



REAL[®] 9500/9600 EL



INSTRUCTIONS FOR ASSEMBLY, USE & CARE

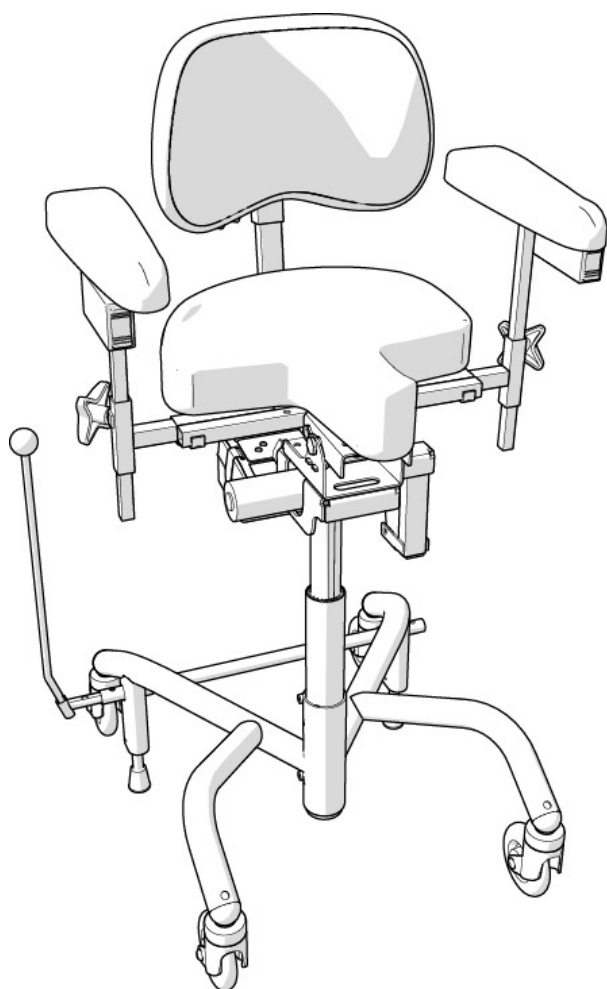
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REAL 9500/9600 EL is a Class I medical device. It is CE marked in accordance with the Swedish Medical Products Agency's code of statutes for medical devices, LVFS 2003:11, and has been tested and approved in accordance with EN 1335 and IEC 60601-1-2. 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 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 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. 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[®] 9500/9600 EL

- ☐ Manual (9500)
- ☐ EI (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.



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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 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. 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! The chair 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 interchangeable components, accessories and functions with setting 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 classifies as 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 should 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 IP21. IP2X covers contact protection for fingers etc., preventing access to hazardous parts with fingers or similar. IPX1 covers vertical drip protection, light shower from above.
- REAL 9500/9600 EL has an electric lifting mechanism that can lift the patient so high that, in the worst case, a risk is introduced. 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 driven 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 -25°C to +60°C and 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 5° in all directions. If the chair is standing 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 15 to 90 % non-condensing humidity. If the chair has been stored in an environment outside these limits, then 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 installed so that there is no risk of small parts (such as fuses, etc.) coming loose. All cables must be secured with cable ties to minimise the risk of strangulation.

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.

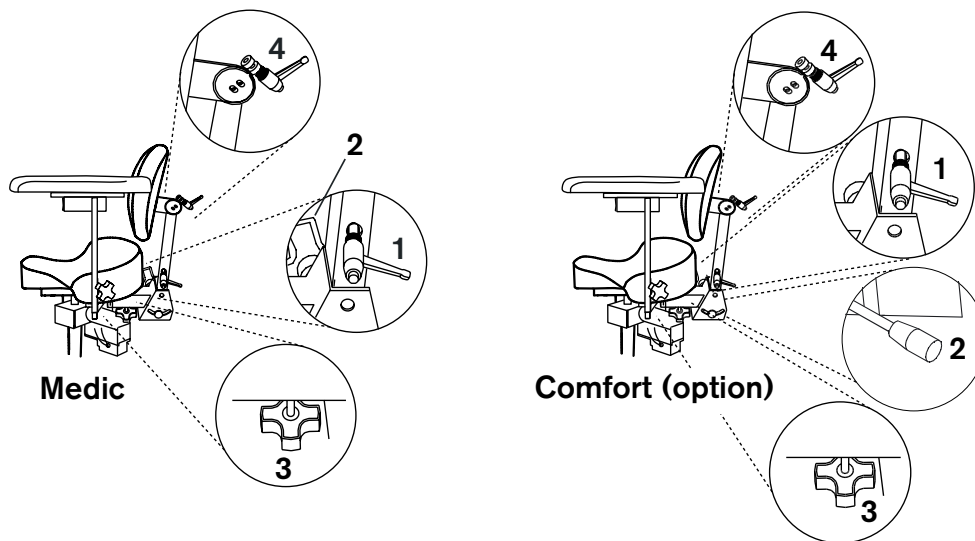
BACKREST MECHANISM

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.

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

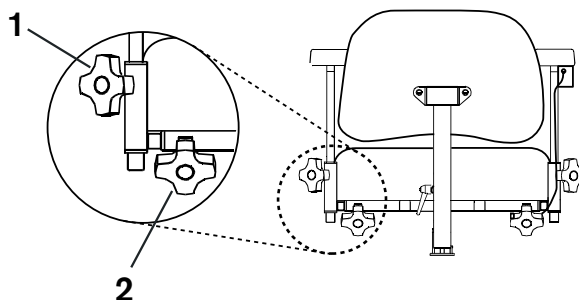
The Comfort back mechanism is available in a low and high design (illustrated chairs have a low back). The back mechanism has separate controls for height (1) and angle of the backrest (2). Loosen the knob, set the desired position for each adjustment (1) and (2), and then lock the knob. The angle of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



ARMRESTS

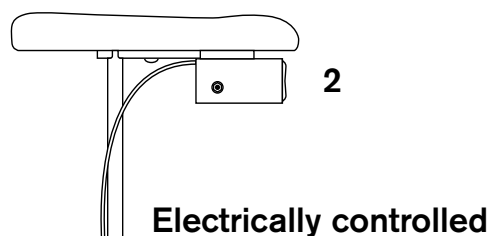
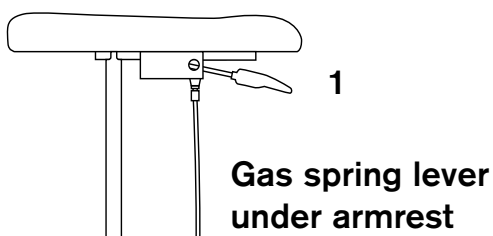
The armrests can be height and width-adjusted on each armrest U-bar. Loosen the knob to adjust the height (1) or width (2), set the desired width/height, and then lock the knob.

PLEASE 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.

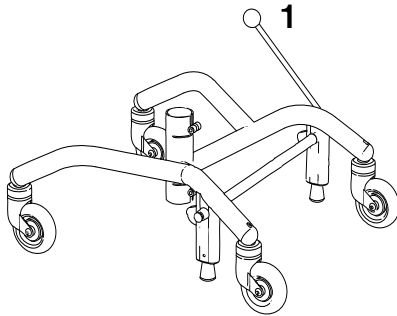


BRAKE

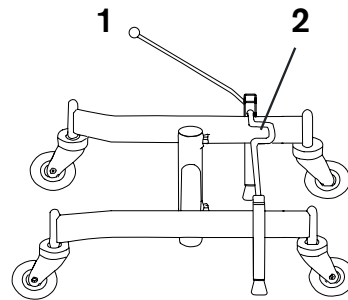
The handbrake is controlled using lever (1). To apply: move the lever backwards. The brake lever can be fitted to either side of the chair. Chairs equipped with H-bases can also be braked using the foot (2).

PLEASE 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.

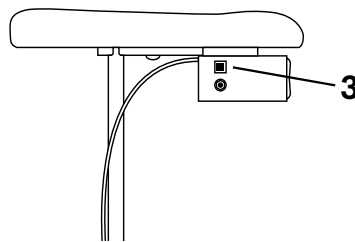
If the chair has an electric brake, this is controlled using the red button (3). It has a holding circuit and only requires a short press to activate the braking function. To brake the chair, press button (3) again.



**PLUS base with
backward brake**



H-base

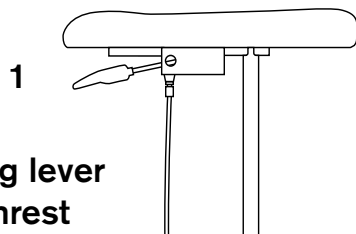


Electric brake (option)

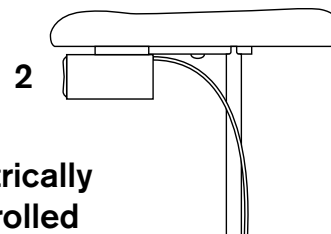
SEAT TILT

The gas spring tilt is controlled by a gas spring. It is operated using the lever (1) under one side (left as standard) of the armrest. 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 2240-12V, with article 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 to prolong the life of the battery.

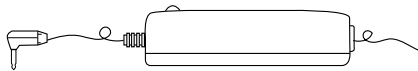
Connect the charging plug on the charger to the charging socket (1) on the box with the rocker switch for raising and lowering the chair. Then plug the charger into a wall socket. The LED on the charger will indicate that charging is under way. When the LED changes colour from orange to green, the battery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

PLEASE NOTE!

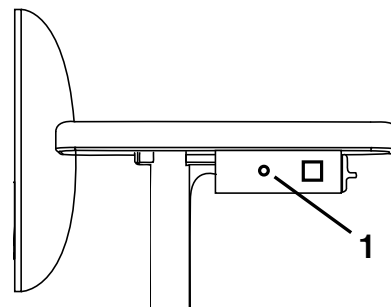
It is particularly important to charge the battery on chairs with electric brakes, electric tilt mechanisms and electric backs because these functions require a high battery capacity to be maintained. Guarantee these functions by recharging the battery once a day. When changing the battery (type designation: 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 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

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 while retaining Mercado Medic AB's CE marking. If a desired item that is not on the list of current combination agreements is fitted, 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 keep the product liability.

- Padded parts such as seats, backrests, armrests, side supports, trunk supports and neck supports can be adapted as long as the existing external dimensions of the product are not exceeded.
- The centre of gravity over lifting devices must be maintained/centred for optimum function.
- Padded parts must be able to meet 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 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:+46708279614)

E-mail ronny.fogelqvist@mercado.se

CLEANING & CARE

- The chair should be wiped down and kept clean from dust and dirt.
- The chair should be washed using a disinfectant with PH 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 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.
- Leather upholstery requires a little extra maintenance:
 - Spills must be wiped up immediately with 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, as their claws may scratch the leather.
 - Avoid direct and prolonged exposure to sunlight, as this can cause the leather to fade over time.
- 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.
- The user or their assistant should remove dust, wipe clean and dry off the padded parts on the chair 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.

! Important information for reconditioning and servicing REAL 9500/9600 EL (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 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 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 CHECK POINTS

1. Electronics unit

☐ 1.1. Electronics / function / cleaning

Check the electronics and see which electrical functions are connected. Test electrical functions; if the chair does not work, try connecting the charger for at least 10 seconds. Check for any damage to the electronics box.

☐ 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 batteries' voltage and that there is not too great a difference between the batteries' charge; this indicates 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 electric lifting mechanism, 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.

CONTACT MERCADO

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with serial number.]*



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