



OMNISTANDTM

Dynamic Balance System

User Manual

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OMNISTAND™

ACP manufactures a premier line of rehabilitation technologies to assist health care professionals with improved outcomes and quality-of-life for patients. The ACP product line includes Pain Control Systems, Muscle Stimulators, Interferential Therapy, Therapeutic Ultrasound, Pulsed Shortwave Diathermy devices, and advanced Therapeutic Exercise Systems. Our MEGAPULSE® NEUROPROBE, OMNISTIM®, OMNISOUND®, OMNITEST®, OMNICYCLE®, OMNIVR®, OMNISTAND™, OMNISWD™, OMNIVERSA™, and SYNCHRONY DYSPHAGIA SOLUTIONS BY ACP™ represent the most recent worldwide advances available for therapeutic application of electro medical devices and other rehabilitation technology.

ACP is internationally recognized for its contribution to research in the development of medical applications for therapeutic rehabilitation. The company sponsors and conducts research at leading health care institutions and major universities throughout the world.



Manufactured for ACP by:
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Symbols on the Product

Symbol	Used for	Symbol	Used for
	Serial number		
	Date of manufacture		Manufacturer
	Consult instructions for use		CE mark of confidence
	Observe the user manual		Caution, consult accompanying documents
	Protect the product from humidity		Maximum body weight

INDICATED USE

The OmniStand™ is a therapeutic exercise device and not a medical instrument for diagnostic purposes.

Please note that Accelerated Care Plus (ACP) cannot provide medical advice. If you have specific medical questions, please contact the attending physician.

The OmniStand™ is classified as non-measuring exercise equipment intended for medical purposes, such as to redevelop muscles or restore motion to joints or for use as an adjunct treatment for obesity.

The OmniStand™ is intended for use in attended exercise and is suitable for assisted exercise as well as active therapeutic exercise. It can be used to facilitate improvements in balance and core strength.

The OmniStand™ is specifically recommended for persons with the following conditions:

- Post-stroke
- Parkinson's disease
- Chronic heart failure (CHF)
- Chronic obstructive pulmonary Disease (COPD)
- Muscle disuse atrophy

The OmniStand™ can be used in conjunction with other biofeedback devices to encourage greater patient participation, exercise effort, and/or exercise duration.

Contraindications

- Users weighing more than 309lbs. (140 kg)
- Users shorter than 4'5" (135cm)
- Users taller than 6'7" (200cm)
- Users with severe imbalance
- Users with significant trunk and lower extremity joint contractures
- Users with ulcers or damaged skin that would come in contact with the unit
- Users with extreme osteoporosis
- Users with Osteogenesis imperfecta
- Users with compromised circulation and/or unstable blood pressure or heart rate
- Do not use for outdoor exercise
- Do not use for patient transport
- Unattended or unsupervised use or training
- Do not use in combination with other products emitting ionizing radiation
- Do not use in rooms containing:
 - Explosive substances
 - Highly oxygenated environments
- Do not use in the presence of:
 - Flammable anesthetics
 - Volatile solvents

WARNINGS & PRECAUTIONS

Warnings

- Do not operate this device until the User Manual has been carefully read and is understood.
- Never leave a resident or patient unattended while they are actively using the OmniStand™.
- Do not use the OmniStand™ without a pelvic safety strap.

Precautions

- The OmniStand™ should always be positioned so the exerciser's face is clearly visible to the therapist or operator to enable ongoing assessment of the exerciser's effort and exercise tolerance. The system should never be positioned in a way that the exerciser's condition/status cannot be appropriately monitored while using the system.
- Start with an initial exercise session of no longer than 15 minutes at easy exercise intensity. Gradually increase the length and intensity of subsequent sessions to suit the exerciser's physical capabilities and exercise tolerance.
- Caution should be used for those with suspected or diagnosed cardiac or pulmonary conditions. Pay attention to heart rate limits and cardiopulmonary symptoms.
- Caution should be used in the presence of recent surgical procedures, fractures, healing bone, and/or soft tissue injury, as muscle contraction may disrupt the healing process. Ensure that joint range of motion (ROM), exerciser positioning, and force applied through the extremities are within safe limits for the individual exerciser.
- Caution should be taken with any patient exhibiting psychological or physical hypersensitivity to the therapeutic treatment. Several attempts should be made to place them at ease so that their confidence and cooperation can be gained during the treatment.
- Children must be constantly supervised when exercising on the OmniStand™. Never leave the OmniStand™ unsupervised when children are present.
- If the OmniStand™ is damaged, not operating normally, or producing abnormal noises or odors, stop the exercise session immediately; avoid additional use of the device until you have contacted ACP Customer Service at 800-350-1100.
- Before starting any exercise, make sure that the OmniStand™ is properly assembled, and fully operational. Disinfect the OmniStand™ before every training.
- Prior to every training session, adapt simple knee support to the user's individual needs.
- Adjust simple knee support so as to prevent overextension of joints and damage to muscles, tendons or ligaments.
- Make sure that pelvic safety strap is not damaged (i.e. intact seams, stitching).
- Make sure that pelvic safety strap is correctly positioned and safely attached to buckles.
- Set spring resistance to fit the user's activity, body size and body weight.
- Always position chair/wheelchair directly behind patient when transferring from OmniStand™ to a wheelchair.
- Always lock brakes on the wheelchair before transferring patient from OmniStand™ to wheelchair.

Biocompatibility

- All components and optional accessories of the OmniStand™ that the user might come in contact with when using the device as intended are designed to meet the biocompatibility requirements of the applicable standards.

Training Requirements

Staff members who have gained their skills and expertise by means of professional medical training, professional experience, or by means of instruction/training by the manufacturer are deemed able to assess relevant safety regulations and recognize potential risks.

- Do not operate this device until the User Manual has been carefully read and is understood.
- Before you start the OmniStand™ exercise programs, consult the User Manual and understand the specific Warnings and Precautions related to the safe use of the device.
- Review and understand the section marked Operational Guidelines before operating the OmniStand™.
- Review and understand the proper use of the device controls and proper setup, features, and adjustment requirements of the OmniStand™.
- A member of your ACP team will install and configure the device before training. ACP will conduct a train-the-trainer style education process when the OmniStand™ is delivered.
- During training:
 - Observe proper safety protocol by sufficiently securing patient per user manual instructions
 - Start to exercise slowly
 - Gradually increase exercise demands according to individual exerciser performances
 - Avoid overstraining exercisers

Exerciser Requirements

Exercisers/Users must be instructed by trained therapist on the correct and safe use of the OmniStand™. The therapist is responsible for the safe and correct use of the device by the user.

- The user's lower extremities are able to support his/her weight.
- To stand in the OmniStand™ without assistance:
 - The user is able to stand and actively straighten their upper body and safely and effectively maintain a sufficient upright posture during the exercise session.
- If the user is able to control the OmniStand™ without assistance:
 - Make sure that a trained assistant supervises the training.
- The OmniStand™ is not suitable for:
 - Diagnosis
 - Monitoring
 - Measuring

Delivery of the OmniStand™

Upon receipt of your OmniStand™, inspect the shipping container and contents for any obvious or concealed damage. All ACP products are packaged carefully for rapid, safe delivery. We guarantee delivery in perfect condition to the postal or delivery services. However any damage or loss incurred during transportation or delivery is the postal or delivery company responsibility. If damage or loss to the product and/or container is obvious or suspected, appropriate notation must be made on the signed freight bill at the time of delivery. All damage claims should be promptly filed with the delivering carrier and must be initiated by the addressee where the package was to be delivered. Retain the original shipping container and inserts for validation of damage claim for use at a later date.

Unpack and check all accessories. A list of enclosed accessories is provided with each unit to assist you in identification of the type and number of accessories.

Transporting

The OmniStand™ is equipped with wheels for ease of movement. However, the wheels are not suitable for moving the unit over uneven surfaces. The OmniStand™ should be moved using an elevator and must not be carried up or down stairs. To move the unit, unlock the wheels and push it in front of you.

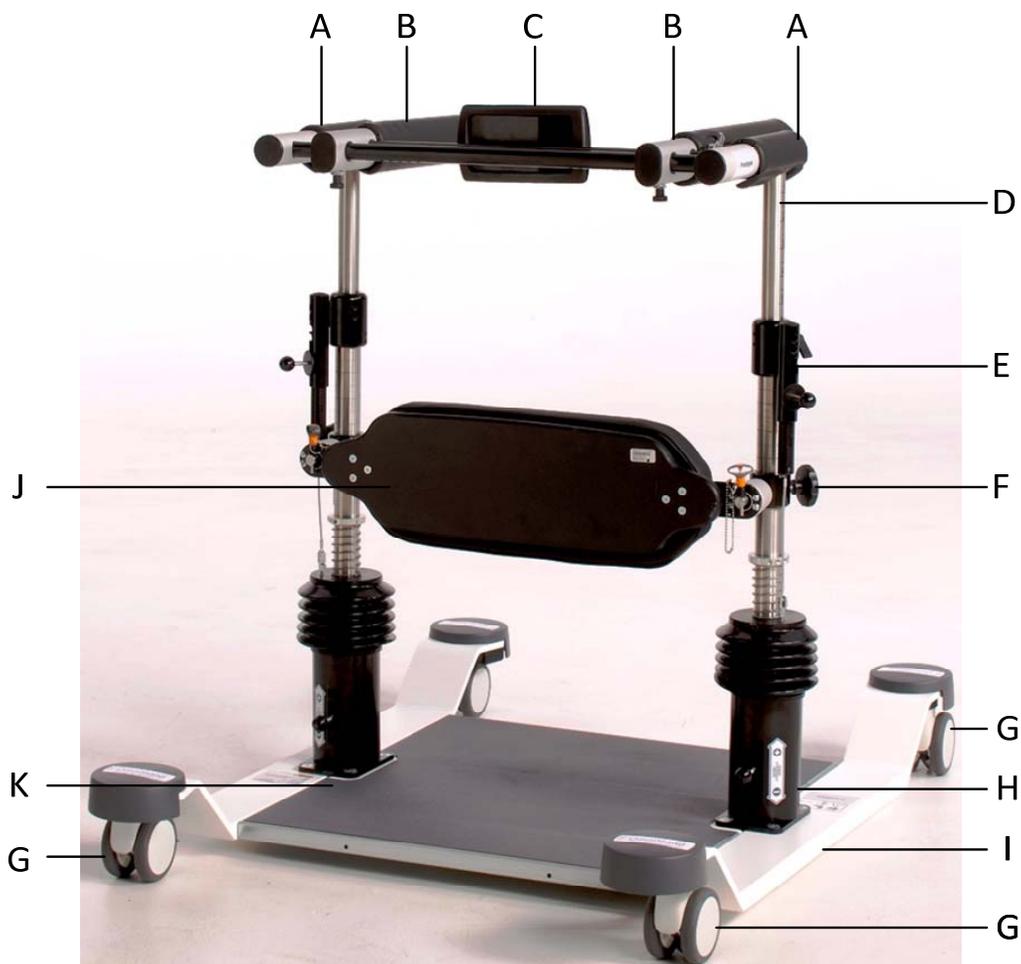
Introduction

The OmniStand™ is a dynamic balance system designed specifically for individuals who have poor standing tolerance and abnormalities with static or dynamic standing balance. The OmniStand™ creates a “fall-safe” environment that can be used with supervised exercise and be combined with virtual rehabilitation exercise devices (i.e. OmniVR®). The biofeedback programs provided by the OmniVR® may significantly enhance exercise outcomes.

When used in rehabilitation, the OmniStand™ safely provides static or dynamic support and eliminates the need for therapy staff to hold a patient up in standing. This frees up the staff to more effectively cue, engage, and guide the patient. If more than one staff member is required to manually stand and support a patient, once the patient is positioned in the Omnistand™, only one staff member is needed to attend to the patient. This provides the double-benefit of significantly increasing the staff’s efficiency.

This user manual will help you understand the OmniStand™ better. It will safely guide you through all functions and control options, and provide you with tips and information on how to use it. Before using the unit for the first time, please read and observe indications, contraindications, warnings, and precautions. Should you have any questions or suggestions, your local ACP specialist will be happy to help.

Controls and Functions



- A. Upper pipe frame
- B. Stay tube
- C. Abdominal cushion
- D. Vertical pipe of balance unit
- E. Release lever for dynamic standing function
- F. Height adjustment of simple knee support
- G. Transport castors with brake
- H. Balance unit with settings for spring resistance
- I. Base unit
- J. Knee support
- K. Tread unit

OPERATIONAL GUIDELINES

Unpack OmniStand™

- Remove OmniStand™ from packaging
- Check OmniStand™ for all accessories/options and for transport damage
- Check if delivery is complete
- Inform supplier or forwarding agent immediately about any damage

Exercise Program Planning

The frequency and duration of exercise sessions on the OmniStand™ should be individually planned based on each exerciser's health profile, status, and condition. Proper exerciser-specific exercise dosing with the OmniStand™ is extremely important if improvements in balance, mobility, strength, cardiovascular performance, and endurance are to be achieved. It is recommended that relative to exerciser-specific needs and capabilities, exercise sessions start at an easier intensity and shorter duration. As exercisers demonstrate better exercise tolerance, progressive increases in intensity and/or duration are recommended, dependent on each user's goals and health status.

Basic Operational Sequence

 <p>Caution</p>	<p>Risk of injury due to insufficient preparation!</p> <ul style="list-style-type: none"> • Before starting any exercise, make sure that the OmniStand™ is properly assembled, and fully operational. • Disinfect the OmniStand™ before every training.
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Note: Markings on upper pipe frame and knee support simplify horizontal adjustment. Before every exercise session, adjust settings of OmniStand™ to match the user's individual needs.

Lock transport castors with brake/wheel locks

Prevent OmniStand™ from moving as follows:

- Before EVERY USE, lock all four transport castors with brake/wheel locks
- Push down locking lever on transport castors with brake/wheel locks

Release transport castors with brake/wheel locks

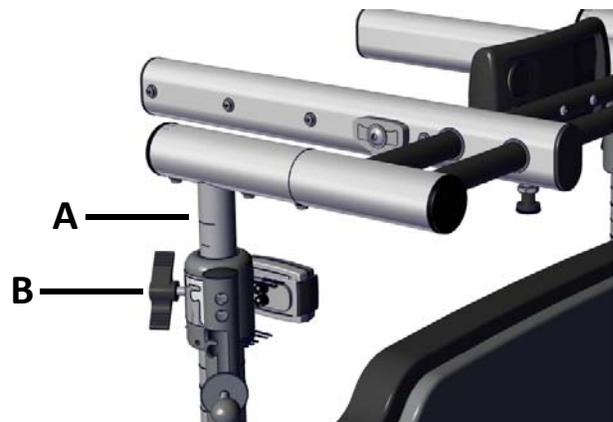
To transport OmniStand™:

- Release locking lever on transport castors with brake/wheel locks

Setting the height of the upper pipe frame

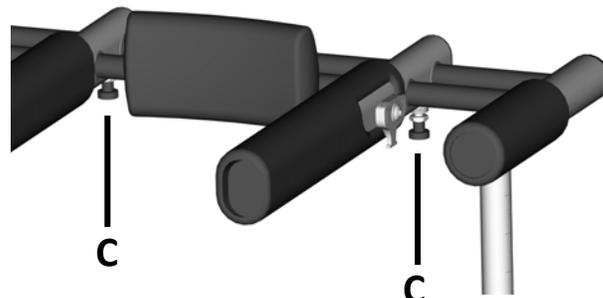
Note: A pneumatic spring supports the height adjustment

- Release winged screw B on first vertical pipe
- Set height using marks A
- Tighten winged screw B on first vertical pipe
- Repeat process to set height on second vertical pipe
- Make sure that height settings of left and right vertical pipe are the same



Adjusting the broad stay tubes

- Pull out and hold the safety catch **C**
- Adjust stay tubes to fit the width of the patient's pelvis
- Release safety catch **C** to lock in place
- Make sure that safety catch audibly clicks into place
- Make sure that settings left and right are the same



Adjusting the knee support



Caution

Risk of injury due to incorrectly adapted simple knee support!

- If removing the knee support, ensure the exerciser has sufficient lower extremity strength and control to stand independently and has sufficient endurance to do so.
- Prior to every training session, adapt knee support to the user's individual needs.
- Adjust knee support so as to prevent overextension of joints and damage to muscles, tendons or ligaments.

Note: *The simple knee support provides support for the user when rising and standing or during balance exercise. Adjusting the simple knee support does not require any tools.*

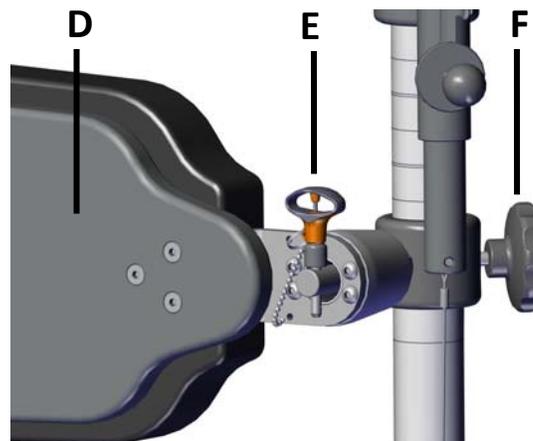
In order to be able to lower the user quickly, put a chair or wheelchair directly behind the OmniStand™ during the training session.

Setting the height:

- Loosen star-shaped handle **F** on first vertical pipe
- Set height using marks
- Tighten star-shaped handle **F** on first vertical pipe
- Repeat process to set height on second vertical pipe
- Make sure that height settings of left and right vertical pipes are the same

Removing the simple knee support:

- Remove simple knee support **D** before the user is standing
- Pull ball catch pin **E** out of securing system
- Pull knee support **D** out of securing system
- Make sure that user is able to maintain upright standing position safely and without assistance



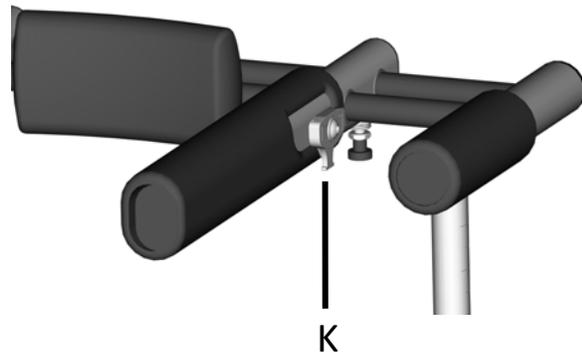
Putting on the pelvic safety strap

 <p>Caution</p>	<p>Risk of injury due to incorrectly adapted simple knee support!</p> <ul style="list-style-type: none"> • Make sure that pelvic safety strap is not damaged (i.e. intact seams, stitching). • Make sure that pelvic safety strap is correctly positioned and safely attached to buckles. • Do not use the OmniStand™ without a pelvic safety strap.
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Note: Use OmniStand™ exclusively with pelvic safety strap. The pelvic safety strap safely supports the user's pelvis in the back.

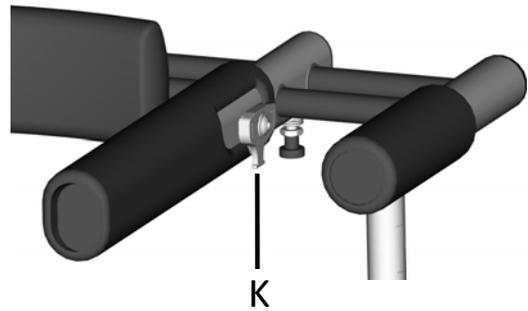
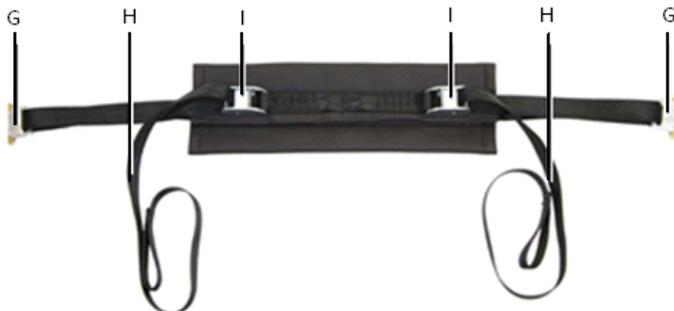
Premium Pelvic Safety Strap - Position the user in an optimal training position:

- Attach belt buckles **G** in securing system **K** on stay tubes
 - Select the same position for left and right side
- Make sure that buckle audibly clicks into place
- Make sure that pelvic safety strap runs below stay tubes
- Shorten pelvic safety strap by pulling on straps **H** on either side and a second set below
- If necessary, lengthen pelvic safety strap by opening clamping locks **I** (upper or lower)



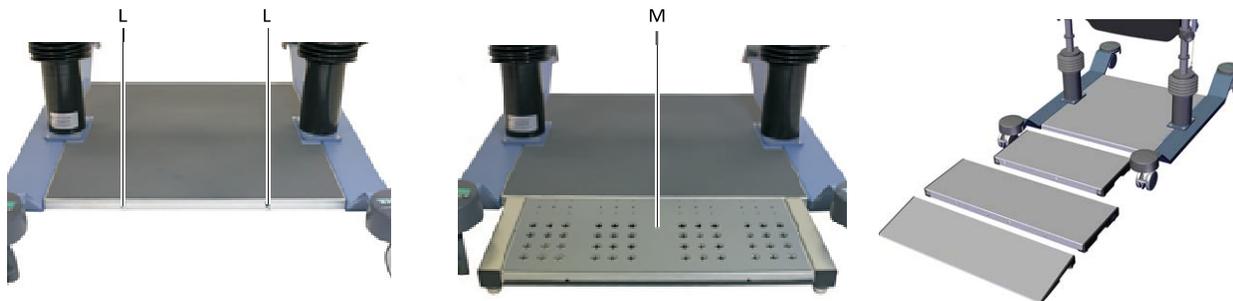
Basic Pelvic Safety Strap - Position the user in an optimal training position:

- Attach belt buckles **G** in securing system **K** on stay tubes
 - Select the same position for left and right side
- Make sure that buckle audibly clicks into place
- Make sure that pelvic safety strap runs below stay tubes
- Shorten pelvic safety strap by pulling on straps **H** on either side
- If necessary, lengthen pelvic safety strap by opening clamping locks **I**



Installing the tread extension

- Secure tread extension plate **M** into screws at double position **L**.
Note: Moving the OmniStand™ with the tread extension plate installed is not possible. Move the OmniStand™ only when the tread extension is removed.



Setting dynamic standing function

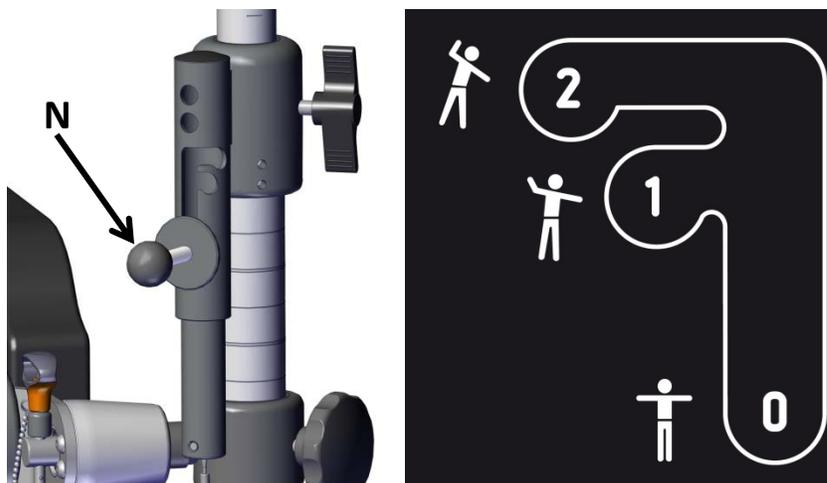
Before every training session:

- Lift OmniStand™ by upper pipe frame on left and right side.
- If it is possible to remove the vertical pipe from the balance unit, then training with the OmniStand™ is not allowed. Contact ACP Customer Service.

Set release lever **N** to 2, 1 or 0 on both vertical pipes. Make sure that release lever latches in.

Assure release lever is set to the same position on both sides

- Position 2  = dynamic standing function enabled with full range of movement (up to 11°)
- Position 1  = dynamic standing function enabled with limited range of movement (up to 6°)
- Position 0  = dynamic standing function disabled

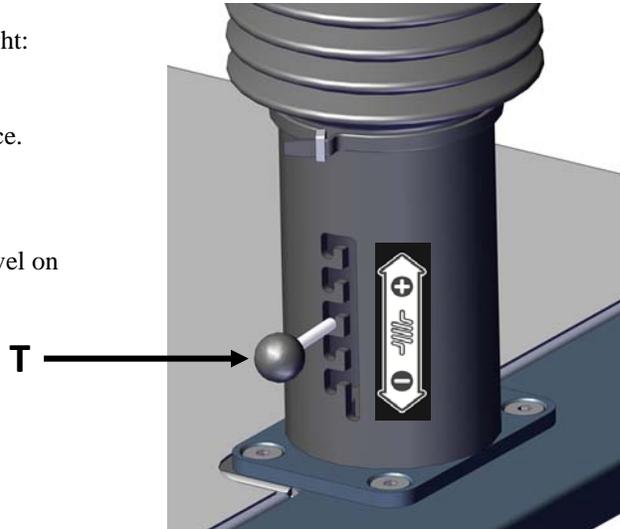


Spring resistance settings

 Caution	<p>Risk of injury due to tipping over!</p> <ul style="list-style-type: none"> Set spring resistance to fit the user's activity, body size and body weight.
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Set spring resistance to fit the user's activity, size, and weight:

- Set release lever **N** to 0 (previous page)
- Use lever **T** on balance unit to set spring resistance.
 - Down = low spring resistance
 - Up = high spring resistance
- Make sure that release lever latches
- Assure that spring resistance is set to the same level on both sides



Lifting the user into training position

 Caution	<p>Danger of injury due to not using a chair/wheelchair!</p> <p>When lifting up or sitting the user down:</p> <ul style="list-style-type: none"> Always position chair/wheelchair directly behind exerciser Lock brakes of wheelchair
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Note: When using the OmniStand™ it may be necessary to lift or lower the exerciser with the help of an assistant who is trained for the procedure.

To lift the user:

- Set height of the knee support and upper pipe frame
- Before starting the training session, make sure that transport castors with brake/wheel locks are applied.
- Move exerciser directly behind OmniStand™ in a wheelchair
- Secure wheelchair to prevent it from moving
- Put the user's feet on the tread of OmniStand™
- Put knees on simple knee support
- Lift the user and stand him/her into the training position
- Apply pelvic safety strap and secure the user with belt buckles

To lower the user:

- Move wheelchair directly behind the OmniStand™
- Remove pelvic safety strap from user
- Seat user in chair or wheelchair
- Remove the user's feet from the tread of the OmniStand™

INFECTION CONTROL EQUIPMENT AND PRINCIPLES OF USE

Definitions

- **Barrier Film** – One-time use, disposable plastic film for use over touch/operator surfaces of equipment to reduce risks of cross-contamination and need for high level disinfection of equipment between patients.
- **Germicidal Disposable Wipe** – Low level and/or intermediate level disposable germicidal disinfectant wipe for use on electrotherapeutic devices and accessories.

Universal Precautions – Body Substance Isolation

Universal Precautions (UP) must be implemented in the care of all patients to protect employees from occupational exposure to blood borne pathogens. Personal protective equipment (gloves, masks, gowns) should be available and worn by staff when occupational exposure to blood, body fluids containing blood, semen and vaginal secretions is likely to occur. Health care workers with exudating lesions or weeping dermatitis should refrain from all direct patient care and from handling patient care equipment until the condition resolves. Equipment must be cleaned/disinfected and protective barriers used when appropriate.

Cleaning/Disinfecting of the OmniStand™

Therapy equipment shall be cleaned/disinfected per facility infection control policy. ACP recommends the following guidelines:

Cleaning and Low Level Disinfection

This is a recommended daily housekeeping practice to keep the equipment clean and free of contaminants which could contribute to transmission of infection. The following practices are recommended for use when treating intact skin without the presence of physiologic fluids such as blood and urine.

- Clean equipment daily with ACP germicidal wipes. At the end of the day, wipe common contact surfaces, such as control panel, with germicidal disposable wipe and allow to air dry. This technique will inactivate *M. tuberculosis* as well as most bacteria and viruses. This will also facilitate removal of organic material contaminants from equipment.

Intermediate Level Disinfection and Barriers

These methods are recommended to keep the equipment clean and free of contaminants when used between patients for treatment of non-intact skin or incontinence management, where there is an increased risk of patient cross-contamination. The following are the recommended practices.

- After each use, clean common contact surfaces, such as the display screen, with ACP germicidal wipes.
- With a second ACP germicidal cloth, wipe again leaving surfaces wet for at least 5 minutes. Allow the surface to air dry before patient use.
- Barriers should also be used on the equipment for treatment of patients with non-intact skin or urinary incontinence. This technique will inactivate *M. tuberculosis* as well as most bacteria and viruses.

Use of Barriers – Intermediate Level Disinfection

The use of an all-purpose barrier film provides surface protection from cross-contamination resulting from a variety of applications. This precaution should be used whenever dealing with non-intact skin or the chance of coming in contact with bodily fluids. Barrier film is designed to cover any surface that may be touched during patient therapy, in order to help prevent cross-contamination. Barrier film is for single-use only. The film is discarded after each patient therapy. The procedure for use is as follows:

1. Wash hands.
2. Apply Intermediate Level Disinfection prior to barrier application.
3. Select, tear or cut with clean scissors a length of barrier film to fit over the operator surfaces of the OmniStand™ unit.
4. Prepare any items which may become in contact with the therapist during treatment, such as ultrasound gel, pens, assessment tools, cart handles, etc.
5. Set up the patient per guidelines for the therapy.
6. Provide therapy as appropriate.
7. Discard all disposables.
8. With clean gloves, remove the plastic film from the unit and discard.
9. Intermediate disinfect the OmniStand™ unit prior to the next therapy application.

Preventive Maintenance and Good Operating Practices

Preventive maintenance is recommended to be performed at least annually. This should include at minimum a safety inspection and to verify proper operation of your OmniStand™.

- Always keep the system clean and keep any debris, such as paper, string, cloth, or clothing away from the moving parts.

Replacing the Balance Unit:

- According to the manufacturer's specifications, the balance unit of the OmniStand™ must be replaced after five years.

Replacing the Pelvic Safety Strap:

- According to the manufacturer's specifications, the pelvic safety strap of the OmniStand™ must be replaced after five years.

Servicing your OmniStand™

For repair or service of ACP products and accessories, please call (800) 350-1100 and follow the prompts. Normal hours of operation are 6:00am to 5:00pm Pacific Standard Time. After hours, please leave a message and a technician will return your call during the next scheduled workday.

Technical Specifications

GENERAL:		
Basic OmniStand™ Dimensions:	Length: Width: Height: Weight:	48in. (122cm) 36in. (93cm) 51in. (130cm) 178lbs. (81kg)
Medical Device Class:	FDA	Class I
Protection Category	UL	IP2X
Sound Emission:	dB	LpA < 45 dB(A)
Ambient conditions for use	°F/°C Rh hPa	41°F(5 °C) to 104°F(40 °C) 5% to 93% Rh 700 to 1,060 hPa
Ambient conditions for transport/delivery	°F/°C Rh hPa	-13°F(-25 °C) to 158°F(70 °C) 5% to 93% Rh 700 to 1,060 hPa
Suitable for users with <ul style="list-style-type: none"> • Body height • Body weight 	Height Min. Height Max. Max Weight	53in. (135cm) 78in. (200cm) 309lbs. (140kg)
Materials Used:		Steel, stainless steel, aluminum, rubber, plastics (POM, PA6, ABS, & PE)
Economic life-time; OmniStand™:	Yrs.	5 to 7
Standards:		MDD 93/42 EEC DIN EN ISO 13485 DIN EN 12182

Proper Disposal

Proper disposal procedures shall be observed as required by specific state and/or local regulations. It is the responsibility of the owner of the device to follow applicable laws and regulation on disposal guidelines.

Standard and Optional Accessories

ITEM	ITEM NO.	DESCRIPTION
	<p>A005-509-EQUIP</p>	<p>OMNISTAND™ DYNAMIC BALANCE SYSTEM</p> <p>Shipping Weight: 178 lbs. (81 kg)</p>
ACCESSORY	ITEM NO.	DESCRIPTION
	<p>81582</p>	<p>OmniStand™ Premium Pelvic Safety Belt with Support Sling</p>
	<p>*49522</p>	<p>OmniStand™ Basic Pelvic Safety Belt</p>
	<p>*84315</p>	<p>OmniStand™ Table Top</p>
	<p>*81160</p>	<p>OmniStand™ Tread Extension Ramp</p>
	<p>290A005-509</p>	<p>OmniStand™ User Manual</p>

** This item is an optional accessory and may not be included with the unit.*

Infection Control Supplies

ITEM	ITEM NO.	DESCRIPTION
	52479	Barrier Film for Surfaces, Infection Control, 4" x 6" perforated sheets – 1200 sheets/roll
	66431	Barrier Film for Surfaces, Infection Control, 6" x 9" perforated Sheets – 800 sheets/roll
	50593	Barrier Film - for Surfaces, Infection Control, 12" x 14" perforated Sheets – 514 sheets/roll
	63574	Barrier Film, 3" Tubing, 1200'/roll
	55536	Super Sani-Cloth [®] , Single Use Packets (50 pk/bx)
	44425	Super Sani-Cloth [®] , Tub (160/Tub)
	96849	Sani-Cloth [®] w/ Bleach, Tub (75 wipes/tub)

STANDARD LIMITED PRODUCT WARRANTY

The warranty information provided in this section is applicable only to products purchased from ACP, directly or through an authorized dealer. This section does not apply to leased products. The terms of maintenance and repair of any leased products are detailed in the separately executed agreement between the parties.

Warranty Coverage

This warranty provides coverage, for Equipment purchased, against manufacturer's defects in material and workmanship, and extends to the original owner of the product during the warranty period for that product. Only those items returned to the ACP Service Center within the warranty period, and also within thirty (30) days after notification to ACP of the defect, shall be eligible for repair under the Standard Limited Product Warranty. Buyer is responsible for shipping cost associated with sending the Equipment to the ACP Service Center. ACP shall ship Equipment to Buyer after repair at no cost to the Buyer provided repair is deemed to be under warranty. ACP may, at its discretion and only for valid warranty claim, repair or replace any part(s) that prove to be defective during the warranty period.

Warranty Exclusion

Any and all warranty coverage will be void if any of the following have occurred:

1. The product contains repairs or replacement parts not furnished by ACP.
2. The product is damaged resulting from misuse or negligence.
3. The product has been tampered with and/or altered, including serial number alteration.
4. The product was used with accessories and/or supplies, including electrodes, not approved by ACP for use with the product.

Warranty Period

The following coverage is provided at no additional cost to the Buyer:

New Equipment / Product - Products purchased as new from ACP are warranted against manufacturer's defects in material and workmanship for a period of one (1) year from the date of purchase.

Refurbished Equipment / Product - Products purchased specifically as Refurbished Equipment are warranted against manufacturer's defects in material and workmanship for a period of six (6) months from the date of purchase.

Accessories - All accessories for ACP equipment / products are warranted against manufacturer's defects in material and workmanship for a period of three (3) months from the date of purchase.

Warranty Validation

The following information needs to be provided to the ACP Customer Support representative prior to the product being returned under warranty coverage:

1. Buyer name or account number as it appears under the "Bill TO" on the dealer invoice.
2. Invoice Date and Number.
3. Model number, description, and serial number of equipment.
4. Detailed description of the problem.

Return of Defective Equipment

Any Equipment returned to the ACP Service Center under warranty coverage must have the Warranty coverage validated and must receive authorization from ACP Customer Support prior to being received at the Service Center.

Shipping charges, insurance, and any other costs incurred in sending product to ACP Service Center is the responsibility of the customer and will not be refunded. ACP shall cover the shipping charges and related costs to return the unit to the customer, provided repair is deemed to be under warranty.

ACP is not responsible for any loss or damage to the Equipment prior to receipt at the ACP Service Center. Equipment returned for warranty service must be shipped complete with all accessories (except for manuals), in its original packing or equivalent so as not to be damaged while in transit.

NOTE: Any Equipment sent to the ACP Service Center that is not covered by the ACP Limited Product Warranty is subject to a minimum service and handling fee.

IMPORTANT:

DO NOT SHIP THE EQUIPMENT TO ACP SERVICE CENTER WITHOUT FIRST SECURING AUTHORIZATION TO DO SO. PLEASE CALL CUSTOMER SERVICE AT (800)-350-1100 FOR AUTHORIZATION. EQUIPMENT SENT IN WITHOUT AUTHORIZATION FROM ACP CUSTOMER SUPPORT WILL NOT BE ACCEPTED.

RETURNED MATERIALS ADDRESS:

Accelerated Care Plus Leasing
Attn: ACP Service Center
4999 Aircenter Circle, Suite 103
Reno, NV 89502

Phone: 800.350.1100
Fax: 800.350.1102
Email: customersupport@acplus.com
Internet: www.acplus.com

MANUFACTURER:

Omnistand™
Medica Medizintechnik GmbH
Blumenweg 8
88454 Hochdorf, Germany

Phone: +49 7355-93 14-0
Fax: +49 7355-93 14-15
E-mail: info@thera-trainer.de
Internet: www.thera-trainer.de



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