



# Megasus Trolley User Manual



Rev 05, June 2021  
Stock code 2003-0127

To comply with EN 1789, the patient body harness and leg straps **MUST** be used at all times to hold the patient on the trolley and the trolley **MUST** be secured in the vehicle with the 2-part locking device.

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## 1. Intended Use of the Megasus

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The Megasus trolley is intended for use by fully qualified, trained and competent carers, attendants, paramedics or other such medical staff as an aid to provide safe and secure transportation of patients.

The Megasus trolley's intended use is for the transportation of patients, either physically impaired, ill or with other types of injuries from ground or hospital bed level (see page 2, safe working loads) to and from an ambulance.

The Megasus Trolley can also be used to transport a bariatric patient of up to 400Kg, when in the lowest position. This is accommodated by extended cot sides and detachable pads for patient security and comfort

The Megasus has an additional feature that allows the trolley to be shortened by folding down the section of frame at the head end, with the patient in the sitting position.

The Megasus trolley is designed to provide effortless lifting and lowering making use of its self-contained hydraulic system (see page 2 for safe working load limitations).

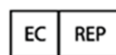
Combining different manufacturers' products into a "mixed-component" trolley/fastener system can increase the user's risk of injury and damage if not checked first for compatibility.

However, Ferno trolleys are designed to be compatible with either the Ferno range of Two-part locking devices or competitors equivalent locking devices, giving you full compatibility and interchangeability across your fleet.

### Contact Details

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## 2. Technical Data

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Product Name	Megasus Trolley
Overall Length (without headrest)	1950 mm
Folded Length (Head End Only, incl. base)	1680 mm
Overall Width (Top Frame)	570 mm
Overall Width (Sides Extended)	955 mm 760 mm (intermediate position)
Maximum Height (excluding mattress)	880 mm
Minimum Height	460 mm
Weight (Excluding Mattress, Restraints and headrest extension)	72.9 kg
Maximum Load Capacity (Elevating)	200 kg (Includes mattress, restraints & headrest)
Maximum Load Capacity (Lowest Position only)	400 kg
Construction Materials	Aluminium Tubing Aluminium Castings Plastic Injection Mouldings

### 3. Checking the trolley

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The following routine checks are recommended before the start of each shift's use of the Megasus Trolley.

1. Does the trolley have a properly installed mattress and patient restraining system? Check the mattress for damage; if any damage is found, it must be replaced.
2. Do the trolley cot sides raise, lower and lock in position properly?
3. Check that the wheels and brakes operate satisfactorily.
4. Check castings and the frame of the trolley for damage.
5. Does the trolley lower and raise satisfactorily?
6. Does the ambulance have a properly installed approved locking device?
7. Check the operation of the push/pull handles and ensure the head end handle clips in the stowed position.
8. Does the headrest extension operate correctly and lock in position?
9. Study this manual before use. Practice without a patient until totally competent in using the trolley.

Once these checks have been completed, then the trolley is ready for operational use.

<p style="text-align: center;"><b>SAFE WORKING LOAD</b> 200 kg with trolley in raised position 400 kg with trolley in lowered position (Tested in accordance with the requirements of BS EN 1789)</p>
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<p style="text-align: center;"><b>WARNING</b> DO NOT OPERATE THE HEIGHT ADJUSTMENT PEDAL WHEN THE TROLLEY IS FIXED INTO THE VEHICLE LOCK.  THIS WILL CAUSE THE TROLLEY TO JAM IN THE LOCKS AND MAY CAUSE DAMAGE.</p>
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## Important Notes

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Always ensure that two operators are with the trolley at all times. A non-laden trolley may be controlled by one operator provided it is considered safe to do so.

When rolling the trolley in the elevated position along hospital corridors or similar smooth surfaces, DO NOT use the pull handles, instead roll the trolley by firmly grasping the main frame, for added control.

Trapping hazards cannot be eliminated due to the operation of this product. EXTRA CARE to be taken whilst raising and lowering the trolley, operating leg rest features and any features with hinge assemblies.

Before driving the ambulance, make sure that the trolley is secured with the recommended locking device to prevent its movement in the patient compartment.

To make full use of the Megasus trolley and its features, a two-part 255 mm gauge track lock system, mounted towards the centre of the vehicle should be used.

REFER TO PAGES 8 & 9 IF USING PRODUCT WITH 2-PART TRACK-MOUNTED FLOOR LOCK

This product must be regularly serviced and maintained in line with the manufacturer's recommendation to ensure satisfactory operation. A preventative maintenance scheme should be contracted at time of purchase. Regular cleaning helps reduce the risk of transmitting disease and enables the equipment to function at its optimum.

### PLEASE NOTE

Always ensure the drop-down head end is in the raised position before operating the lifting mechanism on the trolley.

### PLEASE NOTE

Cot Sides are not intended to be used to either manoeuvre or lift the trolley, damage may result from this practice.

## 4. Operating Procedure

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### **WARNING**

**Always ensure that two operators are with a laden trolley at all times. Additional operators may be required when the trolley is laden to its upper limits.**

**Ensure that the following procedures are complied with:**

1. Advise the patient before making adjustments, lifting or loading the trolley.
2. Stay with the patient and control the trolley at all times.
3. Keep the patient restrained and the cot side rails up when using the trolley.
4. Use help when needed to ensure patient and operator safety.

### **Transferring a Patient onto a Trolley**

1. Lower the cot side rails (**Note that extending cotsides must be in the retracted position**).
2. Place the trolley beside the patient and open the restraints.
3. Ensure that at least one-wheel brake at each end of the trolley is applied.
4. Transfer the patient onto the trolley's central area (i.e. with extending cotsides retracted) using recognised manual handling procedures.
5. Close the restraints and secure the patient in position (see page 10).
6. If necessary, extend the cotsides to the mid or outer position and raise the cot side rails, locking them in the upright position.
7. Make adjustments as necessary.

**When transferring a patient from a bed or other apparatus (see safe working loads p.2)**

1. Raise/lower the trolley to a suitable height
2. Proceed with the transfer as aforementioned

**PLEASE NOTE: Cot sides are not intended to be used to either manoeuvre or lift the trolley; damage may result from this practice.**

## **Height Adjustment**

**Do not raise the trolley when located in the vehicle lock. The height adjustment must not be raised when the trolley is loaded above 200 kg.**

1. The height adjustment of the Megasus is achieved by a simple hydraulic pumping action.
2. The raising and lowering action are achieved by means of foot pedals, which are located on each side of the trolley. **NOTE** ensure pedals on both sides are clear before operating.
3. The foot pedal is a rocker action about an off-centre pivot, the longer pedal is for raising the trolley top and the shorter for lowering.
4. To raise the trolley, operate the long side of the foot pedal through full strokes to achieve the desired height, this operation may be better achieved with two-wheel brakes engaged.
5. To lower the trolley, depress the short pedal. Slight repositioning of the foot pedal will control the rate of lowering.
6. Using two operators, making use of both pump pedals, can ease the raising a heavily laden trolley. Practice is advised to achieve unison of action.

## **Wheeling the Trolley**

1. Transporting a patient should be done **with the side rails raised and restraints fastened**.
2. The trolley is best rolled by two attendants, one pulling and the other assisting with guidance and steering as necessary.
3. If low obstacles (such as door sills) are encountered, roll up to them squarely and lift the leading wheels over the obstacle using the corner frame grips. Repeat for the trailing wheels.
4. High obstacles such as kerbs or steps, rough terrain, etc. should be recognised as potentially hazardous to smooth rolling and trolley balance and may require physical assistance or an alternative route.
5. **Ensure that the restraints are fastened around the patient (see page 10).** Place the trolley in the lowest position possible. However, the trolley may be wheeled in an elevated position along hospital corridors or similar smooth surfaces, provided that the patient is securely strapped to the trolley and that the two attendants are in control of the patient and trolley at all times.
6. To lift the trolley top and base together the operator sited at the foot end needs to lift slightly before the head end operator. This is necessary to ensure that the lifting notches engage. Apart from the fully raised position there are two other positions at which the lifting notches engage these are at mid lift and just above fully lowered. When lifting from the fully lowered position the top and base will separate slightly prior to the notch engaging, this is a normal action. It is recommended that this process is practiced on an un-laden trolley.

## **Locking system (Manual Foot End Lock)**

1. To load the trolley, ensure that the pedal on the foot end lock is depressed, and guide the trolley into the head end floor lock. The foot end will automatically lock when the trolley is in the correct position. To remove trolley, depress pedal whilst pulling back on the trolley.
2. Ferno UK Ltd set the locking function of each trolley before leaving the factory, this function is set to a nominal setting to accommodate all two-part locking devices. To alleviate any build-up of tolerance/discrepancies during manufacture/installation and different manufacturers locking devices, each Ferno trolley has in-built adjustment to both the head-end (horizontal) and foot-end (vertical) locking spindles. Should adjustment to either of these locking spindles be required, it is important to check compatibility in several vehicles to ensure a secure locking function.

This process must **only** be carried out by an approved Service Care trained technician.

**Do not operate pump whilst the trolley is located in the locking system, as this will damage the trolley frame.**

Loading/Unloading from a vehicle with ramp or lift, if fitted

When using a powered winch, reference must be made to the winch manufacturer's instructions. The trolley winch connector is located at the head end of the base frame.

### **Unloading the trolley from a vehicle fitted with ramps**

1. Make sure that the patient is disconnected from any vehicle mounted apparatus or instrumentation.
2. Operation by a minimum of two operators at all times.
3. Disengage the trolley from the two-part locking.
4. Unfold the push/pull handles and ensure they are locked in the extended position.
5. Using two operators guide the trolley down the ramp and out of the vehicle.

### **Loading the trolley into a vehicle fitted with ramps**

1. Make sure that the patient is secure at all times whilst on the trolley.
2. The trolley is loaded with the patient's head towards the front of the ambulance.
3. Ensure that the trolley is in its lowest position.
4. Ensure that the push/pull handles are locked in the extended position.
5. Position the trolley at the base of the ramp, head end first.



### **Loading the trolley into a vehicle fitted with ramps (cont..)**

6. With the operator at the head end pulling and the operator at the foot end pushing simultaneously, the trolley can now be advanced into the vehicle.
7. **Important: once in the vehicle, before entering the lock, fold the head end push/pull handle and rotate under the trolley top until it is secured in the retaining clips as damage to the handle will occur if it is incorrectly stowed. Never rotate the push/pull handle over the top of the trolley as damage could occur when the backrest is lowered.**

### **Unloading the trolley from a vehicle fitted with a tail lift**

1. Make sure that the patient is disconnected from any vehicle mounted apparatus or instrumentation.
2. Operation by a minimum of two operators at all times.
3. Disengage the trolley from the two-part locking device by depressing the foot pedal and roll the trolley to the rear of the ambulance compartment.
4. Guide the trolley onto the tail lift and out of the vehicle making sure the cotsides clear all lift components.

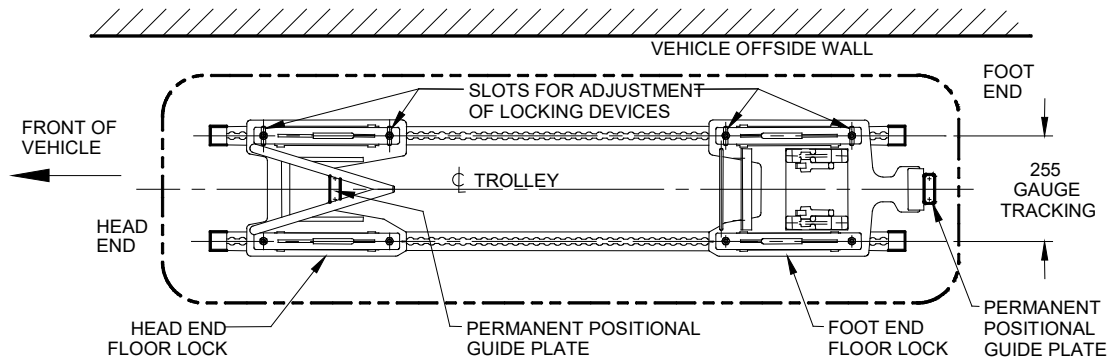
### **Loading the trolley into a vehicle fitted with a tail lift**

1. Make sure that the patient is secure at all times whilst on the trolley.
2. The trolley is loaded with the patient's head towards the front of the ambulance.
3. Ensure that the trolley is in its lowest position and there are no trailing straps, blankets etc.
4. **Important: before loading onto the tail lift, fold the head end push/pull handle and rotate under the trolley top until it is secured in the retaining clips as damage to the handle will occur if it is incorrectly stowed. Never rotate the push/pull handle over the top of the trolley as damage could occur when the backrest is lowered.**
5. Guide the trolley on to the tail lift, head end first making sure the cotsides clear all lift components.
6. Operate the tail lift as per manufacturer's instructions.

#### **IMPORTANT NOTE**

**Ensure the trolley is secure at all times when on board the tail lift**

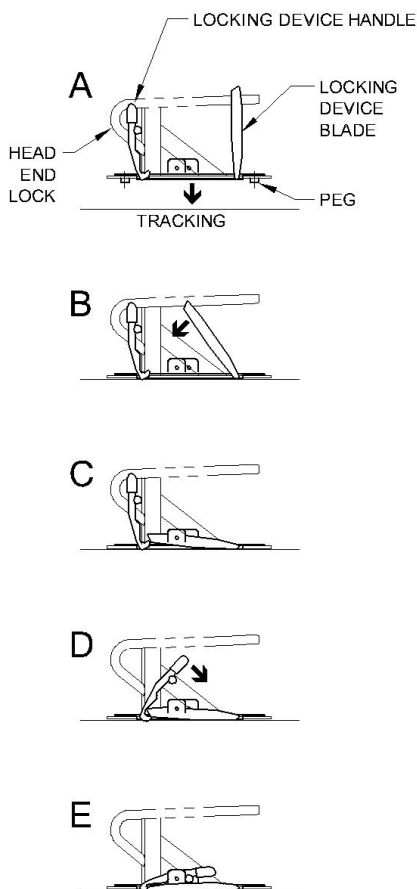
## User Guide for 2-part Track-Mounted Floor Lock (255 mm Gauge NMI System)



### 1. Removal of Head End and Foot End Lock Assemblies

- On each locking assembly, undo the conical locking devices then retract the plunger and pull up release handle and blade of both locking devices.
- Remove lock assemblies.
- The small positional guide plates at the head end and foot end must remain fitted to the floor of the vehicle.

### 2. Installation of Head End Lock Assembly

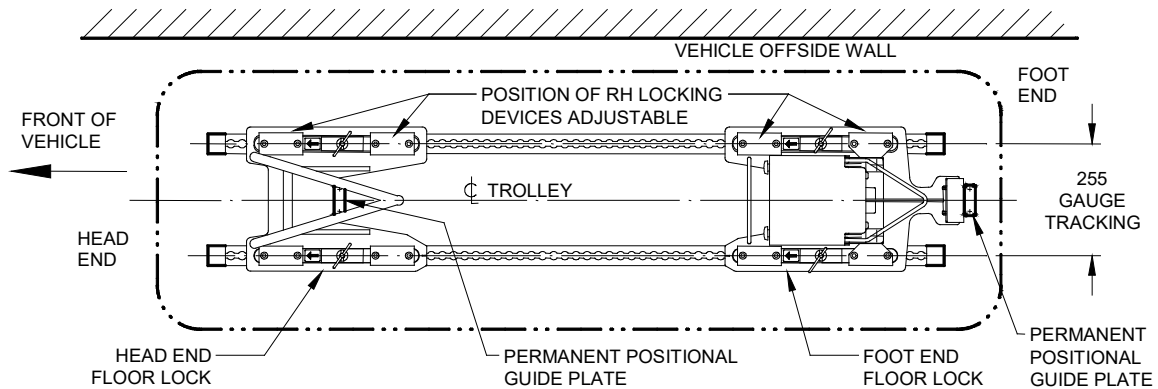


- As shown in diagram **A** (left), ensure handle and blade of locking devices are in the fully open (up) position.
- Adjacent to the positional guide plate fitted to the vehicle floor between the tracking at the head end, locate the pegs on the underside of the lock assembly in the tracking.
- As shown in diagrams **B** & **C**, push blade of each locking mechanism down by hand until it stops.
- Push handle of each locking mechanism fully down (diagram **D**) until the integral plunger locks into place (diagram **E**).
- Re-tighten the conical locking devices, test for security & safety.

### 3. Installation of Foot End Lock Assembly

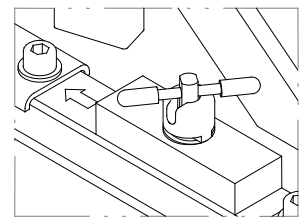
Install foot end lock assembly in exactly the same way as above adjacent to the positional guide plate at the foot end.

## User Guide For 2-Part Track-Mounted Floor Lock (255-mm Unwin System)



### 1 Removal of Head End and Foot End Lock Assemblies

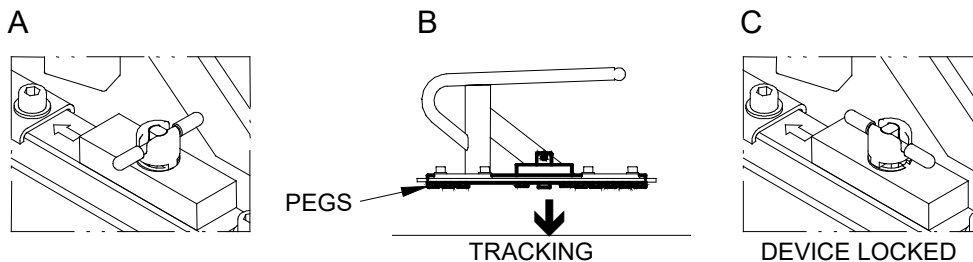
- On each Unwin locking device, rotate the plunger crossbar and turret anticlockwise a quarter of a turn. Lift the plunger crossbar from its U-slot in the turret and rotate it slightly to rest it on top of the turret.
- Remove the assembly from the tracking by sliding the assembly along the track half a hole pitch (12-13 mm) and lifting clear.



DEVICE UNLOCKED

### 2 Installation of Head End Lock Assembly

- On each Unwin locking device, rotate the plunger crossbar until it snaps into the U-slot on the turret (diagram **A** below). Do not rotate the turret clockwise at this stage.
- Close to the positional guide plate fitted to the vehicle floor between the tracking at the head end, engage the pegs on the underside of the lock assembly in the tracking (diagram **B**).
- Slide the assembly towards its required position until both plungers locate in the track.
- For each of the two Unwin devices, use the plunger crossbar to rotate the turret clockwise a quarter of a turn (diagram **C**). The assembly will be locked rigidly to the tracking.
- Test for security and safety.



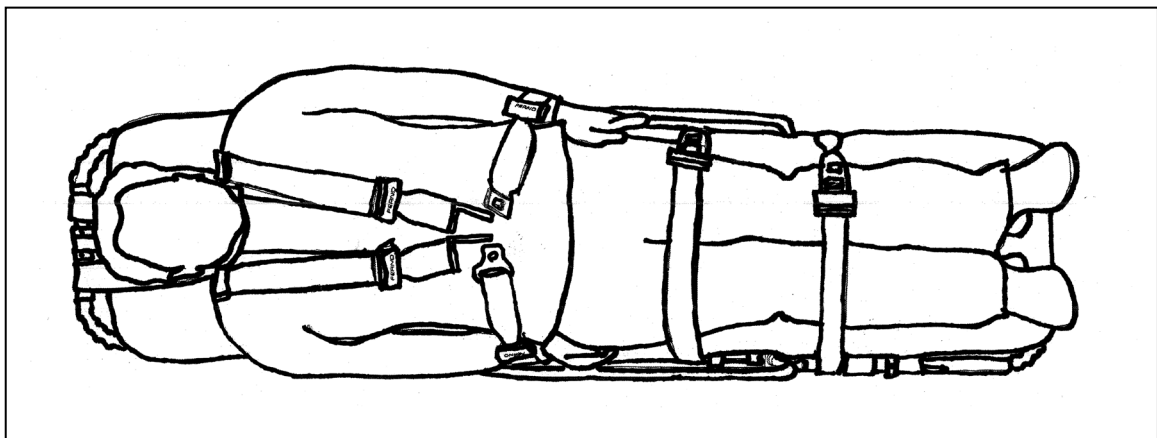
### 3 Installation of Foot End Lock Assembly

Install foot end lock assembly in exactly the same way as above adjacent to the positional guide plate at the foot end.

## 4. Operating Procedure

### Using the Restraints

1. The patient should always be secured using the harness and both of the single strap restraints provided.
2. Dispose of and replace any restraints that are worn, damaged or have been involved in any accident – they may have hidden damage.
3. Unbuckle all restraints and lay the straps out of the way before transferring the patient.
4. Transfer the patient onto the trolley using recognised techniques.
5. To secure the 4-point harness, slide the two buckles on the shoulder straps onto the buckle on the right-hand side strap and then clip left hand side to the right-hand side buckle. Adjust the shoulder straps so they are snug against the patient's shoulders and adjust left and right-hand side straps, so they are snug against the patient's sides.
6. Fasten the two leg restraints and adjust to ensure patient comfort.
7. To release the harness, press release button.



**NOTE:**

To remove the four-point harness, unclip two side brackets and un-loop the shoulder straps from cross bar located underneath the Back rest.

## 5. Trolley Features

### Restraints

Each trolley is equipped with a 4-point harness and two restraint straps, **all of which should be used at all times**. The harness and restraints are secured to the trolley using locating posts with hooks.

### Extending Cotsides

The cotsides can be extended to increase the width of the trolley top. To extend the cotsides pull the red release handle positioned in the centre below the cotside assembly. Extend the cotside to one of the three locked positions as required. Fit the cotside pads as shown below.

**Extending the cotsides must only be done once the patient is centrally on the trolley top. DO NOT use the extended cotsides to support the full weight of the patient.**



### Fitting Cot Side Pads

To fit the Side Pads to the Trolley, first extend the Cotsides as above and place the side pads onto the extended Cotsides.



## **5. Trolley Features**

**NOTE:** - Cot sides are not intended to be used to manoeuvre, lift the trolley or to be used as a seat. Damage may result from this

### **Cot Sides**

Cot sides should always be used when the patient has been placed on the trolley. These can be lowered by pulling out the lock pin, the cot sides lock automatically when raised to the vertical position.

### **Backrest**

The backrest may be locked in any inclined position from 0° - 75°. Support the backrest with one hand (to avoid sudden movement). Squeeze the control lever with the other hand. Raise the backrest to the desired angle and release the lever to lock it in position. Support the backrest while making adjustments. The backrest also incorporates superior support for CPR. **DO NOT** use the backrest to manoeuvre the trolley under any circumstances.

### **Headrest**

The Megasus is provided with a detachable headrest that affords support particularly in the patient seated position. The black push button, located at the top of the backrest, allows the fitting and removal of the headrest.

### **Push/Pull Handles**

The pull handles have a unique feature, which enables them to be locked securely into the extended position. This enables them to be used as push/pull handles.

To operate this feature, unclip the push/pull handle extension from the securing clip and fully extend the handle. Slide the knurled sleeves over the hinges to prevent the handle folding up, enabling the push handle feature.

When folding the handles, pull and **HOLD** the knurled sleeves against the stops to ensure the knurled sleeves are clear of the hinges, then fold the handle and push into the securing clip.

The head end push/pull handle should be locked in place when not in use.

**NOTE:** If knurled sleeves are not held clear of the hinge section during the folding procedure damage may result to same.

### **Length Reduction Facility**

A feature of the trolley is the capability of the head end of the trolley to fold down, thus allowing the trolley to be adapted for different circumstances.

## **5. Trolley Features**

### **Head End Fold Down**

The benefit of a shorter trolley using the head end fold section can only be achieved with the trolley in the elevated position, the backrest in a partially raised.

- Using the foot pedal raise the trolley to its maximum height.
- Stand at the head end of the trolley and grasp the two knurled sleeves, located one each side of the trolley frame.
- Pull each knurled sleeve against the springs until the head end section can be folded down.
- Adjust the backrest angle to achieve the shortest length possible whilst considering the comfort of the patient. **Only leave the trolley in this condition until sufficient space allows its return to normal length. Always ensure that two operators are with a laden trolley at all times**
- To return the trolley to normal length, lift the folded head end and the spring-loaded knurled sleeves will return to their locked position. Adjust the backrest as necessary.
- Hold the foot pedal down and lower the trolley.

### **Wheels**

All wheels have a braking system ensuring that the castor wheel will neither roll nor rotate when the brake lever is applied. A minimum of two brakes should be engaged whenever a patient is being transferred onto or off the trolley.

### **Leg Rest Feature, Trendelenburg Position**

The largest may be locked in the Trendelenburg position. Support the largest with one hand (to avoid sudden movement). Squeeze the control lever under the legrest panel with the other hand. Raise the legrest to the desired angle and release the lever to lock it in position. Support the legrest while making adjustments.

<p><b><u>NOTE:</u></b> <b>Potential pinch point - care should be taken during operation</b></p>
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## 6. Servicing, Cleaning & Maintenance

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### Servicing and Maintenance Schedule

It is recommended to set up and follow a routine maintenance schedule at regular intervals, which should be carried out at least once a year.

The table below represents recommended minimum intervals for such maintenance as well as recommended intervals for cleaning, disinfecting and general inspection.

Ensure to keep service records. A sample maintenance record sheet is provided at the end of this manual, which can be used to log each maintenance service.

When documented service can be shown to have been followed and an audit trail implemented, your organisation will be demonstrating a commitment to patient safety and safety procedures.

This Service Schedule has been created to provide protection for the patient and users of this equipment.

Failure to take the correct measures may have serious consequences.

Minimum Maintenance Intervals	Each Use	As Needed	Each Month	Yearly
Disinfecting	•			
Cleaning		•		
Inspecting		•	•	•
Lubricating		•		
Maintenance Service				•



## **Cleaning, Disinfecting & Maintenance**

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Regular cleaning helps reduce the risk of transmitting disease and enables equipment to function at its optimum.

Steam cleaning with a suitable cleaning additive is the most effective method. The same results may be achieved by using a sponge and mild detergent soap mixed in warm water. For particularly grimy cases, especially if the trolley has been in storage for a long period, it may be necessary to first wash the trolley with a water-soluble solvent soaked cloth prior to using soap and water.

Once cleaned, dry the trolley with a soft towel, paying particular attention to swivel and sliding joints. If a compressed air hose is available, you may find that compressed air jets are more effective in drying the hard-to-reach places. Once the trolley is dry, you may wish to apply a liquid car wax to polished surfaces.

### Cleaning webbing restraint straps

1. Immerse the restraint webbing straps in a solution of mild soap and water. Do not immerse any metal buckles or metal fixation clips in the solution, these should be wiped clean only.

2. Repeatedly dip the webbing in clear water to rinse. Do not immerse any metal buckles or fixation clips

3. Hang the restraints to air-dry. Attach only clean, dry restraints back onto to the equipment

### Disinfecting webbing restraint straps

1. Immerse or spray the restraint webbing straps following the selected disinfectant manufacturer's instructions for application method and contact time. Do not immerse any metal buckles or metal fixation clips into disinfectant liquid

2. Spray the metal buckles and fixation clips with disinfectant cleaner spray, following the disinfectant manufacturer's instructions for application method and contact time

3. Hang the restraints to air-dry if needed. Attach only dried restraints to the equipment

### Cleaning Biosafe restraint straps

1. Wipe-clean the restraints, buckles and fixing clips with mild soap and water

2. Hang the restraints to air-dry. Attach only clean, dry restraints back onto to the equipment

### Disinfecting Biosafe restraint straps

1. Spray the restraint webbing metal buckles and fixation clips with disinfectant cleaner spray, following the disinfectant manufacturer's instructions for application method and contact time

2. Hang the restraints to air-dry if needed. Attach only dried restraints to the equipment

## **Safe Decontamination of Equipment**

It is also suggested to disinfect your Trolley at regular intervals to maximise infection control. Where body fluids or blood are suspected of being present, wash down the unit after use, using a germicidal detergent adequate for inactivating HIV and the HBV virus.

Adequate protective clothing must be worn, to protect yourself and others from hazards present in a typical workshop environment.

- Safety Glasses/Goggles or Full-Face Protector
- Dust/Vapour Protector Mask
- Rubber/Leather Gloves
- Clinical Waste Disposal Container

It is recommended that disinfectant that is not chlorine, phenolic or iodine-based is used to disinfect equipment as these chemicals can cause surface damage with regular use and contact, especially on certain materials and metal finishes such as anodizing, zinc plating etc.

If these type of disinfectants are to be used, then to minimise the level of damage they will cause it is recommended that they are used with the least possible contact time, diluted as specified by the manufacturer's guidelines, and that the equipment is then thoroughly washed down with water after disinfecting in order to remove any chemical residue and prevent any ongoing surface damage from occurring.

Any attachable accessories should be cleaned/disinfected whilst detached from the trolley. For example, trolley push poles should be removed from the corner sockets before both the trolley and poles are cleaned and disinfected, and everything then thoroughly washed down with water.

Following these guidelines will ensure effective disinfecting whilst minimising any long-term damage and keeping equipment in good operable condition.

## **Trolley maintenance lubrication**

Your Ferno Pegasus trolley will work efficiently and safely only when it is well lubricated. You **MUST** lubricate all moving and sliding parts after every inspection or preventative maintenance programme, or if there is inadequate lubrication for the moving parts to operate easily and quietly.

In general terms, almost all sliding and moving parts may be lubricated with a light duty grease. A penetrating fluid lubrication is used on some sliding parts of the trolley. However, when a penetrating fluid lubricant is used, all excess **MUST** be wiped away, to prevent any build-up of dust or grime, which can clog up working parts and impede movement.

## **Ferno Trolley - General Inspection Checklist**

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- Check that the trolley has a properly installed mattress and complete set of patient restraints (upper body and legs)
- Are all other components and accessories present?
- Is the trolley generally free of excessive wear?
- Are all screws, nuts, bolts and rivets securely in place?
- Do all moving parts operate smoothly and properly?
- Do the wheel castors and brake operate properly, rotate fully and have adequate tread?
- Does the trolley move smoothly?
- Does the trolley raise and lower properly into position?
- Are the restraints, mattress and harness in good condition with no cuts or frayed edges? If not, then they must be replaced
- Are restraint buckles free of visible damage and do they operate properly?
- Check that the trolley cot sides raise, lower and lock in position
- Check operation of the backrest and leg-raise platforms
- Check the operation of the push/pull handles and any accessories
- Check that the ambulance has a properly installed, approved locking device and that the trolley locks in securely



**Ferno Trolley Service Log**

Trolley Model	
Serial Number	
Date placed into operation	

<b>Date of Service</b>	<b>No. of lifts</b>	<b>Remedial work carried out / Comments</b>	<b>Name</b>



## **Ferno Maintenance & Service contracts**

As the manufacturer of this equipment, Ferno UK offer a cost-effective servicing programme, helping to keep your equipment in good condition and keeping whole life time costs to a minimum.

- FernoCare service technicians are dedicated to providing quality equipment service and repair
- To minimise down time, Ferno service vehicles are fully equipped with all replacement parts
- All FernoCare Service Technicians wear official identity badges and uniforms
- Emergency Call out - Whatever your location, Ferno have field-based Technicians located throughout the UK

## **Service Contracts**

- FernoCare provide competitively priced service and inspection contracts
- We offer a discount if a Ferno Service contract is taken out, you only pay once the service has been completed
- Additional discounts can be offered if a 5-year contract is taken out, with a guarantee to hold the price for the effective contract period
- Pay annually or as the service is completed, helping you to control your costs
- A service report is provided for each piece of equipment, detailing parts that may have required replacement and also its condition
- These documents provide an audit trail and can be presented with your service schedule for equipment inspection purposes

## **Warranty**

Ferno (UK) Ltd. standard terms and conditions apply to all sales. A copy is available on request. These contain full details of warranty terms and do not limit the statutory rights of the customer.

## **Contact information**

For questions on service, maintenance and any other questions regarding this or any other Ferno product, please contact:

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The manufacturer below hereby declares that the medical device, or the Technical documentation, specified in this User Manual is Dual marked for sale on both the UK and EU markets. The Class I Medical Device covered by this User Manual complies with the General Safety and Performance Requirements within *Annex-1* of EC Regulation 2017/745

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As our policy is one of continuous development Ferno (UK) Ltd reserves the right to change the specifications without notice.

Stock Code: 2003-0127