

## 6. INCIDENT APPLICATION FORM

In the event of an incident that results in damage to the equipment or injury to the patient, manufacturer must be immediately reported. After filling the "Incident application form", given below, it should be provided to the manufacturer by e-mail [termamed@termamed.pl](mailto:termamed@termamed.pl) or posted. The form can be found in the user guide.

Name of institution: .....

Address: .....

Institution contact details: .....

Name and surname of person involved in the incident: .....

Contact details of the person involved in the incident, e-mail, phone number: .....

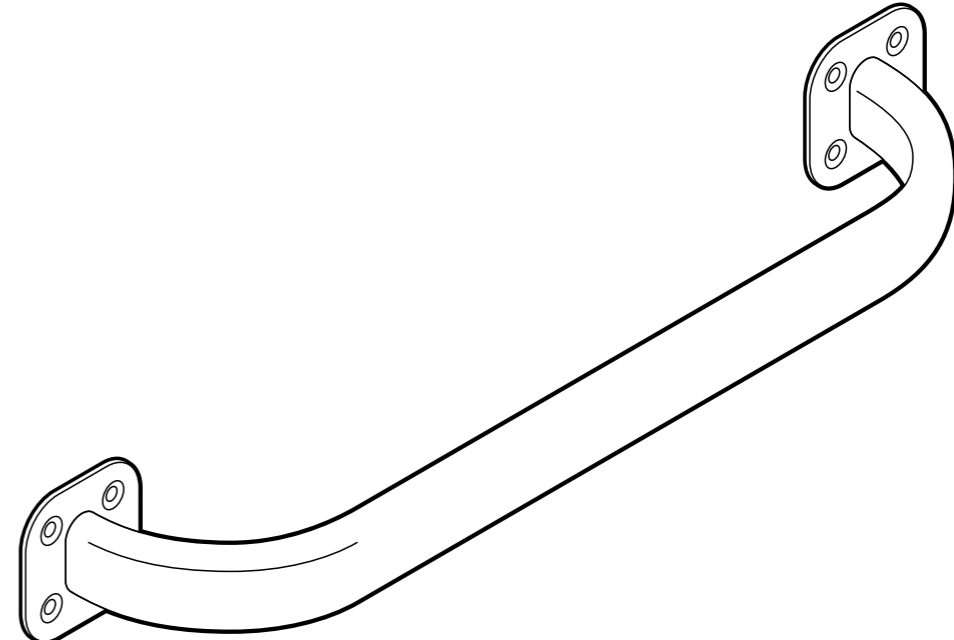
Date of the incident: .....

Date of the notification: .....

Description of the incident: .....

Consequences of the incident: .....

Additional information: .....



# SUPPORT HANDRAILS FOR PEOPLE WITH DISABILITIES:

PPX Vertical support handrail, PPX Straight support handrail, PSL Left angled support handrail, PSP Right angled support handrail, WIL Left vertical floor support handrail, WIP Left vertical floor support handrail, WOL Wall-mounted left support handrail, WOP Wall-mounted right support handrail, WWX Free standing support handrail, USX Wall-mounted support handrail, UPX Folding support handrail, UPR Wall-mounted folding support handrail with hanger, USR Wall-mounted support handrail with hanger.

## USER GUIDE

V.0.1.R6.2012



**Manufacturer:**  
**Terma Sp. z o.o.**  
80-298 Gdańsk  
Czaple 100  
email: [termamed@termamed.pl](mailto:termamed@termamed.pl)

[www.termahat.pl](http://www.termahat.pl)  
[www.termamed.pl](http://www.termamed.pl)

# 1. INTRODUCTION

Congratulations on choosing a product from the line of Support handrails for people with disabilities and wishing you satisfaction of its exploitation.

Handrails for people with disabilities manufactured by Terma Sp. z o.o. are medical devices of class I according to the MDD 93/42/EEC directive. The products are designed to compensate for the effects of motor disability.

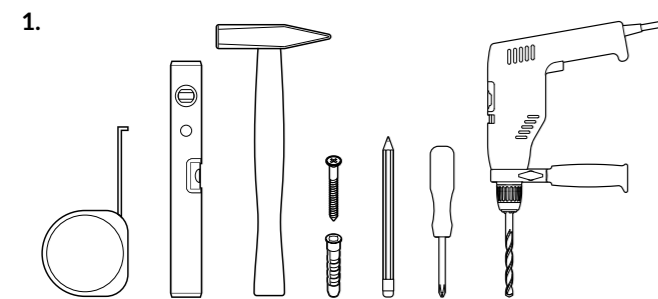
The products, thanks to their ergonomics and applied technical solutions, are dedicated to support moving and to maintain balance. The products are intended for use both at home and in healthcare facilities, public toilets and other facilities and rooms that require it.

# 2. MOUNTING

Correct mounting assures the safety of the user. Special care should be taken to ensure that the mounting operations are performed correctly, because if made wrong way, they may deteriorate the protective properties of the product.

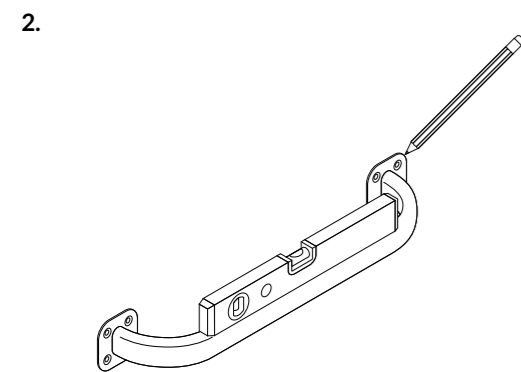
The manufacturer declares the strength of the products mounted on the attached assembly kit on the walls made of concrete blocks. In the

## Mounting instruction:



Prepare before mounting:

- An appropriate number of dowels and screws adapted to the type of wall,
- Screw driver,
- Hammer
- Pencil
- Drill
- Spirit level,
- Measure roll.



Place the element in the place of its final installation, ensuring that the fastening plates adhere tightly to the wall or floor surface, and mark the places for holes with a pencil.

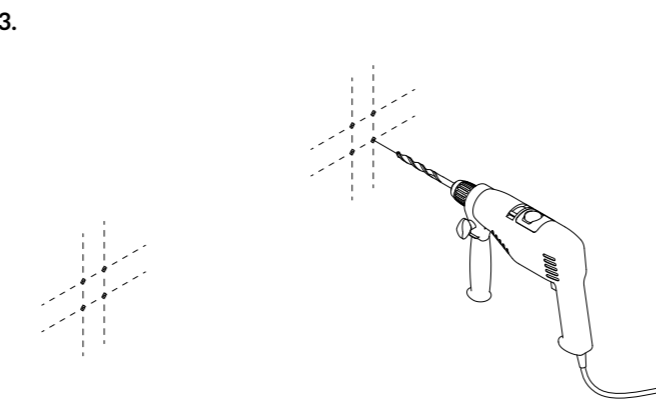
## All products from the line have:

- Resistant construction made of steel profile, oval or round section,
- Anti-corrosion coating, depending on the selected finish: powder coating technology or galvanic.

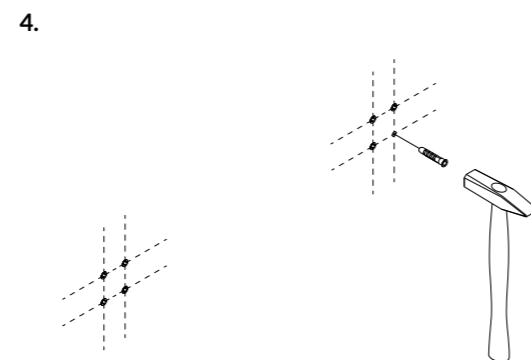
## The purchased set includes:

- The product (handrail),
- Set of mounting screws,
- User guide.

case of installation in other conditions, the installer is obliged to select a different installation kit, adequate to the specific type of wall and installation conditions. The manufacturer is not responsible for improperly performed installation of the product (for e.g. if installation kit was wrongly selected for the specific type of wall) or in a manner inconsistent with the instructions. It is forbidden to install products in the walls made of plasterboard.

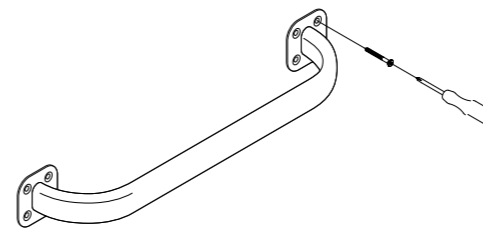


Make holes with a drill that matches the diameter of the dowel.



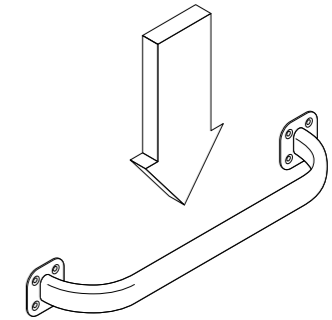
Insert the dowels into the holes in the wall.

5.



Place the product on the surface and tighten it against the wall or floor surface using the mounting screws.

6.



Before the first use, make sure that the product is firmly attached to the wall.

# 3. SAFE USE RULES

The Support handrails for people with disabilities should only be used to assist in maintaining balance and to assist in moving.

Do not use the equipment in a manner inconsistent or inconsistent with the above-mentioned. It is forbidden to sit, stand on or to exceed the permissible loads, which are:

- 120 kg in the case of a PPX, PSP, PSL support handrail
- 100 kg in the case of a WIL, WIP, WIL, WOP, WWX support handrail
- 120 kg in the case of a UPX, USX, UPR, USR handrail

In addition, do not use the Support handrails for people with disabilities as hangers for wet or damp items.

# 4. MAINTENANCE

For all products, it is forbidden to use any abrasive materials that could damage the coating. In the case of products with a chrome coating, it is forbidden to use chemicals (including, in particular, caustic agents, for cleaning toilets or containing hydrochloric acid or its derivatives). It is recommended to use cleaning agents intended for bathroom fittings. In the case of products with a varnish coating, cleaning of the of Support

handrails for people with disabilities should be performed with the use of soft, dry fabrics, or with the addition of clean water.

Alcohol-containing disinfectants for delicate surfaces are recommended for disinfecting surfaces covered with both varnish and chrome.

# 5. WARRANTY

1. The subject of the guarantee are products belonging to the line of Support handrails for people with disabilities, manufactured by Terma Sp. z o.o.

2. Upon receipt, the customer is obliged to verify the quality, completeness of the product and its compliance with the order. In the event of any defects or non-compliance, the Customer is obliged to immediately report this fact to the Seller, prior to installation and operation. In the absence of notification of defects or non-compliance of the product by the Customer within 7 working days of receipt of the product, it is assumed that the Seller has released the product without defects and thus the Customer confirms the fullness of the product received and its compliance with the order. In the event of transport damage in the delivery, the customer is obliged to write down a damage report with the courier upon delivery. The damage report is the basis for submitting claims for transport damage. In the event of a transport damage in the delivery, the customer is obliged to write a damage report with the courier upon receipt. The damage report is the basis for submitting claims for transport damage.

3. The warranty period is 3 years from the date of purchase for the product, powder coated in all colors of the RAL palette and with a chrome coating. The warranty period is counted from the date of purchase of the product by the Consumer and is 3 years, with the proviso that no longer than 4 years from the date of production.

4. The basis for warranty claims is to provide the serial number of the product located on the rating plate on the product and a scan or photo of the purchase document to the following address: [serwis@termaheat.pl](mailto:serwis@termaheat.pl). Additionally, the description of the claim should be accompanied by a photo of the product showing the claimed defect. Not showing any of the documents listed above, authorizes the Manufacturer to dismiss the warranty claim.

5. The warranty does not cover damage:

- occurring as the result from wrong assembly or operation inconsistent with the manual,
- caused by the fault of the Customer after receipt from the Seller (e.g. as a result of improper maintenance).

6. Consideration of the claim will take place within 14 calendar days from the receipt of the complete claim.

7. In the event of a recognized complaint, the Manufacturer undertakes to remove the defect. The date of repair will be agreed with the client individually. If the repair proves impossible, the Manufacturer will provide a new replacement product.