

HOVERJACK® USER MANUAL

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Symbol Reference



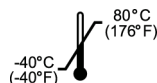
Attention! Please read accompanying documents.



This End Up



Type BF Applied Part



Temperature



Declaration of Conformity to Medical Device Directive



Humidity



Functional Earth (Ground)



Date of Manufacture



Alternating Current



Keep Dry



Underwriters Laboratory Agency Approval

120 V~:

Medical Equipment with respect to electrical shock, fire and mechanical hazards only in accordance with UL 60601-1, IEC/EN 60601-1, CAN/CSA C22.2 No. 601.1

230 V~:

Medical Equipment with respect to electrical shock, fire and mechanical hazards only in accordance with UL 60601-1, IEC 60601-1-2 CAN/CSA C22.2 No. 601.1

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Intended Use and Precautions

- **Indications:**
Patients unable to assist in their own vertical lift, such as after a fall. Patients whose weight or girth poses a potential health risk for the caregivers responsible for lifting or moving said patients.
- **Contraindications:**
Patients who are experiencing thoracic, cervical or lumbar fractures that are deemed unstable: unless using in conjunction with a spinal board.
- **Intended Care Settings:**
Hospitals, Long term or extended care facilities
- **Precautions:**

Make sure Patient Safety Straps are secured before moving.

Never use Patient Safety Straps to pull the HoverJack® air patient lift, as they may tear.

Move the HoverJack® air patient lift using the Transport Straps at the head-end and/or the handles located along the top perimeter.

When moving a patient on the inflated HoverJack® air patient lift, use caution and move slowly.

Additional caregivers are recommended when moving a patient over 750 lbs / 340kg.

Never attempt to move a patient on an un-inflated HoverJack® air patient lift.

Route the power cord in a manner to ensure freedom from hazard.

Avoid blocking the air intakes of the air supply.

Never leave patient unattended on an inflated device.

Use this product only for its intended purpose as described in this manual. Only use attachments and or accessories that are authorized by HoverTech International.

WARNING: For safety, always use a minimum of two caregivers while using the HoverJack® air patient lift.

CAUTION: Avoid electric shock. Do not open Air Supply.

WARNING: Reference product specific user manuals for additional operating instructions.

HoverJack patient air lift system is not UL classified

Introduction

Using the HoverJack® Air Patient Lift

In the event of a patient fall, the HoverJack® air patient lift is log-rolled under the patient. The HoverTech Air Supply is then used to inflate each of the four (4) chambers to lift the patient in a supine position from the floor to the bed or stretcher height. This reduces the number of caregivers needed to lift a patient, while minimizing the potential of further injuries to patient and the staff. The HoverJack® air patient lift can be used anywhere a patient has fallen, even in confined spaces, such as a bathroom. The friction-reducing material on the bottom of the patient lift allows caregivers to easily transport the patient across any surface. The HoverJack® air patient lift has a weight limit of 1900 pounds / 862 kg and is available in two widths to accommodate most patients. See the HoverTech International Product Line in the General System Information section of this manual.

The Principle of the HoverJack® Technology

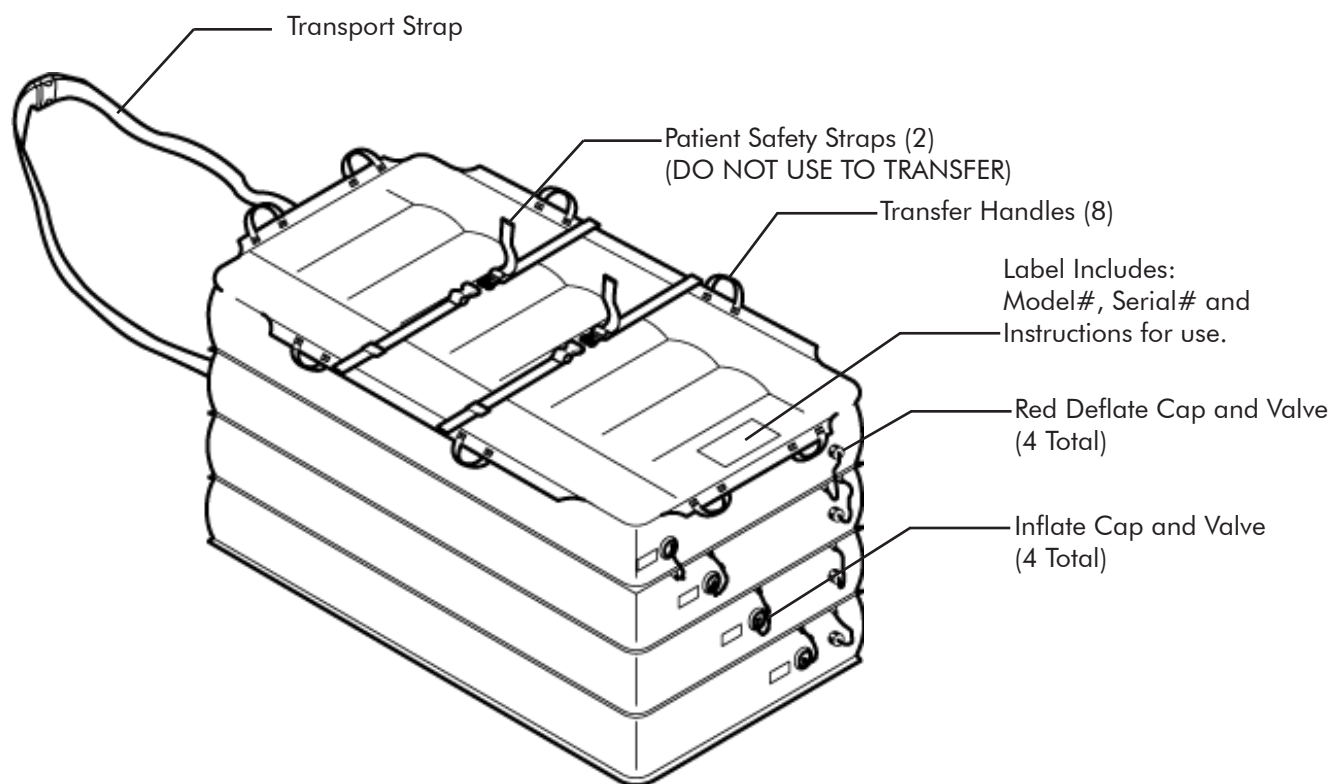
Recognized as the industry standard for safe patient lifting, the HoverJack® air patient lift allows caregivers to safely lift patients who have fallen without gathering a lift team. The HoverJack® air patient lift has four chambers that inflate sequentially to lift patients from the floor to bed or stretcher height in a supine position, maximizing patient comfort and minimizing the risk of injury to the patient and their caregivers. Once the HoverJack® air patient lift is inflated, the HoverMatt® transfer mattress can be used with the same air supply unit for safe and easy lateral patient transfer to a bed or stretcher.

The Purpose of the HoverJack® Technology

Consistent utilization of the HoverJack® air patient lift dramatically reduces back injuries to staff that are caused by manually lifting patients who have fallen. In addition, fewer staff members are required and the patient is lifted in a very comfortable manner. When considering Fall Prevention guidelines, the HoverJack® air patient lift is a critical component of a program that addresses the safety of the patient and the caregiver if a patient does fall.

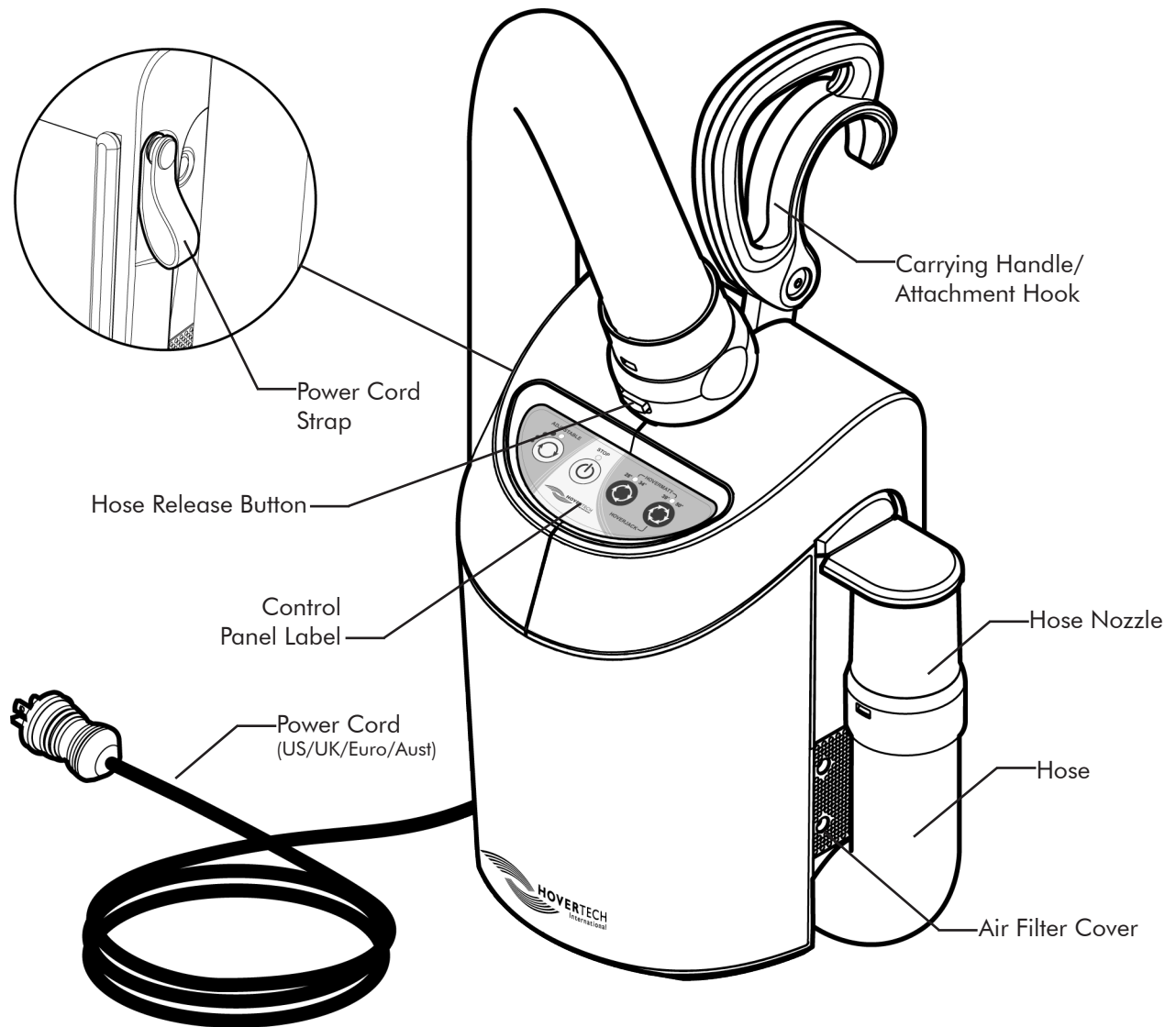
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Part Identification - Air Patient Lift



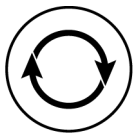
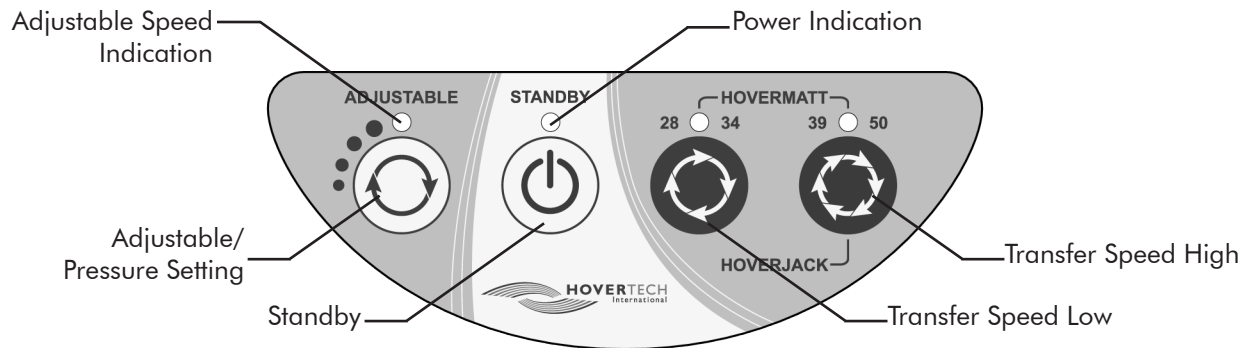
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Part Identification - Air Supply



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Air Supply Keypad Functions



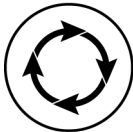
The Adjustable Keypad function has four different settings. Pressing the button once will result in the lowest inflation setting available. A second press of the button increases the air pressure and rate of inflation. Pressing the button a third time will again increase the rate of inflation. A fourth press of the button results in the highest inflation rate and air pressure available for HoverTech Accessories. The STANDBY button may be pressed at any time to cease all air flow.

NOTE: The LED will indicate the inflation speed by the number of flashes (i.e. two flashes equals the second inflation speed).

All of the settings in the Adjustable range are substantially lower than the HoverMatt® and HoverJack® settings. The Adjustable function is not to be used for transferring; it is only for use with HoverTech Accessories, which require a lower pressure for slow inflation.



Standby: Used to stop inflation/air flow.



HoverMatt® 28 /34: For use with 28" & 34" HoverMatt® Air Transfer Mattresses.



HoverMatt® 39 /50 & HoverJack®: For use with 39" & 50" HoverMatt® Air Transfer Mattresses and 32" & 39" HoverJack® Air Patient Lifts.

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Instructions for Use

1. Place HoverJack® air patient lift on floor next to the patient, making sure the chamber with Valve #4 is on the top and the chamber with Valve #1 is against the floor.

For safety, always use a minimum of two caregivers when operating the HoverJack® air patient lift.

2. Make certain that all four red-capped deflation valves are capped tightly to maintain inflation.
3. Log roll patient onto the deflated HoverJack® air patient lift and position patient with feet at the valve end where indicated.
4. The patient can be placed on top of the HoverJack® air patient lift using the HoverMatt® Air Transfer System. (See HoverMatt® instructions). If the HoverMatt® is used, make certain that the HoverMatt® and patient are properly centered on the HoverJack® air patient lift. Always deflate the HoverMatt® air transfer system prior to inflating the HoverJack® air patient lift. Using buckles, secure patient safety straps around the patient.
5. Plug HoverTech International Air Supply power cord into an electrical outlet.
6. Hold hose against inlet Valve #1 of HoverJack® air patient lift.
7. Turn on Air Supply to the highest inflation level to begin inflation with valve #1.



HOVERJACK®

Use for sizes: 32 & 39

8. When fully inflated, remove hose. Valve will automatically close, keeping chamber inflated.
9. Using the same process, move to Valve #2, Valve #3 and Valve #4 in exact succession.
10. Turn off air supply by pressing standby button and cap valves.
11. Transfer from HoverJack® air patient lift onto adjacent surface using the HoverMatt® air transfer system. Transfer without the HoverMatt® air transfer system may cause injury.
12. If it is necessary to lower patient down to the floor, release air by opening the uppermost red deflate valve #4. When chamber #4 is fully deflated, move in succession downward to fully deflate HoverJack® air patient lift. Caution: DO NOT RELEASE ALL CHAMBERS ALL AT ONCE.

NEVER LEAVE PATIENT UNATTENDED ON INFLATED HOVERJACK® AIR PATIENT LIFT.

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Product Specifications/Required Accessories

- Classification:
EQUIPMENT NOT SUITABLE FOR USE IN THE PRESENCE OF A FLAMMABLE ANESTHETIC MIXTURE WITH AIR, OR WITH OXYGEN OR NITROUS OXIDE.

Not for use with Oxygen or Oxygen Enriched Atmospheres.

Type of Protection against electric shock: CLASS I EQUIPMENT

Degree of protection against electric shock: TYPE BF APPLIED PART

Protection against ingress of water: Ordinary (not protected).

Mode of operation: CONTINUOUS OPERATION

To remove supply mains, unplug equipment from wall

- Patient Weight Limit: 1,900lbs / 862kg
- Use Temperature: 50° to 104° F (10° to 40° C)
- Use Humidity: 10% to 70% Non-Condensing
- Storage/Shipping Temperature: -40° to 176° F (-40° to 80° C)
- Storage/Shipping Humidity: 10% to 70% Non-Condensing
- Power Input: 120 V~, 60 Hz, 10 A (North American version)
230 V~, 50 Hz, 6 A (Australian Version)
- Air Supply Dimensions: 12.5 x 7 x 7 inches (31.75 x 17.8 x 17.8 cm)
- Air Supply Weight: 11 lbs. (5 kg)
- Air Supply Material: Fire Retardant ABS/Stainless Steel
- Power Cord Length: 10 metres

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Product Specifications/Required Accessories

Material:	Topside Material: nylon oxford Underside Material: Teflon® impregnated polyester
Construction:	RF-Welded
Width:	32" (81 cm) or 39" (99 cm)
Length:	72" (183 cm)
Height:	30" (76 cm) Inflated (each chamber 7 1/2" [19 cm])

Required Accessory:

HoverTech International Air Supply

Part# HTAIR1200 (North American Version)

Part# HTAIR2300 (Australian Version)

All HoverTech International Products are Latex-Free.

For a full product listing go to www.statina.com.au

Electromagnetic Compatibility Chart

For HTAIR-2300 ONLY

Guidance and Manufacturer's Declaration – Electromagnetic Emissions		
The HoverTech International Air Supply is intended for use in the electromagnetic environment specified below. The customer or the user of the HoverTech International Air Supply should ensure that it is used in such an environment.		
Emissions Test	Compliance	Electromagnetic Environment Guidance
RF emissions CISPR11	Group 1	The HoverTech International Air Supply uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF emissions CISPR11	Class A	
Harmonic emissions IEC 61000-3-2	Class A	
Voltage fluctuations/ flicker emissions IEC-61000-3-3	Complies	The HoverTech International Air Supply is suitable for use in all establishments other than domestic and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.

Electromagnetic Compatibility Chart

For HTAIR-2300 ONLY

Guidance and Manufacturer's Declaration – Electromagnetic Immunity			
The HoverTech International Air Supply is intended for use in the electromagnetic environment specified below. The customer or the user of the HoverTech International Air Supply should ensure that it is used in such an environment.			
Immunity Test	IEC 60601 Test Level	Compliance Level	Electromagnetic Environment-Guidance
Electrostatic Discharge (ESD) IEC 61000-4-2	± 6 kV contact ± 8 kV air	± 6 kV contact ± 8 kV air	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.
Electrical fast Transient/burst IEC 61000-4-4	± 2 kV for power supply lines ± 1 kV for input-output lines	± 2 kV for supply mains ± 1 kV for input/output lines	Mains power quality should be that of a typical commercial or hospital environment.
Surge IEC 61000-4-5	± 1 kV line(s) to line(s) ± 2 kV line(s) to earth	± 1 kV line(s) to line(s) ± 2 kV line(s) to earth	Mains power quality should be that of a typical commercial or hospital environment.
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	< 5% U_T (> 95% dip in U_T) For 0,5 cycle 40% U_T (60% dip in U_T) For 5 cycles 70% U_T (30% dip in U_T) For 25 cycles < 5% U_T (>95% dip in U_T) for 5 seconds	< 5% U_T (> 95% dip in U_T) For 0,5 cycle 40% U_T (60% dip in U_T) For 5 cycles 70% U_T (30% dip in U_T) For 25 cycles < 5% U_T (>95% dip in U_T) for 5 seconds	Mains power quality should be that of a typical commercial or hospital environment. If the user of the HoverTech International Air Supply requires continued operation during mains interruptions, it is recommended that the HoverTech International Air Supply be powered from an uninterruptible power supply or a battery.
Power Frequency (50/60 Hz) magnetic field IEC 61000-4-8	3 A/m	3 A/m	Power frequency magnetic fields should be at levels characteristic of a typical commercial or hospital environment.
NOTE: U_T is the AC mains voltage prior to application of the test level			

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Electromagnetic Compatibility Chart

For HTAIR-2300 ONLY

Guidance and Manufacturer's Declaration –Electromagnetic Immunity			
The HoverTech International Air Supply is intended for use in the electromagnetic environment specified below. The customer or the user of the HoverTech International Air Supply should ensure that it is used in such an environment.			
Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment - guidance
Conducted RF IEC 61000-4-6	3 Vrms 150 kHz to 80 MHz	3 V	Portable and mobile RF communications equipment should be used no closer to any part of the HoverTech International Air Supply, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter
Radiated RF IEC 61000-4-3	3 V/m 80 MHz to 2.5 GHz	3 V/m	Recommended separation distance $d = 1.2 \sqrt{P}$ $d = 1.2 \sqrt{P}$ 80 to 800 MHz $d = 2.3 \sqrt{P}$ 800 MHz to 2.5 GHz Where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in meters (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey^a, should be less than the compliance level in each frequency range^b. Interference may occur in the vicinity of equipment marked with the following symbol: 
NOTE 1: At 80 MHz and 800 MHz, the higher frequency range applies. NOTE 2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people. a Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the device is used exceeds the applicable RF compliance level above, the device should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as re-orienting or relocating the device. b Over the frequency range 150 kHz to 80 MHz, the field strengths should be less than 3 V/m.			

Electromagnetic Compatibility Chart

For HTAIR-2300 ONLY

Recommended separation distances between portable and mobile RF communications equipment and the HoverTech International Air Supply			
The HoverTech International Air Supply is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the HoverTech International Air Supply can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the HoverTech International Air Supply as recommended below, according to the maximum output power of the communications equipment.			
Rated maximum output power of transmitter W	Separation distance according to frequency of transmitter m		
	15 kHz to 80 MHz $d=[3.5/V_1]\sqrt{P}$	80 MHz to 800 MHz $d=[3.5/V_1]\sqrt{P}$	800 MHz to 2.5 GHz $d=[7/E_1]\sqrt{P}$
0.01	0.12	0.12	0.23
0.10	.38	.38	0.73
1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23
For transmitters rated at a maximum output power not listed above, the recommended separation distance d in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer. NOTE 1: At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies. NOTE 2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.			

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Cleaning & Maintenance

HoverJack® Air Patient Lift Cleaning Instructions

The HoverJack® air patient lift is constructed of nylon oxford. The HoverJack® air patient lift may be covered with a sheet or other protective piece to help keep it clean. The HoverJack® air patient lift can be wiped down with phenolic disinfectants, quaternaries, or other similar type solutions as per hospital protocol for stretchers, or pads and/or bed mattresses.

Note: If using a protective sheet while moving a patient, make sure it doesn't get caught under the HoverJack® air patient lift. This could be a potential hazard.

*The HoverJack® air patient lift should not be laundered.

HoverJack® Air Patient Lift Maintenance Instructions

The HoverJack® air patient lift should be periodically inspected to ensure the following:

- All deflation valves are equipped with a red cap.
- The red caps are intact.
- All patient safety straps are attached to the HoverJack® air patient lift.
- All buckles are intact and operational.
- Pull handles are all attached to the HoverJack® air patient lift.
- Inflation valves are all self-sealing with no evident leakage.
- There are no punctures or tears in the HoverJack® air patient lift.

Air Supply Cleaning and Maintenance

The air supply has an air filter on either side of the motor. These filters can be accessed by removing the small screws holding the filter cover in place. Filters should be cleaned by holding under warm running water. Allow to air dry. As preventive maintenance, filter cleaning should be performed monthly.

The Air Supply can be cleaned by wiping down using a damp cloth with soap and water or mild neutral detergent. Dry using a clean, dry cloth or disposable paper towels.

*Do not spray cleaners or liquids directly on the air supply.

NOTE: CHECK YOUR LOCAL/STATE/FEDERAL/INTERNATIONAL GUIDELINES BEFORE DISPOSAL.

Frequently Asked Questions

1. *Can you over inflate the HoverJack® air patient lift and cause it to burst?*

No, not if you are using the HoverTech International Air Supply. The HoverJack® air patient lift has been tested under conditions that would “over-inflate” using this air supply.

2. *If you open the red-capped valves, does the HoverJack® air patient lift deflate very quickly, causing it to be unstable and the patient to fall?*

Yes, if you open the red-capped valves all at one time. However, opening the redcapped valves one at a time, beginning at the top chamber, permits the HoverJack® air patient lift to deflate rather slowly, but steadily. The HoverJack® air patient lift remains stable when deflated properly.

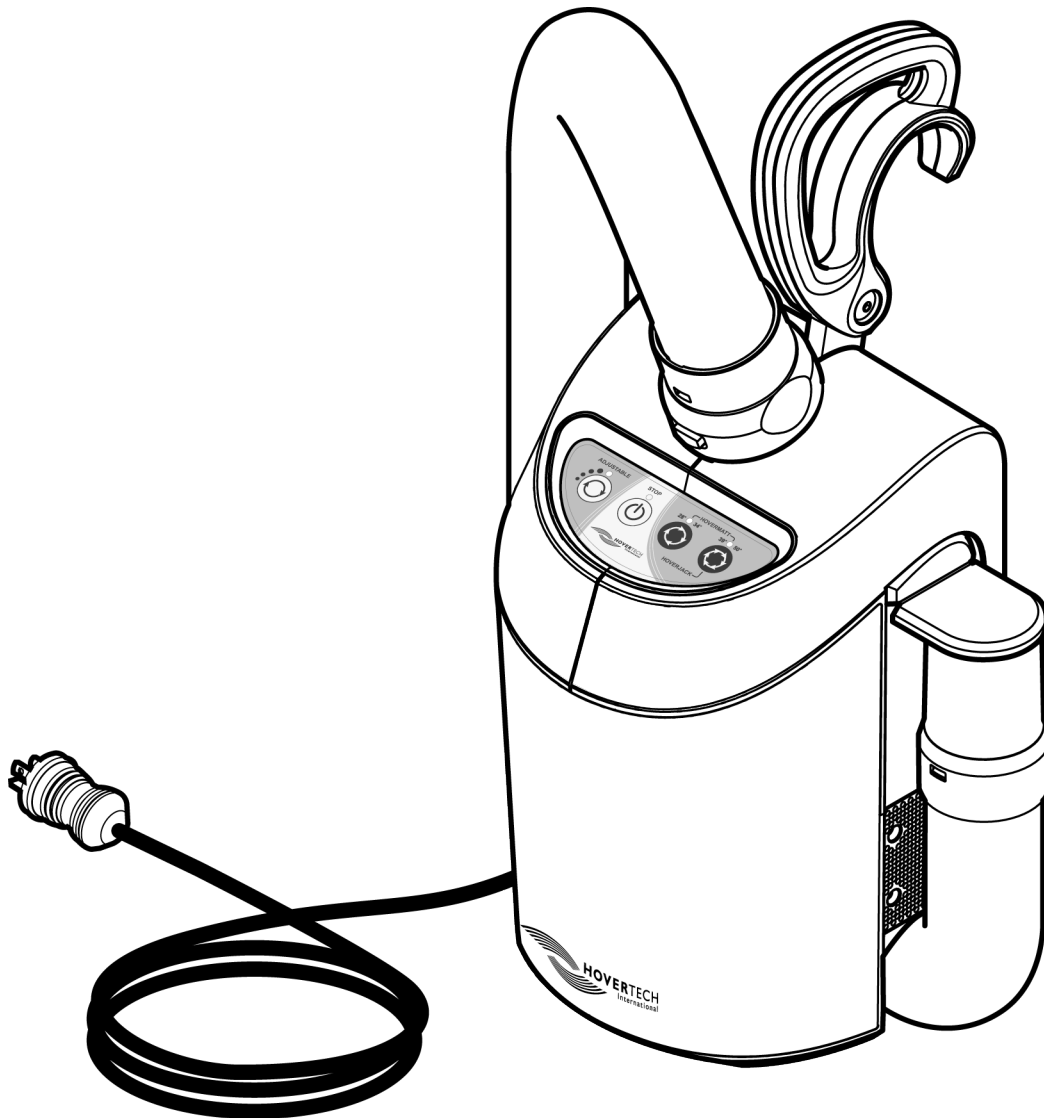
3. *If we want the HoverJack® air patient lift to lift the patient a moderate amount, do all of the chambers have to be inflated for it to be stable?*

No. The HoverJack® air patient lift is made to be stable regardless of how many chambers are inflated. However, the chambers **MUST** be inflated consecutively from the floor up. In other words, if you only want to inflate 3 chambers, you must inflate chambers 1, 2 & 3.

4. *Will the HoverJack® air patient lift raise a very heavy patient?*

Yes. The HoverJack® air patient lift has been successfully tested under the weight of 1900 pounds / 862 kg. When lifting heavy patients, extra caution must be taken to center them properly on the HoverJack® air patient lift.

AIR SUPPLY

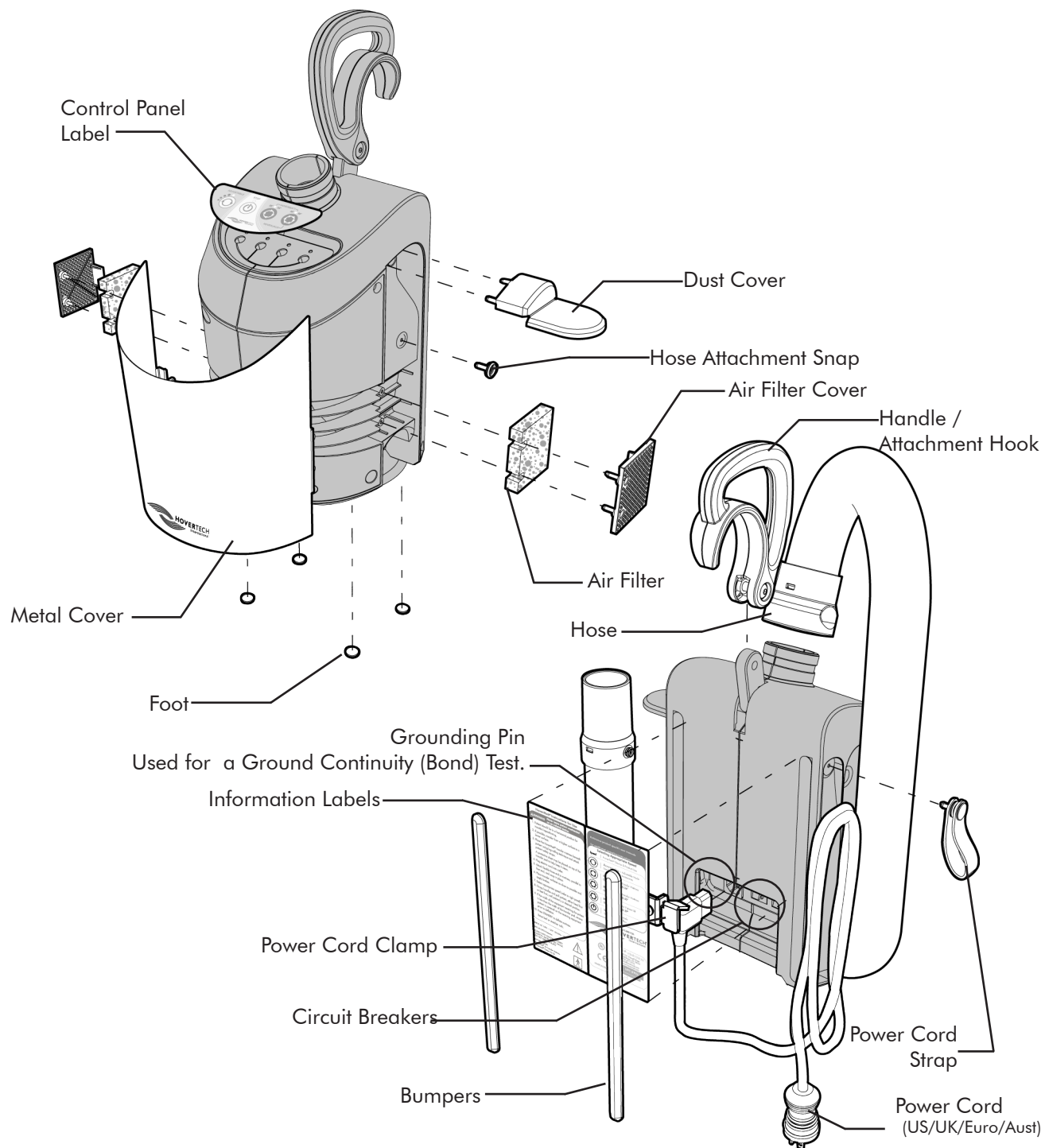


NO USER SERVICEABLE PARTS.

Only qualified service personnel shall perform repairs on the HoverTech International Air Supply.

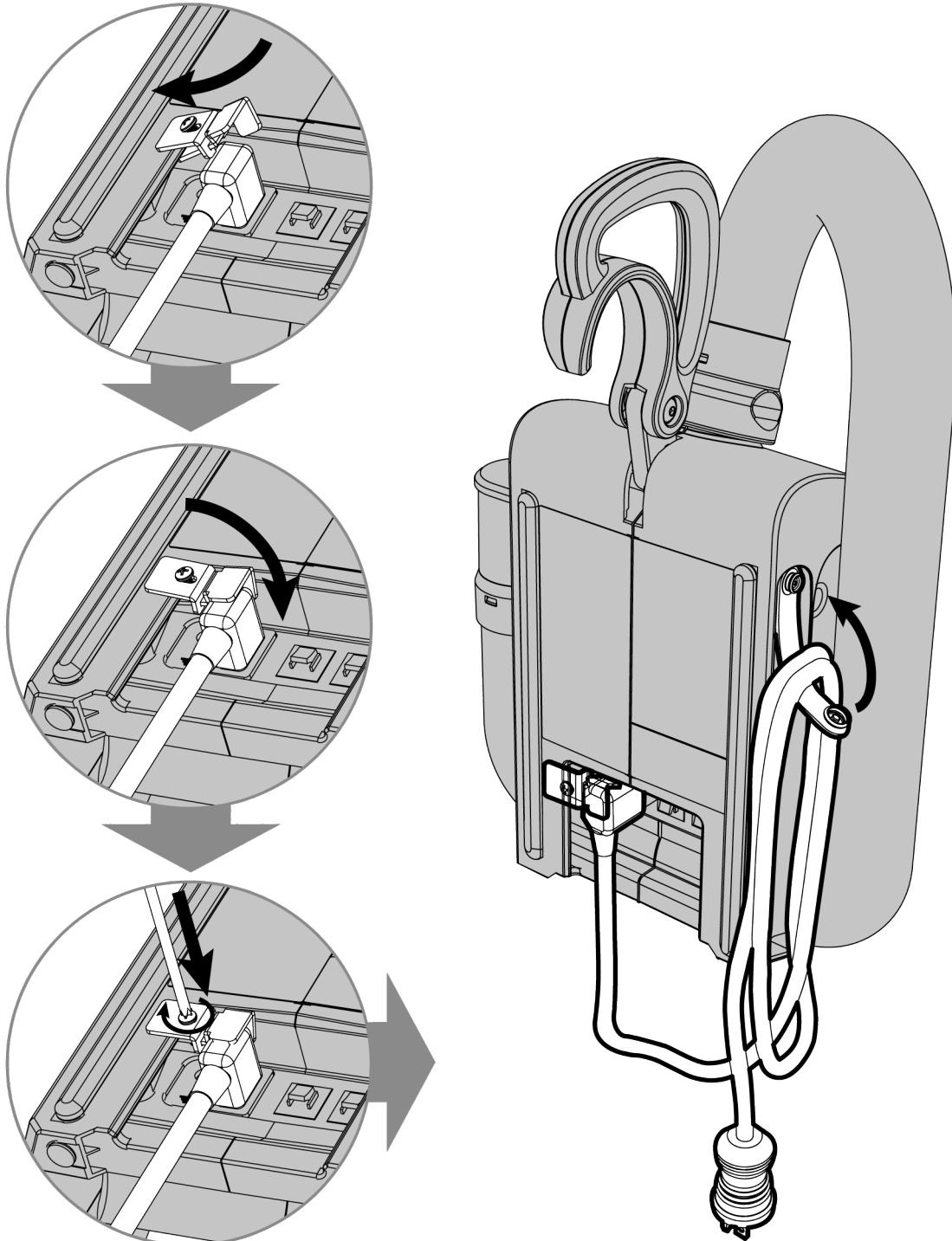
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Part Identification



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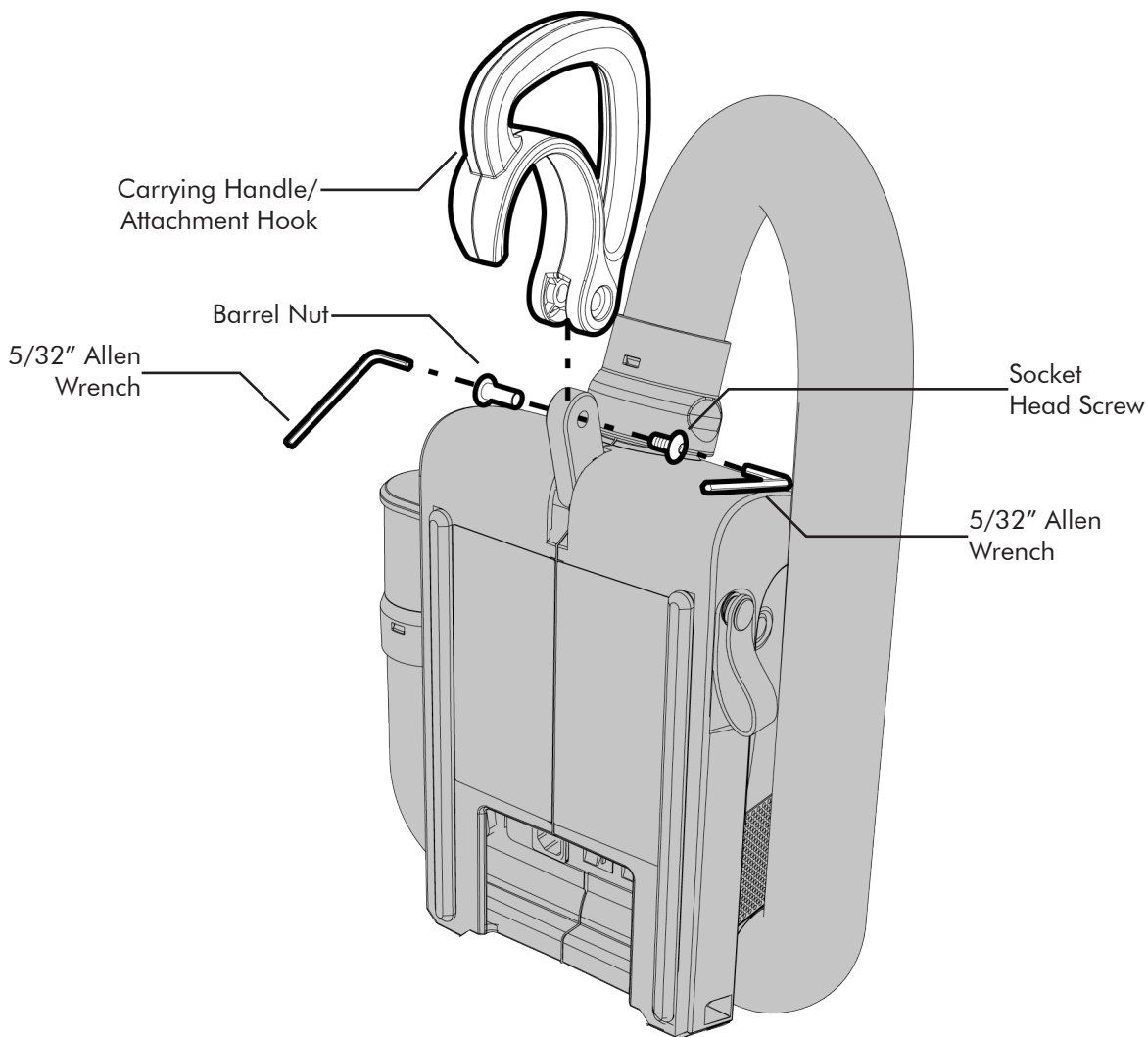
Power Cord / Clamp Replacement



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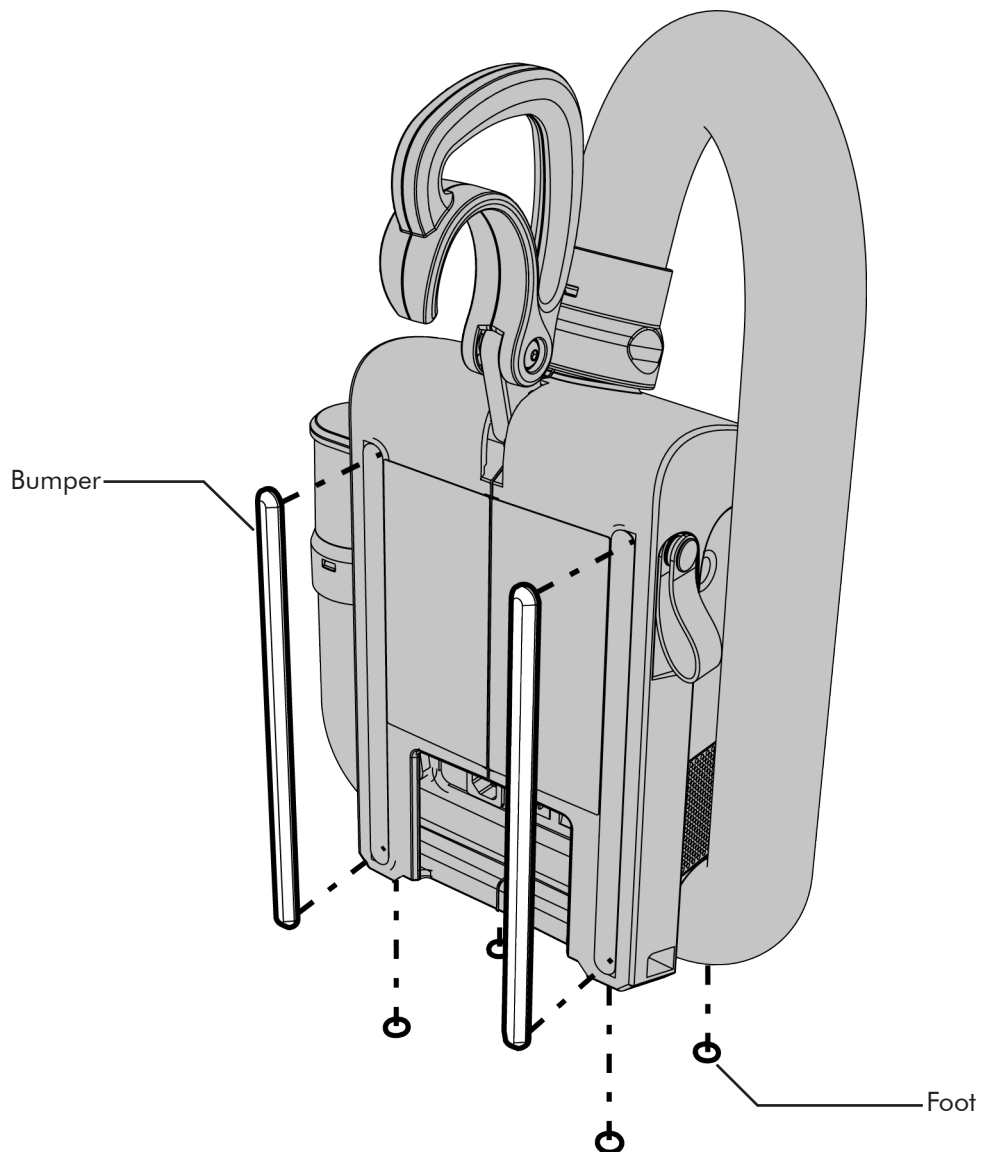
Handle Replacement

1. Remove the damaged handle by unscrewing the socket head screw from the barrel nut using two 5/32" allen wrenches as shown.
2. Attach the new handle by reversing the process. When tightening the screw be sure that the handle can rotate easily. The screw is treated with thread lock to secure it in place.



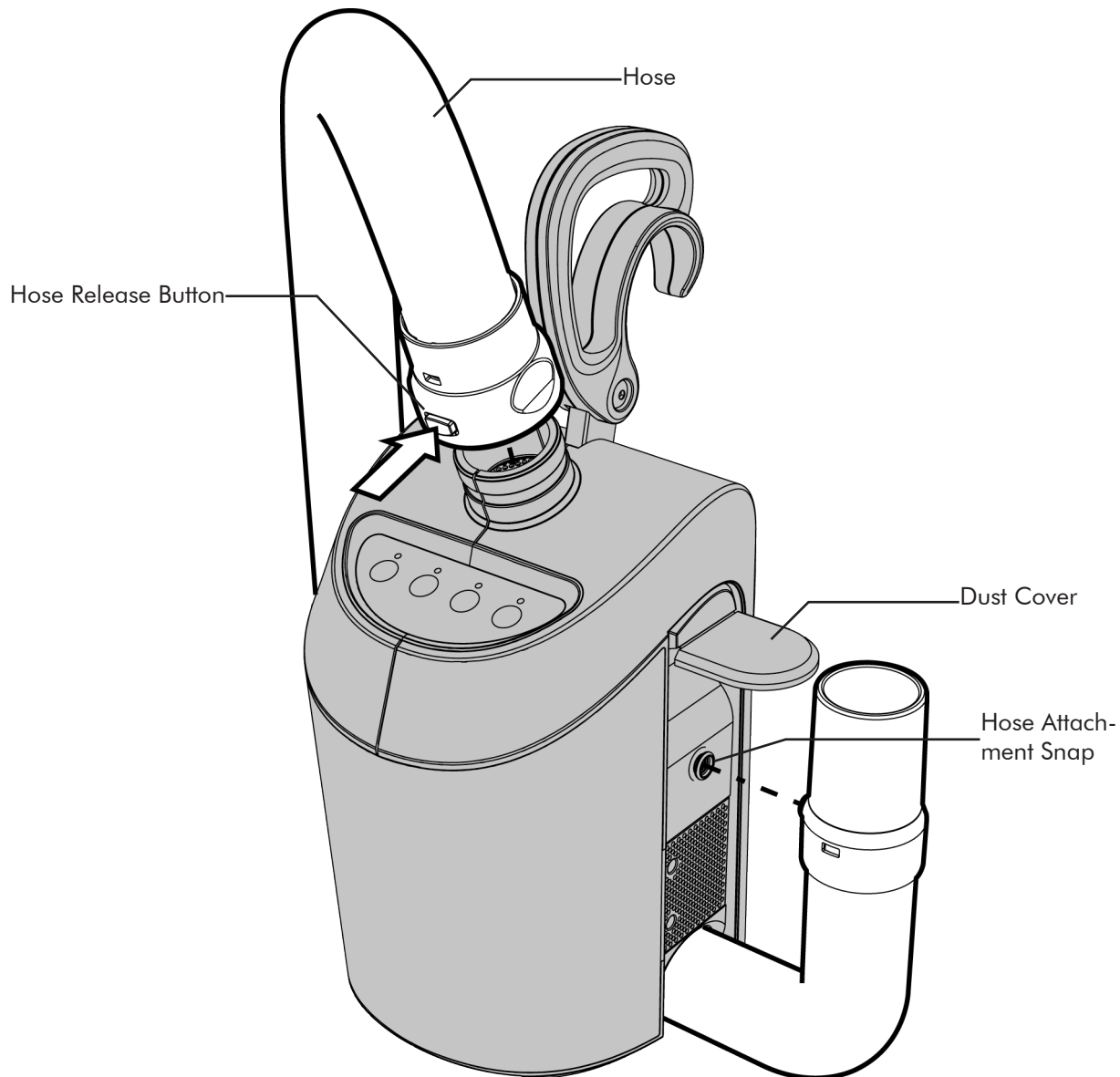
Feet or Bumper Replacement

1. The feet and bumpers are held in place by a self-adhesive backing. Use a small, flat bladed screwdriver to pry up an edge and gently remove the foot or bumper.
2. Clean surface thoroughly to remove any excess adhesive that may have been left behind. Apply the new part by removing the backing material and position as shown. Press firmly to ensure adhesion.



Hose Removal

1. Remove the damaged hose by lifting the dust cover slightly and unsnapping the hose from the side of the unit as shown.
2. Push the release button at the top of the unit to remove the hose.
3. Attach the new hose by reversing the process.



Air Filter and Air Filter Cover Replacement

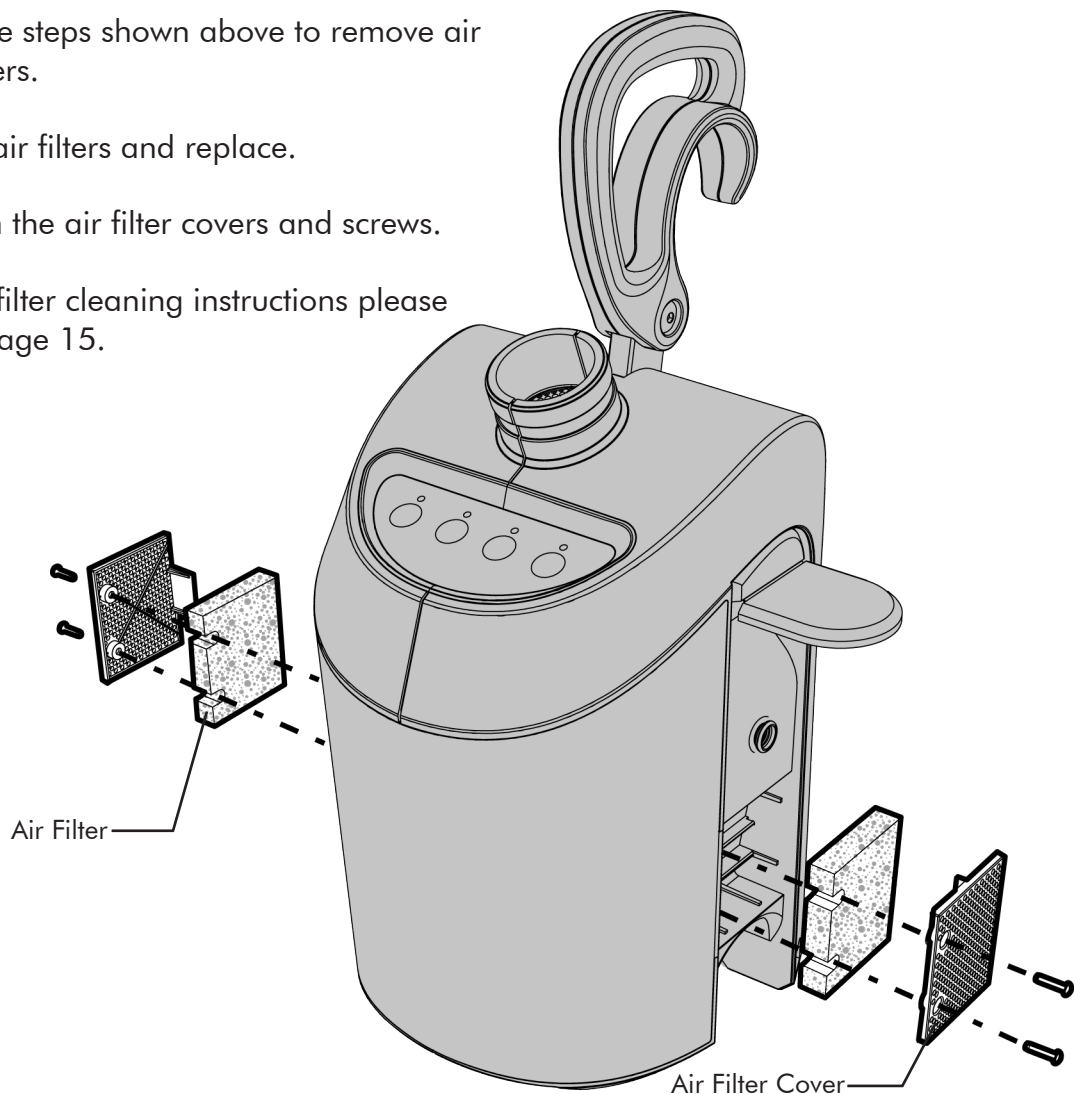
To Remove Air Filter Covers

1. Disconnect hose from unit. (See page 22)
2. Remove the two phillips head screws on each side to detach the air filter covers.
3. Re-attach the new air filter covers and screws.

To Remove Air Filters

1. Follow the steps shown above to remove air filter covers.
2. Remove air filters and replace.
3. Re-attach the air filter covers and screws.

* For air filter cleaning instructions please refer to Page 15.



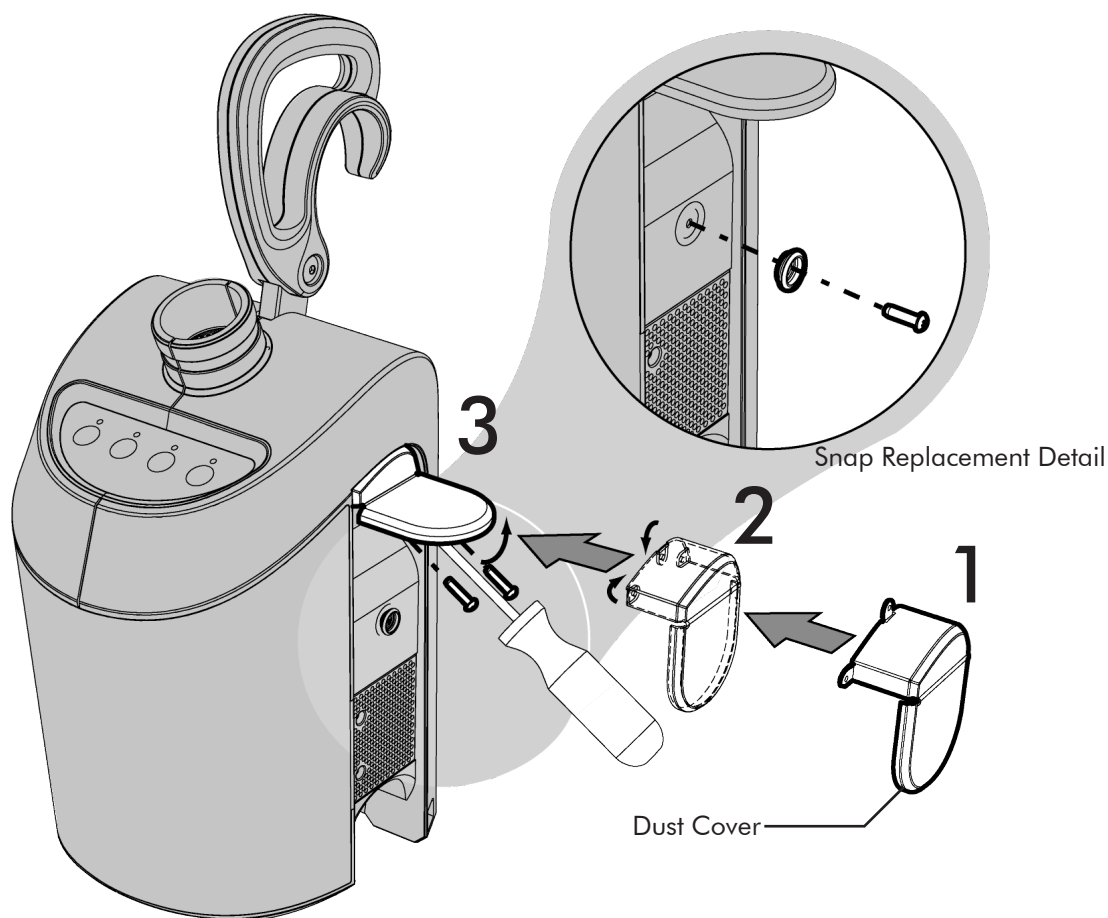
Dust Cover/Hose Attachment Snap Replacement

To Remove Dust Cover

1. Disconnect hose from unit. (See page 22)
2. Lift the cover "flap" to remove the 3 phillips head screws that attach the dust cover.
3. To replace dust cover, fold in the three flexible tabs. Then insert the screws one at a time starting with the top middle followed by the sides.

To Remove Hose Attachment Snap

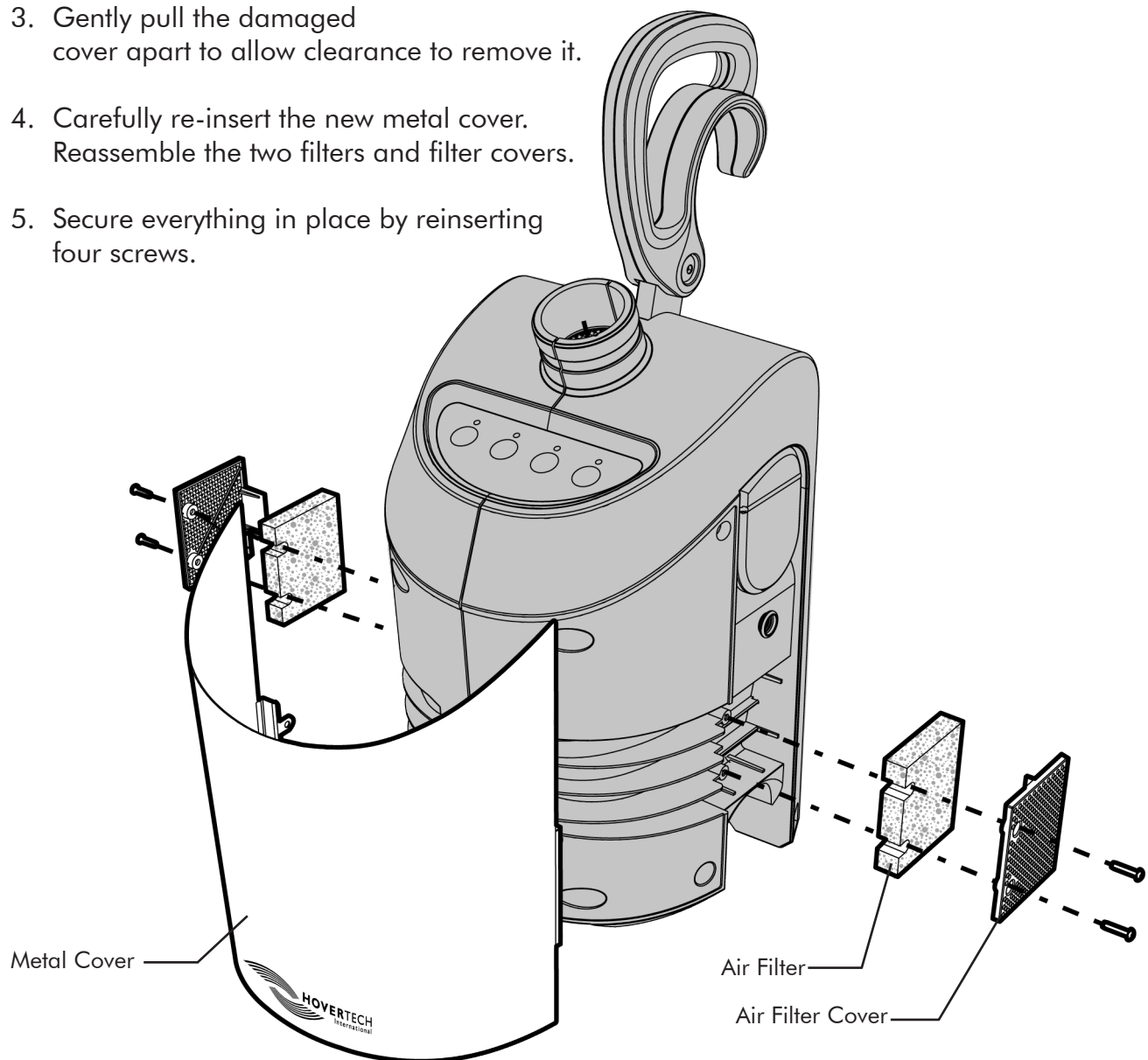
1. Disconnect hose from unit. (See page 22)
2. Remove the phillips head screw and snap.



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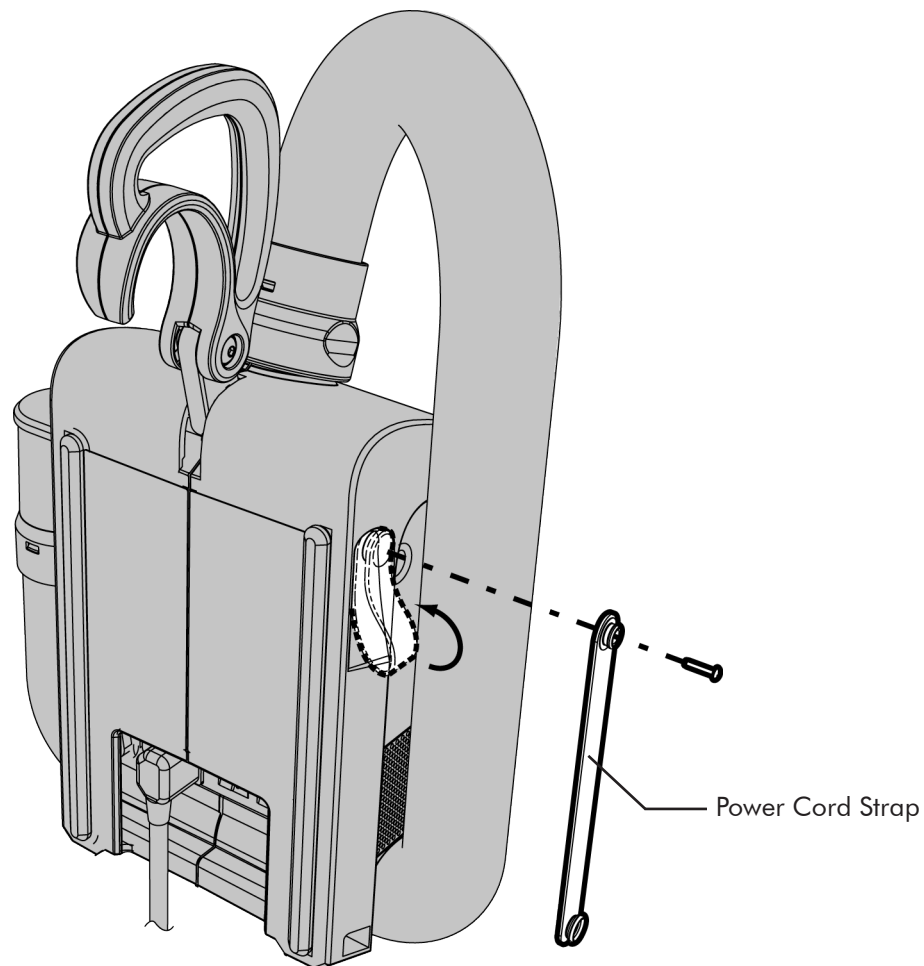
Metal Cover Replacement

1. Disconnect hose from unit. (See page 22)
2. Remove the two phillips head screws on each side to detach the air filter covers. Remove the air filters.
3. Gently pull the damaged cover apart to allow clearance to remove it.
4. Carefully re-insert the new metal cover. Reassemble the two filters and filter covers.
5. Secure everything in place by reinserting four screws.



Cord Strap Replacement

1. Unsnap the strap and remove power cord.
2. Detach the damaged cord strap by removing the screw as shown.
3. Reattach strap by positioning in place and securing it with the screw provided.



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Troubleshooting

No Indicators (lights) No Air Flow No Button Function Mattress Pressure Low				
X	X	X		Verify AC from wall Check power cord connections at air supply and wall Check circuit breakers
X				Return unit for repair
	X			Return unit for repair
		X		Return unit for repair
			X	Check hose connections at air supply and mattress Check hose for rips/tears Check that inflation/deflation caps are tightly closed Check mattress for rips/tears Verify that air filters are clean

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Component Parts List

HoverTech Part Number	Description
HTA-AF	Air Filters (sold in pairs)
HTA-AFC	Air Filter Cover with screws (sold in pairs)
HTA-B/F	Bumpers and Feet (sold as a kit)
HTA-CPL	Control Panel Label
HTA-DC	Dust Cover w/ screws (kit)
HTA-H/AH	Handle/Attachment Hook
HTA-HAS	Hose Attachment Snap
HTA-Hose	Hose Assembly
HTA-IL	Information Labels
HTA-MC	Metal Cover w/ screws
HTA-PCord	Power Cord
HTA-PCS	Power Cord Strap with screw
HTA-PCC	Power Cord Clamp

Warranty Statement

The HoverJack® air patient lift and the HoverTech International air supplies are warranted to be free from defects in materials and workmanship for (1) one year. Warranty begins on date of in-service by a Statina Healthcare representative or shipment date.

In the unlikely event that a problem arises as a result of a defect in materials or workmanship, we will promptly repair your item or replace it if we feel that it cannot be repaired – at our expense and discretion using current models or parts performing the equivalent function – upon receipt of the original item to our repair department. You must pre-notify Statina Healthcare Australia by phone (1300 365 404). Item is to be insured by you against loss during transportation and must be shipped with transportation and/or broker charges prepaid. Should any HoverTech International product be returned, which is not covered under warranty, there will be a minimum \$100 service charge plus shipping costs. Lead-time for repairs is approx. 2 weeks. Please refer to the Return and Repairs section of this Manual for return instructions.

This warranty is not an unconditional guarantee for the life of the product. Our warranty does not cover product damage that may result from use contrary to Manufacturer's instructions or specifications, misuse, abuse, tampering, or damage due to mishandling. Warranty specifically does not cover product damage that may result from using an air supply that produces more than 3.5 psi to inflate the HoverJack® air patient lift. Equipment that has been neglected, improperly maintained, repaired or altered by someone other than an authorized representative of Manufacturer, or operated in anyway contrary to the operating instructions, shall void this warranty.

This warranty does not cover normal "wear and tear". Component parts, particularly any optional equipment, valve caps, their attachments and cords, will show wear with use over time and eventually may need to be refurbished or replaced. This normal type of wear is not covered by our warranty, but we will provide prompt, high quality repair service and parts at a nominal cost.

Warranty Statement

Statina Healthcare's liability under this warranty and on any claim of any kind for any loss or damage arising out of, connected with, or resulting from the design, manufacture, sale, delivery, installation, repair or operation of its products, whether in contract or tort, including negligence, shall not exceed the purchase price paid for the product and upon expiration of the applicable warranty period, all such liability terminates. The remedies which this warranty provides are exclusive and Statina Healthcare Australia shall not be liable for any incidental or consequential damages.

There are no warranties, express or implied, which extend beyond this warranty statement. The provisions of these warranty clauses are in lieu of all other warranties, expressed or implied, and of all other obligations or liabilities on Statina Healthcare Australia's part and neither assumes nor authorizes any other person to assume for Statina Healthcare, any other liability in connection with Manufacturer sale or lease of said products. Statina Healthcare Australia makes no warranty of merchantability or fitness for a particular purpose. There is no warranty that the goods will be fit for a particular purpose. By accepting the goods, the buyer acknowledges that buyer has determined the goods are suitable for the buyer's purposes.

MANUFACTURER'S SPECIFICATIONS ARE SUBJECT TO CHANGE.

Returns and Repairs

All products being returned to Statina Healthcare Australial must have a Return Goods Authorization Number issued from the company. Please call 1300 365 404 for an RGA #. Any products returned without the necessary RGA # may cause a delay in the repair time. If the product is not covered under warranty, a minimum charge of \$100 will be assessed for each repair. Should a repair charge be assessed, Statina Healthcare will notify the facility and a purchase order for the repair will need to be issued before the repair can be completed. Lead-time for repairs is approximately 2 weeks. A fee of \$50 will be assessed if HoverJack® air patient lift are not properly cleaned for repair.

All products should be sent to:

Statina Healthcare Australia
3/30 Leighton Place.
Hornsby, NSW, 2077

Attn: Repair Dept./RGA # _____

Phone: 1300 365 404

Fax: 02-9482-2599



3/30 Leighton Place.
Hornsby, NSW, 2077
Phone: 1300 365 404
www.statina.com.au