

# Hoyer®

## Hoyer® Stature

### User Instruction Manual & Warranty

To avoid injury, read user manual prior to use.

## Hoyer® Stature

### Manuel de l'utilisateur et garantie

Afin d'éviter tout accident, veuillez lire attentivement la notice avant utilisation.

## Hoyer® Stature

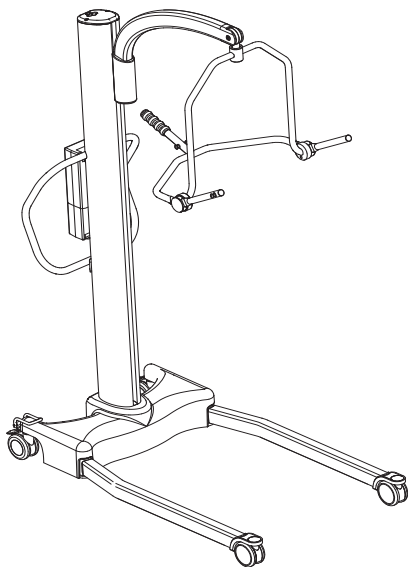
### Manual de Instrucciones y Garantía para el Usuario

Para evitar posibles daños, lea previamente el manual de usuario.

## Hoyer® Stature

### Benutzerhandbuch und Garantie

Um Verletzungen zu vermeiden, lesen Sie bitte die Gebrauchsanweisung vor der ersten Benutzung.



 Joerns  
Healthcare

Redefining patient handling

## Manufacturer's Contact Details

# Hoyer®

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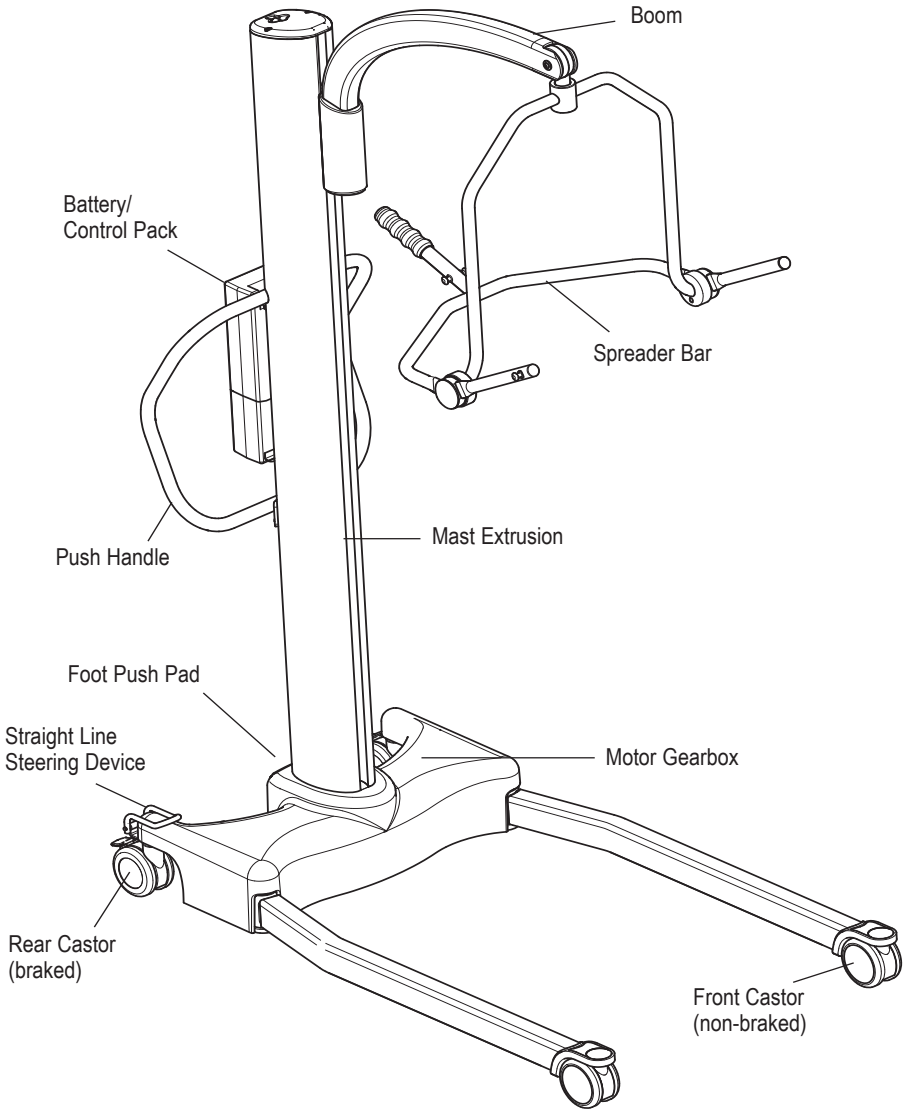
[www.joerns.com](http://www.joerns.com)

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# 1. Hoyer Stature Patient Lift



**READ AND UNDERSTAND THE INSTRUCTIONS IN THIS MANUAL  
BEFORE USING YOUR "STATURE"**

## 2. Introduction: About Your Lift

The Hoyer Stature is an electrically operated patient lift. Each Stature lift is fully assembled load tested and certified before being packed/shipped.

The packing consists of a strong, purpose built carton that is used for both export and domestic markets to ensure the safe arrival of the lift.

A number of documents are supplied in a wallet which is packed with each lift and should be kept safely for future reference.

- USER MANUAL
- TEST CERTIFICATE
- PACKING CHECK LIST
- CUSTOMER SATISFACTION CARD (Europe only)
- DEALER GUARANTEE CARD (Europe only)

The TEST CERTIFICATE is an important document and may be required for your insurance records. It is valid for six months and after it has expired the lift should be inspected and serviced per the maintenance schedule by a competent authorized engineer.

Servicing and periodic testing can be carried out by your authorized supplier. Please ensure your lift is included in their maintenance schedule. If you are at all unsure what your local market servicing requirements are, please check with your dealer and/or a local government agency.

The Hoyer Stature is suitable for the following CATEGORIES of lift within the working parameters of the lifts specified in the TECHNICAL SPECIFICATIONS (see contents page).

- Category A - Wheelchair
- Category B - Bed
- Category C - Bath (dependent upon setting)
- Category D - Toilet/Shower Chair
- Category E - Floor
- Category F - 90 degree Rotation

The Hoyer Stature is suitable for patients in the SITTING, SITTING/RECUMBENT and RECUMBENT positions. The examples of slings suitable for this device are listed as follows:

- Hoyer Quickfit
- Hoyer Full Back
- Hoyer Quickfit Deluxe
- Hoyer Long Seat
- Hoyer Access
- Hoyer Comfort
- Hoyer Silkfit

### The CE mark:



The Hoyer Stature carries the CE mark and complies with the following EC directives:

- Medical Device Directive (93/42/EEC)
- EMC Directive (89/336/EEC)
- Low Voltage Directive (73/23/EEC)



### 3. Assembly and Commissioning Instructions

#### CARTON CONTENTS

Place the carton in a clear working area and open carefully. The carton contains:

- Hoyer STATURE LIFT
- WALLET CONTAINING DOCUMENTS
- HAND CONTROL
- BATTERY PACK
- DESK TOP CHARGER/STAND/LEAD
- FASTENER KIT (INCLUDES SCREWS, ALLEN KEY, HEX SOCKET, CAPPING PLATE)

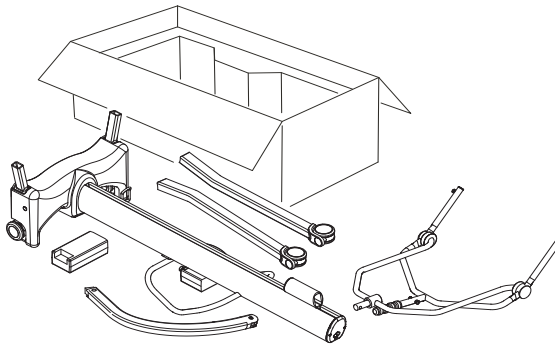
#### WARNING

The Hoyer Stature is heavy and will need to be lifted with care. You may need assistance to lift the Hoyer Stature from the carton.

#### ASSEMBLY INSTRUCTIONS

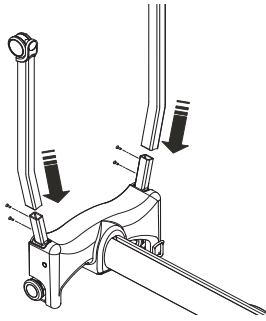
Remove all the parts from the carton and place on the floor, taking care to protect the finish from damage.

1. Place the chassis and mast (which are connected) in a clear space. The mast and chassis should be rested on the push handle, which will ensure the product remains stable while connecting the legs and boom to the product.



2. Fit the legs to the chassis using two 6mm countersunk screws per leg as provided.

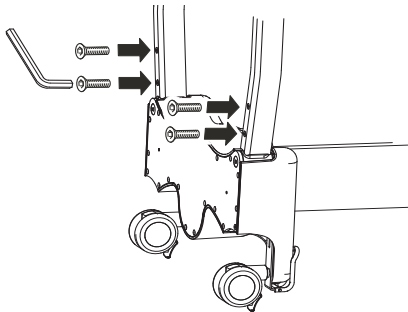
**NOTE:** There is a left and a right leg and they are configured as shown below



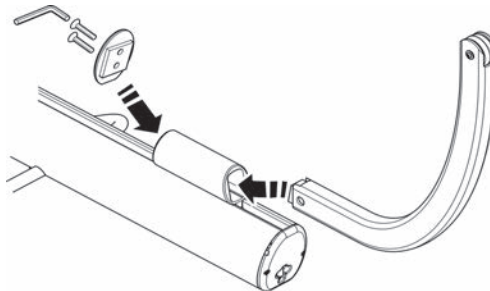
3. Using Allen Key provided, tighten the 6mm screws located on each side of the chassis.

**⚠ WARNING**

The screws should be secured firmly.

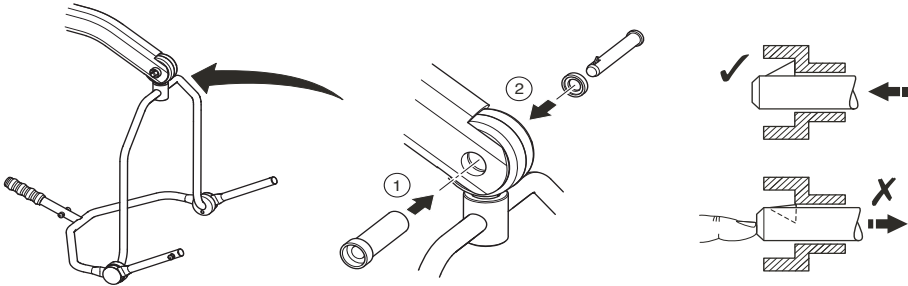


4. Insert the curved boom section into the boom carriage. Secure the assembly by inserting the two 6mm countersunk screws into the blue capping plate provided in the fastener kit, as shown below and tighten firmly.





5. Attach four point positioning cradle to the lift boom by inserting the split pin. Ensure pin is secure.

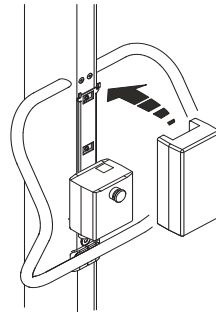
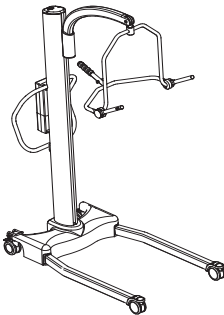


6. Stand the Stature upright and apply the brakes.

### **⚠ WARNING**

**Be careful when lifting the Stature to the upright position, as it is heavy.**

Fit hand control plug into the bottom of the control box located on the mast, ensure correct alignment to the plug socket. Fit power pack to the lift and make sure the latch holding the pack in place is fully engaged "Click" into place.

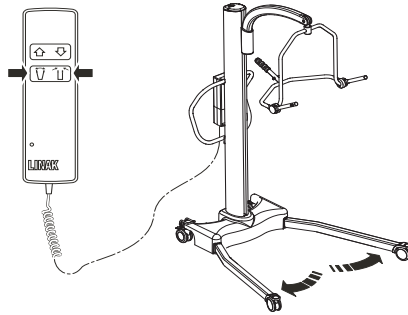


### **DISASSEMBLY**

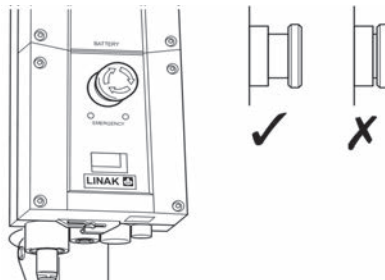
The lift should not be disassembled unless for service, repair or transport if necessary. If disassembly is necessary, follow the assembly instructions in reverse sequence.

## ALWAYS CHECK THE FOLLOWING BEFORE OPERATION

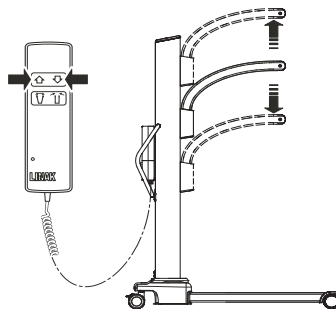
- Push the open and close buttons on the hand control to confirm that the legs of the lift open and close satisfactorily.



- The red emergency stop button, located on the rear of the control box, is in the OFF (out) position.



- Push the up and down buttons on the hand control to confirm that the boom rises and lowers satisfactorily.







## 4. Safety Precautions

Please read and follow the safety precautions listed below. Following these few basic safety precautions will make lifting operations easy and trouble free.

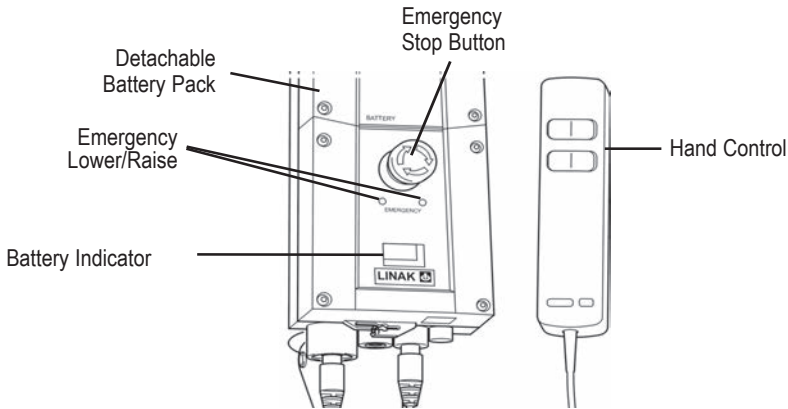
### **⚠ WARNING**

- **ALWAYS** check the safe working load of the lift is suitable for the weight of the patient.
- **DO NOT** exceed the safe working load of the hoist, as an electrical current limiting device will activate, preventing use of the hoist.
- **ALWAYS** plan your lifting operations before commencing.
- **ALWAYS** carry out the DAILY CHECK LIST before using the lift.
- **ALWAYS** familiarise yourself with the operating control and safety features of a lift before lifting a patient.
- **DO NOT** use a sling unless it is recommended for use with the lift.
- **ALWAYS** check the sling is suitable for the particular patient and is of the correct size and capacity.
- **NEVER** use a sling which is frayed or damaged.
- **ALWAYS** fit the sling according to the instructions provided (user instructions).
- **ALWAYS** ensure sling straps **DO NOT** get caught around the legs of the hoist.
- **ALWAYS** carry out lifting operations according to the instructions in the user manual.
- **NEVER** disconnect or bypass a control or safety feature because it seems easier to operate the lift.
- **DO NOT** lift a patient with the castor brakes on. Always let the lift find the correct center of gravity.
- **DO NOT** attempt to manoeuvre the lift by pushing on the mast, boom or patient.
- **ALWAYS** manoeuvre the lift with the push handle, located on the mast. A foot push pad is also provided on the base of the hoist.
- **ALWAYS** lower the patient to the lowest comfortable position before transfers.
- **DO NOT** push a loaded lift at speeds which exceed a slow walking pace (3 Km/hour 0.8 metres/second).

- **DO NOT** push the lift over uneven or rough ground. Particularly if loaded.
- **DO NOT** attempt to push/pull a loaded lift over a floor obstruction.
- **NEVER** force an operating/safety control. All controls are easy to use and do not require excessive force.
- **DO NOT** park a loaded lift on **ANY** sloping surface.
- **DO NOT** use electric lifts in a shower.
- **DO NOT** charge an electric lift in a bathroom or shower room.
- **DO NOT** lift a patient unless you are trained and competent to do so.
- **YOUR** lift is for patient lifting. **DO NOT** use it, or allow it to be used, for any other purpose.
- **DO NOT** bump the lift down steps, loaded or unloaded.
- **DO NOT** attempt to negotiate a loaded lift on a slope which exceeds 1:12 (approximately 5 degrees).
- **DO NOT** attempt to negotiate a slope without a second helper being present.
- **DO NOT** use in a wet or corrosive environment such as poolside locations.
- **DO NOT** use on extra thick pile carpet when the lift is fully loaded.
- **NEVER** operate lift with loose/worn or missing parts/fasteners.
- Joerns Healthcare recommends that slings be checked regularly and particularly before use for signs of fraying or damage. **DO NOT** use slings that are worn or damaged.
- **HOYER RECOMMENDS THE USE OF GENUINE HOYER PARTS.** Hoyer slings and lifters are not designed to be interchangeable with other manufacturer's products. Using other manufacturer's products on Hoyer products is potentially unsafe and could result in serious injury to patient and/or caregiver.
- Refer to maximum weight capacity of lift. Sling capacity is limited by the maximum capacity of the lift.

## 5. Operating Instructions

### OPERATING CONTROLS



#### 1. Leg adjustment

The legs on the Hoyer Stature are electrically adjustable for width. The legs can be opened to enable access around armchairs or wheelchairs. For transferring and negotiating narrow doorways and passages the lift legs should be in the closed position.

Electric leg adjustment is achieved by pressing the appropriate buttons on the hand control. The legs will be locked whenever the hand control switch is released.

#### 2. Castors and Braking

The lift has two braked castors which can be applied for parking. When lifting, the castors should be left free and un-braked. The lift will then be able to move to the center of gravity. If the brakes are applied it is the patient that will swing to the center of gravity and this may prove disconcerting and uncomfortable. Attached to the rear castor is a straight line steering device, which when applied to the castor will facilitate straight line movement.

#### 3. Raising and lowering the boom

The movement of the boom carriage is achieved by a powerful motor gearbox, which is controlled by a simple hand control unit. The hand control has two buttons with directional arrows UP and DOWN  $\uparrow\downarrow$ . The motor gearbox stops automatically at the limit of travel in both directions. The hand control plugs into a socket at the base of the control box.

**SAFETY NOTE: The downward movement of the boom will stop if the lift senses that the patient has encountered an obstruction.**

#### 4. Emergency Stop

The red Emergency Stop Button is located on the front of the control box and is activated by pressing in. This will cut all power to the lift and only be reset by twisting the button anticlockwise and releasing.

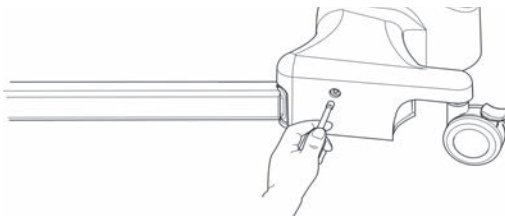
## 5. Electrical Emergency Down/Up

Emergency lower (down) and raise (up) buttons are provided at the front of the control box. This is operated by inserting a ballpoint pen into the button highlighted  $\uparrow\downarrow$ . This will bring the boom up or down should the hand control fail at any time.

## 6. Mechanical Emergency Down

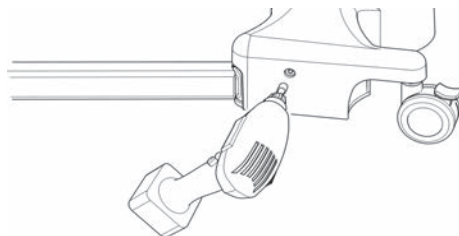
In the case of a complete electrical failure the Stature lift is fitted with mechanical lowering device. This device is located on the left hand side of the lift's chassis.

The lowering mechanism is operated by inserting a 6mm Hex socket into the aperture and onto the mechanism turning clockwise to raise the lift and anticlockwise to lower the lift. This can be done manually with a socket wrench.



### Recommendation!

In order to raise or lower the boom more quickly it is recommended that a 6mm Hex socket be used in conjunction with a 1/4 inch drive adaptor and an electric reversible drill (NOTE: do not use hammer setting). This will increase the speed in which the patient can be safely raised and lowered. A 6mm Hex socket is contained in the top cap located on the top of the mast.



**NOTE:** Before raising or lowering the patient, ensure you have planned your destination carefully. For instance back onto a chair or bed.

## 7. Batteries

The batteries are protected from deep discharge by a **LOW VOLTAGE ALARM**. This will sound when the batteries need recharging and the hand control is being operated. It will not sound independently of the hand control being operated. **DO NOT IGNORE THIS WARNING ALARM.** Complete the lifting operation and place the battery on charge (see charging instructions).

## 8. Slings

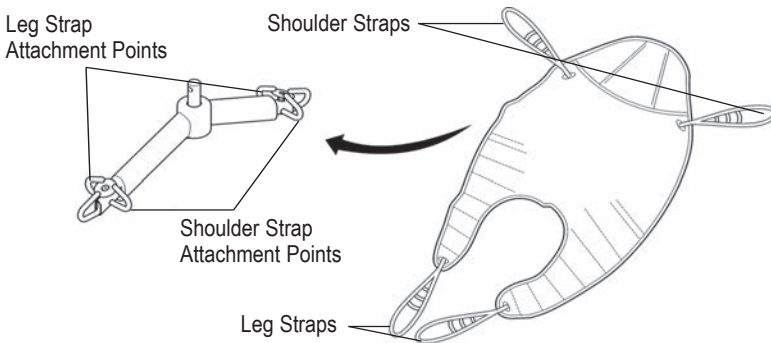
The Hoyer Stature has the option of both a 6 point spreader bar and a 4 point positioning cradle. Both systems use different attachment methods and slings.

The 6 point system uses slings with webbing loops, which allow positioning adjustment by selecting different coloured loops. The 4 point cradle uses the Securifi safety clip system and adjustment is made by rotating the 4 point cradle either upward or down.

**Loop strap slings:** Hoyer Quickfit, Full Back, Quickfit Deluxe, Long Seat, Access and Silkfit.

**Safety clip slings:** Hoyer Comfort

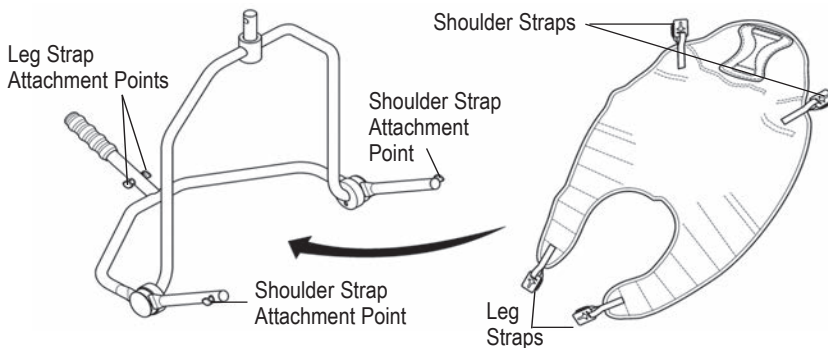
The 6 point system attaches to the spreader bar hooks via loop straps (shown below), each sling is supplied with instructions. Please study the instruction guide before use.



### 6 Point spreader bar

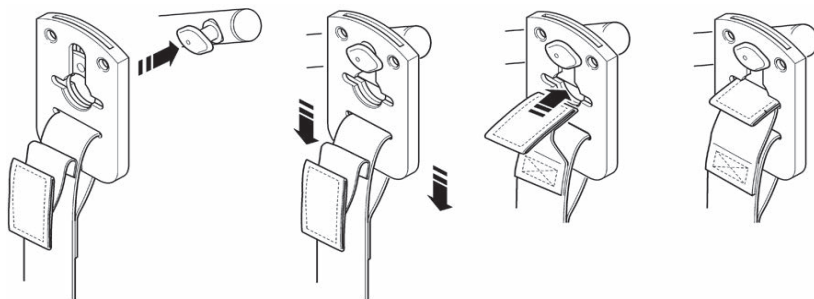
Example of 6 point spreader bar sling with loop attachments.

The four point cradle sling attaches to the cradle studs via a safety clip system (shown below), each sling is supplied with instructions. Please study the instruction guide before use.



### 4 point positioning cradle

Example of 4 point cradle sling with safety clip system.



### Securi3 sling attachment system

Example of installation.

**NOTE:** For detailed fitting instructions, please refer to the user guide supplied with each sling.

### **⚠ WARNING**

Joerns Healthcare recommends that slings be checked regularly and particularly before use for signs of fraying or damage. **DO NOT** use slings that are worn or damaged.

### **⚠ WARNING**

**HOYER RECOMMENDS THE USE OF GENUINE HOYER PARTS.** Hoyer slings and lifters are not designed to be interchangeable with other manufacturer's products. Using other manufacturer's products on Hoyer products is potentially unsafe and could result in serious injury to patient and/or caregiver.

### **⚠ WARNING**

Refer to maximum weight capacity of lift. Sling capacity is limited by the maximum capacity of the lift.

## 6. Removal of Spreader Bar/Cradle Systems

### FOLLOW THESE INSTRUCTIONS EXACTLY

Your Stature lift has the option of using both a 6 point spreader bar and 4 point positioning cradle. The removal of either of these systems is completed easily by the use of a quick-release pin. This is done quickly and easily, but you must read the following safety instructions to ensure the spreader bar/cradle is safely locked into position before use.

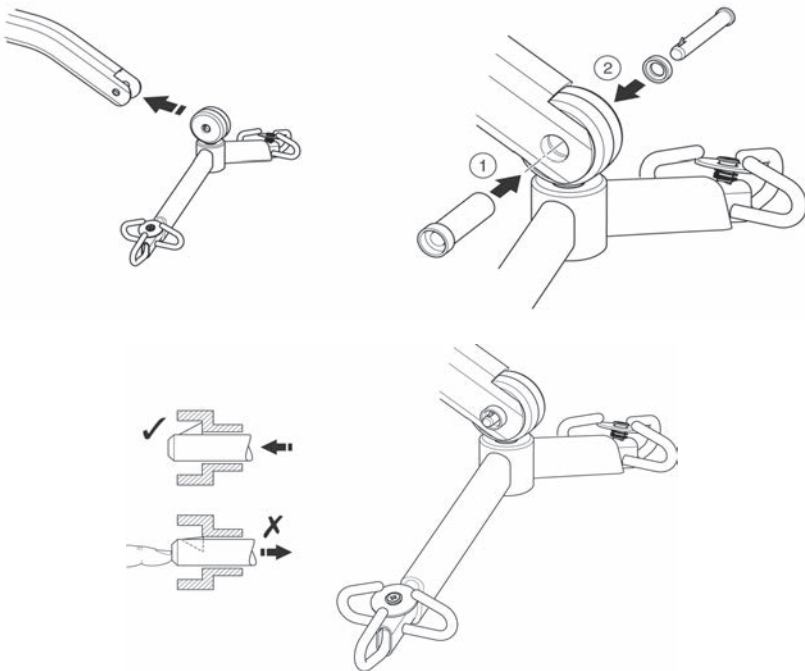
### CONNECTION

To connect, raise the spreader bar/cradle up toward the boom slot.

Insert the pin sleeve through the plastic end cap and to support the spreader bar/cradle.

Once aligned in the boom slot reinsert the quick release pin fully into the sleeve until it locks into position. **YOU MUST CHECK THAT THE PIN IS SECURELY FITTED.**

To do this, press your finger into the barbed end. If the pin remains stationary the lift is safe to use.

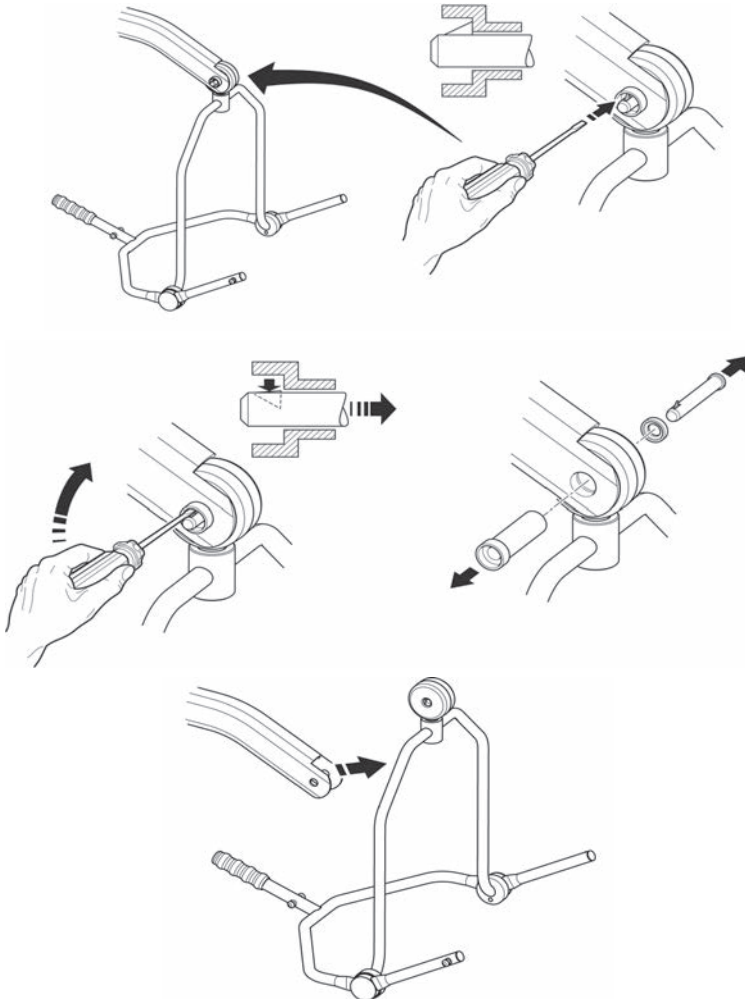


## REMOVAL

**CAUTION:** Be sure to support the weight of the spreader bar/criadle before removing pin.

To detach pin, depress the spring bar (using a flat blade electrical screw driver or similar) and pull the pin out.

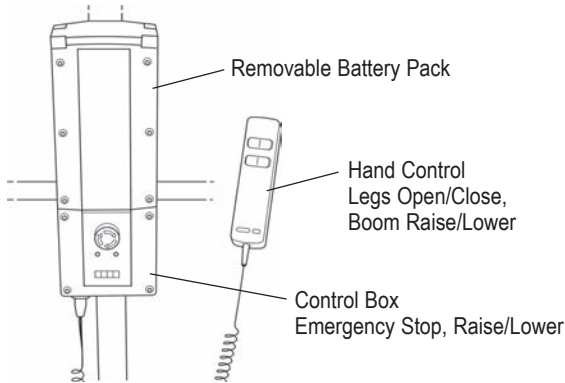
Support the spreader bar/criadle, and then pull the pin sleeve in the opposite direction, removing it completely from the boom. This will release the spreader bar completely.





## 7. Charging Instructions

The batteries are located in the power pack and are charged via an off board desktop charger unit.



When the battery pack needs charging it is removed from the lift and fitted to an off board charging unit.

1. Remove the power pack from the lift. The pack is retained by a simple latch at the top of the power pack. Lift the latch and the power pack will be released.
2. Fit the power pack to the charging unit. The location and latching of the power pack to the charger is the same system as used on the lift.
3. Plug the charger mains plug into a suitable mains outlet.
4. Charging is automatic and will fully charge the batteries over a period of eight to twelve hours.  
**Note:** Even if the charger is left plugged in for extended periods it will not allow the batteries to overcharge.

- a) Green Light - Indicates main power is on.
- b) Yellow Light - Indicates battery is charging.
- c) Battery will be fully charged when yellow light goes off.

**Note:** Charging will take up to 4 hours.

It is recommended that the battery be charged immediately up on receipt.

5. To return the lift to service, disconnect power supply remove the power pack from the charger. Fit the power pack to the lift and make sure the latch holding the pack in place is fully engaged. "Click" in place. The charging of Hoyer electric lifts is simple and straightforward, but it is important to follow the charging instructions closely. Please pay particular attention to the following warnings, they will help you avoid problems with discharged batteries.

**⚠ WARNING**

KEEP the batteries fully charged. Place the battery on charge whenever it is not in use. If it is more convenient to do so, place on charge every night.  
The charger will not allow the batteries to overcharge.

**⚠ WARNING**

NEVER run the batteries completely flat. As soon as the audible warning sounds, complete the lifting operation in hand and place on charge.

**⚠ CAUTION**

NEVER store the power pack for long periods without regular charging throughout the storage period.

**⚠ WARNING**

ALWAYS make sure the mains power to the charger is switched off before connecting or disconnecting the power pack.

**⚠ WARNING**

NEVER leave the power pack plugged in to the charger with the mains power off.

**⚠ WARNING**

Do not charge an electric lift in a bathroom or shower room.



## 8. Maintenance Schedule & Daily Check List

All Hoyer products are designed for minimum maintenance, however some safety checks and procedures are required. A schedule of DAILY tasks is detailed below. Daily checks and a six monthly service, inspection and test will ensure a lift is kept in optimum safe working condition. A list of spare parts is available upon request.

The **LOAD TEST** and certification should only be carried out by qualified personnel or an authorized service agent / dealer.

**DAILY CHECK LIST:** Joerns Healthcare strongly recommends the following checks be carried out on a daily basis and before using lift.

- MAKE sure the lift moves freely on its castors.
- MAKE sure the spreader bar is free to rotate and swing
- EXAMINE the spreader bar/cradle is firmly attached to the boom.
- EXAMINE the sling hooks/clips on the spreader bar/cradle and side suspenders for excessive wear.
- MAKE sure the legs open and close correctly.
- OPERATE the hand control to confirm the boom raises and lowers satisfactorily.
- ON electric powered lifts check the operation of the emergency stop button.
- EXAMINE slings for fraying or other damage. DO NOT use any sling if damaged or if the sling shows signs of wear.
- CONFIRM the lift is not giving a low battery alarm when the hand control is operated. If the alarm sounds, DO NOT use, and place on charge immediately.
- CHECK fasteners for tightness and wear.

### MAINTENANCE, INSPECTION AND TEST

Joerns Healthcare recommend a thorough inspection and test of the Hoyer Stature lift and lifting accessories, slings, scales etc is carried out on a regular basis. Inspection frequency varies depending on locality, so you must check with your dealer or local government agency as appropriate regarding how often an inspection is required. The examination and test should be conducted according to the recommendations and procedures provided in this manual. Joerns Healthcare recommends maintenance, inspection and certified testing is carried out by authorized service agent / dealers only.

**\*THESE CHECKS SHOULD INCLUDE:**

✓ = Required                      X = Recommended

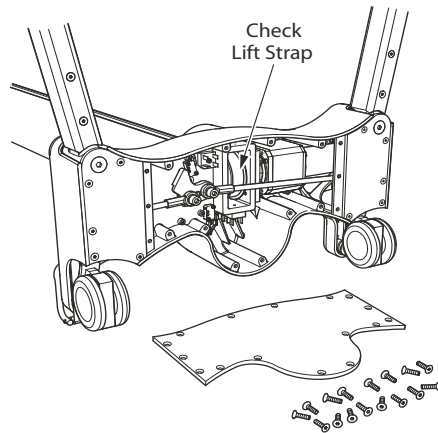
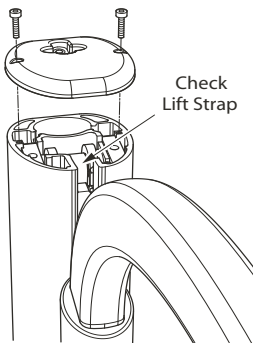
\* 6 months in North America

	Initially	Before Use	Service Intervals *
1. <b>SPREADER BAR:</b> Check the spreader bar for freedom of rotation and swing. Check for wear on the central pivot. Check for firm attachment to the boom.	✓	✓	✓
2. <b>BOOM:</b> Check the attachment of the boom to the mast carriage. Make sure there is only minimal movement.	✓	✓	✓
3. <b>MAST:</b> Check it is firmly connected to the chassis.	✓	✓	✓
4. <b>MOTOR GEARBOX:</b> This should require no maintenance other than checking for correct operation and listening for unusual noise.		X	✓
5. <b>POWER PACK:</b> Check the function of the emergency stop button and emergency down/up.	✓	✓	✓
6. <b>BATTERIES:</b> The batteries are housed in the power pack and should not require maintenance other than the regular charging as detailed in the charging instructions. Check that the connections remain clean. Confirm the battery bracket is secure and undamaged.			✓
7. <b>LEG ADJUSTMENT:</b> Check that the legs operate in both full extensions (inward/outward).	✓	✓	✓
8. <b>CASTORS:</b> Check all castors for firm attachment to the legs. Check for free rotation of the castor and the wheels.	✓	✓	✓
9. <b>CLEANING:</b> Wipe down with a clean cloth, using soap and water and/or any hard surface disinfectant. Harsh chemical cleaners or abrasives should be avoided as these may damage the surface finish of the lift. Avoid excessive wetting, especially electrical areas and the opening to the base of the hoist. We recommend that the cloth is soaked in the solution, squeeze out excess fluid and wipe hoist surface.		X	✓
10. <b>LOAD TEST:</b> The load test should be carried out in accordance with the manufacturer's test procedures (see Service Manual). It is strongly recommended the testing is carried out by an authorized service dealer.			X
11. <b>BASE AND WHEELS:</b> Ensure base is even and level (all four wheels are on the floor).	✓	✓	✓
12. <b>SLINGS:</b> Check for wear and fraying.	✓	✓	✓
13. <b>LUBRICATION:</b> Oil pivot joints, including mast and boom connections, spreader bar joint (only if required).			✓
14. <b>HAND SET:</b> Ensure plugged fully into controller.	✓	✓	✓
15. <b>FIXINGS:</b> Check all nuts, bolts, screws and fasteners for excessive wear and for tightness. Replace as required.			✓

**\*THESE CHECKS SHOULD INCLUDE:**

✓ = Required      X = Recommended  
\* 6 months in North America

	Initially	Before Use	Service Intervals *
<b>16. QUICK RELEASE PIN:</b> Ensure the pin is securely fitted before lifting by pressing the barbed end.	✓	✓	✓
<b>17. LIFTING STRAP:</b> Your lift strap should be checked at service intervals for any sign of wear (ideally every six months). In order to view the strap it is recommended to remove the cap at the top of the mast, cycle the lift in both directions whilst observing the condition of the strap. If you see any wear (fraying, creasing or similar) it is recommended an authorized, Joerns Healthcare Dealer or qualified, competent service engineer replaces the strap IMMEDIATELY. For details regarding strap maintenance and replacement please request our detailed service guide. (See below for details)			✓



## 9. Technical Specifications

Safe Working Load .....	500 lbs	227 kgs
Maximum Overall Length .....	54.7 inches	1390 mm
Minimum Overall Length .....	50.8 inches	1290 mm
Maximum Overall Height .....	83.8 inches	2130 mm
Minimum Overall Height .....	76.6 inches	1945 mm
Height at Maximum Reach .....	77.8 inches	1975 mm
Reach at Maximum Height .....	24.6 inches	625 mm
Reach at Minimum Height .....	24.6 inches	625 mm
Maximum Reach* .....	24.6 inches	625 mm
Turning Radius .....	61.0 inches	1550 mm
Legs Open - External Width .....	53.5 inches	1360 mm
Legs Open - Internal Width .....	48.4 inches	1230 mm
Legs Closed - External Width .....	29.9 inches	760 mm
Legs Closed - Internal Width .....	25.1 inches	640 mm
Overall Height of Legs .....	4.3 inches	110 mm
Ground Clearance .....	1.2 inches	30 mm
Front Twin Castors .....	4 inches	100 mm
Rear Braked Castors .....	4 inches	100 mm

\* Reach = center of spreader bar to the front of the mast

### 4 Point Position Cradle (measurement to top of location pins)

**NOTE:** 4 point positioning cradle is standard fitment with the Stature lift.

Cradle Max. Height .....	61 inches	1550 mm
Cradle Min. Height (usable) .....	15.4 inches	390 mm

### 6 Point Spreader Bar (measurement to top of location pins)

**NOTE:** 6 point positioning cradle is optional for the Stature lift.

Spreader Bar Max. Height .....	77.7 inches	1975 mm
Spreader Bar Min. Height (usable) .....	26.6 inches	675 mm

### Weights

Mast, Base & Boom Assembly .....	142lbs	64.5kgs
4 point positioning cradle .....	13.2lbs	6kgs
Power Pack .....	6.6 lbs	3 kgs
Total .....	162lbs	73.5kgs

All measurements are within a +5/-5 degree of tolerance.



## ELECTRICAL SPECIFICATIONS

BATTERIES.....	12 volt Rechargeable sealed lead acid type
BATTERY CAPACITY.....	3.2 Ampere hours
CHARGER RATED INPUT.....	230Vac 50/60Hz
CHARGER RATED OUTPUT.....	27.4/29.0 VDC@0.8A

### Electric Shock Protection

CHARGER.....	CLASS II
LIFT.....	INTERNAL POWER SOURCE

### Degree of Shock Protection

CHARGER.....	TYPE B
LIFT.....	TYPE B
INTENDED OPERATING ENVIRONMENT: .....	>+5° <+40°

Outside this environment functionality and safety may be compromised.

MOTOR GEAR BOX.....	Planetary Type
STRAP.....	Nylon woven

## 10. Warranty

This warranty covers HoyerPro lifts only. Lifts not covered under this warranty include, but are not limited to Advance-H, HML400, HPL600WB, HPL600WBSC, HPL402, C-HLA (and variations).

HoyerPro lifts are guaranteed for a period of two years from the date of delivery against defects in materials and workmanship under normal use and service. This warranty includes all mechanical and electrical components.

Aluminium structural components and mechanical components on lifts are covered under warranty for a period of five (5) years from the date of delivery.

Damage caused by use in unsuitable environmental conditions or failure to maintain the product in accordance with user and service instructions is not covered. Any alteration, modification or repair unless performed by or authorized in writing by Joerns Healthcare will void this warranty.

### Parts:

HoyerPro lifts contain various parts that wear from normal use. These parts, such as DC batteries and casters are not covered under the two-year warranty but are covered for 90 days after date of delivery.

Joerns Healthcare's obligation under this warranty is limited to supplying replacement parts, servicing or replacing, at its option, any product which is found by Joerns Healthcare to be defective.

Warranty replacement parts are covered by the terms of this warranty until the product's original warranty period expires.

When requested by Joerns Healthcare, parts must be returned for inspection at the customer's expense. Credit will be issued only after inspection.

### Service:

Most service requests handled by the facility Maintenance Department with assistance from the Joerns Healthcare Product Service Department.

Most parts requested can be shipped next day air at the customer's expense.

Should a technician be required, one will be provided by Joerns Healthcare, at our discretion. Only the Joerns Healthcare Product Service Department can dispatch authorized technicians.

This warranty is extended to the original purchaser of the equipment.







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