent ingress of water.

#### **3. “C” Socket Fixing**

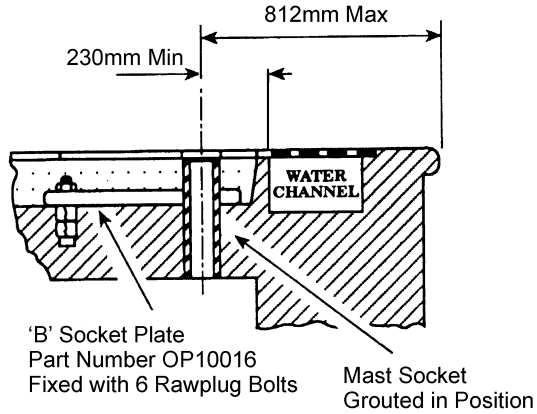
This socket is surface mounted and stands proud of the floor by 150mm. It is used mainly where there is insufficient depth of concrete for “A” or “B” sockets. The “C” socket plate is drilled for four 15mm raw-plug type expanding bolts.

The “C” socket adds 150mm to the height of the mast. This alters the maximum height of the bottom of the chair (to 1033mm) and the lowest position of the chair bottom below floor level (to 764mm). An illustration of the “C” socket is shown on the following page.

## 5. "B and C" Socket Illustration

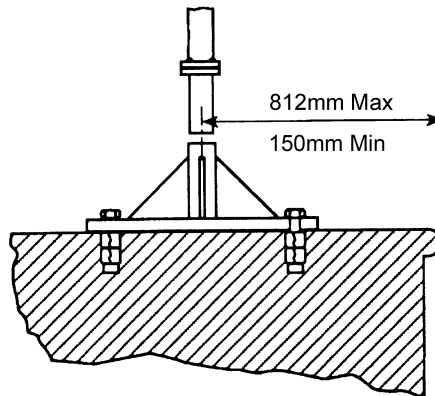
### Type 'B' Fitting

For tiled floors and adjacent to water channel



### Type 'C' Fitting

Above floor mounting on solid concrete base  
Base Plate Assembly Part Number OP10017  
with expanding bolts





## 6. Assembly and Commissioning Instructions

### WARNING

Some of the parts are heavy and will need to be lifted with care. You may need the assistance of a second person with the heavier assemblies.

Place the carton in a clear working area and open carefully. The carton contains:

- Mast & Hydraulic Unit Assembly
- Boom Assembly
- Chair Support Tube (Seat option)
- Spreader Bar Assembly (Sling option)
- Wallet Containing Documents

and in separate cartons:

- Transporter seat & chassis (Seat option)
  - “A”, “B” or “C” Socket - to be specified when ordering - supplied separately
1. Remove the “A”, “B” or “C” socket from the packaging and install according to the instructions in the Installation of the Dipper base socket in the ‘Installation of the Oxford Dipper Base Socket’ section of this manual.

**SAFETY NOTE: The “C” socket is heavy and will need to be lifted with care. You may need the assistance of a second person when lifting.**

2. After the socket is correctly installed, remove the rest of the parts from the carton taking care to protect the finish from damage.
3. Insert the spigot at the base of the mast into the socket. The spigot will displace any water in the socket so caution should be exercised to avoid splashing.

### WARNING

**Avoid trapping fingers. Keep fingers away from the end of the mast spigot when inserting into the socket.**

4. Fully unwind the “T” shaped clamp screw at the top of the mast. The travel of the screw is limited by a fixed stop. Keep turning until the stop is encountered. **DO NOT force the screw past the stop.**
5. Assemble the boom to the mast. Engage the boom and tie rod pivots in the locating hooks at the top of the mast.
6. Still holding the boom in place, insert the boom ram spigot into the top of the hydraulic ram. The boom can now be released.
7. Rewind the “T” shaped clamp screw and tighten fully.
8. Close the hydraulic unit release valve by turning the knurled black knob on the unit fully clockwise.

**NOTE: The release valve requires only minimal tightening to operate and should only be closed finger tight. DO NOT apply excessive force to the valve knob as this will result in damage to the valve.**

9. Pump the handle of the hydraulic unit and confirm the ram raises the boom.

10. Open the release valve fully anticlockwise and check the boom descends.

**NOTE: The release valve is fully open and encounters a positive end stop in less than two full turns of the knob. DO NOT force the valve past the end stop as this will result in damage to the valve and could cause loss of hydraulic fluid.**

11. Close the release valve and raise the boom until it is approximately parallel to the floor.
12. Fully unwind the small “T” shaped clamp screw at the extreme end of the boom. Like the mast clamp, the travel on this screw is limited by a fixed stop. Keep turning until the stop is encountered. **DO NOT force the screw past the stop.**
13. If the lift is to be fitted with a seat option version, the curved chair support arm can now be assembled to the boom. Pass the top of the support arm end through the bearing tube at the end of the boom, **making sure the safety latch at the top of the tube engages in the grooved end of the chair support arm.** The support arm will now be held and can be rotated through 360 degrees.

**NOTE:** The “T” shaped clamp screw, when tightened, will prevent rotation.

14. If a spreader bar and slings are to be used instead of a seat, the Spreader bar assembly is fitted in place of the chair support tube. Pass the spreader bar pivot tube through the bearing tube at the end of the boom, **making sure the safety latch at the top of the tube engages in the grooved end of the spreader bar pivot tube.** The spreader bar assembly will now be held and can be rotated through 360 degrees.

**NOTE:** The “T” shaped clamp screw, if tightened, will have no effect on spreader bar rotation.

15. The lift is now ready to be fitted with the Ranger chair or sling attachment.

## 7. Fitting A Ranger Chair To A Dipper Lift

The Ranger chair is made in two assemblies, the wheeled chassis and the seat with armrests. The two halves of the complete chair are connected with a simple latch located at the rear of the seat. The chair is attached to the Dipper lift as follows:

1. The chair support arm of the lift has a hook and latch device similar to the one connecting the Ranger seat to the chassis. The support arm hook must be engaged with the cross bar at the top of the Ranger seat. The latch will engage automatically and prevent accidental disengagement.
2. The seat can now be lifted off the chassis by operating the seat latch, which holds the seat to the chassis, and raising the boom of the lift with the hydraulic unit. The seat will be elevated with the boom and the chassis will remain behind.
3. To reconnect the seat to the transporter, lower the seat onto the chassis with the lower safety latch in approximately the right position. The seat will lock automatically as the seat is lowered. When the seat latch is engaged, disengage the latch on the chair support arm and continue to lower the boom. The support arm will drop away from the seat and can be swung away to one side. **Check full engagement of the seat latch.**

### **WARNING**

**The lap strap should be fitted to secure the patient.**

The patient can now be transported to another location.

## 8. Safety Precautions

Please read and follow the safety precautions listed below. The operation and use of Oxford patient lifts is simple and straightforward. Following these few basic safety precautions will make lifting operations easy and trouble free.

### **WARNING**

- The Oxford Dipper should **ONLY** be operated by fully trained/competent care givers.
- **ALWAYS** plan your lifting operations before commencing.
- **ALWAYS** carry out the **DAILY CHECK LIST** before using the Oxford Dipper.
- **ALWAYS** ensure Oxford Dipper is installed and commissioned by an authorised Joerns Healthcare service provider or in accordance with the information in the accompanying documents.
- The Oxford Dipper Pool Hoist and related floor fixings are specifically designed and tested to be compatible with each other. Using other manufacturer's products or fixings in combination with original Oxford components is potentially unsafe and may result in serious injury. It could also invalidate any existing warranty policy you have in place.
- **ALWAYS** familiarise yourself with the operating control and safety features of a lift before lifting a patient.
- **DO NOT** use a sling unless it is recommended for use with the lift.
- **ALWAYS** check the sling is suitable for the particular patient and is of the correct size and capacity.
- **NEVER** use a sling which is frayed or damaged.
- **ALWAYS** fit the sling according to the instructions provided (user instructions).
- **ALWAYS** check the safe working load of the lift is suitable for the weight of the patient.
- **ALWAYS** carry out lifting operations according to the instructions in the user manual.
- **NEVER** disconnect or bypass a control or safety feature because it seems easier to operate the lift.
- **NEVER** force an operating or safety control. All controls are easy to use and do not require excessive force to operate. If a control is not working easily there will be a reason. Forcing will only strain or damage the lift and may compromise safety.
- **DO NOT** lift a patient unless you are trained and competent to do so.
- Before using the Oxford Dipper, a clinical assessment of the patient's suitability for transfer **MUST** be performed by a qualified health professional to evaluate aspects of the transfer procedure, including the possibility that the transfer procedure may exert substantial pressure on the patient's body.
- The Oxford Dipper should **NOT** be operated by any person who is under the influence of alcohol, drugs or prescribed medication, that may adversely affect their ability to operate the equipment safely.
- **ENSURE** a full risk assessment is conducted prior to attempting to lift or transfer a patient.

## **⚠ WARNING**

- If the Oxford Dipper is being used to lower or raise a patient into water e.g. a swimming pool, hot tub or hydrotherapy pool, it is recommended a second competent/trained carer is positioned in the water immediately adjacent to the patient.
- Excessive impact during lifting and transfer activity should be avoided.
- ENSURE the sling being used for the lift/transfer is compatible with the spreader bar, is suitable for the task and will sustain the weight of the patient being lifted.
- ENSURE the sling being used is in a serviceable and safe condition.
- ALWAYS make sure any controls and safety features are used ONLY in strict accordance with the instructions within this manual. NEVER attempt to force a control or operating button on the lift.
- ENSURE the sling straps are correctly and securely attached to the spreader bar.
- Any cautionary or instruction labels that are illegible should be replaced.
- To avoid the risk of injuries attributed to the use of inadequate replacement parts, Joerns Healthcare strongly advises and warns that only Joerns Healthcare approved parts should be used on equipment and other appliances manufactured by Joerns Healthcare. Unauthorised modifications on any Joerns Healthcare equipment may adversely affect its safety. Joerns Healthcare will not be held responsible for any accidents, incidents or lack of performance that occur as a result of any unauthorised modifications or the use of non-approved parts.

## Equipment Warning Labels

### **⚠ WARNING**

- Inspect ALL precautionary labels on the equipment. Order and replace any labels that are illegible.

## 9. Operating Instructions

### WARNING

**The Oxford Dipper should only be operated by fully trained/competent care givers.**

1. First check the Dipper is assembled according to the instructions in the 'Assembly and Commissioning' section.
2. Connect the Ranger chair to the chair support arm on the lift.

**NOTE: An unloaded boom will not come down under its own weight, it will be necessary to apply some pressure to the boom before it will descend.**

**NOTE: The raising and lowering of the boom is achieved by a powerful hydraulic ram which is operated by two simple controls: the release valve, which is identified by a black knurled knob, and the pump handle which is a long lever on the side of the hydraulic unit.**

To raise the boom, ensure the hydraulic release valve is fully closed. The valve is closed by gently turning the knurled knob fully clockwise (**Finger tight only**). Once valve is closed, pump the long handle with smooth even strokes for maximum effect. The handle strokes from an upright position through an arc of 90 degrees.

### CAUTION

- **Leave the handle in the upright position when not in use.**
- **DO NOT force the handle beyond the upper or lower stops.**
- **If it is necessary to raise the boom to its maximum highest position, once maximum position is reached, stop pumping the handle immediately or damage may be caused to the hydraulic pump.**

The hydraulic unit can be rotated to allow the handle to be used from either side of the lift. To lower the boom, open the release valve by turning anticlockwise. The release valve is progressive, i.e. the more it is opened, the faster the descent. The valve is restricted so even when fully open the descent is controlled. If the release valve is partially opened (a quarter turn) a very slow speed of descent will allow the carer to work "hands free" while assisting or comforting the patient.

### CAUTION

**REMEMBER to close the release valve before commencing lifting operations. The release valve only requires gentle pressure to open or close. DO NOT apply excessive force to the release valve, either to close or to open. It is not necessary and will only damage the valve.**

3. Release the seat latch and raise the boom slowly by pumping the hydraulic unit handle. This will lift the seat away from the chassis.
4. When the seat is clear of the chassis, stop pumping and swing the boom and seat over the water.

### WARNING

**It is recommended a second competent/trained carer is positioned in the water immediately adjacent to the patient.**

5. Lower the seat into the water by turning the hydraulic unit release valve anticlockwise.
6. To raise the seat, rotate the release valve until closed (finger tight only) and then pump the hydraulic unit handle.
7. Swing the boom back from the water, position the seat over the Ranger chassis and lower the seat until the chair is reconnected.
8. Release the latch from the chair support arm. The Ranger seat can now be wheeled away.
9. Slings: The selected sling is attached to the spreader bar hooks. Each sling is supplied with instructions which should be followed carefully. The operation of the hoist is the same for the chair and sling options. Examples from the Oxford range of slings suitable for use with this device are Quickfit, Fullback, Quickfit Deluxe and Long Seat range.

## 10. Daily Check List and Maintenance Schedule

All Oxford products are designed for minimum maintenance, however a number of safety checks and procedures are required. A schedule of DAILY tasks are detailed below.

Daily checks and a bi-annual inspection and annual service and test will ensure a lift is kept in optimum safe working condition. A list of spare parts is available upon request.

**The LOAD TEST and CERTIFICATION should only be carried out by qualified personnel or an authorised service dealer.**

### Daily Checklist

#### **WARNING**

**The patient MUST be removed from the Oxford Dipper prior to commencing maintenance routine.**

**The following procedures must be performed before each use:**

- ENSURE the Oxford Dipper is within its valid 6 month period in accordance with LOLER requirements. Typically this is confirmed by a dated decal affixed to the hoist.
- EXAMINE the framework to ensure no signs of deformation, corrosion or rusting, particularly at the base of the mast.
- MAKE sure the mast is fully located in the floor socket and is free to rotate.
- MAKE sure the spreader bar (if fitted) is free to rotate.
- CHECK the spreader bar or chair support tube is firmly attached to the boom and the safety latch holding the spreader bar or chair support tube to the boom is engaged and working correctly.
- EXAMINE the sling hooks on the spreader bar and side suspenders for excessive wear. If in doubt - **DO NOT USE**.
- If a spreader bar is fitted, ensure sling retaining discs are in place and function as intended.
- CHECK the safety latch which connects the chair to the chair support tube. Make sure the chair is fully engaged and the latch prevents accidental disengagement.
- OPERATE the hydraulic unit to confirm the boom raises and lowers satisfactorily.
- CHECK the Ranger chair for correct engagement of the seat to the chassis.
- CHECK for hydraulic fluid leakage. Any leakage should be reported to a service engineer immediately and **the lift should not be used until it has been inspected/repaired**.
- EXAMINE slings for fraying or other damage. DO NOT use any sling if damaged or if the sling shows signs of wear.
- EXAMINE all fixings and fasteners and ensure they are secure prior to use.

### Daily Cleaning Schedule

Clean with ordinary soap and clean water and/or any hard surface disinfectant. Harsh chemical cleaners or abrasives should be avoided as these may damage the surface finish of the lift.

## 11. Maintenance, Inspection and Test

Joerns Healthcare recommend a thorough inspection and maximum safe working load test of the Oxford Dipper and lifting accessories, slings etc. is carried out every six months. The examination and test should be conducted according to the recommendations and procedures below. Joerns Healthcare recommend maintenance, inspection and certified testing is carried out by authorised service dealers only.

**NOTE: These recommendations are in compliance with the requirements of 1998 No 2307 Health and Safety: The Lifting Operations and Lifting Equipment Regulations 1998.**

This is a UK regulation. Outside the UK please check your local requirements.

- **SPREADER BAR:** Check the spreader bar for freedom of rotation. Check for firm attachment to the boom and the operation of the safety latch. Inspect for excessive wear on the sling hooks and any side suspenders used in conjunction with the spreader bar. Check the sling retaining disks are fitted and function as intended. Lubricate the central pivot with a light mineral based grease or food grade spray lubricant.
- **BOOM:** Check for secure attachment of the boom to the mast. Make sure the mast clamp screw can be fully tightened and prevents disconnection of the boom from the mast. Check the boom raising and lowering is smooth and unhindered. Lubricate all pivot points as necessary with a light mineral based grease. Check for full engagement of the boom ram pin with the hydraulic ram top. Make sure the boom ram pin is free to pivot on the mounting brackets. Lubricate if necessary with a light mineral based grease.
- **CHAIR SUPPORT TUBE:** Confirm the chair support tube is free to rotate but can be prevented from rotating by tightening the support tube clamp screw. Confirm correct operation of the safety latch securing the tube to the boom. Lubricate pivots as necessary using a light mineral based grease. Check the function of the chair retaining latch and ensure the latch pivot is free and lubricated.
- **CASTORS:** Check all castors for firm attachment to the chair legs. Check for free rotation of the castor and the wheels. Remove any build up of threads, hair or fluff. Lubricate if necessary with a light mineral based grease or food grade spray lubricant. Check correct operation of the brakes.
- **HYDRAULIC UNIT:** The hydraulic unit should require no maintenance other than checking for correct operation in both directions and leakage of hydraulic fluid. Additionally, check the ram for trapped air/sponginess.
- **MAST:** Examine the mast, particularly at the base, for corrosion or rusting. Check the mast rotates freely in the floor socket. Lubricate with a light mineral based grease as necessary. Check the mounting of the hydraulic unit to the mast. Make sure the hydraulic unit pivots freely. Lubricate if necessary using a light mineral based grease. **Following the 6 monthly load test conducted at maximum safe working load, examine the mast for deformation, particularly at the base.**
- **GENERAL:** Check all nuts and bolts for tightness. Tighten if necessary.
- **LOAD TEST:** The maximum safe working load test should be carried out at each and every 6 monthly inspection in accordance with the manufacturers test procedures. It is strongly recommended the testing is carried out by an authorised service dealer.
- **CERTIFICATION:** An authorised service dealer will issue a test certificate after satisfactory completion of the load test. This certificate will be valid for six months.



## 12. Technical Specifications

|                        |        |
|------------------------|--------|
| Safe Working Load..... | 140kgs |
| Boom Length.....       | 1498mm |

### “A” & “B” SOCKET:

|                                     |        |
|-------------------------------------|--------|
| Height (Boom Lowered).....          | 1422mm |
| Height (Boom Full Elevation).....   | 2108mm |
| Base of Seat Above Floor Level..... | 889mm  |
| Base of Seat Above Floor Level..... | 914mm  |

### “C” SOCKET:

|                                     |        |
|-------------------------------------|--------|
| Height (Boom Lowered).....          | 1572mm |
| Height (Boom Full Elevation).....   | 2258mm |
| Base of Seat Above Floor Level..... | 1033mm |
| Base of Seat Below Floor Level..... | 764mm  |

### WEIGHTS:

|                            |         |
|----------------------------|---------|
| Mast Assembly.....         | 15.4kgs |
| Boom Assembly.....         | 10.4kgs |
| Chair Support Tube.....    | 3.6kgs  |
| Ranger Seat.....           | 4.5kgs  |
| Ranger Chassis.....        | 8.7kgs  |
| Spreader Bar Assembly..... | 1.7kgs  |

### MATERIALS:

Stainless Steel  
Electrophoretic (E-coat) and Plastic Coated Steel

## 13. Slings For Use with the Oxford Dipper Lift

Joerns Healthcare range of Polyester net slings can be used with the Oxford Dipper Lift.

The Oxford Dipper fitted with spreader bar option is suitable for patients in the SITTING, SITTING/RECUMBENT and RECUMBENT positions.

The core slings suitable for these lifts are listed as follows:

- Oxford Quickfit
- Oxford Quickfit Deluxe
- Oxford Access
- Oxford Full Back
- Oxford Long Seat
- Oxford Silkfit

When selecting a sling from the Oxford range, be sure to assess the suitability of the type of sling for the patient to be lifted by conducting a thorough risk assessment prior to lifting.

Special requirement slings can be made to customers own specification, consult your dealer for details.

**NOTE:** For detailed fitting instructions, please refer to the user guide supplied with each sling.

### **WARNING**

- **Joerns Healthcare recommends that slings be checked regularly and particularly before each use for signs of fraying or damage. DO NOT use slings that are worn or damaged.**
- **OXFORD RECOMMENDS THE USE OF GENUINE OXFORD PARTS. Oxford sling and lift products are designed to be compatible with one another. For country specific guidance on sling use and compatibility, please refer to the sling label or contact your local market distributor or Joerns Healthcare.**
- **Refer to maximum weight capacity of the lift. Sling capacity is limited by the maximum capacity of the lift.**

**NOTE:** For further guidance on sling selection, please visit [www.joerns.co.uk](http://www.joerns.co.uk)

## 14. Warranty

Joerns Healthcare has an established network of authorised distributors and service agents who will be pleased to handle all of your purchasing, warranty, repair and maintenance enquiries. It is recommended that our products are commissioned by your authorised distributor or service agent.

The distributor or service agent operates the warranty programme, so it is important to keep a record of their name, address and telephone number so they can be contacted should any problem arise. If you are in any doubt as to where your lift was purchased, Joerns Healthcare can trace the supplier if you quote the serial number of the lift.

All warranty claims are subject to the correct use and maintenance in accordance with the user instruction manual provided with each lift. Damage caused by use in unsuitable environmental conditions or failure to maintain the product in accordance with user and service instructions is not covered. Your statutory rights remain unaffected.

**REMEMBER:** Contact your authorised distributor or service agent for purchases, repairs, servicing and certified maintenance.

Your distributor:

