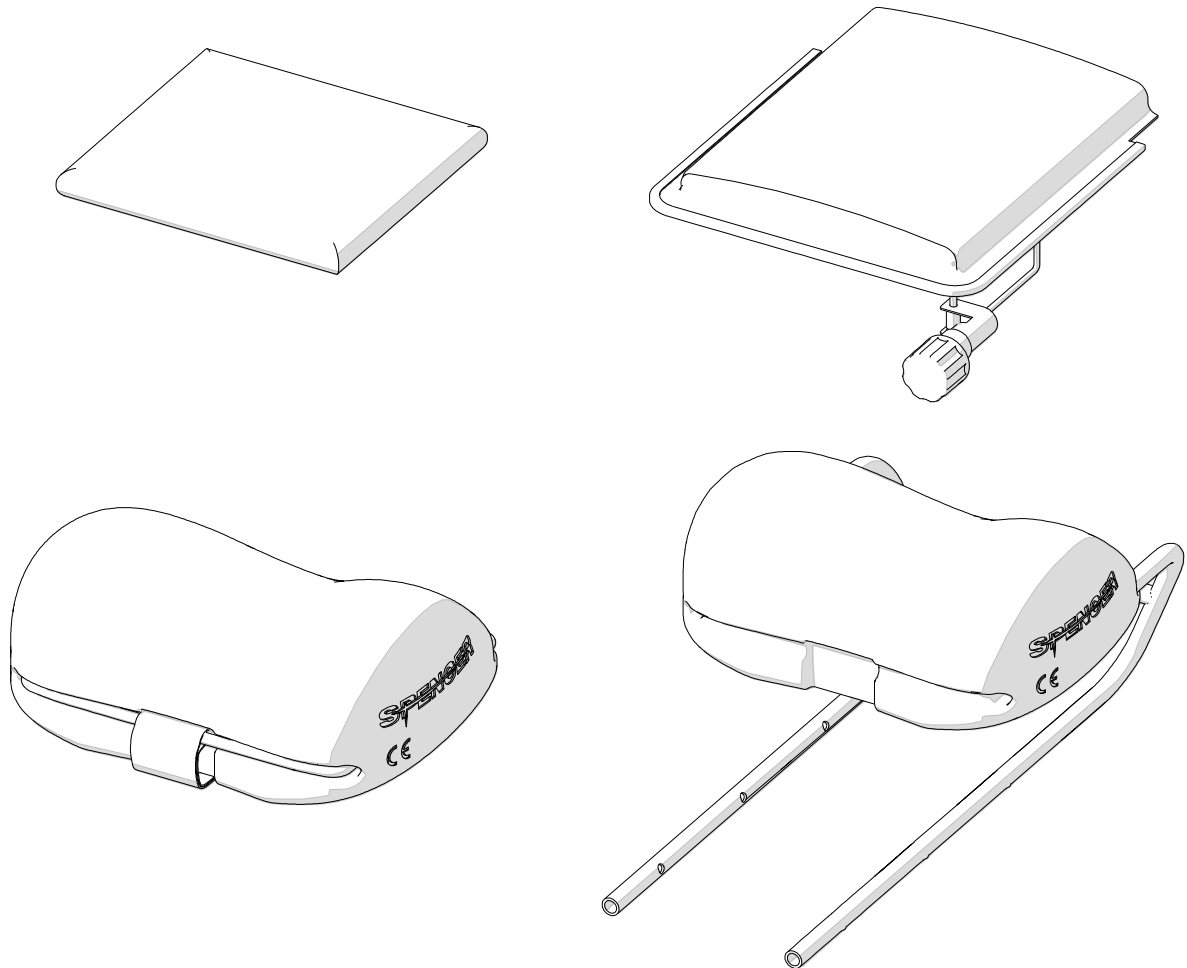


User manual
QMX01 – QMX02 – ZEN – STX90
Pillows for stretcher



Class I Medical Device, compliant with the Medical device directive 93/42/EEC

Warning

The information contained in this manual is subject to change without notice.

The Diagrams are inserted only for reference and may vary slightly from the actual device.

Spencer Italia S.r.l. assumes no responsibility for any errors contained herein or for damage, accidents or consequences connected with the supply, performance or use of this manual..

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Warning

The information contained in this document could be modified without any warning and is not to be intended as a commitment on behalf of Spencer Italia S.r.l. Spencer products are exported to many countries and the same identical regulations are not always valid. For this reason there could be differences between the description here described and the product actually delivered. Spencer continually strives to reach the perfection of all items sold. We therefore hope you will understand if we reserve the right, at any time, to modify the shape, equipment, lay-out or technical aspects that are herein described.

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1. MODELS

The standard following models can undergo change, revision and implementation without any notice.

- QMX01 – THERMOWELDED PILLOW FOR STRETCHER
- QMX02 – MULTI LEVEL PVC BLACK PILLOW
- ZEN – ZEN ERGONOMIC YELLOW CUSHION
- STX90 – STX 90 TELESCOPIC HEAD REST FOR STRETCHERS

2. INTENDED USE

Pillows QMX01, QMX02, ZEN and STX90, are devices designed to provide support, to vary the head inclination from the patient floor, increase patient comfort and, for Zen and STX90, to contribute to hyperextend the head improving airway's opening.

STX90 and QMX02 can be used only with Spencer stretchers equipped with DNA patient floor.

The patient should not intervene on the device.

3. REFERENCE STANDARD

As a distributor or end user of products manufactured and/or marketed by Spencer Italia S.r.l. you are strictly required to have basic knowledge of any legal requirements applying to the devices contained in this supply that are in power in the goods final destination Country (including laws and norms regarding technical specifications and/or safety requirements) and therefore you are strictly required to have the necessary knowledge to guarantee all aspects regarding the total conformity of the products to the regulations in the relevant territory.

4. INTRODUCTION

4.1 USE OF THE MANUAL

This manual is intended to provide the health care operator with the all the necessary information for its safe and appropriate use as well as adequate maintenance of the device.

Note: The manual is an integral part of the device. It must be kept for the duration of the device and must accompany the device in case of change of ownership or destination. If the operating instructions received relate to products not received, you must immediately contact the manufacturer before use.

The Spencer product manuals can be downloaded from the website or can be requested by <http://support.spencer.it> or by contacting the manufacturer. Exceptions are items whose essentiality for reasonable and predictable use is such as to make it unnecessary to prepare instructions in addition to the following warnings and directions on the label.

Regardless of the level of experience gained in the past with similar devices, it is recommended that you carefully read this manual before installing, operating or using the product or any maintenance.






4.2 LABELLING AND TRACKING CONTROL OF THE DEVICE

Each device has got an identification label positioned on the device itself and/or on its box, which includes identification data about the manufacturer, the product, the CE mark, the serial number (SN) or lot number (LOT). It must never be removed or covered.

In case of damage or loss, request a duplicate from the manufacturer. Failure to do so will interrupt the validity of the guarantee as the device can no longer be traced.

The Directive 93/42/EEC requires manufacturers and distributors of medical devices to keep track of the device location. If the device was in a different location to the address where it was sent or to where it had been sold, donated, lost, stolen, exported, or destroyed, permanently removed from use, or if the device had not been delivered directly from Spencer Italia S.r.l., register your device at <http://service.spencer.it> or inform the customer (see § 4.4).

4.3 SYMBOLI

Symbol	Meaning
	General or specific warnings
	See instructions for use
	Lot Number
	Product code
	The product is compliant with the requirements of Directive 93/42/EEC

4.4 WARRANTY AND SUPPORT

Spencer Italia S.r.l. guarantees that products are without defects for a period of **one year from the date of purchase**.

For any information regarding the correct interpretation of the instruction manual, the use, maintenance, installation and restore of the product, contact the Spencer customer care service ph. +39.0521.541111, fax +39.0521.541222, e-mail service@spencer.it, or visit <http://it.spencer.it/> to find the nearest service centre for assistance.

In order to facilitate the assistance service, please always indicate the lot number (LOT) or serial number (SN) shown on the label applied on the box or on the device..

Conditions for warranty and assistance can be viewed on <http://support.spencer.it>.

Note: Record and store; these instructions, lot (LOT) or serial number (SN) if any, date and place of purchase, date of first use, date servicing, user names and comments

5. WARNINGS

The warnings, notes and other important safety information are indicated in this section and are clearly visible throughout the entire manual.

User training

Note: Laboratory testing, post production tests, instruction manuals cannot always consider every possible scenario for use. This means that in some cases the performance of the product could be notable different from results to date obtained. The best instructions are the continuous practice under supervision of trained and competent staff.

- Regardless of the level of experience gained previously with similar devices, it is recommended that you carefully read this manual before installing, operating or using the product or carrying out any maintenance. If in doubt, contact Spencer Italia S.r.l. to obtain the necessary clarifications.
- The product must be used by trained personnel only, having attended specific training for this device and not for similar products.
- The suitability of the user to use the product may be attested by the records of training, where the names of those trained, of the trainers, dates and place are indicated. **This register which certifies the eligibility of the operators to use the Spencer device must be kept for a period of 10 years after the disposal of the device itself. This register will be made available to the competent Authorities and/or manufacturer if requested. In the absence of such documentation, sanctions will be applied.**
- Do not allow any untrained person to help during the use of the device, because they could cause damage to the patient or to themselves.
- The product should be operated only by personnel trained in the use of this product and not in others similar.

Note: Spencer Italia S.r.l. is always at your disposal to organise product training.

Installers training

The installation of the device must be carried out only by qualified and trained staff authorized by Spencer Italia S.r.l. Dates and procedures for participating in training courses will be arranged between the customer and our Commercial offices.

Product functionality

Use of the device in anyway other than described in this manual is forbidden.

- Before each use, the perfect operating state of the device must be thoroughly checked as specified in the instruction manual. If any damage or abnormalities which could in any way influence the correct functioning and the safety of the device are detected, the device must be immediately removed from service and the manufacturer must be contacted.
- If any failure or incorrect functioning of the device is detected, it must be immediately substituted with a similar item so that the rescue procedures are guaranteed without any interruption.
- The appliance must not in any way be tampered with (modification, adjustment, addition, replacement). In such cases all responsibility for any malfunctions or injuries caused by the appliance itself will be denied; moreover CE certification and product warranty will be considered void.
- Those who modify or have modified, prepare or have prepared medical appliances in such a way that they no longer serve the purpose for which they were intended, or no longer supply the intended service, must satisfy the valid conditions for the introduction onto the market.
- During use, position and adjust the device taking care not to cause any obstruction to rescuers and or any other rescue equipment.
- Ensure that all the necessary precautions are taken in order to avoid the hazards that can arise as the result of contact with blood or body fluids, when applicable.
- **The warranty seals, where present, must not be removed;** in such case, the manufacturer will no longer recognize the product warranty and will accept no responsibility in case of incorrect operation or damage caused by the product itself.
- Avoid contact with sharp objects
- The installation of the device must be carried out only by qualified and trained staff authorized by Spencer Italia S.r.l. Timing and procedures for conducting training courses shall be agreed between the customer and our Commercial offices.
- Operating temperature: from 0°C to + 40°C

Storage

- The device should not be exposed to or come into contact with any source of combustion or inflammable agents. Store in a cool, dry, dark place and do not expose to direct sun.
- Do not store the device underneath any heavy objects which could cause structural damage.
- Store and transport the device in its original packaging. Failure to do so makes the warranty void.
- Storage temperature: from 0°C to +40°C

Maintenance/cleaning

Spencer Italia S.r.l. disclaims any liability for any damage, direct or indirect, which is a result of improper use of the product and replacement parts and / or otherwise of any repairs made by an entity other than the authorized Spencer service centres; this will also invalidate the warranty.

- The operator must always wear adequate personal protection such as gloves and mask etc. during all checking, maintenance and cleaning procedures.
- Establish a maintenance program and periodic testing, identifying an employee responsible for overseeing. The person to whom the ordinary maintenance of the device is entrusted must ensure the basic requirements foreseen by the manufacturer in the user's manual.
- **The frequency of inspection is determined by factors such as legal requirements, the type of use, frequency of use, environmental conditions during use and storage.**
- Spencer Italia S.r.l. disclaims any liability for any damage, direct or indirect, that is the result of incorrect repairs or use of products made by Spencer Italia S.r.l. Repairs must necessarily be carried out by an authorized Spencer Italia service centre, which in using original spare parts will provide a quality repair service in strict accordance with the technical specifications given by the manufacturer. Spencer Italia S.r.l. disclaims any liability for any damage, direct or indirect, which is a result of improper use of spare parts and/or otherwise of any repairs made by an entity other than the Spencer service centres authorized to repair or make substitutions on this product and parts and/or otherwise of any repairs made by an entity other than the Spencer service centres authorized to do so; the warranty will also be invalidated.
- Use only original components, spare parts and or accessories, approved by Spencer Italia S.r.l., in order to carry out any operation without causing any alteration or modification to the device.
- For any operations that are not carried out directly by the manufacturer but by an authorised centre, we have to underline that a report regarding all operations carried out must be requested. This will permit both Spencer Italia S.r.l. and the end user to keep a log book regarding the operations carried out on the device.
- The cleaning schedule for reusable products must be performed in accordance with the directions provided by the manufacturer in the user manual, in order to avoid the risk of cross-infection due to the presence of secretions and/or residuals.
- The device and all its components, after washing, should be allowed to dry completely before storing.

Regulatory requirements

As a distributor or end user of products manufactured and/or marketed by Spencer Italia S.r.l., you are strictly required to have a basic knowledge of any legal requirements applying to the devices contained in this supply that are in power in the final destination Country (including laws and norms regarding technical specifications and/or safety requirements) of the goods and therefore you are also strictly required to have the necessary knowledge to guarantee all aspects regarding the total conformity of the products to the regulations in the relevant territory.

- Promptly notify Spencer Italia S.r.l. (already during the first product enquiry) when requesting in details regarding any revisions to be made by manufacturer in order to guarantee the conformity of the products to the territory's legal specifications (including those resulting from rules and/or norms of other kind).
- Act, with all due care and diligence, and contribute to ensure conformity to general safety requirements of all devices marketed in the territory, by providing final users with all necessary information for carrying out periodical checks on their devices, exactly as specified in the relevant user's manual.
- **Actively contribute to safety checks on product** sold, by communicating any relevant risk analysis information both to the manufacturer and to any competent authorities so that the necessary action can be promptly taken.
- The distributor or final user is aware that in the event of any failure to conform to the above mentioned requirements you will be deemed fully responsible for all damages that might occur. Therefore Spencer Italia S.r.l. expressly disclaims any responsibility and/or liability for your non-compliance with the present regulatory provisions.

General warnings for medical devices

The user must carefully read not only these general warnings, but also those listed below.

- It is not foreseen that the use of the device is prolonged beyond the time necessary for the first responders to complete their operation and the subsequent stages of transport to the nearest rescue point.
- When the device is being used, the assistance of qualified staff must be guaranteed and at least one operator must be present.
- Follow the procedures and protocols approved by the internal organization.
- The activities of disinfection and sterilization should be carried out in accordance with the parameters given in the validated cycle as specified in the technical standards.
- With reference to the D. Lgs. 24th February 1997, n. 46 emended by D. Lgs. 25/01/2010, n. 37 – Acknowledgement of Directive 93/42/CEE and 2007/47/CE concerning Medical Devices, we remind both public and private operators, that in the exercise of their activity detect an accident involving a medical product are required to notify the Ministry of Health, under the terms and in the manner established by the relative ministerial decrees and also to the manufacturer. Health care providers whether public or private are required to communicate to the manufacturer, any other inconvenience that may allow for the adoption of measures to ensure the protection and health of patients and users

6. SPECIFIC WARNINGS

- Follow the procedures approved by the Emergency Medical Service for the immobilization and transport of patients.
- Follow the procedures approved by the Emergency Medical Service for the positioning and transport of patients.
- Do not use if the device or its parts are pierced, torn, frayed or excessively worn out.
- Do not use the device to move the main stretcher.
- The suitability of application in presence of cervical and/or spinal injuries, neck penetrating objects, and the use together with cervical collars, must be preliminary evaluated by a doctor in order to exclude the possibility of worsening of the clinical condition of the patient.
- Do not use drying machines.
- Make sure the device is properly placed/installed on the platform/mattress of the stretcher..
- Make sure the mattress is properly fixed/anchored to the frame/lying part of the stretcher.
- Height and inclination adjustments for devices that allow this regulation, must be carried out after positive primary medical evaluations.

6.1 PHYSICAL REQUIREMENTS OF OPERATORS

Pillows for stretcher, are devices intended for professional use only. Each operator must be trained to transport patients safely and efficiently. Do not allow untrained persons to help operators during use of the product, as this may cause injury to themselves or to other people.

Operators must be able to provide the necessary assistance to the patient.

The ability of all operators must be considered before determining their role in the use of the device.

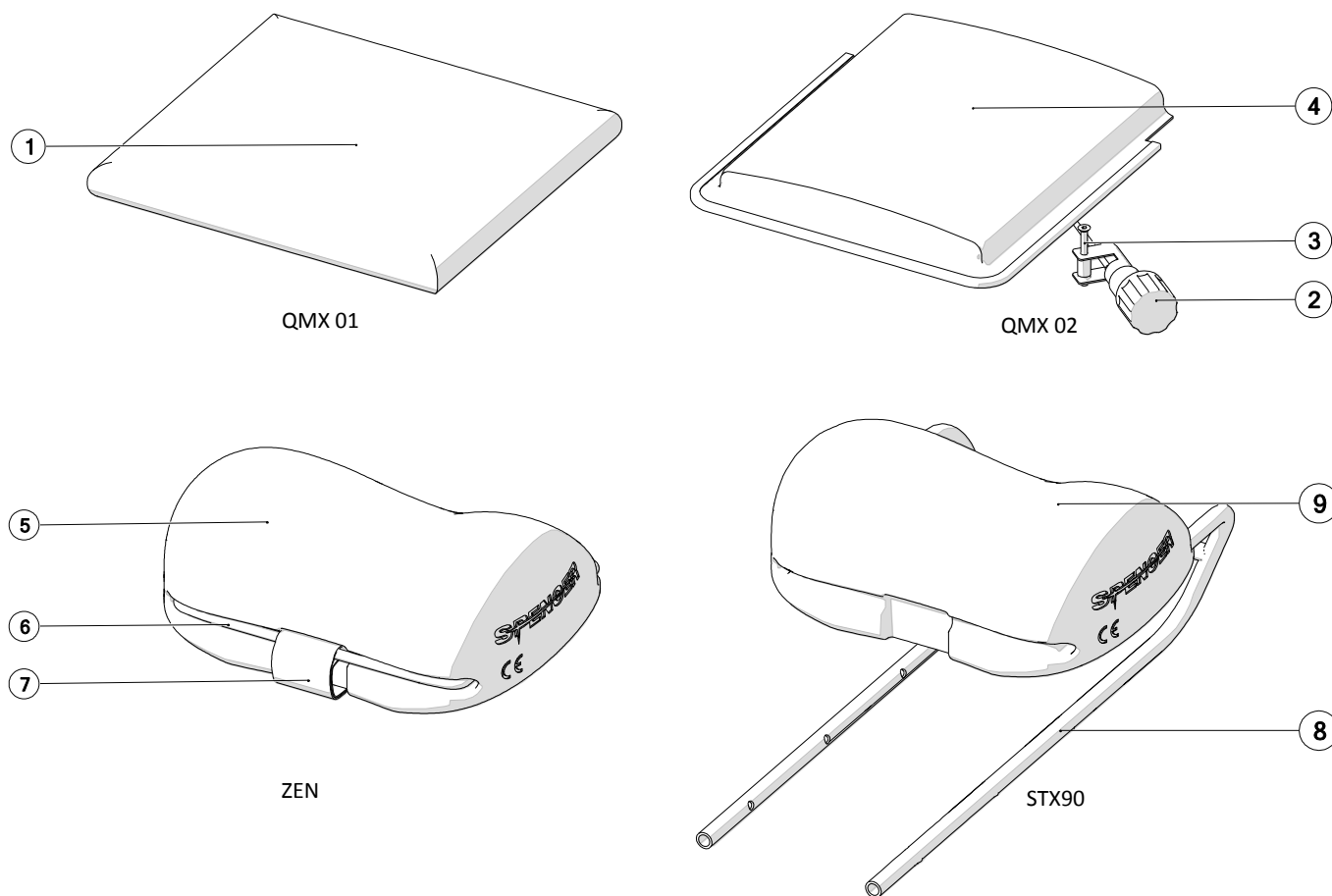
7. RESIDUAL RISK

The residual risks listed below have been identified exclusively in reference to the intended use of the device.

- The use by untrained personnel may result in injury to the patient, rescuer or others.
- Inadequate disinfection procedures may involve cross-infection risks.
- Incorrect placing or installation can cause injury to the patient and operators. Make sure that all warnings of this manual have been observed.
- Application or settings not suitable with patient's clinical conditions, may aggravate its condition. Before using the devices, make sure that all necessary primary medical evaluation have been carried out with positive outcome.

8. TECHNICAL DATA AND COMPONENTS

Note: Spencer Italia S.r.l. reserves the right to make changes to specifications without prior notice.



N°	Description	Material
1	Pillow with single body	PE, PVC
2	Height adjustment knob	Nylon
3	Fixing components for DNA patient board	Steel, Nylon
4	Pillow QMX02	PVC,
5	Pillow ZEN	PU
6	Elastic to fix anchor tape	Polyester
7	Anchor tape	Nylon
8	Pillow support frame	Steel
9	Pillow STX90	PU

Device	Feature	Value
QMX01	Dimensions	450x410x45 mm
	Weight	420 g
QMX02	Dimensions	330x300 mm with height adjustment from 35 to 75 mm
	Weight	970 g
ZEN	Dimensions	235x300x130 mm
	Weight	680 g
STX90	Dimensions	480x300x230mm
	Weight	1050 g

Indicated values are subjected to tolerances of $\pm 10\text{mm}$ and $\pm 20\text{ g}$

9. INSTALLATION AND START-UP

Before the first use verify that:

- The packaging is intact and has protected the device during transport
- Check that are present all the components included in the accompanying list.
- Functionality of the device according to the user manual
- For devices that require it, verify that the installation is correct.

Do not modify for any reason any part or component of the device as this may cause injury to the patient and/or rescuers.



If conditions mentioned above are not satisfied, the device cannot be considered secure, safe use is compromised and it is a possible cause of injury for patient and operators and can cause damage to the device.

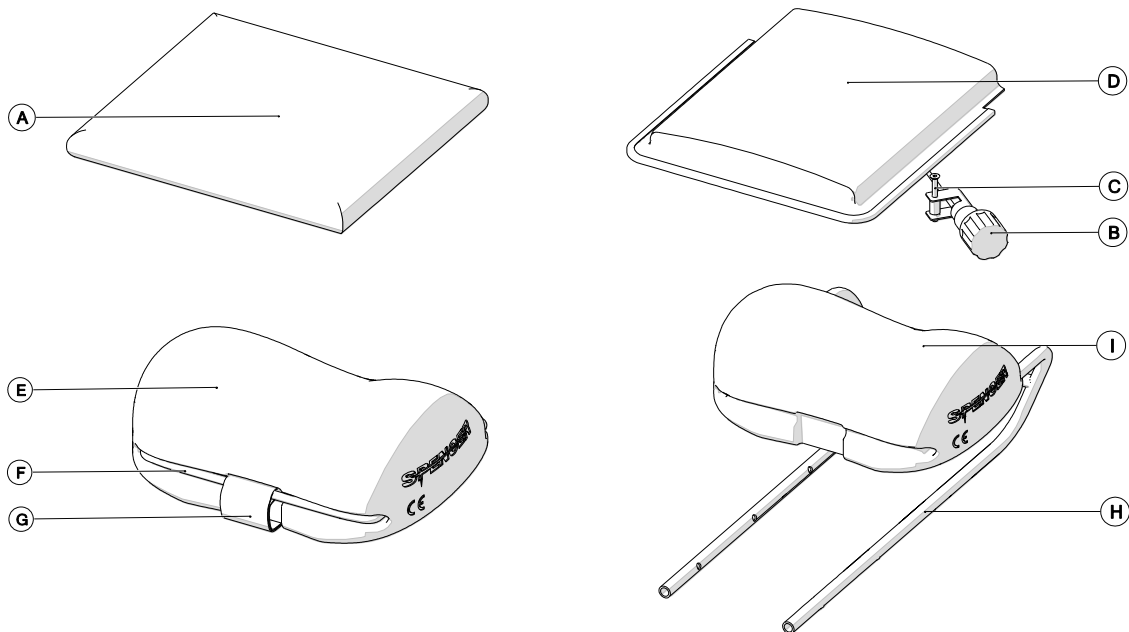
Practice with a device without patient before the regular start-up.

For instructions on use after start-up, follow the operations described on paragraph 12.

If the above conditions are met, the device may be considered ready for use; otherwise you must immediately remove the device from service and contact the manufacturer.

Do not alter or modify in any way the appliance; any such interference could cause malfunctions and injury to the patient and/or rescuer. Moreover the manufacturer will no longer recognize the product warranty and will accept no responsibility.

10. FUNCTIONAL CHARACTERISTICS



Element	Description	Function
A	Pillow with single body	Allows a better alignment of the head and increases patient comfort
B	Height adjustment knob	Used only on QMX02, allows adjustment of the height of the pillow.
C	Fixing components for DNA patient board	Are the components necessary for the fixing of the adjustment system on the DNA patient floor
D	Pillow QMX02	Patient's head rest area
E	Pillow ZEN	It support the head and the neck of the patient
F	Elastic	Integrated elastic needed to fix the anchor tape
G	Anchor tape	Allows to stabilize the pillow on a mattress or a patient board equipped with male strap
H	Pillow support frame	Is the supporting structure for the pillow. It must be fitted into the guides placed on the patient board and it is adjustable in 3 extension positions
I	Pillow STX90	It support the head and the neck of the patient

11. INSTRUCTIONS FOR USE

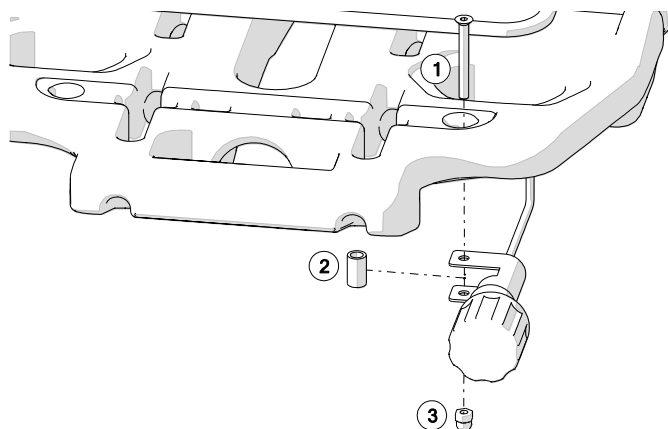
Before transferring, lifting or transporting the patient, primary medical evaluations have to be performed.

11.1 Use of QMX01

- Place the patient on the stretcher.
- Before applying the device, is suggested to wrap the pillow with a TNT pillow case to protect the device.
- If compatible with patient's clinical condition, lift the head and place the pillow so as to provide a stable support to the nape.
- After use, carry out necessary cleaning

11.2 Installation and use of QMX02

- The adjustment system can be installed both on the right or left side.
- Insert the countersunk screw in the hole on the upper side of the patient floor backrest.
- Fit the screw in the flange of the adjustment knob.
- Align the bush with the two holes of the flange and insert the screw inside it.
- Fix the parts together using the nut and tight until the adjustment system is properly fixed. **Do not use excessive force to avoid damage to devices.**
- Clean the surface on which the pillow will be installed removing any traces of grease.
- Turn the knob to increase the thickness of the pillow making evident the arched shape. The direction of this edge must be perpendicular to the medial line of the patient board.
- Remove the paper protective strip of the adhesive straps.
- Place the pillow on the board in the desired location making sure that the adhesive strips have adhered properly to the surface.
- Verify the correct operation of the product by increasing and reducing more times the pillow thickness.



11.3 Use of ZEN

The pillow ZEN is equipped with a transversal band on which is present a female strap.

Clean the surface on which the pillow will be installed removing any traces of grease. The surface must be smooth and allow good adhesion to the included male strap bands. They can be applied to the patient board or to the mattress.

This coupling can be used to stabilize the pillow.

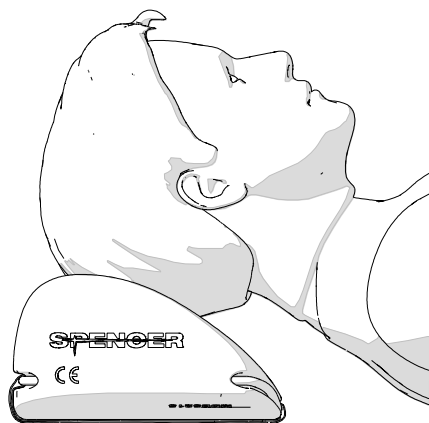
Using the same transversal band, is possible to secure the device to a handle (if used with DNA patient board) or tubular part present on the patient board. Separate one side of the strap, make the band pass around the handle/tubular part and attach again the strap component.

- Place the patient on the stretcher.
- Before applying the device, is suggested to wrap the pillow with a TNT pillow case to protect the device, leaving exposed the strap insert. If necessary, make a hole in the TNT pillow case.
- If the clinical conditions allow that, raise the head and place the pillow so as to provide a stable support to the nape.
- The pillow can be oriented in order to allow two different types of support.

By placing the pillow in the way "A", the support is from the nape and the effect is a slight tilt of the head depending on the depth of application. This type of application is mainly focused to increase the patient's comfort. The depth of application measured from the base of the neck allows to vary the inclination of the head.

By placing the pillow in the way "B", the device will offer a better support to the neck, improving alignment and limiting lateral movements. This type of application, allows to hyperextend the head improving airway's opening. In this case there is a single possibility of application. The pillow must be applied so that its highest part is at the base of the neck.

- After use, carry out necessary cleaning



Way A



Way B

11.4 Installation and use of STX90

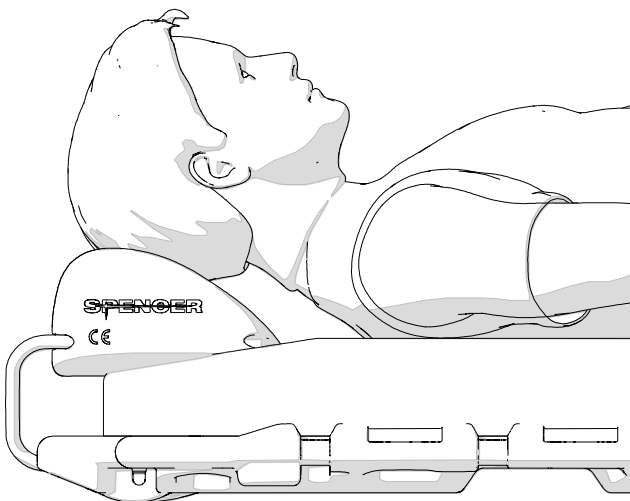
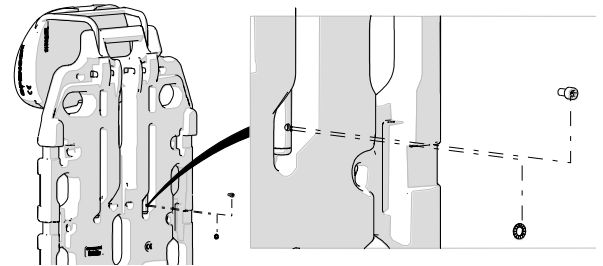
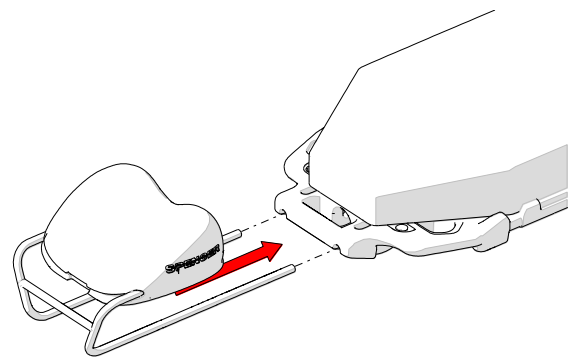
- Place the mattress on the stretcher
- Before applying the device, it is suggested to wrap the pillow with a TNT pillow case to protect the device.
- Insert the support frame into the holes of the patient board's backrest until the tubes are fully inserted.
- After the frame is completely inserted into the patient board, tighten screws and washers into the holes placed at the end of both tubes of the support frame.
- The pillow can be removed from the frame and oriented so as to allow two types of support.

By placing the pillow in the way "A", the support is from the nape and the effect is a slight tilt of the head depending on the depth of application. This type of application is mainly focused to increase the patient's comfort.

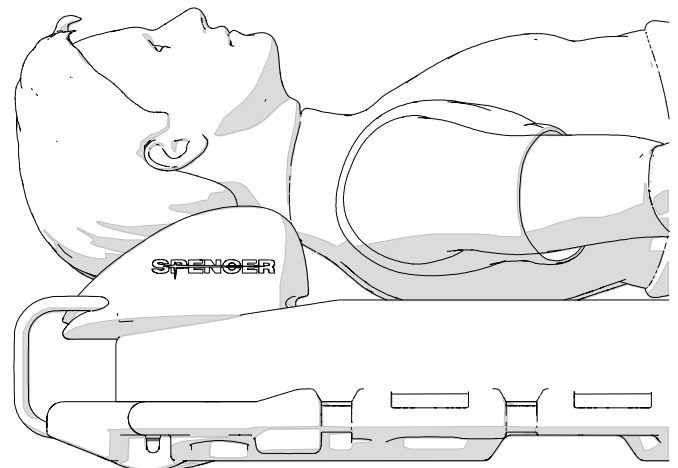
STX 90, can be adjusted at different extensions. Each setting can be selected simply by inserting or extracting the frame into the patient board. The depth of application measured from the base of the neck allows to vary the inclination of the head. The adjustments also allow to use the device with patient particularly tall.

By placing the pillow in the way "B", the device will offer a better support to the neck, improving alignment and limiting lateral movements. This type of application, allows to hyperextend the head improving airway's opening. In this case there is a single possibility of application. The pillow must be applied so that its highest part is at the base of the neck.

- After use, carry out necessary cleaning



Way A



Way B

12. CLEANING AND MAINTENANCE

12.1 CLEANING

Failure to carry out the correct cleaning routine could increase the risk of cross infection, due to presence of body fluids and/or residuals. The operator must always wear adequate personal protection such as gloves and mask, etc. during all checking and cleaning procedures

Clean the exposed parts with water and a delicate soap; **never use solvents or stain removers.**

Rinse thoroughly with warm water making sure that you have removed all traces of detergent, which could ruin or compromise the integrity and durability of the device. **The use of high pressure water should be avoided**, because may create risk of corrosion of components. Allow the device to dry thoroughly before storing. Drying after washing or after use in wet environments must be natural and not forced; do not use flames or other sources of direct heat.

If the device needs to be **disinfected**, use products that do not have corrosive or solvent action on the materials of which the device is made. Be sure to take every precaution to ensure that there is no risk of cross-infection or contamination for patients and / or operators.

12.2 PRECAUTIONARY MAINTENANCE

Establish a maintenance programme and periodic testing routine and identify an employee responsible for this. The person to whom the ordinary maintenance of the device is entrusted must ensure that the basic requirements foreseen by the manufacturer in following paragraphs are inspected.

All maintenance and periodic servicing activities must be registered and kept together with the servicing reports. These documents have to be kept for a period of 10 years after the disposal of the device itself. This register will be made available to the competent authorities and/or manufacturer if requested.

Routine maintenance of the device must be carried out by operators in possession of specific qualifications, trained and experienced in the use and maintenance of the device.

The operator must always wear adequate personal protection such as gloves and mask, etc. during all checking and cleaning procedures.

Checks to be carried out before and after each use and at deadline indicated above, are as follows:

- General functionality of the device
- Cleanliness of the device (remember that the failure to clean could be the cause of cross infections)
- Proper operation of regulation systems
- Absence of cuts, holes, tears on the entire product
- Integrity of metal parts
- Tightening of components subject to installation

The inspection frequency is determined by factors such as local legal requirements, the type of use, frequency of use, environmental conditions during use and storage.

Please note that you must do the cleaning as described in this manual and verify functionality before and after each use. Spencer Italia S.r.l. declines any responsibility for the improper functioning or injury caused to the patient or user by the use of devices that have not been subjected to a routine maintenance programme which will void the warranty and the compliance to the Medical Device Directive 93/42/CEE.

Use only accessories/original spare parts approved by Spencer Italia S.r.l. Failing to do so, we will accept no responsibility for the incorrect functioning and/or damage caused by the use of any device which has not been repaired, or certified on expiry date by the manufacturer or by one of the manufacturer's authorised service centres. Warranty will be considered void in compliance with the Medical Device Directive 93/42/EEC

12.3 PERIODIC MAINTENANCE

Planned interventions by the manufacturer or authorized centre are not required, but it is prescribed to make cleaning and checking indicated in the specific sections "Cleaning" and "Precautionary Maintenance".

12.4 SPECIAL SERVICING

Only the manufacturer or centres with written authorisation are authorised to complete any special servicing operations.

For any operations that are not carried out directly by the manufacturer but by an authorised centre, we have to underline that a report regarding all operations carried out must be requested. This will permit both Spencer Italia S.r.l. and the end user to keep a log book regarding operations carried out on the device.

12.5 LIFE SPAN

The device, if used as indicated in the instruction manual, has an average life span of 3 years.

Spencer Italia S.r.l. will accept no responsibility for the incorrect functioning and/or damage caused by the use of any device which has not been repaired by the manufacturer or by one of the manufacturer's authorised service centres and will consider void both the guarantee and the conformity to the Medical Devices Directive 93/42/CEE

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13. TROUBLESHOOTING

PROBLEM	CAUSE	SOLUTION
The fabric of the pillow QMX01 is torn	Wear or improper use	Put the device out of service and replace it
The regulation system of QMX02 doesn't work or the adjustment knob rotates without effect.	Improper use	Be sure to turn the knob in the proper direction: rotate clockwise to increase thickness, counterclockwise to decrease
	Internal components are broken	Put the device immediately out of service and contact the manufacturer
Is not possible to install QMX02	You are trying to install the device using a hole that is not the indicated one for installation	Follow carefully the installation instruction of the manual. The correct hole is on the right or left of the terminal part of the backrest of the stretcher.
Zen is torn and/or the material crumbles	The device is worn, it has been exposed to unsuitable environmental conditions, or has been cleaned with unsuitable products.	Put the device immediately out of service and replace it
The strap installed on ZEN does not provide enough anchorage	The elastic is deteriorated due to wear or improper use	Put the device immediately out of service and contact the service centre
	Strap areas have dirt that compromise the adhesion	Clean strap areas removing dirt that may interfere with adhesion
The support frame of STX90 is deformed	Improper use	Put the device immediately out of service and contact the service centre
The pillow of STX90 doesn't remain correctly placed on the support frame	The body of the pillow is deteriorated due to wear or improper use	Put the device immediately out of service and contact the service centre

14. ACCESSORIES

DR60550K DRX 550 - ZEN PILLOWCASES BOX 50 PCS - ERGONOMIC CUSHION

DR60552K DRX 551 BOX 100 PCS - TNT SHEET

15. SPARE PARTS

There are no spare part for these devices

16. DEMOLITION

When the device is no longer suitable for use, if they haven't been contaminated by any particular agents, they can be disposed of as normal solid waste. Otherwise follow the current regulations for demolition.