



REAL[®] 9000 PLUS SERIES



**ASSEMBLY INSTRUCTIONS, INSTRUCTIONS FOR USE AND CARE
REAL 9000 PLUS/ELECTRIC/ADULT/CHILD/MINI/COXIT**

Item no. 804838
Last amended 1802
Valid from 1706

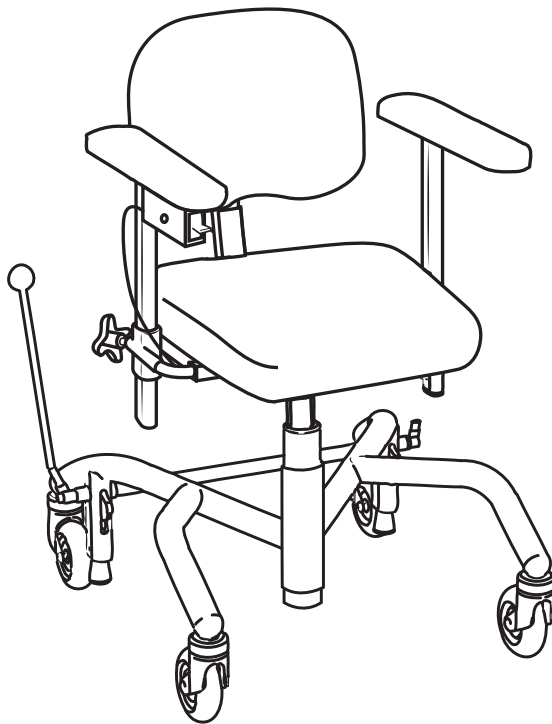
REAL 9000 PLUS is a class 1 medical device product.

The REAL chair, according to the model designation specified below, is CE marked in accordance with the Swedish Medical Products Agency's Code of Statutes for medical devices LVFS 2003:11. The REAL 9000 PLUS complies with all requirements in SS-EN 1335, IEC 60601 and EN 12182. All textiles comply with the requirements in EN 1021-1, EN 1021-2. Mercado Medic is certified in line with both ISO 9001 and 14001, as well as the RoHS2 Treaty, and it complies with applicable labour and environmental laws. We reserve the right to make changes to this manual and its contents.

If you have any questions about your product, or if something unexpected happens, please contact your prescriber first, otherwise you are welcome to contact Mercado Medic AB, see last page for contact details.

For those with impaired sight, there is a PDF version of these instructions for use and care with magnification options available at www.mercado.se under "DOCUMENT".

Assembly instructions for all of the accessories are available at www.mercado.se



- REAL PLUS ADULT MANUAL
- REAL PLUS ADULT ELECTRICAL 24V 1G
- REAL PLUS CHILD/MINI MANUAL
- REAL PLUS CHILD/MINI ELECTRICAL 24V 1G
- REAL PLUS COXIT MANUAL
- REAL PLUS COXIT ELECTRICAL 24V 1G

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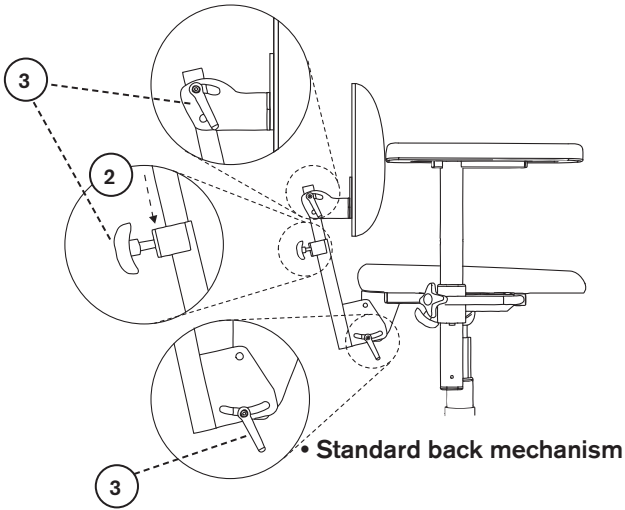
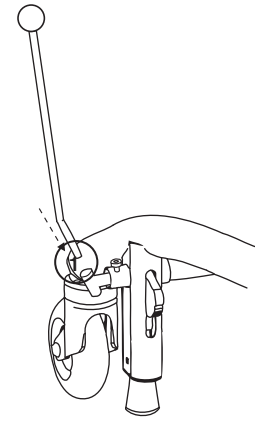


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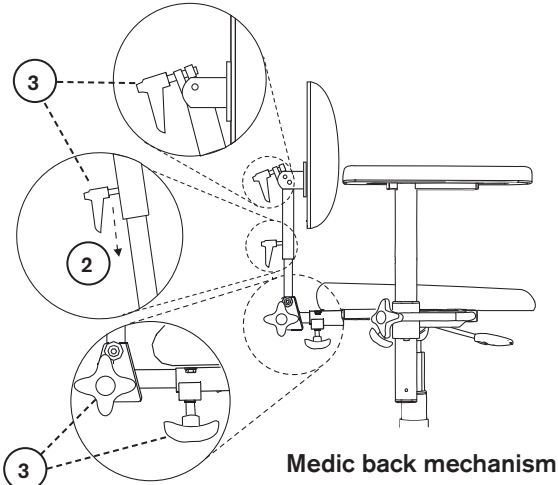
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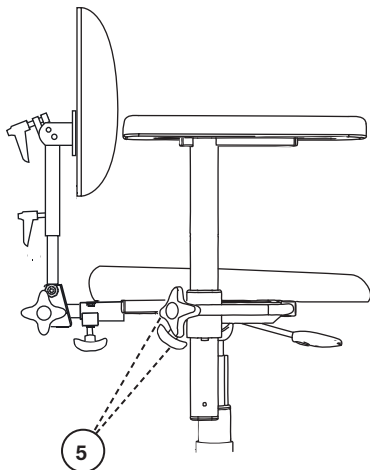
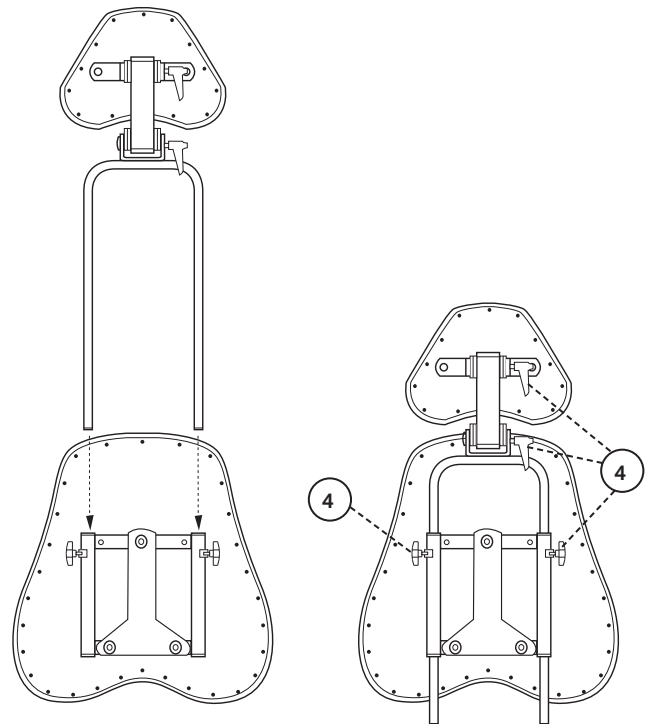
Remove the chair from the cardboard carton. Remove the brake lever that is held in place with plastic wrap along the brake shaft at the back of the chair. Place the brake lever in the brake lever bracket (1) on the right or left side.



Assemble the back mechanism by pushing the back pole on the back recliner (2) down to the desired level. Then tighten all of the regulators (3).



If the chair comes with a headrest, place the headrest mechanism in its bracket as illustrated. Then tighten all of the regulators (4).



Loosen the regulators for the armrest (5). Set the desired level in height and width. Tighten all regulators (5).

The chair is now ready for use!

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 electrical chairs: Charge the chair according to the instructions in this manual; see page 11. **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 setting options for individual customisation. The chair must only be used by the person for whom, 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 sunshine. 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 PLUS EL belongs to protection class II, Internal battery.
- REAL PLUS EL belongs to protection type B.
- REAL PLUS EL has been EMC 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 for download at <http://mercado.se/mercado-dokument/>
- REAL PLUS EL complies with IP 21. IP2x covers contact protection for fingers etc; it is not possible to reach anything hazardous with fingers or similar. IPx1 covers vertical drip protection, light shower from above.
- REAL PLUS EL can 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 can also interfere with the control system. Mercado Medic AB recommends that such equipment should not be stored any closer than 3.3 m from the chair.
- REAL PLUS EL has an electric lifting mechanism that can lift the patient so high that, in the worst case, there will be a risk of falling. If the patient cannot get out of the chair from its highest position, then the seat height should never be set to 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.
- NOTE! The electrical functions on REAL PLUS EL chairs may be used for max. 10% of the time (max 2 mins/20 mins). The electronics measure the activity and shut down the electrical functions if this limit is exceeded.
- Only electrical equipment from Mercado Medic AB may be used on the REAL PLUS EL.
- Warning! Do not plug any accessory, other than those customised by Mercado Medic AB, into the control system's contacts.
- 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 PLUS EL is approved for transportation/storage at temperatures of between -25°C – +60°C and up to 90% non-condensing relative humidity.
- Max user weight, adult: REAL PLUS 150 kg. REAL PLUS EL 150 kg.
- Max user weight, children: REAL PLUS 75 kg. REAL PLUS EL 75 kg.
- The REAL 9000 PLUS is approved for parking with the brake applied on inclines of up to five degrees in all directions. If the chair is braked at steeper inclines, it may begin to slide.
- The chair must be transported in the intended cardboard carton on a pallet. If the chair is transported by car, it must be strapped in place using straps over both the frame and the seat, and it should be set to the lowest possible seat height.
- The chair is tested and approved for use between +5 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.
- Maximum height 2000m above sea level.
- As standard, the REAL Plus comes with seat, back and armrests as well as a handheld controller for chairs with electrical functions.
- The REAL PLUS must not be moved when the seat is in the raised position.
- Warranty period is two (2) years unless otherwise agreed. For warranty cases, please contact Mercado Medic AB
- Max service-life is ten (10) years.
- REAL PLUS 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 for strangulation.

CLEANING & MAINTENANCE

- 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 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 off 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, their claws may scratch the leather.
 - Avoid direct and prolonged exposure to sunlight, it may fade the leather in the long run.
- Seat, backrest 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 lift 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.

INSTRUCTIONS FOR DESTRUCTION

Combustible:

- Seat
- Back
- Armrest
- Headrest
- Other padded parts sold by Mercado Medic AB

Electronic waste:

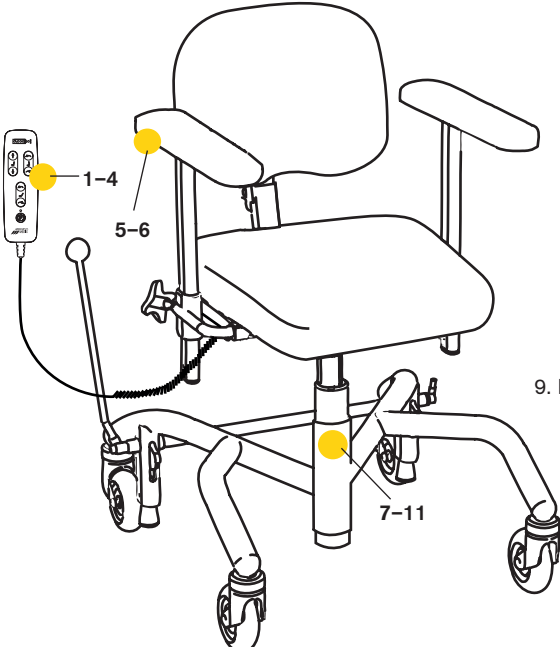
- Motors
- Cables
- Control system

Metal:

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

NOTE! Battery has to be sorted separately.

SYMBOLS



1. Seat height up/down.

2. Seat tilt forward/backward.

3. Back recliner forward/backward.

4. Activate/release brake.

5. Warning! Read the manual before use.

6. Charging connection. 24VDC

7. Sorted as waste

8. The product is part of a recycling process.

9. Product classified as type B applied part in accordance with IEC 60601-1.

10. Max. user weight

11. Time in use for electrical functions 2/20 MIN DUTY CYCLE

GUIDELINES FOR INDIVIDUAL ADAPTATIONS 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 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. 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 from the customer or the supplier of the part in question. Mercado Medic AB will then contact the supplier of the part in question to see if a combination agreement could possibly be of interest, Mercado Medic AB performs a risk analysis on the requested part. When the risk analysis is completed, 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 headrests can be adjusted so long as they do not exceed the existing external dimensions on the product.
- The centre of gravity over lifting devices must be maintained/centered for the best function.
- Padded parts must be able to withstand the applicable ignition requirements and other environmental requirements.
- Surfaces that are loaded with significant vertical forces must not fall outside the area (frame) that is formed by the points of the wheel centres.

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

Products that are specially modified by the health care services outside Mercado Medic AB's directive, where the 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 resumes 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)

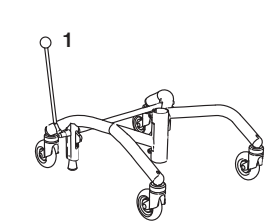
E-mail ronny.fogelqvist@mercado.se

BRAKE

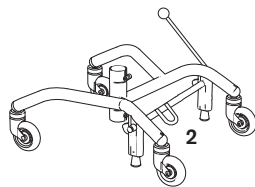
NOTE! The brake on the chair must always be applied when getting in and out of the chair. The brake must be checked on a regular basis. In case of wear, change the brake rubber. The braking function may be reduced on uneven surfaces.

THERE ARE THREE TYPES OF BRAKE:

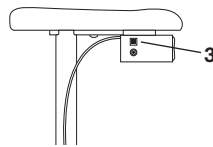
Brake lever, foot brake and electric brake.



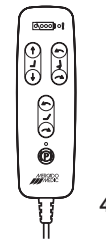
Handbrake



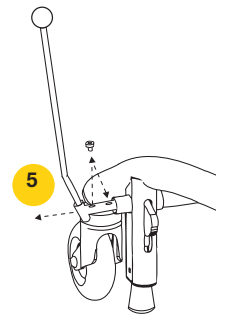
Foot brake



Electric brake (option)



Electric regulator
Handheld controller
(option)



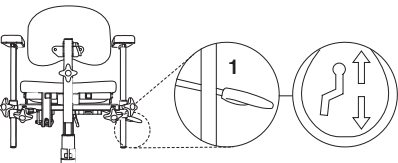
REGULATOR

1. Brake, PLUS-frame 48 move lever forward
2. Brake, PLUS-frame 43 move lever backwards, pedal down
3. Electric brake, press button
4. Electric brake, press button
5. Brake lever bracket – to brake the chair even when the armrest is extended in width: loosen the screw on 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.

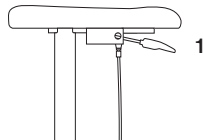
SEAT HEIGHT/LIFTING MECHANISMS

THERE ARE TWO TYPES OF LIFTING MECHANISMS:

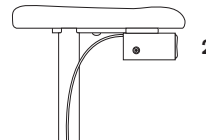
Gas spring and electric. There are standard and low seat heights. Regulator for the gas spring can be placed under the seat or armrest. Electric regulator is fitted under the armrest as standard. **NOTE!** Light people may need help raising and lowering seats controlled by a gas spring.



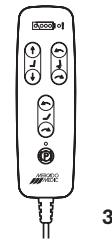
Gas spring regulator under the seat



Gas spring regulator
under the armrest
(option)



Electric regulator
under the armrest



Electric regulator, handheld controller/
Joystick is available as an option.
The separate box is shown
in the picture.

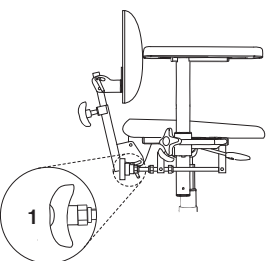
REGULATOR

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

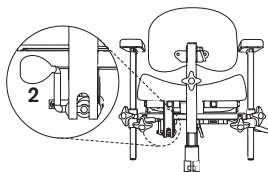
SEAT TILT (OPTION)

THERE ARE THREE TYPES OF SEAT TILT:

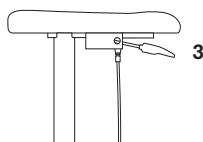
Crank, gas spring and electric. The regulator for the gas spring can be located by the seat's left rear edge or under the armrest. Electric regulator is fitted under the armrest as standard. Standard seat tilt range is +15°/- 8°.



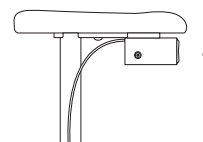
Crank control



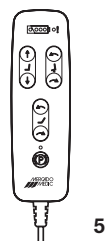
Gas spring regulator
under the seat



Gas spring regulator
under the armrest



Electrically-controlled

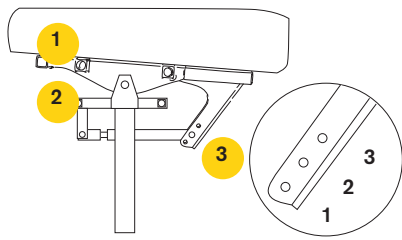


Electric regulator,
handheld controller

REGULATOR

1. Seat tilt Crank adjustment – turn regulator
2. Seat tilt Gas spring – move regulator back
3. Seat tilt Gas spring – move regulator up
4. Seat tilt Electric – move regulator up/down.
5. Seat tilt Electric – regulator in separate box.
Left button = forward
Right button = backward.

REVERSED SEAT TILT OR ALL SEAT TILT BACK (OPTION)



REGULATOR

1. Armrest placed here follows the seat's tilt
2. Armrest placed here does not follow the seat's tilt
3. There are 3 positions. **When position 3 is chosen, the chair must be equipped with frame extension**
 1. Forward 15°, back 8° – Standard seat tilt
 2. Forward 8°, back 15° – Reversed seat tilt
 3. Forward 0°, back 23° – Whole seat tilts backward

BACK MECHANISM

THERE ARE FOUR TYPES OF BACK MECHANISMS:

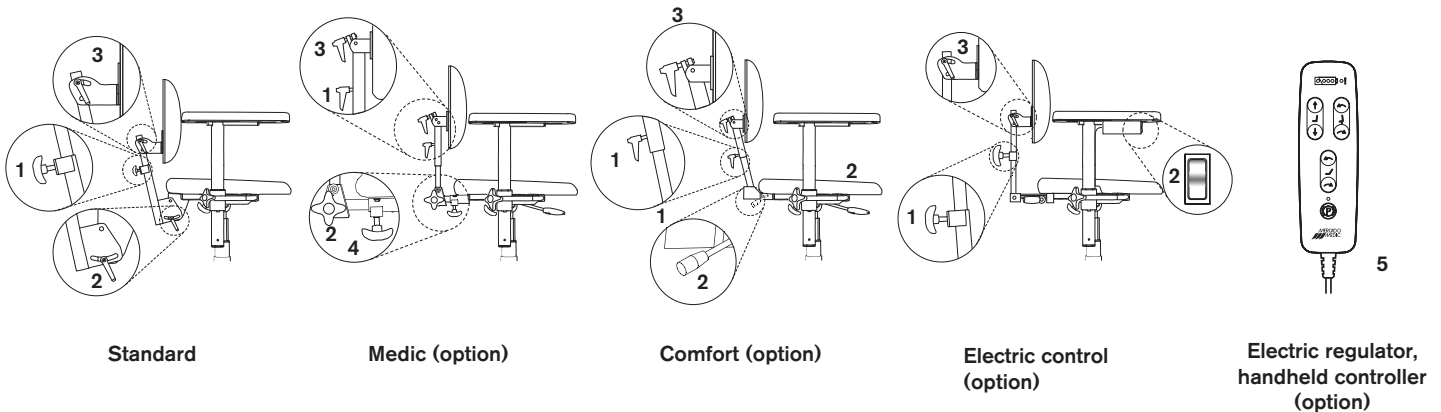
Standard, Medic, Comfort and Electric.

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

REGULATOR

1. Height
2. Back mechanism angle
3. Back rest angle
4. Depth
5. Back angle. Electric – regulator in separate box.
Left button = forward
Right button = backward.

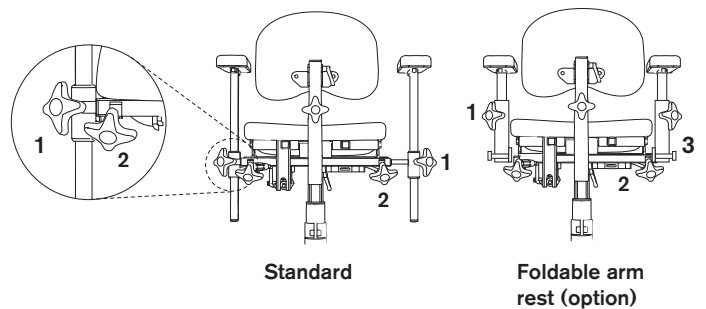
NOTE! Make sure that the Medic recliner is adjusted into the bracket so the spring-loaded snap lock and the back recliner cannot be pulled out.



ARMREST

REGULATOR

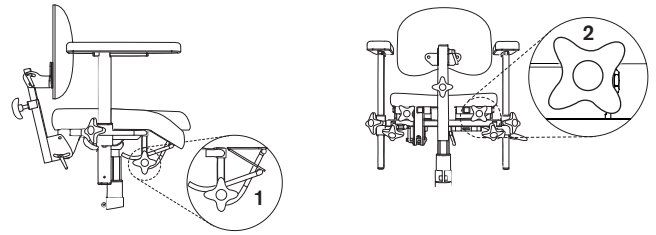
1. Height adjustment
2. Width adjustment
3. Reclining



SETTING THE COXIT FLAPS

REAL PLUS COXIT/ELECTRIC

There are two ways to adjust the Coxit flaps. On chairs without seat tilt, the lever is located under the front edge of the seat. On chairs with seat tilt, the lever is located under the rear edge of the seat.



REGULATOR

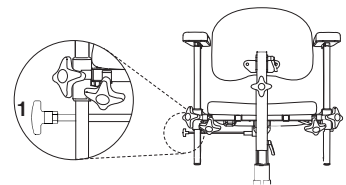
1. Loosen, set the desired angle and tighten.
2. Turn the lever to lower/raise the flap.

ROTATION RELEASE (OPTION)

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

REGULATOR

1. Turn clockwise to disengage, counter-clockwise to lock in place.



CHARGING

Battery charger 2240-24V (part no. 804428) must be used to charge the chair. Because the chair is certified as a unit together with the charger, additional tests are required if you want to use a different charger. If using a different charger or different batteries to those which are provided alongside the product by Mercado Medic AB, the CE marking and Mercado Medic AB's product liability will cease to be valid for any cases regarding the battery, charging or other electronic aspects of the chair. The battery should be charged on a daily basis. Fully charging the battery on a daily basis will take between 2–6 hours. In order to preserve the battery's service life, it is important that it never becomes fully discharged as this can damage the battery cells. If the chair is equipped with a handheld controller, the battery level can be identified by checking the indication lights (1). On a full charge with a high electric lifting mechanism, you can raise the chair fully up/down up to 120 times with a load of 80 kg, or up to 90 times with a load of 150 kg.

HOW TO CHARGE THE CHAIR

Connect the contact plug (2) on the charger to the charging outlet (3) (the charging outlet can be placed under the chair's seat or armrest, depending as requested). Then plug the charger into a wall socket. The LED on the charger will indicate that charging is underway. When the LED changes colour from orange to green, the battery is fully charged. None of the electrical functions will work while the chair is charging. The chair must be charged in a safe manner. For this reason, choose a wall socket that is easily accessible to plug the charger into. The charger's cable is 1.8 m and must not be extended. In case of emergency, disconnect the chair from the mains by unplugging the charger from the wall socket. Do not sit on the chair when it is charging.

CONNECTING AND DISCONNECTING THE BATTERY

During longer storage periods, the battery will automatically be deactivated after seven days. The battery can also be forced into its deactivated state by connecting a 9V power supply (part no. 804823) to the charging outlet and waiting at least five seconds before disconnecting the power supply. If the handheld controller is used, all of the indicator lights will flash when the battery is deactivated and the power supply can then be disconnected. When the battery is deactivated, it must be charged every four months in order to retain its functionality. If these charging instructions are followed, the battery will maintain sufficient capacity for 4 years. To reconnect the battery to the system again, connect the battery charger to the charging outlet and wall socket. Wait at least five seconds before disconnecting the battery charger. The battery is now activated again and the system is ready for use. We recommend leaving the charger in place and fully charging the battery after the product has been stored with the battery in its deactivated state.

CHARGING

BEFORE USING FOR THE FIRST TIME

This product is delivered by Mercado Medic AB with the battery in its deactivated state. Before using for the first time, the battery must be connected to the system. This is done by connecting the battery charger to the charging outlet and the wall socket. Keep the battery charger connected until the battery is fully charged. This will be indicated by a green light on the charger's LED. If you are using the handheld controller, this will also be indicated by the three green battery LEDs on the controller, which will start to flash at the same time. The battery may also need to be charged when it has been inactive as a certain degree of self-discharge always occurs for batteries.

NOTE!

Charging the battery is particularly important on chairs with electric brakes, electric seat tilting and electrical back functions because these functions require a high battery capacity in order to work properly. Guarantee these functions by recharging the battery once a day. The battery may only be changed by personnel authorised by Mercado Medic AB. See assembly instructions, Battery Replacement.

TROUBLESHOOTING FOR ELECTRICAL FUNCTIONS ON YOUR CHAIR

There are no movements at all:

- The battery might need to be charged. See the instructions above.
- An internal error may have been detected by the system, which then shuts down one or all of the function channels and switches on a warning light on the handheld controller. The system will be reset automatically after 10 seconds. If the error has been resolved, then all channels will be unlocked and the warning light will be switched off.
- The button lock may be enabled. To enable or disable the button lock for a certain function, hold in both of the directional arrows on the relevant button for at least three seconds.

The electric functions on the chair are slow:

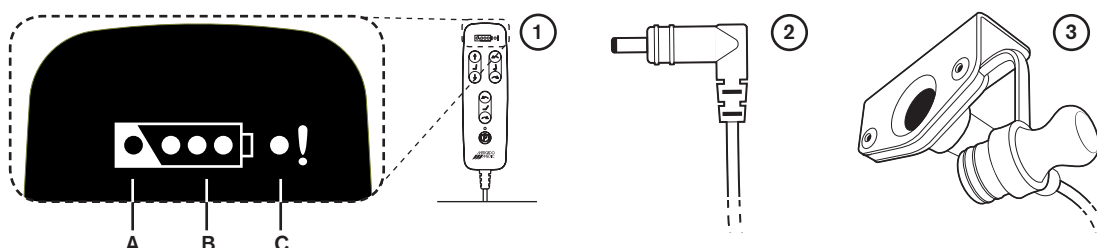
- The battery needs to be charged. See the instructions above.

If none of the above measures are able to resolve the problem, servicing may be required. Please contact your technical assistance centre. Alternatively, get in touch with Mercado Medic AB. You will find our contact details on the last page of this manual.

EMERGENCY STOP

If, for whatever reason, the system does not interrupt a movement after the corresponding function button has been released, the movement can be interrupted by pressing down any of the other buttons on the handheld controller. If a fixed control unit is being used instead of a handheld controller, the same emergency stop function can be initiated by pressing down the button for movement in another direction.

- A. Charging is required
- B. Battery level
- C. Warning light
(internal error/button lock)



CONTACT MERCADO

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Postal address

Box 1074, SE-181 22 Lidingö

Switchboard is open: Mon-Fri 8 am – 4:30 pm

Tel: +46 (0) 8-555 143 00

Fax: +46 (0) 8-555 143 99

E-mail: info@mercado.se

Service and technical support

Magnus Bergdahl and Fredrik Karlsson

Box 1074, SE-181 22 Lidingö

Service line has telephone hours Mon–Fri
8am – 12 noon and 1pm – 4pm.

Tel: +46 (0) 8-555 143 08

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