



tollos®

EQUIPPED FOR LIFE



Titan-X® User Manual

1000 lb. High Capacity Patient Lifter

Table of Contents

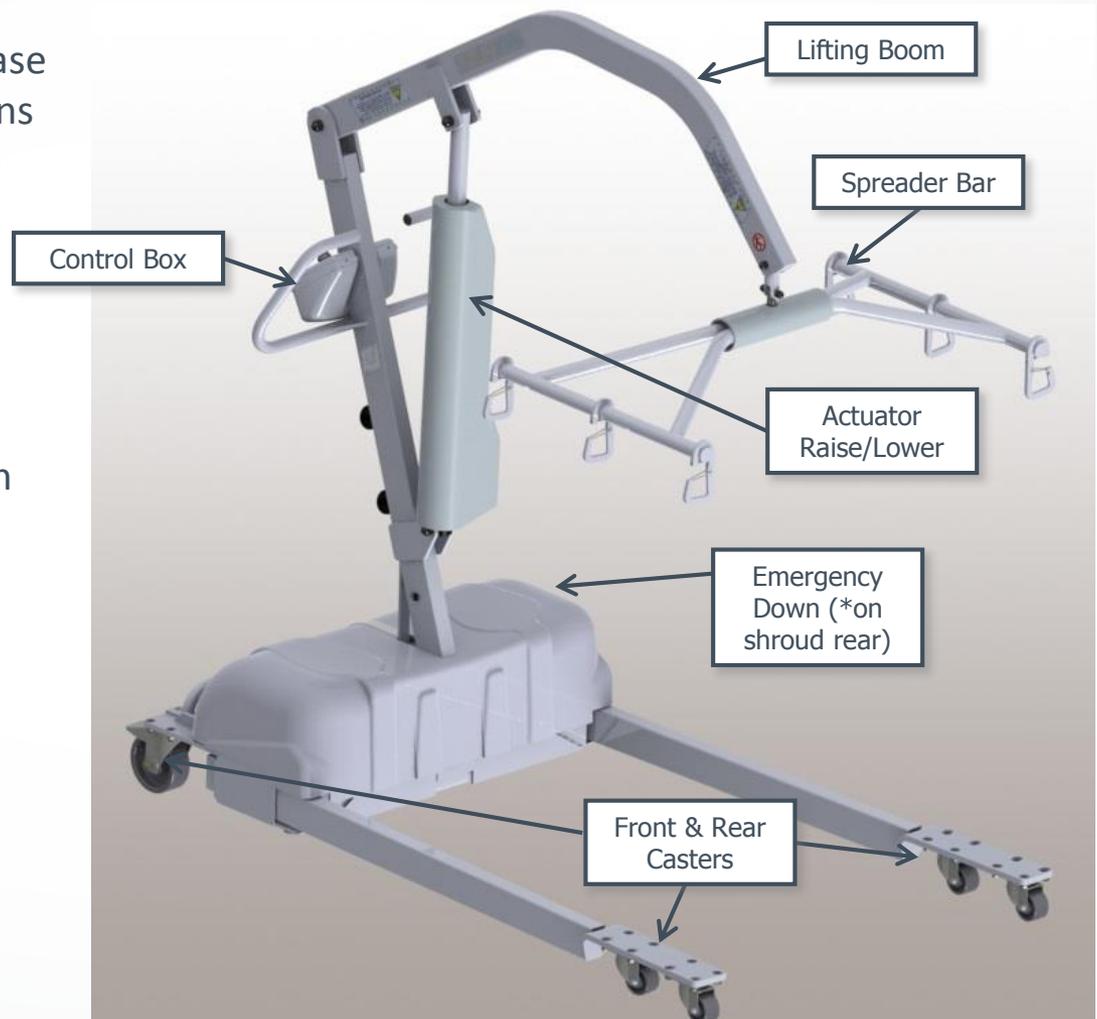
Getting Familiar with the Titan-X®	3
Safety Information.....	4
Operator Skills & Training.....	5
Operating the Titan-X®	6
Using the Titan-X®	7
External Scale Operation.....	9
Raising the Patient.....	10
Mobile Lift Leg Positioning.....	11
Transporting the Patient / Using Brakes.....	12
Lowering the Patient.....	13
Charging the Battery.....	14
Slings and Accessories.....	15
Cleaning the Titan-X®	16
Maintaining the Titan-X®	17
Actuator Information.....	18
Safety & Maintenance Checklist.....	22
Warranty Information.....	28
Troubleshooting.....	30
Summary of Key Usage.....	31
Repair Parts & Service.....	
32	

Getting Familiar with the Titan-X®

The Titan-X® has been designed with ease of use in mind. The following instructions will allow any caregiver to perform safe and easy patient transfers.

Please note the Titan X® is a device for lifting a patient. The lift is intended for professional use by at least two trained operators. Help may be necessary when using the lift with bariatric patients.

The weight capacity of the Titan-X® is 1000 lbs.



Safety Information



DANGER

Electric shock can cause death or serious injury. Charge the lift batteries only as described in this manual.



WARNING

Improper use of the lift can cause injury. Use the lift only for the purpose described in this manual.

Untrained operators can cause injury or be injured. Permit only trained personnel to operate the lift.

Improper operation can cause injury. Operate the lift only as described in this manual.



WARNING

Helpers can cause injury or be injured. Maintain control of the lift, operate the controls, and direct any helpers.

Improper maintenance including without limitation improper actuator inspection and replacement can cause serious injury. Poor lift condition can cause serious injury. Maintain the lift only as described in this manual. Poor lift condition can cause serious injury. Maintain the lift only as described in this manual.

Improper parts and service can cause injury. Use only Tollos® Medical parts and Tollos® Medical approved items on the lift.



WARNING

Do not exceed weight capacity of lift or spreader bar.



WARNING

Visibly inspect sling prior to each use to ensure sling is the correct type, size and design to handle lifting; the sling is not damaged, torn worn, discolored or past its useful life (i.e. single patient for a disposable sling); that the sling's straps are correctly attached to the spreader bar; and that the sling is tested with patient/ resident in it at a few inches over bed or chair prior to actual transferring to proper operation. At same time, visibly inspect spreader bar to ensure all bolts are tight.

Never leave a patient unattended in a lift.



WARNING

An actuator failure may cause serious injury. Comply with actuator service inspections requirements.

Operator Skills & Training

- ✓ Operators need a working knowledge of patient handling procedures.
- ✓ Operators need the ability to assist the patient.
- ✓ Follow the training program designed by your training officer.
- ✓ Read the Titan-X® User Manual.
- ✓ Practice with the lift before using it in regular service.
- ✓ Test each trainee's understanding of the lift.
- ✓ Keep training records. For convenience, one is located in the User Manual.
- ✓ **Read the Sling Guide which is separate from this manual. Most accidents occur from wrong sling size or type. Make certain you understand how to select, attach, inspect and test slings.**



Operating the Titan-X[®]

Before Placing the Lift in Service:

- Require all personnel who will work with the lift to read the Users' Manual.
- Assign appropriate personnel to confirm that the lift operates properly.

General Guidelines for Use:

- Using the lift requires a minimum of one trained operator. Additional help may be necessary for some procedures, policies or circumstances.
- Follow standard patient procedures when operating the lift.
- Stay with the patient at all times. (The term "Patient" is used interchangeably with "Resident").

On/Off & Emergency Stop Switch

This switch is the large red button located on the battery shroud. To turn power on, rotate the button in the direction of the arrows on the top (clockwise) ¼ turn. This will allow the button to pop upward. Simply press button down to shut power off. This switch is also used in the event of an emergency. The lift can be stopped immediately by pressing the button.

Do not exceed weight capacity of this lift model.



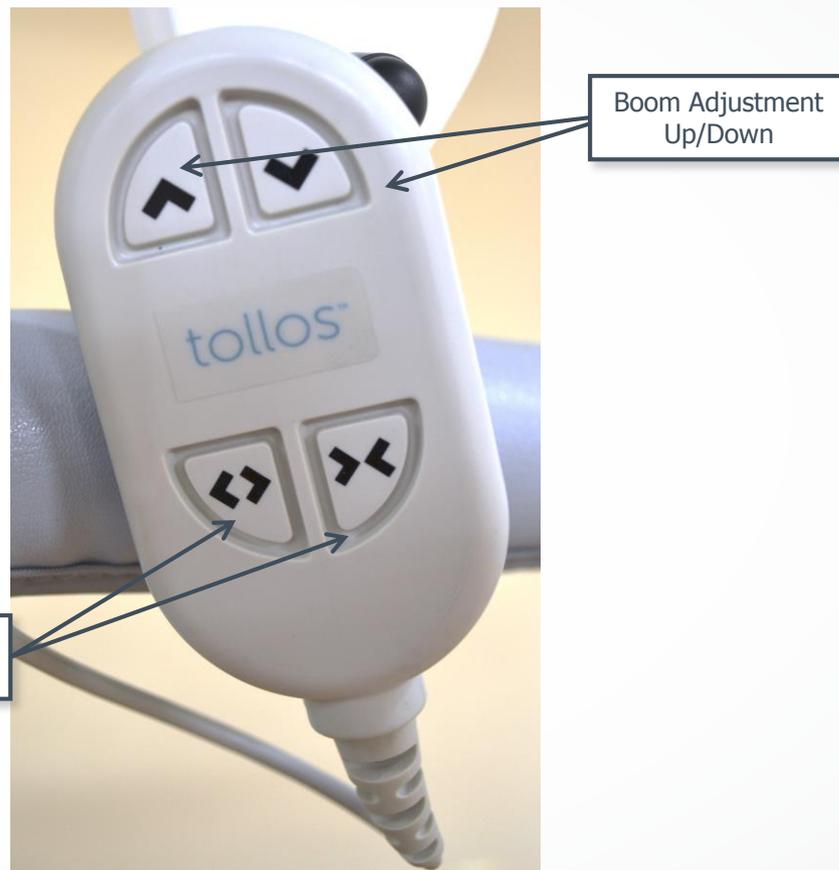
Using the Titan-X[®]

Hand pendent lift controls:

The hand held pendent is a secondary set of controls for the boom and base. To operate the hand pendent, press the upper left button to raise the boom and the upper right button to lower the boom.

To widen the lift base, press the lower left pendent button. To close the base, press the lower right hand pendent button.

Base widening is helpful to fit around chairs and provides additional stability.



Using the Emergency Lowering Feature

In the event the actuator will not retract and the resident is suspended, raise a bed or chair high enough to safely support the patient to allow you to detach the sling. If this is impossible, then position the patient over a bed or chair and GENTLY pull on the emergency down chain until the actuator starts to retract. Release the chain when the patient is supported enough to safely detach the sling.

It will be helpful to raise the bed or chair to the highest position, reducing the amount of travel time needed by the emergency lowering feature.

Occasionally, there will not be enough weight on the actuator (patient may be very light) and some additional downward pressure may need to be applied to the boom.



External Scale Operation*

*if equipped



1. Fit the sling to the spreader bar and then press the **ON/ZERO** button to start or zero the scale.
2. Place the patient in the sling and lift them.
3. When weighing is complete, lower the patient.

NOTE

- To change the mode from lbs. to kg or kg to lbs. press the **LB/KG** button (it will read “conv”) and hold until the display flashes. Release the button.
- If the display flashes with a weight, this indicates that a negative weight is being registered.
- Display turns off after one minute of inactivity.
- Press the **RECALL** button to display the last weight taken (over 50 lbs./22.6 kg).
- Scale capacity is 600 lbs./272 kg.

Raising the Patient

Turn the ON/OFF switch to the “ON” position (large red button “up”). Using either the hand controller or the override button located on the control panel, depress the “down” button until the boom of the lift is in the lowest possible position. If the patient is being lifted to/from a wheelchair or transferred to/from a chair or bed, **be sure brakes on the chair or bed are locked.**

READ SEPARATE SLING USER GUIDE FOR INFORMATION ON SELECTING, ATTACHING AND USING LIFT WITH SLINGS.

- Decide what position the patient should be in when lifted.
- To lift the patient in a seated position, use a closer set of loops at the shoulder and the farther set of loops at the legs. This places the patient’s head higher than their legs.
- To lift in a reclined position, use a farther set of loops at the shoulder and a closer set of loops at the legs. This will allow the patient’s head to be level with their legs.
- Attach the back loops to the hanger by slipping the right back loop over the right back hook and the left back loop over the left back hook.

NOTE: Lift patient 1-2 inches over bed or chair, stop and then check that all straps are secure, the sling is holding patient before further lifting. WRONG SLING SIZE CAN ALLOW PATIENT TO FALL OUT—READ SLING USER GUIDE.

Mobile Lift Leg Positioning



WARNING: FAILURE TO ADHERE TO THE FOLLOWING PRECAUTIONS ON MOBILE LIFT LEG POSITIONING CAN RISK SERIOUS INJURY TO BOTH PATIENTS AND MEDICAL STAFF



Legs SHOULD be opened at the following times:

- To allow access around chairs, toilets or other impediments.
- To increase stability particularly with heavier patients.
- So it is recommended to have legs open when lifting or lowering if possible though not required except as set forth below

Legs MUST be opened at the following times:

- For use as a walking harness
- For patients who are active or swing around in the lift.

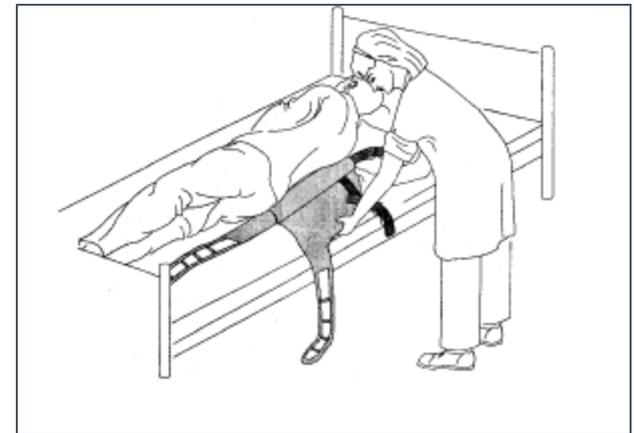
Transporting the Patient

1. Roll the lift on a smooth, unobstructed surface when transporting a resident. (Larger wheel castors are easier to push but harder to fit under low beds.)
2. Have an attendant steady the patient during transport.
3. Move the lift by grasping the push handles and pushing in the desired direction.
4. **Do not move lift by pushing or pulling boom or spreader bar.**
5. It is sometimes best to allow the patient's feet to rest on the base, if possible, for added feeling of security during transporting.
6. Slings are supplied with side handles to aid in stabilizing during transporting.

Lowering the Patient

Lowering the patient to a bed:

1. Roll the legs under the bed, and position the lift over the bed. **Ensure bed wheels are locked.**
2. Raise the bed rail on opposite side of bed, if applicable.
3. Lower the patient slowly to the bed. Once the patient is fully supported by the bed and the sling loops become slack enough to be unhooked, disconnect the sling from the lift.
4. Log roll the patient away from you. Roll the exposed half of the sling in half.
5. Lay the patient flat again, then roll them toward you and remove the sling.
6. Lay the patient flat again. Raise the bed rail on your side of bed, if applicable.
7. **THIS IS SUMMARY USAGE—READ SLING USER GUIDE FOR MORE COMPLETE INFORMATION ON SELECTING, ATTACHING, INSPECTING AND USING SLING.**



Charging the Battery

The lift operates on two 12V sealed lead acid gel cell batteries which need to be charged regularly. It is recommended that the lift be charged whenever it is not in use or if the battery level LED is red.

Use only the supplied charger to charge the lift batteries.

A built-in regulator ensures that the batteries cannot be over-charged. The following steps outline the proper procedure for charging the lift.

Important!!
Fully discharging the lift batteries reduces battery life

Charging Procedure

1. Choose suitable safe location.
2. Lock rear casters.
3. Extend the AC power cord and plug into 110V AC power outlet.
4. Ensure battery level indicator green lights are flashing sequentially.
5. Charge the lift for at least two hours before returning it to service.
6. Batteries are fully charged when all three green lights remains lit.
7. Once charging is complete, unplug the AC cord from the wall receptacle.
8. Relocate the AC cord to its storage area on the lifts.
9. Unlock casters.
10. You are ready to go!

Slings and Accessories

Before each sling use, check every sling for rips, tears, loose threads, discoloration and date of use. If any problems are visible or the sling has been in service more than two years (or more than one patient for disposable slings), stop using immediately. In addition, ensure slings are sized appropriately and attached correctly to the patient and lift. Failure to follow these instructions could result in serious injury. **READ SEPARATE SLING USER GUIDE FOR COMPLETE INSTRUCTIONS ON ATTACHING, INSPECTING, CLEANING, SIZING AND USING SLINGS**

Tollos® offers a full line of accessories approved for use with the lift. Please refer to www.tollos.com for our full line of slings available. Always follow the instructions packed with accessories. Be aware of any special considerations (maximum load limits, etc.) when using accessories.



The Combi Sling

The most commonly used sling, the Combi Sling is designed to perform bed, chair, and floor lifts. It provides head support and features padded leg loops.



The Hygiene Sling

Used primarily for toileting and peri-care, the Hygiene Sling is designed to allow easy access to the perineal area. The sling supports the patient with an integrated chest harness. Patient's clothing may be adjusted for toileting while the resident is in the sling.

Cleaning the Titan-X®

Disinfecting the Lift:

Wipe all surfaces of the lift with standard hard surface disinfectant. Follow the disinfectant manufacturer's directions. Tollos® recommends inspecting the lift for obvious damage as it is disinfected.

Cleaning the Lift:

Clean all surfaces of the lift with a damp, soft cloth and a mild detergent. Use a stiff-bristled brush if necessary. Dry the lift with a towel.



Maintaining the Titan-X®

The lift requires regular maintenance. Set up and follow a maintenance schedule. The following chart represents minimum maintenance.

	Each Use	As Needed	Each Month
Disinfecting	●		
Cleaning		●	
Inspecting		●	●

Disinfecting the Lift

Wipe all surfaces of the lift with disinfectant. Follow disinfectant manufacturer's directions. Tollos® recommends inspecting the lift for obvious damage as you disinfect it.

Cleaning the Lift

Remove the sling and follow the attached cleaning instructions.

Clean all surfaces of the lift with a damp, soft cloth and a mild detergent. Use a stiff-bristled brush if necessary. Wipe the lift using a damp cloth. Dry the lift with a towel.

Inspecting the Lift and Sling

Have your service technician use the lift checklist monthly and annually.

Visually inspect sling before each use to ensure the sling is in good condition with no cuts or frayed edges. Ensure proper size sling is used.

Make sure that all screws, nuts, bolts and pins are present and securely in place.

Follow all actuator inspections monthly and annually. Test with normal load to replicate actual usage conditions.



WARNING

ACTUATOR FAILURE may cause serious injury. Comply with actuator inspections requirements. SLING FAILURE OR WRONG SLING SIZE may cause serious injury. Inspect sling before each use.

Important Actuator Information

It is important that regular service and maintenance checks are performed on the patient lifts and the actuators to avoid the risk of accidents and personal injury from occurring and that the actuators and control systems are replaced before they wear out or malfunction.

Tollos® recommends that actuators used in patient lifts are subjected to a full service inspection by a tollos authorized technician when it has run 10,000 lift cycles or after a period of three years operation depending on the design and usage. The actuator should be visually checked daily and quarterly and inspected annually per the inspection items in the attached checklist, and without limiting that, to ensure there is no excess play, noise, vibration or bending and all bolts are secure. **If the actuator were used for 10,000 lift cycles at full load (which is unusual), it should be replaced.**

ISO, Tollos and the actuator manufacture (Linak) all test actuator at maximum load which is significantly in excess of most actual lifting needs. Therefore, the useful life of the actuator, assuming the facility has mostly 300 lb. residents versus 600 lb. residents and/or it is just lifting high enough to clear the bed and not raise more than 12-18", will be much longer than 10,000 cycles assuming no abuse, proper maintenance, not full load and not full span lifting.

Maintenance for Actuator

Valid for all LINAK products.

The LINAK products must be cleaned at regular intervals to remove dust and dirt and inspected for mechanical damage, wear and breaks. The LINAK products are closed units and require no internal maintenance. Only type IP66 is waterproof and type IP66W tolerates being washed in tunnels. The LINAK products must be Ip66 washable when cleaning in wash tunnels. Make sure that the plugs are correctly fitted with O-rings before washing.

O-rings: When individual parts are replaced in a LINAK IP66 or IP66 washable system, the O-rings on all parts, may be replaced at the same time. On control boxes with a replaceable mains fuse, the O-ring in the fuse cover must be replaced every time the cover has been removed. The O-rings must be greased in water free Vaseline when replacing them. Make sure that the counterpart - the socket - is clean and undamaged.

Valid for all LINAK actuators and lifting columns.

Actuator/lifting columns must be inspected at attachment points, wires, piston rod, cabinet, and plugs, as well as checking that the actuator/lifting columns function properly. To ensure that the pre-greased inner tube remain lubricated the actuator must only be washed down when the piston rod is fully retracted.

Table for Actuator Life

Continue with normal use

Consider replacing actuator

The actuator ought to be replaced

Number of lifts a day	The age of the actuator measured in years									
	1	2	3	4	5	6	7	8	9	10
1	365	730	1,095	1,460	1,825	2,190	2,555	2,920	3,285	3,650
2	730	1,460	2,190	2,920	3,650	4,380	5,110	5,840	6,570	7,300
3	1,095	2,190	3,285	4,380	5,475	6,570	7,665	8,760	9,855	10,950
4	1,460	2,920	4,380	5,840	7,300	8,760	10,220	11,680	13,140	14,600
5	1,825	3,650	5,475	7,300	9,125	10,950	12,775	14,600	16,425	18,250
6	2,190	4,380	6,570	8,760	10,950	13,140	15,330	17,520	19,710	21,900
7	2,555	5,110	7,665	10,220	12,775	15,330	17,885	20,440	22,995	25,550
8	2,920	5,840	8,760	11,680	14,600	17,520	20,440	23,360	26,280	29,200
9	3,285	6,570	9,855	13,140	16,425	19,710	22,995	26,280	29,565	32,850
10	3,650	7,300	10,950	14,600	18,250	21,900	25,550	29,200	32,850	36,500
11	4,015	8,030	12,045	16,060	20,075	24,090	28,105	32,120	36,135	40,150
12	4,380	8,760	13,140	17,520	21,900	26,280	30,660	35,040	39,420	43,800
13	4,745	9,490	14,235	18,980	23,725	28,470	33,215	37,960	42,705	47,450
14	5,110	10,220	15,330	20,440	25,550	30,660	35,770	40,880	45,990	51,100
15	5,475	10,950	16,425	21,900	27,375	32,850	38,325	43,800	49,275	54,750
16	5,840	11,680	17,520	23,360	29,200	35,040	40,880	46,720	52,560	58,400
17	6,205	12,410	18,615	24,820	31,025	37,230	43,435	49,640	55,845	62,050
18	6,570	13,140	19,710	26,280	32,850	39,420	45,990	52,560	59,130	65,700
19	6,935	13,870	20,805	27,740	34,675	41,610	48,545	55,480	62,415	69,350
20	7,300	14,600	21,900	29,200	36,500	43,800	51,100	58,400	65,700	73,000
21	7,665	15,330	22,995	30,660	38,325	45,990	53,655	61,320	68,985	76,650
22	8,030	16,060	24,090	32,120	40,150	48,180	56,210	64,240	72,270	80,300
23	8,395	16,790	25,185	33,580	41,975	50,370	58,765	67,160	75,555	83,950
24	8,760	17,520	26,280	35,040	43,800	52,560	61,320	70,080	78,840	87,600
25	9,125	18,250	27,375	36,500	45,625	54,750	63,875	73,000	82,125	91,250
26	9,490	18,980	28,470	37,960	47,450	56,940	66,430	75,920	85,410	94,900
27	9,855	19,710	29,565	39,420	49,275	59,130	68,985	78,840	88,695	98,550
28	10,220	20,440	30,660	40,880	51,100	61,320	71,540	81,760	91,980	102,200
29	10,585	21,170	31,755	42,340	52,925	63,510	74,095	84,680	95,265	105,850

October 7, 2004



LINAK U.S. Inc
North American Headquarters

SUBJECT: SERVICE, MAINTENANCE & LIFETIME OF ACTUATORS ON PATIENT LIFTS

For more than 20 years LINAK has produced actuator systems for a wide range of applications.

More recently, LINAK has learned of a few cases in which accidents involving patient lifts occurred as a result of using an actuator not being in compliance with the relevant standard and LINAK's specifications. Consequently, LINAK feels compelled to stress the importance of actuators in patient lifts not being subject to heavier lifts and/or a greater number of lifts than warranted by the standard.

The actuators specially designed for use in patient lifts comply with the patient lift Standards (norm) EN10535. This Standard requires the actuator to satisfy 10,000 full stroke cycles under varying load conditions. Under normal conditions, the actuator can be used for a minimum of 10,000 full stroke cycles provided it is used in accordance with LINAK's specifications. These specifications can be found on the actuator label or if they are not there anymore, please consult the relevant data sheet on www.linak.com. Obviously the number of cycles and loads the actuators are subject to depends on the design of the actual patient lift and the circumstances under which it is used, for example it may be used for heavy institutional lifting or for relatively low duty cycle lifting in a home.

For the purpose of ensuring that the use of the actuator complies with the relevant standard EN10535 and LINAK's specifications, LINAK wishes to point out the importance of regular service and maintenance checks on the actuators. LINAK is not in any way liable for damage as a result of any use of the actuator not warranted by the relevant standard and LINAK's specifications. By the way it is expected that the next revision of the EN10535 Standard (norm) will include statutory service maintenance requirements for patient lifts like we see on other types of lifting equipment.

It is important that regular service and maintenance checks are performed on the patient lifts and the actuators to avoid the risk of accidents and personal injury from occurring and that the actuators and control systems are replaced before they wear out or malfunction. This must be done in order to protect LINAK and our customers good reputation and market position, and bear in mind that service business can be a profitable business.

LINAK recommends that actuators used in patient lifts are either replaced or subjected to a full service inspection at a LINAK approved centre when it has run 10,000 lift cycles or after a period of so many years operation depending on the design and usage. The actuator should be checked within a period of maximum 3 years of operation or more often if used with a high frequency in an institutional environment. We have enclosed a check list that you can use as a guide when assessing your service needs based on your construction and tests. LINAK is able to assist you with developing service maintenance schedules, check lists and basic training of staff.

Should you have any questions to the above, please do not hesitate to call me.

Yours sincerely
LINAK U.S. Inc.
Chris Sprigler
Market Manager

Encl.: A example service checklist

Safety & Maintenance Checklist

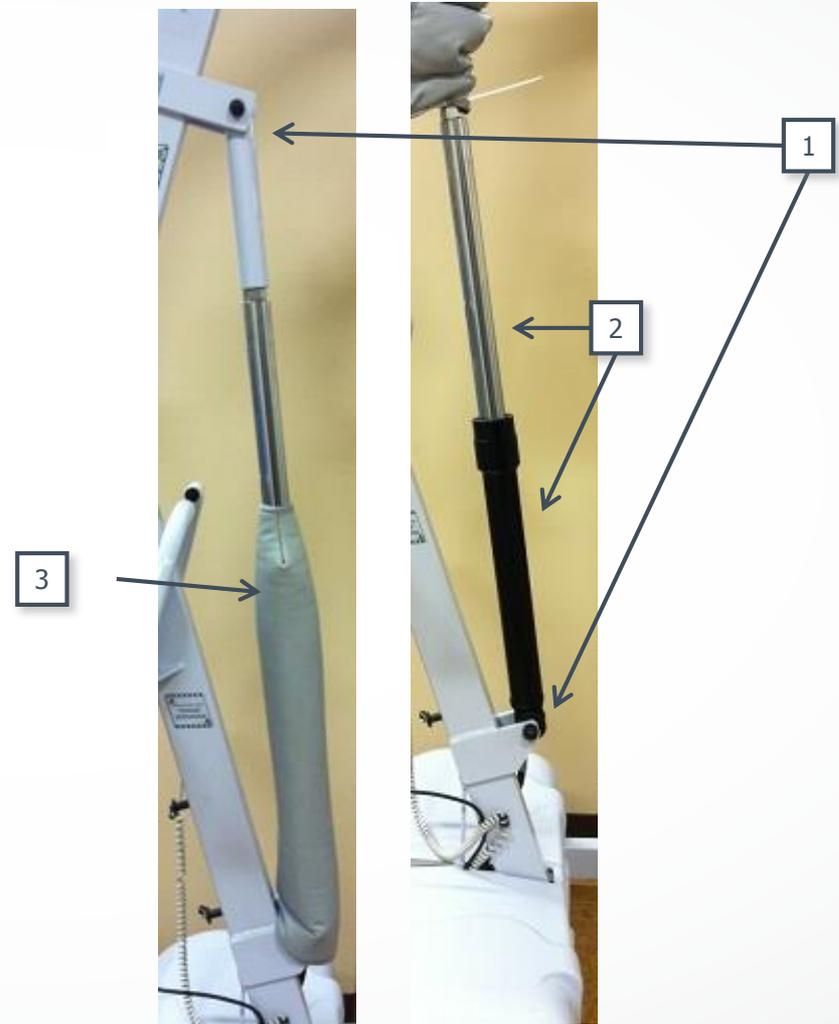
Inspect all Pivot joints to ensure they are tight

1. Boom/mast pivot joint.
2. Lifting Actuator top bolt.
3. Lifting Actuator bottom bolt.
4. Leg / base pivot joint

Safety & Maintenance Checklist

Inspect Lifting Actuator

1. Inspect actuator mounting points for cracks or defects.
2. Inspect actuator inner and outer tube for any damage.
3. Inspect actuator cover for any tearing.
4. Inspect actuator for excessive noise.
5. Inspect actuator for convulsive movement.
6. Does actuator guide tube sway or deflect when extended?



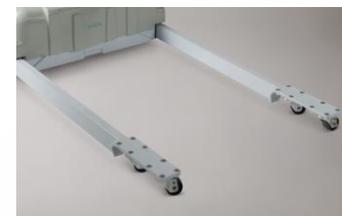
Safety & Maintenance Checklist

Test Operational Functions

1. Test scale functions (if applicable).
2. Test Emergency Stop button. All functions should stop when pressed and resume when opened.
3. Test all Hand Control functions; up/down & open/close.

Inspect Casters

1. Ensure caster hardware is tight and secure.
2. Test caster locking function.
3. Test caster maneuverability.
4. Ensure casters are free of debris and obstruction.
Casters should roll smoothly and easily.



Maintenance Record



Maintenance Record

Date	Description	By

Inspection Checklist

Component	OK - N/A	Replace - Fix	Reason - Comments
ACTUATOR			
Inspect lift actuator collar (SKF actuators only)			
Inspect actuator mounting points for cracks or defects			
Inspect actuator inner and outer tube for any damage			
Inspect actuator housing for any damage			
Inspect actuator for excessive noise			
Inspect actuator for convulsive movement			
Does actuator guide tube sway or deflect when extended			
Test lift actuator anti-entrapment			
Test lift actuator Emergency Down function			
OPERATIONS			
Test caster locking function			
Test caster maneuverability			
Inspect leg opening actuator			
Test leg open / close function			
Inspect tie rod - weld base			
Inspect foot pedal (if applicable)			
Check spreader bar condition of Delrin sleeves			
Check spreader bar retaining clips x 4			
ELECTRICAL			
Test scale (if applicable)			
Test battery output (12-13 volts each)			Voltage readings:
Test charger output (26-28 volts)			Voltage readings:
Test touch pad or panel functions			
Test hand control functions			# pins: # fns:
Inspect A/C Cord			
FASTENERS			
Inspect multi thrust pin (if applicable)			
Inspect boom/ mast pivot joint tightness			
Are all nuts and bolts tight and present?			
Check spreader bar side arm nuts (drilled & pinned)			
MISCELLANEOUS			
Grease slider block channel (adjustable lift only)			
Grease all pivot joints			
Are all components present?			
Is there any visual damage?			
Inspection sticker			

Limited Warranty

LIMITED WARRANTY ON MOBILE LIFTS:

For two (2) years, except for the battery which is warranted for ninety (90) days and hand control which are one year, Tollos® warrants its mobile lifts against defective material or workmanship (provided annual maintenance is performed as recommended).

Always follow all safety and use instructions contained in the user manuals

EXCLUSIONS:

This limited warranty applies only to the Tollos® sold and used in Canada or United States, and does not apply to equipment that has been damaged or rendered defective as a result of:

- Acts of God, accident, misuse, neglect, or abuse
- Use of parts not manufactured or sold by Tollos®
- Modification without the written permission of Tollos®
- Service by anyone other than Tollos® or a Tollos® authorized agent
- Transit, neglect, misuse, power surge or operating environment
- Excessive wear and use (over 4,000 cycles per year)
- Failure to provide regular maintenance, service or inspections
- Failure to operate in accordance with manufacturer's guidelines or any other improper operation or maintenance, or
- Any other cause not directly and primarily caused by defective material, workmanship or design.

Service performed as a result of these conditions will be subject to charges for labor, transportation and shipping, and parts. Examples of misuse include cracked hand controls, cracked shrouds, etc.

Warranty, Cont' d

SOLE WARRANTY

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THE PARTIES KNOWINGLY AND WILLINGLY WAIVE ANY RIGHT THEY HAVE UNDER APPLICABLE LAW TO A TRIAL BY JURY IN ANY DISPUTE ARISING OUT OF OR IN ANY WAY RELATED TO THESE WARRANTIES OR THE ISSUES RAISED BY THAT DISPUTE.

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Troubleshooting

Problem:

Lift does not operate

Solution:

1. Make sure the lift is not plugged in. The lift will not operate while plugged in to charge.
2. Check the On/Off button. Twist E-stop button to turn on.
3. Test hand control. If no functions; replace.
4. Charge the battery.

Problem:

Lift does not charge

Solution:

1. Check the wall outlet.
2. Ensure AC cord is plugged into the charger.
3. Check connections on battery terminals.

Problem:

Base widening inoperable (optional)

Solution:

1. Make sure the lift is charged.
2. Check actuator clevis for breaks. If broken, replace actuator.
3. Test hand control. If no functions; replace.

Summary of Key Usage

- Ensure resident/resident weight does not exceed lift capacity.
- Ensure batteries are properly charged and remain charged
- Ensure lift wheels are unlocked during lifting or lowering
- Ensure wheels of bed or wheelchair are locked during lifting or lowering
- Ensure there are no loose bolts or nuts and the actuator does not wobble, squeak, vibrate or make unusual noise.
- Ensure sling is in good condition (no rips, tears, frays and not over two years old if reusable).
- Ensure sling is the proper size and is secure while resident is only raised an inch or so over surface before further lifting.
- Ensure caregivers are trained and have read and understand the user manual and have demonstrated proper usage.
- Follow all regular maintenance and inspection on lift.

Customer Service Information

Parts & Service
(888) 363-7224

Serial Number _____



Customer service and product support are important aspects of each Tollos® product.

For assistance with the lift, contact Tollos® Customer Service.

Please have the serial number of your Tollos® product available when calling Customer Service, and include it in all written communications.

United States

Canada