



**REAL<sup>®</sup> 9500/9600 EL**



**ASSEMBLY INSTRUCTIONS, INSTRUCTIONS FOR USE AND CARE**

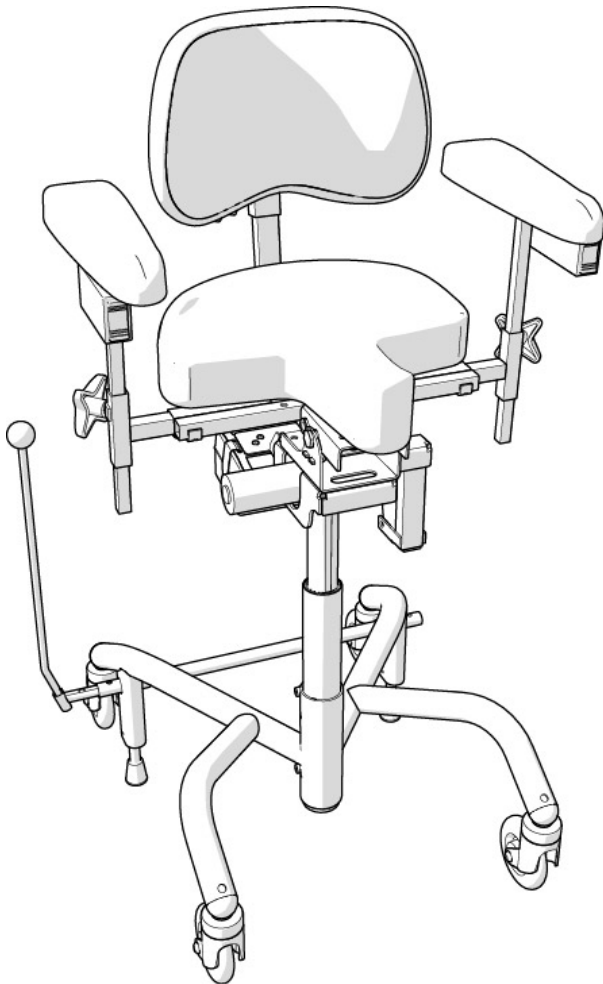
Item no. 801978  
Last amended 14-05-20  
Valid from 01-01-18

REAL 9500/9600 EL 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 and IEC 60601-1-2. 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 in line with 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 happens, please contact your prescriber 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](http://www.mercado.se). Information is also provided on the website about accessories that can be fitted to Mercado Medic's chairs, together with 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.



#### **YOUR REAL<sup>®</sup> 9500/9600 EL**

- Manual (9500)
- EL (9600)
- PLUS
- H-base

**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.**





## TABLE OF CONTENTS

YOUR REAL 9500/9600 EL .....	PAGE 4
IMPORTANT INFORMATION & CLASS .....	PAGE 4
USER MANUAL .....	PAGE 5
INDIVIDUAL ADAPTATION .....	PAGE 8
CLEANING & MAINTENANCE.....	PAGE 8
SERVICE/RECONDITIONING LIST.....	PAGE 9

## FAMILIARISE YOURSELF WITH YOUR REAL 9500/9600 EL

### NECESSARY INFORMATION BEFORE USE

1. Adjust the armrests to a suitable height and lock the knob for height adjustment.
2. Fit the back pole 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 wheels and knobs 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. The brake must be checked on a regular basis.
6. Applies to electric chairs: Charge the chair according to the instructions in this manual.  
**NOTE! Chairs should be charged daily.**
7. The chair must not be used with the back and/or armrests removed.

### IMPORTANT INFORMATION & CLASS

*The REAL chair has replaceable components, accessories and functions with adjustment options for individual adaptation. 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 only and must not be used outdoors. The chair must not be exposed to extreme cold or heat, prolonged sunlight or other radiation. The chair must not be exposed to water, other fluids or chemicals. Warning! Metal surfaces may become very hot if they are exposed to direct sunlight. The chair must not be equipped with any other 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 <http://mercado.se/mercado-dokument/>. 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.*

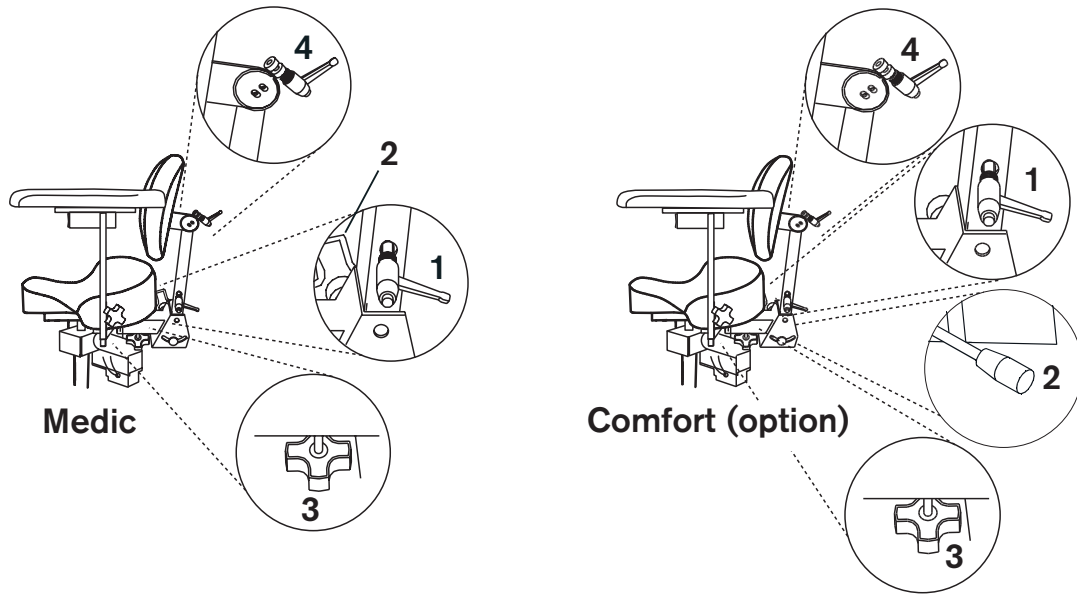
- REAL 9500/9600 EL complies with protection class II, Internal battery.
- REAL 9500/9600 EL complies with protection type B.
- REAL 9500/9600 EL has been EMC tested and tested in accordance with EN 60601-1-1 and EN 60601-1-2, and must therefore be handled in accordance with our instructions for use and care.
- The EMC annex is available to download at <http://mercado.se/mercado-dokument/>
- REAL 9500/9600 EL complies with IP 21. IP2X covers contact protection for fingers etc., preventing access to hazardous parts with fingers or similar. IPX1 covers dripping water protection, light shower from above.
- REAL 9500/9600 EL may affect and be affected by equipment in its immediate vicinity that generates electromagnetic fields, e.g. alarm systems, power generators. Mobile phones and similar equipment may also interfere with the control system. Mercado Medic AB recommends that such equipment not be stored any closer than 3.3 m from the chair.
- REAL 9500/9600 EL has an electric lifting mechanism that can lift the patient so high that, in the worst case, there is a risk of falling. If the patient cannot get out of the chair from its highest position, the seat height should never be set higher than the position at which the patient's feet touch the ground. The only exception to this is cases where the patient can summon help via a home-help alarm or telephone.
- Only electrical equipment from Mercado Medic AB may be used on REAL 9500/9600 EL.
- The chair must be moved with care. Before moving off, consideration must be given to the surroundings. Any pets or children on the floor could be easily run into. The chair must only be used to sit on and should not be regarded as a toy by either children or adults.
- Mercado Medic armrests, seats, backrests, etc. have been developed and produced to be free from toxic substances and allergens.
- REAL 9500/9600 EL is approved for transportation/storage at temperatures between -25°C and +60°C, and in up to 90% non-condensing relative humidity.
- Max. user weight, adult: REAL 9500 140 kg. REAL 9600 EL 150 kg.
- REAL 9500/9600 EL is approved for parking with the brake applied on inclines of up to five degrees in all directions. If the chair is parked with the brake applied on steeper inclines, it may begin to slide.
- The chair must be transported in the intended cardboard box on a pallet. If the chair is transported by car, it must be strapped in place using straps over both the base and the seat, and it should be set to the lowest possible seat height.
- The chair is tested and approved for use between +5°C and +40°C, and in 15 to 90% non-condensing humidity. If the chair has been stored in an environment outside these limits, it must be left to acclimatise before use in order to ensure that it can be used safely.
- Repairs and other technical measures may only be carried out by personnel authorised by Mercado Medic AB.
- REAL 9500/9600 EL is delivered as standard with seat, back and armrests, and controls for chairs with electrical functions.
- REAL 9500/9600 EL chairs must not be moved when the seat is in the raised position.
- The warranty period is two (2) years unless otherwise agreed. For warranty cases, please contact Mercado Medic AB
- The max. service life is ten (10) years.
- REAL 9500/9600 EL can be supplemented with a variety of accessories. All accessories MUST be fitted so that there is no risk of small parts (such as fuses etc.) coming loose. All the cables must be secured with cable ties to minimise the risk of strangulation.

BACK MECHANISM

The Medic back mechanism is available in a low and high design (illustrated chairs have low back). The back mechanism has separate controls for height (1), angle (2) and depth (3), and the angle of the back itself is adjusted using the knob (4). Loosen the knob, set the desired position for each adjustment and then lock the knob.

**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.

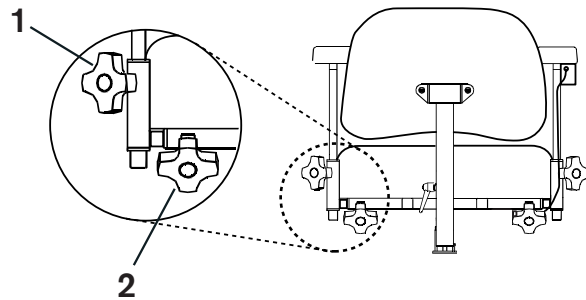
The Comfort back mechanism is available in a low and high design (illustrated chairs have a low back). The back mechanism has separate controls for height (1) and angle of the backrest (2). Loosen the knob, set the desired position for each adjustment (1) and (2), and then lock the knob. The recliner angle is adjusted using the lever (3).



ARMRESTS

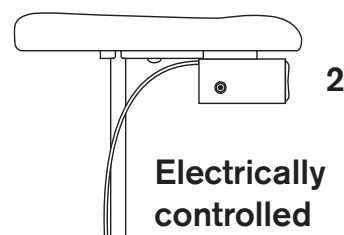
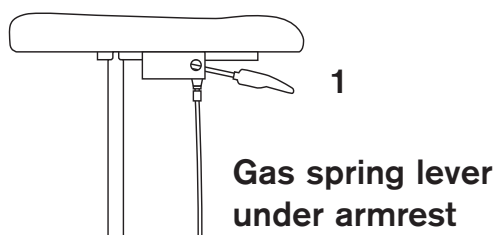
The armrests can be height and width-adjusted on each armrest U-bar. Loosen the knob to adjust the height (1) or width (2), set the desired width/height, and then lock the knob.

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



SEAT HEIGHT/LIFTING MECHANISMS

The height of REAL 9500 is adjusted manually using the lever (1) under one side of the armrest (standard right). Lift the lever to adjust the height. On the REAL 9600 EL, the seat height is adjusted using the rocker switch (2). The top part of the switch is pressed to raise the seat, and the bottom part of the switch is pressed to lower the seat. Control with paddle, pull the rocker up to raise and down to lower the seat.

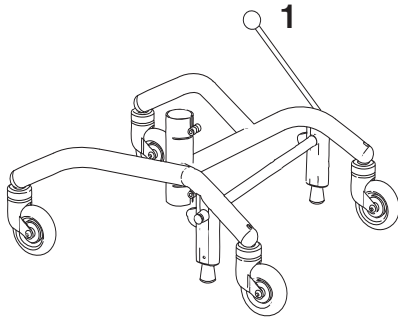


## BRAKE

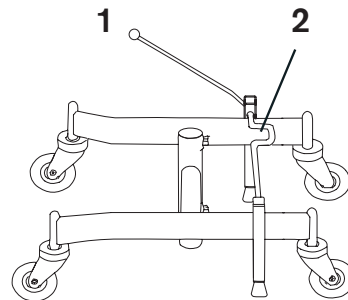
The handbrake is controlled using lever (1). To apply: move the lever backwards. The brake lever can be fitted to either side of the chair. Chairs equipped with H-bases can also be braked using the foot (2).

**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, replace the brake rubber. The braking function may be reduced on uneven surfaces.

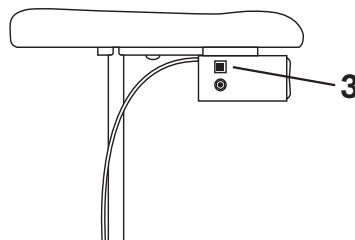
If the chair has an electric brake, this is controlled using the red button (3). It has a holding circuit and only requires a short press to activate the braking function. To brake the chair, press button (3) again.



**PLUS base with backward brake**



**H-base**



**Electric brake (option)**

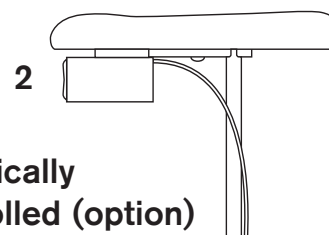
## SEAT TILT

The gas spring tilt is controlled by a gas spring. It is operated using the lever (1) under one side of the armrest (standard left). The armrests are included in the tilting to ensure the best support in all tilt positions.

If the chair has electric tilt, this is operated using control (2) under one side of the armrest (standard left). The armrests are included in the tilting to ensure the best support in all tilt positions.



**Gas spring lever  
under armrest**



**Electrically  
controlled (option)**

## CHARGING

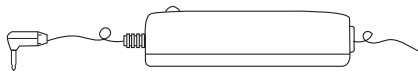
We recommend that battery charger REAL 9000 Type 2240-12 V (item no. 802289) be used to charge the chair. If you wish to use another battery charger, please contact Mercado Medic AB for written approval. The battery should be charged regularly; once a day if possible. It is important that the battery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

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 electric chairs delivered from version 11 2013 or previously delivered updated chairs.

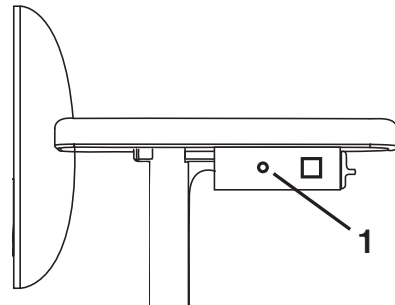
**NOTE!** It is particularly important to charge the battery on chairs with electric brakes, electric tilt mechanisms and electric backs because these functions require a high battery capacity to be maintained. Guarantee these functions by recharging the battery once a day. When changing the battery (type designation: HP7-12 12 V 7.2 Ah), 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 25 A fuse.

### Bear in mind the following when handling batteries:

- Never short-circuit the battery.
- Do not expose the battery to heavy impact or naked flames.
- In the event of contact with battery acid, rinse with water for approx. 30 mins and consult your doctor.
- Used batteries should be taken to recycling centres.



**Charger item no. 802289**



## GUIDELINES FOR INDIVIDUAL ADAPTATION OF MERCADO MEDIC AB'S PRODUCTS

Adaptations may only be made by personnel who have attended Mercado Medic AB's course on servicing and reconditioning. Parts on the list of current combination agreements at [www.mercado.se/mercado-dokument](http://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 physically sent 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 any combination agreement is relevant, Mercado Medic AB will perform a risk analysis on the part. Once the risk analysis is complete, the customer will receive a written opinion.

Chairs that have been modified as detailed below 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 can be adapted so long as they do not exceed the existing external dimensions on the product.
- The centre of gravity over lifting devices must be maintained/centred for optimum function.
- Padded parts must satisfy the applicable ignition requirements and other environmental requirements.
- Surfaces that are loaded with significant vertical forces must not fall outside the area (base) that is 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 healthcare services outside of Mercado Medic AB's directive, where the healthcare 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

E-mail [ronny.fogelqvist@mercado.se](mailto:ronny.fogelqvist@mercado.se)

## CLEANING & MAINTENANCE

- The chair should be wiped down and kept free from dust and dirt.
- The chair should be washed using a disinfectant with a pH of 7–12 (concentrated), with the exception of the padding.
- Plush upholstery has to be washed with a foam wash;
  1. Remove loose dirt, crumbs and similar.
  2. Apply a thin layer of foam and rub the foam in evenly using a damp cloth.
  3. Wipe with a clean and lightly dampened cloth.
  4. Vacuum clean when dry.
- Artificial leather is washed with soapy water or wiped using an alcohol solution, e.g. disinfectant.
- Leather upholstery requires a little extra maintenance;
  - Spills must be wiped up immediately using a damp cloth; never use strong cleaning agents.
  - Prevent upholstery from coming into contact with personal care products such as make-up, hair gel, etc.
  - Do not allow pets on leather furniture; their claws may scratch the leather.
  - Avoid direct and prolonged exposure to sunlight; this may fade the leather in the long run.
- Seats, backrests and other padded parts are not manufactured in sealed materials for functional reasons. When reconditioning, padded parts should be replaced for hygienic reasons.
- The electric lifting mechanism should be checked regularly for dust, dirt and stability: Raise the seat to its highest position. Clean using a cloth. Do not use any water or solvents. Then lubricate the cylinder using a thin layer of Teflon or silicone-based grease.
- The user or their assistant should dust off the padded parts of the chair, and wipe and clean them in accordance with the instructions above to the best of their ability and as needed. If this is not done satisfactorily, the chair will need to be reconditioned in order to guarantee hygienic safety.



## RECONDITIONING

### ! Important information for reconditioning and servicing REAL 9500/9600 EL (hereinafter referred to as the Product):

- The Product is not subject to requirements for preventive or periodic maintenance during the Product's expected service life. However, a thorough visual inspection of the main components of the Product must be performed in connection with servicing and reconditioning. These include the base, lifting mechanism, seat frame, back recliner and U-bars for armrests. Inspections must include welds, lockable functions and adjustments. This is to ensure the user's safety, as neither the Manufacturer nor the Principal has complete knowledge of the Product's previous use.
- The user must not sit on the Product while it is being reconditioned or serviced, or during maintenance.
- Do not use high pressure washers when cleaning the Product.
- The serial number and delivery date are shown on the Product's production label. The Product's expected service life is ten (10) years.
- When checking the PLUS 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 the event 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 when the brake is not applied, the Product must be withdrawn from service immediately. Check for instability in various places and directions to rule out the floor as the cause of any instability.
- If a Product that is more than 10 years old is to continue to be used in a safe manner, it must be fully refurbished. Full refurbishment must be carried out by authorised service personnel from Mercado Medic AB, or by reconditioning/service personnel at the Principal/Customer authorised by Mercado Medic AB. Full refurbishment means, among other things, replacing critical components. These include the lifting mechanism, seat frame, back recliner and U-bars for armrests. The Product must be restored to as-new condition in such a way that its service life can be extended beyond that specified by the Manufacturer. A fully refurbished Product must satisfy the requirements of the Swedish Medical Products Agency's regulations when it is taken back into use.  
The unit carrying out a full refurbishment takes over the role of Manufacturer and is responsible for the CE marking of a Product that is put back on the market. This means that if a full refurbishment has been performed by authorised personnel at the Principal, this unit takes over the manufacturer's liability and responsibility for CE marking from Mercado Medic AB.

## RECONDITIONING INSTRUCTIONS CHECK POINTS

### 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 spreading 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 back/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 tubes 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 any bearings are defective. 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.

## RECONDITIONING, CONT.

### 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. Wiring/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/swing

Remove hair and dust from the castors and check castors and castor housings for wear and play that 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. Mechanical/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. Back 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 back 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 the accessories that would not normally be fitted to the chair and inspect them as detailed below before potentially refitting them.

### 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 spreading 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 9 V adapter to save the batteries.



# CONTACT MERCADO

## Head office

Visiting address  
Tryffelslingan 14, SE-181 57 Lidingö

Postal address  
Box 1074, SE-181 22 Lidingö

Switchboard is open: Mon–Fri 08:00–16:30  
Tel.: +46 (0)8-555 143 00  
Fax: +46 (0)8-555 143 99  
E-mail: [info@mercado.se](mailto:info@mercado.se)

## Service and technical support

PO Box 1074  
SE-181 22 Lidingö

Telephone hours for the service line: Mon–Fri  
08:00–12:00 and 13:00–16:00 (CET/CEST).

Tel: +46 (0)8-555 143 08  
Fax: +46 (0)8-555 143 99  
Mobile: +46 (0)70-550 63 98, +46 (0)70-894 63 68  
E-mail: [service@mercado.se](mailto:service@mercado.se)

---

*[Space for product label with serial number.]*



**Mercado Medic AB**  
Tryffelslingan 14  
SE-181 57 Lidingö

**Telephone & Fax**  
Tel. +46 (0)8-555 143 00  
Fax +46 (0)8-555 143 99

**E-mail & Internet**  
E-mail [info@mercado.se](mailto:info@mercado.se)  
Internet [www.mercado.se](http://www.mercado.se)