



REAL® 9000 PLUS



**INSTRUCTIONS FOR USE AND MAINTENANCE
REAL 9000 PLUS/EL/ADULT/CHILD/MINI/COXIT**

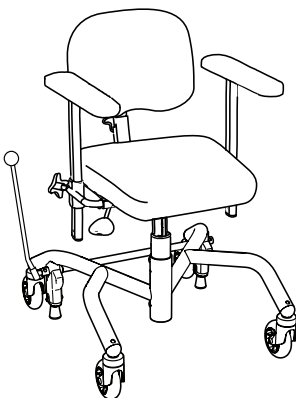
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REAL 9000 PLUS is a Class I medical device. It is CE marked in accordance with the Swedish Medical Products Agency's code of statutes for medical devices, LVFS 2003:11, and has been tested and approved in accordance with EN 1335, IEC 60601 and EN 12182. All textiles used in the chair have been tested and approved in accordance with EN 1021-1 and EN 1021-2. Mercado Medic AB is certified to ISO 9001, ISO 14001 and ISO 13485 and complies with applicable labour and environmental legislation.

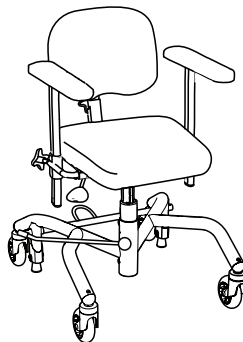
If you have any questions about your product or if something unexpected has happened, please contact your dealer first, otherwise you are welcome to contact us at Mercado Medic AB.

PDF versions of our instructions for use and care with magnification options can be found on our website: www.mercado.se. Information is also provided on the website about accessories that can be installed on Mercado Medic's chairs, as well as any field safety notices, prescribing support or recalls of products and accessories.

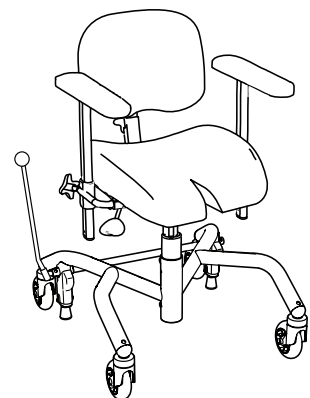
We reserve the right to make changes to this manual and its contents.



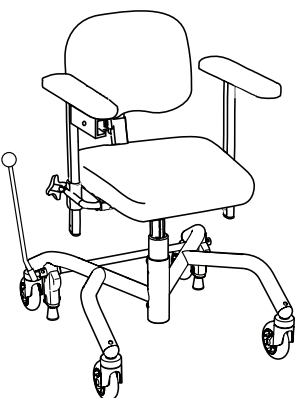
☐ REAL PLUS



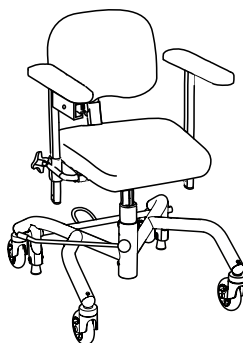
☐ REAL PLUS CHILD/MINI



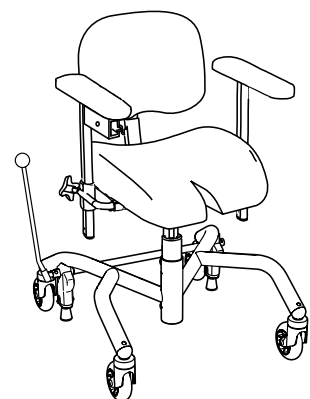
☐ REAL PLUS COXIT



☐ REAL PLUS EL



☐ REAL PLUS
CHILD/MINI EL



☐ REAL PLUS COXIT EL

Sufficient competence in the safe use of this product is achieved by carefully reading through these instructions for use and care before using the chair for the first time.



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IMPORTANT INFORMATION & CLASS

The REAL chair has replaceable components, accessories and functions with setting options for individual customisation. The chair must only be used by the person for whom it was prescribed and for the purpose for which it is intended. The chair is intended for indoor use and must not be exposed to water, other fluids or chemicals. Nor should it be exposed to high temperatures, prolonged and intense sunlight or other forms of radiation. The chair must not be equipped with any accessories or components other than those approved by Mercado Medic AB. To maintain the CE marking, modifications or changes must not be carried out without Mercado Medic AB's approval. Repairs and other technical measures may only be carried out by personnel authorised by Mercado Medic AB. Read this manual carefully before using the chair for the first time.

- REAL PLUS ELECTRIC complies with protection class II, internal battery.
- REAL PLUS EL complies with protection type B.
- REAL PLUS EL is EMC-tested and tested according to EN 60601-1-1 and EN 60601-1-2, and must therefore be handled in accordance with our instructions for use and care.
- The EMC annex is available to download at mercado.se/dokument
- Maximum user weight: REAL PLUS 140 kg. REAL PLUS ELECTRIC 150 kg.
- The chair must be transported in the intended cardboard box on a pallet. It must be stored indoors at a temperature of at least +10°C.
- Only electrical equipment from Mercado Medic AB may be used on REAL PLUS EL.
- NOTE! The electrical functions on REAL PLUS EL chairs may be used for a maximum 10 % of the time (max. 6 mins/hour). Exceeding this limit may result in damage to the chair.
- If REAL PLUS ELECTRIC is equipped with legrests, the user's feet must remain on the footplate when using the electrical functions.
- Warning symbols that may appear on the chair: Risk of crushing(1), Hot surface(2)



①



②

EXPECTED SERVICE LIFE

The expected service life of the Product is ten years when used in accordance with the instructions in this manual. The Product's date of manufacture can be found together with the serial number on one of the silver labels on the Product's chassis, marked with Lev/Del and stated in the format YYWW (number of year and week).

As a user of the Product, you should contact your prescriber, technical aids centre or distributor if the Product shows reduced or altered performance.

After the expected service life, it is important to make an overall assessment of the Product before continuing to use it. After the expected service life, Mercado Medic AB cannot guarantee the suitability and safety of the product, as Mercado Medic AB has no control over how the product has been used and wear and tear. The overall assessment of the Product should be carried out by the healthcare organisation if the product is prescribed, and, as a minimum, should take into account how the Product has been used, the condition of the Product and its component parts, whether the Product has been reconditioned and been serviced, when this occurred, what actions have been taken on these occasions and the reason for the actions.

In markets outside Sweden and Norway where a distributor has sold the Product directly to the user (where applicable), and therefore there is no responsible prescriber, periodic maintenance must be carried out according to instructions in the section Reconditioning and Service in addition to the overall assessment above.

After the expected service life, Mercado Medic AB cannot guarantee the provision of spare parts. CE marking is not affected by expected service life.

INSTRUCTIONS FOR DESTRUCTION

Combustible:

- Seat
- Backrest
- Armrest
- Neck support
- Other padded parts sold by Mercado Medic AB

Electronic waste:

- Motors
- Cables
- Control system

Metal:

- Base
- Electric lifting mechanism
- Gas pistons
- Gas springs
- Seat frame
- Backrest mechanism
- U-bars and armrest mechanism
- Other metal parts in products sold by Mercado Medic AB

NOTE! Battery has to be sorted separately.

FAMILIARISE YOURSELF WITH YOUR REAL 9000 PLUS

CHECK POINTS BEFORE USE

1. Adjust the armrests to a suitable height and lock the knob for height adjustment.
2. Fit the backrest support post in the intended bracket and lock the knob for height adjustment of the backrest.
3. Fit the brake lever in the intended bracket (left or right side). Does not apply to electric brakes.
4. All knobs and levers must be tightened before sitting in the chair.
5. The brake on the chair must always be applied when getting in and out of the chair.
6. Charge the chair according to the enclosed instructions before using it for the first time (applies to electric chairs).

GUIDELINES FOR INDIVIDUAL ADAPTATION OF MERCADO MEDIC AB's PRODUCTS

Adjustments may be made only by staff who have completed Mercado Medic AB's training for service and reconditioning. Parts that are on the list of current combination agreements at www.mercado.se/mercado-dokument can be fitted without affecting Mercado Medic AB's CE marking. Before fitting a part that is not on the list of current combination agreements, the customer's authorised personnel must contact Mercado Medic AB for written approval.

Parts to be evaluated must be sent physically to Mercado Medic AB, either by the customer or the supplier of the part in question. Mercado Medic AB will then contact the supplier of the part in question; if a combination agreement is deemed to be of interest, Mercado Medic AB performs a risk analysis on the part. Once the risk analysis is complete, the customer receives a written opinion.

Chairs that have been modified according to the following must be verified by Mercado Medic AB for Mercado Medic AB to retain product liability.

- Padded parts such as seats, backrests, armrests, side supports, trunk supports and headrests may be adapted so long as you do not exceed the product's existing external dimensions.
- The centre of gravity over lifting devices must be maintained/centred for optimum function.
- Padded parts must be able to withstand the applicable flammability requirements and other environmental requirements.
- Surfaces that are loaded with significant vertical forces must not fall outside the area (base) formed by the points of the castor centres.

If these guidelines are met, Mercado Medic AB retains the product liability for its product.

Products that are specially modified by the health care services outside Mercado Medic AB's directive, where the health care services also take over the product liability, can be restored to their original condition. This must be carried out by an authorised technician approved by Mercado Medic AB. Mercado Medic AB then takes back product liability in accordance with the CE marking 93/42 EEC; Medical Devices Directive MDD.

If you have any questions regarding adaptations/special adaptations, contact Ronny Fogelqvist:

Tel. [+46 \(0\)708 27 96 14](tel:+460708279614)

E-mail ronny.fogelqvist@mercado.se

BRAKE

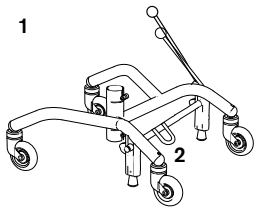
NOTE! The brake on the chair must always be applied when getting in and out of the chair. The brake must be checked on a regular basis. In case of wear, change the brake rubber. The braking function may be reduced on uneven surfaces.

THERE ARE THREE TYPES OF BRAKE:

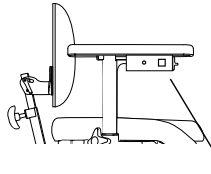
Brake lever, foot brake and electric brake.

CONTROLS

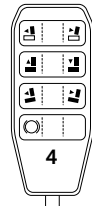
1. Brake, PLUS base 48 move lever forward.
2. Brake, PLUS base 43 move lever backwards, pedal down.
3. Electric brake, press button.
4. Electric brake, press button.
5. Handbrake on transport base, brake fully and press down the red lever. To release – push the handle up until the lever releases.
6. Brake lever bracket – to apply the brake even when the armrest is extended in width: loosen the screw on the brake lever bracket using a 6 mm hex key, pull out the bracket, fasten the screw in the next hole and tighten the screw hard using the hex key.



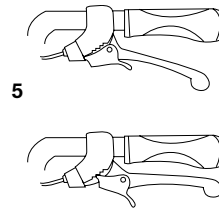
Handbrake and foot brake



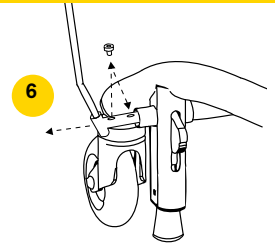
Electric brake (option)



Electric brake controls in separate box (option)



Handbrake



Brake lever bracket

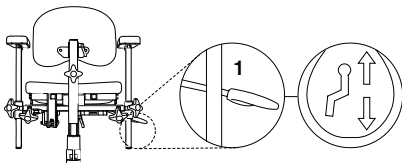
SEAT HEIGHT/LIFTING MECHANISMS

THERE ARE TWO TYPES OF LIFTING MECHANISMS:

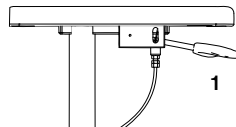
Gas spring and electric. There are standard and low seat heights. Controls for the gas spring can be placed under the seat or armrest. Electric controls are fitted under the armrest as standard. **NOTE!** Lightweight people may need help raising and lowering seats controlled by a gas spring.

CONTROLS

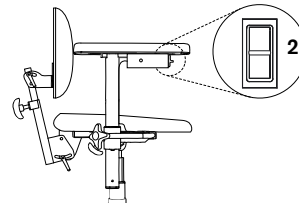
1. Seat height. Gas spring – move lever up.
2. Seat height. Electric – move switch up/down.
3. Seat height. Electric – controls in separate box. Left button = up. Right button = down.



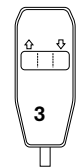
Gas spring lever under the seat



Gas spring lever under the armrest (option)



Electrically controlled



Electric controls in separate box/joystick/remote control are available as options. The image shows the separate box.

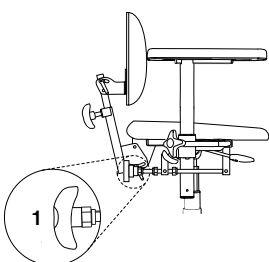
SEAT TILT (OPTION)

THERE ARE THREE TYPES OF SEAT TILT:

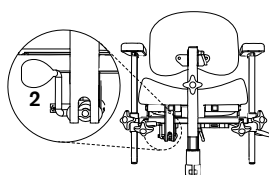
Crank, gas spring and electric. Controls for the gas spring can be placed close to the left rear edge of the seat or under the armrest. Electric controls are fitted under the armrest as standard. Standard seat tilt range is $+15^{\circ}/-8^{\circ}$.

CONTROLS

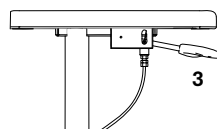
1. Seat tilt. Crank-operated – turn knob.
2. Seat tilt. Gas spring – move lever back.
2. Seat tilt. Gas spring – move lever up.
4. Seat tilt. Electric – move switch up/down.
5. Seat tilt. Electric – controls in separate box. Left button = forward Right button = backwards.



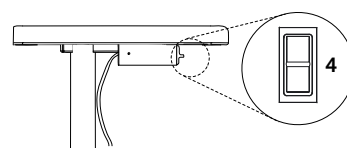
Crank-operated



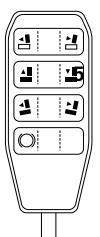
Gas spring lever under the seat



Gas spring lever under the armrest

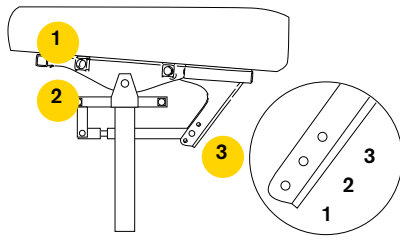


Electrically controlled



Electrically controlled in separate box

REVERSED SEAT TILT OR FULL SEAT TILT BACKWARDS (OPTION)



CONTROLS

1. Armrest placed here follows the seat tilt.
2. Armrest placed here does not follow the seat tilt.
3. There are 3 positions. **If using position 3, the chair must be equipped with base extenders.**
 1. Forward 15°, back 8° – standard seat tilt
 2. Forward 8°, back 15° – reversed seat tilt
 3. Forward 0°, back 23° – full seat tilt backwards

BACKREST MECHANISM

THERE ARE FOUR TYPES OF BACK MECHANISM:

Standard, Medic, Comfort and Electric. All are available in a low and high design (illustrated chairs all have low backrests). All back mechanisms have separate controls for height, depth and angle. The Medic model has extended depth adjustment.

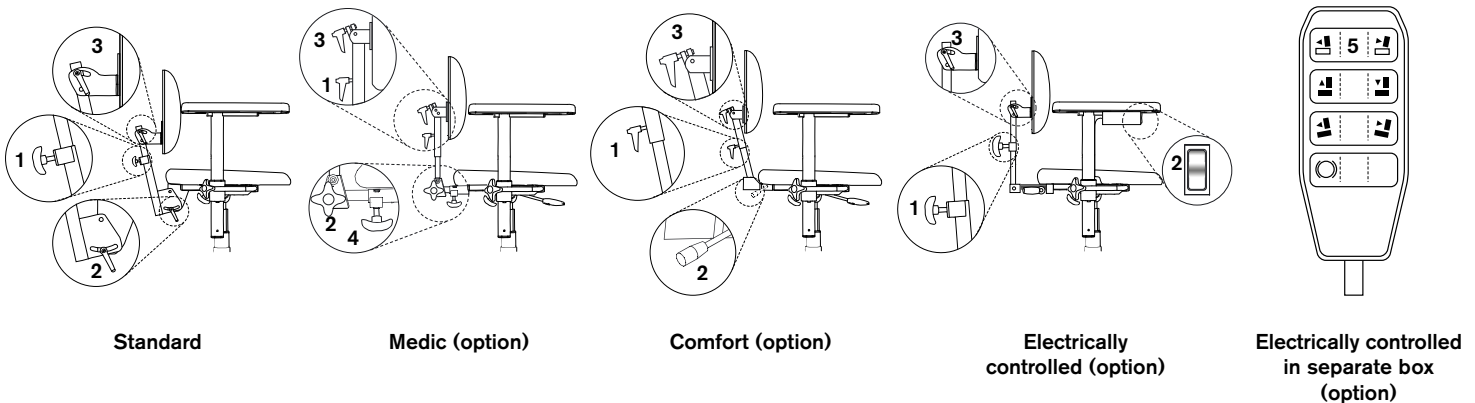
CONTROLS

1. Height.
2. Backrest mechanism angle.
3. Backrest angle.
4. Depth.
5. Backrest angle. Electric controls in separate box.

Left button = forward

Right button = backward.

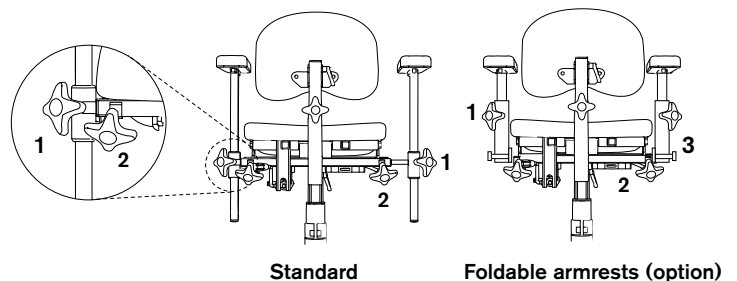
NOTE! Make sure that the Medic recliner is adjusted in the bracket so the spring button clip locks and the back recliner cannot be pulled out.



ARMRESTS

CONTROLS

1. Height adjustment.
2. Width adjustment.
3. Folding.

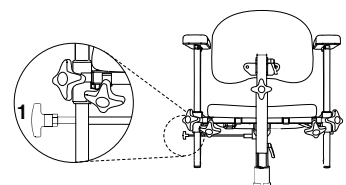


ROTATION RELEASE (OPTION)

NOTE! The rotation must be locked in position when getting in and out of the chair. Check that the catch has "clicked" in.

CONTROLS

1. Turn clockwise to disengage, and counterclockwise to lock.



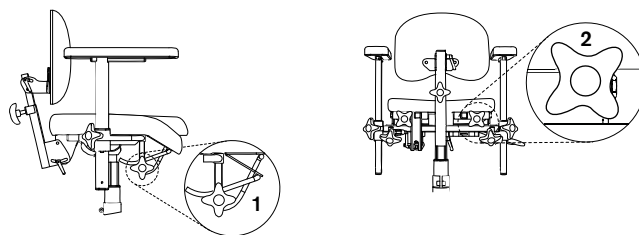
SETTING THE COXIT FLAPS

REAL PLUS COXIT/EL

There are two options for adjusting the coxit flaps. On chairs without seat tilt, the knobs are located under the front edge of the seat. On chairs with seat tilt, the knobs are located under the rear edge of the seat.

CONTROLS

1. Loosen, set the desired angle and tighten.
2. Turn the knob to lower/raise the flap.



CLEANING, CARE AND CHARGING

The chair should be wiped down and kept free from dust and dirt. We approve the use of detergents with a pH ranging from 7 to a maximum of 12 (concentrated).

Plush upholstery has to be washed with a foam wash:

1. Remove loose dirt, crumbs and the like.
2. Apply a thin layer of foam and rub the foam in evenly with a damp cloth.
3. Wipe with a clean and lightly dampened cloth.
4. Vacuum clean when dry.

Artificial leather has to be washed with soapy water or alternatively wiped down with an alcohol solution, e.g. disinfectant.

For functional reasons, seats, backrests and other padded parts are not made from impermeable materials. Padded parts should be replaced during reconditioning for hygienic reasons.

The electric lifting mechanism should be checked regularly for dust, dirt and stability: Raise the seat to its highest position. Clean with a cloth.

Do not use any water or solvents. Then lubricate the cylinder using a thin layer of Teflon or silicone-based grease.

We recommend that battery charger REAL 9000 Type 2240-12V, with item no. 802289, is used to charge the chair. If you wish to use another battery charger, please contact Mercado Medic AB for written approval. The battery should be charged regularly; once a day if possible. It is important that the battery is never completely discharged, as this helps to prolong the life of the battery.

CHARGING (APPLIES TO ELECTRIC CHAIRS)

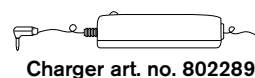
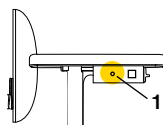
Connect the charging plug on the charger to the charging socket (1) on the box with the rocker switch for raising and lowering the chair. Then plug the charger into a wall socket. The LED on the charger will indicate that charging is under way. When the LED changes colour from orange to green, the battery is fully charged. The chair can be raised and lowered while charging is in progress. This applies to EL chairs delivered from week 11 2013 or previously delivered updated chairs.

NOTE!

It is particularly important to charge the battery on chairs with electric brakes, electric tilt mechanisms and electric backs because these functions require a high battery capacity to be maintained. Guarantee these functions by recharging the battery once a day. When changing the battery (type designation: HP7-12 12V 7.2Ah), be sure to attach the red battery cable to the positive terminal on the battery and the negative cable to the negative terminal. If the chair's electrical functions stop working, this is likely due to a blown fuse. Check the fuses. They are located under the seat on the cable between the battery and the actuator. Replace the blown fuse with a new 25A fuse.

BEAR IN MIND THE FOLLOWING WHEN HANDLING BATTERIES:

- Never short-circuit the battery.
- Do not expose the battery to excessive shocks or naked flames.
- In case of contact with battery acid, rinse with water for about 30 minutes and seek medical advice.
- Batteries must be disposed of at appropriate recycling facilities.



Charger art. no. 802289

! Important information for reconditioning and servicing REAL 9000 PLUS chairs (hereinafter referred to as the Product):

- The Product does not require periodic maintenance in cases where it has a responsible prescriber in the healthcare sector. In markets outside Sweden and Norway where a distributor has sold the Product directly to the user (where applicable), and therefore there is no responsible prescriber, periodic maintenance must be carried out every other year throughout the Product's entire life cycle according to sections 1-10 in this section.
- A thorough visual inspection must be performed of the Product's main components in connection with service and reconditioning in order to ensure the user's safety. These include the base, lifting mechanism, seat frame, back recliner and U-bars for armrests. The inspection must include welds, lockable functions and settings.
- The user must not sit in the Product while it is being reconditioned or serviced or during maintenance.
- Do not use high pressure washers when cleaning the Product.
- When checking the base, always inspect the weld between the base's front and rear legs. Any indication of cracks in the material or paint in this area should be regarded as reason to replace the base, or the Product.
- In case of reduced braking action, check both the stability of the base and the condition of the brake rubber. If the Product is not resting on all four wheels in the unbraked position, the Product must be withdrawn from service immediately. Check for instability in different locations and directions to rule out the floor as the cause of any instability.

RECONDITIONING INSTRUCTIONS CHECKPOINTS

1. Electronics unit

☐ 1.1. Electronics/function/cleaning

Check the electronics and see which electrical functions are connected. If the chair stops working, test the electrical functions. Check for any damage to the electronics card, controls and cabling.

☐ 1.2. Control unit / function / cleaning

Check the functions of the controls, and check that the housing is intact and that all buttons are working. Wipe the controls with a cloth lightly dampened with disinfectant; this is to avoid the risk of cross-infection. Do not use solvents, bleach, polishes, synthetic detergents, polishing waxes or sprays on the chair.

☐ 1.3. Connectors / attachment

Check that cables and connectors are intact and properly secured. Make sure that cables and connectors cannot be pinched or crushed.

☐ 1.4. Batteries/battery charger/function

Check that the charger is working and that the housing and cables are undamaged.

Check the battery voltage and that this is not too low. If it is, this indicates that the battery has not been charged or that a battery cell has failed.

☐ 1.5. Electric seat tilt / function

Check that the actuator is not visibly damaged. Check the function of the actuator's moving parts. Ensure that all locking screws are tightened to avoid any play in the end position.

☐ 1.6. Electric backrest / function

Check that the actuator is not visibly damaged. Check the function of the actuator's moving parts. Ensure that all locking screws are tightened to avoid any play in the end position.

☐ 1.7. Electric brake / function

Check that the actuator is not visibly damaged. Check the function of the actuator's moving parts. Ensure that all locking screws are tightened to avoid any play in the end position.

Check all joints and that the clamp mounting on the brake shaft and base tube is correctly positioned.

2. Electric lifting mechanism

☐ 2.1. Noise / sliding clutch

Listen for any abnormal noise in the gearbox bearings, and replace the electric lifting mechanism if a bearing is defective in any way. The electric lifting mechanism can be sent to Mercado Medic AB for repair/reconditioning.

Load the chair and check that the electric lifting mechanism does not slip to lowered. Otherwise ensure the correct torque for the sliding clutch.

☐ 2.2. Rotation lock / lubrication

Check that there is no play in the electric lifting mechanism in the direction of rotation. If there is, replace the electric lifting mechanism. The electric lifting mechanism can be sent to Mercado Medic AB for repair/reconditioning.

☐ 2.3. Attachment / tightening

Check that the seat frame and base are correctly assembled and tightened.

☐ 2.4. Cabling / wear

Inspect cables for any signs of wear, pinching or crushing.

3. Chassis

☐ 3.1. Welds

Check all welds carefully for signs of cracks, corrosion, movement, etc.

☐ 3.2. Bolted joints

Check and tighten all bolted joints. Replace screws that have damaged heads or threads.

4. Brakes

☐ 4.1. Function / wear

Replace the brake rubber and check that the brake is working properly.

☐ 4.2. Plastic plugs / guide bushings

Make sure that guide bushings and plastic plugs are properly secured, and replace worn or damaged parts.

5. Castors

☐ 5.1. Function / roll / swivel

Remove hair and dust from the castors and check castors and castor housings for wear and play, which may indicate defective bearings. Check that the castors swivel and the housings rotate as expected. Replace castors if necessary.

☐ 5.2. Attachment / tightening

Check that the castors' screws are intact and tightened.

6. Seat frame

☐ 6.1. Mechanics / welds

Check all welded parts carefully (especially when mounting tilt mechanisms, as these parts carry the most load).

☐ 6.2. Bolted joints / tightening

Check and tighten all bolted joints. Replace screws that have damaged heads or threads.

☐ 6.3. Plastic plugs / guide bushings

Make sure that guide bushings and plastic plugs are properly secured, and replace worn or damaged parts.

☐ 6.4. Seat / replacement / cleaning

Replace the seat with a new one and wash or replace any covers.

☐ 6.5. Control / lubrication

Make sure that all knobs and wheels on the seat frame are working and that they lock correctly.

☐ 6.6. Gas spring tilt / function

If the chair is equipped with gas tilt controls, check that these lock securely and that there is no gradual change in tilt when loaded. Check and replace damaged wires and sheaths.

☐ 6.7. Crank tilt controls / wear

If the chair is equipped with crank tilt controls, check that there is no play and that all screws are tightened.

☐ 6.8. Coxit mechanism / control

Make sure that the knobs for the flaps turn easily and are securely locked with the counter nut.

7. Backrest mechanism

☐ 7.1. Function / wear

Check and replace any worn parts, and make sure that moving parts are working correctly.

☐ 7.2. Attachment / tightening

Check that all screws, knobs and wheels lock properly and that the spring button clips are working correctly.

☐ 7.3. Plastic plugs / guide bushings

Make sure that guide bushings and plastic plugs are properly secured, and replace worn or damaged parts.

☐ 7.4. Backrest / replacement / cleaning

Replace the backrest with a new one and wash or replace any covers.

☐ 7.5. Gas spring lever / function

Check the gas pressure and stability of the gas spring. Ensure that it locks securely and that there is no gradual change in the backrest angle when loaded. Check and replace damaged wires and sheaths.

8. Armrests

☐ 8.1. Function / wear

Check and replace any worn parts and make sure that locking mechanisms and moving parts are working correctly.

☐ 8.2. Plastic plugs / guide bushings

Make sure that guide bushings and plastic plugs are properly secured, and replace worn or damaged parts.

☐ 8.3. Armrest plates / replacement / cleaning

Replace armrest plates with new ones.

☐ 8.4. Armrest mechanics / function

Check all welds and that there is no damage to the tube system that may impair or weaken the structure.

9. Accessories

☐ 9.1. Restoration

Remove any accessories that are not normally installed on the chair and inspect them as detailed below before potentially placing them in storage.

☐ 9.2. Mechanics

Check all welds and that there is no damage to mechanical parts that may impair or weaken the structure.

☐ 9.3. Function / wear

Check and replace any worn parts and make sure that locking mechanisms and moving parts are working correctly.

☐ 9.4. Padded parts

Discard padded parts to prevent cross-infection, and discard or wash covers according to washing instructions.

10. Final inspection

☐ 10.1. Testing

Test the chair's functionality and that all individual functions, electrical functions and brakes are working correctly. If the chair is to be stored for a period, the chair must be put in sleep mode using the appropriate 9V adapter to save the batteries.

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