



## SLAM Cot Fastener

May 2021

Pub. N° MU-049-J



*Read this manual  
carefully and retain it  
for future reference*

## Warning

This manual contains general information on the use, operation and maintenance of this product. Instructions contained in this manual do not cover every single application and operation.

Safety and proper use of this product depend on the user acting responsibly.

Safety information is provided for the user and only ensures the minimum level necessary to avoid injury to operators and patients. Appropriate training is recommended for staff who use this product, before each actual application.

Keep this manual safe for future reference and pass it on to new users. Additional free copies are available upon request from Ferno s.r.l. Customer Relations.

## Rights

Information contained in this manual is the property of Ferno s.r.l. - Via Benedetto Zallone, 26 – 40066 Pieve di Cento (BO) - Italy. Ferno s.r.l. reserves all rights related to images and illustrations.

This manual may not be reproduced in whole or part without the express authorization of Ferno s.r.l.

## Incident reporting

**(MDR 745/17 Annex I, chapter III, section 23.4)**

Any serious incident that has occurred in relation to the device should be reported to Ferno S.r.l. and the competent authority of the Member State in which the user is established.

E-mail	eu-regulatory@ferno.it
Support website - Ferno SOS	www.fernosos.it
Telephone	+ 39 051 6860028
Fax	+ 39 051 6861508

© Copyright Ferno s.r.l. All rights reserved.

**Ferno s.r.l.**  
**Via Benedetto Zallone, 26**  
**40066 - Pieve di Cento (BO) - ITALY**  
Internet [www.ferno.it](http://www.ferno.it)  
E-mail [info@ferno.it](mailto:info@ferno.it)  
Telephone.....+39 0516860028  
Fax .....+39 0516861508

## TABLE OF CONTENTS

Chapter/Paragraph	Page	Chapter/Paragraph	Page
<b>1. SAFETY INFORMATION</b>	<b>4</b>	<b>5. USING THE SLAM COT FASTENER</b>	<b>12</b>
1.1 Safety warnings	4	5.1 Before use	12
Non-original spare parts may cause damage. Only use original Ferno spare parts.	4	5.2 Locking and unlocking the stretcher or trolley with the SLAM Cot Fastener	12
1.2 Important	5	<b>6. MAINTENANCE</b>	<b>13</b>
1.3 Conformity to current regulations	5	6.1 Routine Maintenance	13
1.4 Information labels	5	6.2 Hygienic treatment	14
1.5 Symbol Glossary	5	6.2.1 Disinfection	14
1.6 Risks of infection	5	6.2.2 Cleaning	14
<b>2. OPERATOR SKILLS AND TRAINING</b>	<b>6</b>	6.3 Safety and functional check	14
2.1 Operator ability	6	<b>7. ACCESSORIES AND RELATED PRODUCTS</b>	<b>15</b>
2.2 Training	6	<b>8. TECHNICAL SUPPORT AND SERVICE</b>	<b>16</b>
2.3 Operator skills	6	8.1 Technical Support	16
<b>3. DESCRIPTION OF THE SLAM COT FASTENER</b>	<b>6</b>	8.2 Services and Training	16
3.1 General Features	6	<b>9. WARRANTY</b>	<b>16</b>
3.2 SLAM Cot Fastener disclaimer	7	9.1 Warranty Conditions	16
3.3 SLAM-26 components	7	9.2 Disclaimers	17
3.4 SLAM-5026/EFX Components	7	9.3 Warranty Requests	17
3.5 SLAM-4050 Components	7	9.4 Complaints	17
<b>4. INSTALLING THE SLAM COT FASTENER</b>	<b>8</b>	9.5 Authorization for Returns	17
4.1 Notes on installation	8	<b>10. TRAINING RECORD</b>	<b>18</b>
4.2 Notes on the vehicle	8	<b>11. MAINTENANCE RECORD</b>	<b>18</b>
4.3 Parts supplied	8		
4.4 Tools and installation elements needed	8		
4.5 Anchoring the SLAM Cot Fastener	8		
4.6 Anchoring the SLAM-26 fork	8		
4.7 Anchoring the SLAM-4050 and SLAM-5026/EFX forks	9		
4.8 Assembling the SLAM-26 rear interface	10		
4.9 Assembling the bolt for series 4050 trolleys	10		
4.10 Anchoring the SLAM-CUSTOM PWR forks	11		
4.11 Testing phase	11		

# 1. SAFETY INFORMATION

Read this User Manual carefully. It is an integral part of the device and must always be readily available.

For your own personal safety and that of the patient, please observe the following:

- Before each use, check that the device is working properly, by following the indications in this manual (see chapter 6 - paragraph 6.3 “Safety and functionality checks”).
- In order to avoid infection and/or bacterial contamination, carefully follow the instructions in chapter 6 - paragraph 6.2 “Hygienic treatment”.

## 1.1 Safety warnings

Warning notices indicate a potentially hazardous situation which, if not avoided, could result in injury.

### **WARNING**

Improper use of the SLAM Cot Fastener can cause damage and /or injury. Use the SLAM Cot Fastener for its intended purpose as described in this manual.

---

Untrained operators may injure themselves and/or cause damage or injury. Only trained personnel should be allowed to use the SLAM Cot Fastener.

---

Unauthorized modifications may cause serious damage, injury or unforeseen operative problems. Do not modify or alter the SLAM Cot Fastener in any way.

---

Any damage to the SLAM Cot Fastener may alter its performance and safety. Inspect the SLAM Cot Fastener frequently and especially before and after each use. Do not use the SLAM Cot Fastener if it appears worn or damaged.

---

Repairs carried out by technicians or workshops not authorized by Ferno W. Italia will render any type of warranty void and may make any operation involving the SLAM Cot Fastener dangerous.

---

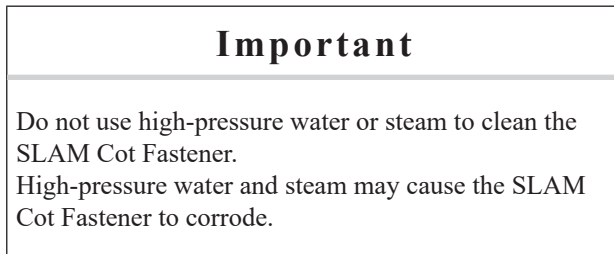
Improper operation can cause damage and/or injury. Carry out maintenance as described in this manual.

---

Non-original spare parts may cause damage. Only use original Ferno spare parts.

## 1.2 Important

Important notices emphasize important usage or maintenance information.



## 1.3 Conformity to current regulations

### CE Compliance

#### EUROPEAN REGULATION ON MEDICAL DEVICES

Ferno's products meet the requirements of European Regulation 17/745/MDR on medical devices.

More information on: [www.ferno.it](http://www.ferno.it)



## 1.4 Information labels

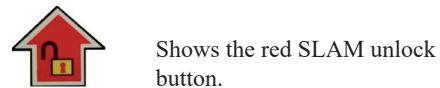
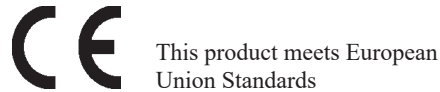
The information and safety labels provide important information of which the user must be aware. Read and follow the instructions on the labels. Replace worn or damaged labels immediately. Contact Ferno Washington Italy Customer Relations to request new labels (page 2).



Figure 1 - Main label

## 1.5 Symbol Glossary

These symbols are shown on the SLAM Cot Fastener and in this manual.



## 1.6 Risks of infection

To reduce the risk of exposure to blood-born infectious diseases like HIV-1 or hepatitis, scrupulously follow the instructions in this manual while using the SLAM Cot Fastener and make sure it undergoes hygienic treatment.

## 2. OPERATOR SKILLS AND TRAINING

### 2.1 Operator ability

Operators who use the SLAM Cot Fastener must:

- Be familiar with procedures for moving the patient
- Be able to assist the patient
- Have understood the procedures described in this manual
- Have taken part in a specific training course on how to use the device correctly
- Be familiar with the device, its features and all the accessories used

- Practice with the SLAM Cot Fastener and its accessories before using it in real situations
- Carefully record the training sessions with the SLAM Cot Fastener on the form enclosed with this manual (chapter 10 “Training record”)

#### **WARNING**

Untrained personnel may cause serious damage or injury to themselves and to patients. Only expert, properly trained staff should be allowed to use the SLAM Cot Fastener.

### 2.2 Training

For correct training users must:

- Read this manual carefully (for additional copies contact Ferno s.r.l. Customer Relations)
- Follow a Training Program to use the SLAM Cot Fastener correctly and safely

### 2.3 Operator skills

Operators must be able to ensure their own safety and the safety of patients while using this product. Operators must know how to use the device and the various system components safely.

## 3. DESCRIPTION AND INTENDED USE

### 3.1 General Features

The SLAM device is a SLAM Cot Fastener for Ferno stretchers to be fitted on the ground or on ambulance loading surfaces. It is supplied in various models in order to fit several stretchers and loading systems.

The following models are available:

- SLAM-26 (for 26-S and 26P stretchers);
- SLAM – 5026/EFX (for 5026 series and CUSTOM-M stretchers);
- SLAM-4050 (for 4051 and 4052 trolleys).
- SLAM-CUSTOM PWR (for CUSTOM-PWR)

#### **WARNING**

Improper use of the SLAM Cot Fastener can cause damage and/or injury. Use the SLAM Cot Fastener for its intended purpose and as described in this manual.

---

If the SLAM Cot Fastener is not assembled according to the instructions in this manual can it cause serious damage and/or injury to operators and patients.

### 3.2 SLAM Cot Fastener disclaimer

The SLAM Cot Fastener, in its available models, has been exclusively designed for use with the stretchers and trolleys listed in paragraph 3.1 “General Features”. There is no guarantee that the SLAM Cot Fastener is suitable for stretchers or trolleys other than those indicated. For conditions of warranty, please refer to chapter 9 “Warranty”.

### 3.3 SLAM-26 components

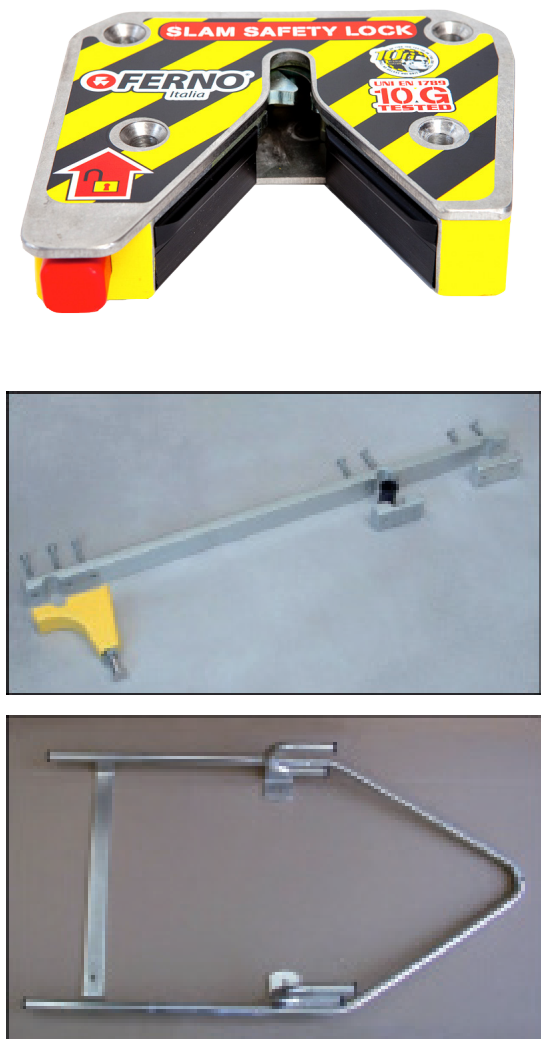


Figure 2 - SLAM-26 components. a) SLAM Cot Fastener. b) Rear interface. c) Front anchorage with dual hook.

### 3.4 SLAM-5026/EFX Components



Figure 3 - SLAM-5026/EFX components. a) SLAM Cot Fastener. b) Front anchorage with dual hook.

### 3.5 SLAM-4050 Components



Figure 4 - SLAM-4050 components. a) SLAM Cot Fastener. b) Single bolt interface. c) Front anchorage with dual hook.

## 4. INSTALLING THE SLAM COT FASTENER

### 4.1 Notes on installation

Installation of the SLAM Cot Fastener requires professional knowledge of how a road ambulance is built.

#### WARNING

The SLAM Cot Fastener has been designed to be installed with steel counterplates placed below the surface on which the SLAM Cot Fastener is installed (the floor of an ambulance or loading surface, etc.). If the vehicle in which the SLAM Cot Fastener is installed does not have the counterplates, required, they must be installed by qualified technicians.

### 4.2 Notes on the vehicle

If the SLAM Cot Fastener is mounted on the ambulance floor, ensure that it is not installed near oxygen tubes or fuel lines, and that no holes are made in the structure of the vehicle during installation.

### 4.3 Parts supplied

Each model has a SLAM Cot Fastener and front anchoring.

Please refer to chapter 3 “Description of the SLAM Cot Fastener”.

### 4.4 Tools and installation elements needed

- A drill with 7 mm and 9 mm bits
- A Phillips screwdriver
- An adjustable wrench
- Pliers
- M8 and M6 bolts of various lengths
- Nuts and washers for M8 and M6 screws
- Low strength threadlocker
- 24 diameter wrench

### 4.5 Anchoring the SLAM Cot Fastener

Depending on the type of installation you will need a 26S stretcher, a 26 P stretcher, a 5026 stretcher, or a 4051 or a 4052 trolley.

Identify where the stretcher (or trolley) will be positioned in the ambulance and mark the position of the 4 anchorage points of the SLAM Cot Fastener on the floor.

Remove the SLAM Cot Fastener and make 4 holes (9 mm in diameter) in correspondence with the points marked.

The SLAM Cot Fastener is fixed to the floor using four M8 countersunk hex head screws, nuts and washers (*screws not included*). Use rubber washers, locknuts or medium or low strength threadlocker.

If the SLAM Cot Fastener is fixed to the floor of the ambulance or on a loading surface, the lower part of the floor or the metal sheet of the loading surface must have a steel counterplate (minimum 3 mm thick and 200 mm x 160 mm in size).

Apply medium or low strength threadlocker to the screw thread.

For further information contact Ferno s.r.l. Technical Assistance Service.

### 4.6 Anchoring the SLAM-26 fork

This operation must be performed after the operations described in paragraphs 4.5 and 4.8. Attach the 26S or 26P stretcher to the SLAM Cot Fastener and ensure that the attaching mechanism has clicked into place fully and correctly.

Bring the fork into contact with the transversal tube of the stretcher and move it at least 10 mm in the opposite direction to the SLAM (*figure 5*). Mark the 5 anchorage points on the floor.

Remove the fork and make 4 holes with a 9 mm diameter and one hole with a 7 mm diameter in correspondence with the points marked (the 4x9 mm diameter holes in correspondence with the 4 holes of the 8 mm diameter fork and the 7 mm diameter hole in correspondence with the 6 mm diameter fork).



The fork is anchored to the floor using four M8 screws and one M6 screw, their relative nuts and washers (*screws not supplied*). Use rubber washers, locknuts or medium or low strength threadlocker.

Place two steel counterplates with a minimum thickness of 4 mm, and at least 80 mm x 80 mm in size, in the lower part of the floor or the metal sheet of the loading surface, for the screws shown in *figure 6*.

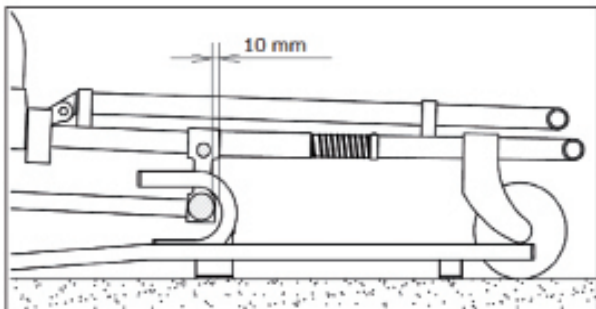


Figure 5 - Position of the fork in contact with the transversal tube of series 26 stretcher.

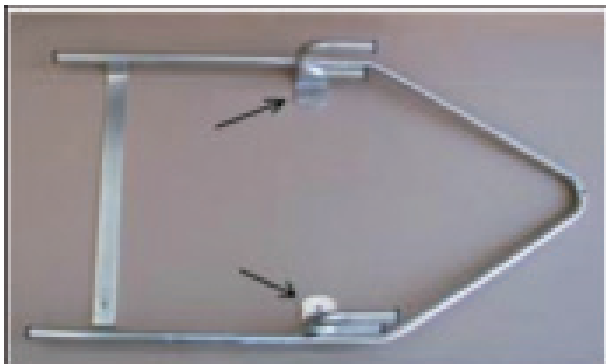


Figure 6 - Fastenings for which the counterplates are needed.

## 4.7 Anchoring the SLAM-4050 and SLAM-5026/EFX forks

This operation should take place after those described in paragraph 4.5. Attach the series 5026 stretcher or series 4050 trolley to the SLAM Cot Fastener and ensure that the attaching mechanism has clicked into place fully and correctly. Bring the fork into contact with the transversal tube of the stretcher and move it at least 10 mm in the opposite direction to the SLAM. Mark the 6 anchorage points on the floor. The fork is anchored to the floor using six M6 screws, their relative nuts and washers (*screws not supplied*). Use rubber washers, locknuts or medium or low strength threadlocker.

Place four steel counterplates with a minimum thickness of 4 mm, and at least 80 mm x 80 mm in size in the lower part of the floor or the metal sheet of the loading surface, for the screws shown in *figure 7*.



Figure 7 - Fastenings for which the counterplates are needed.

**Warning:** ensure that there is a distance of approximately 180 mm between the two end sections of the anchorage system for series 5126 stretchers as shown in *figure 8*.



Figure 8 - Distance of approx. 180 mm.

## Slam Cot Fastener

### 4.8 Assembling the SLAM-26 rear interface



Figure 9 - Position of the rear interface on the stretcher.

The bar must be positioned on the middle axis of the stretcher (figure 9). The plastic bearing must be inserted in the central crossbar and the clamps must be positioned and fixed as shown as in figures 10 and 11.



Figure 10 - Detail showing the front and central clamps.

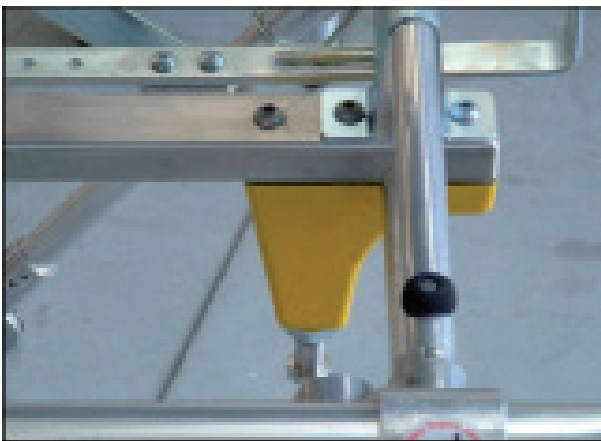


Figure 11 - Detail showing the rear clamp with single bolt

Place the low strength threadlocker on the screw thread. The screws must be fixed so that the clamps are parallel to the upper bar. Adjust the height of the bolt to maintain the interspace, shown in figure 12, between the head of the bolt and the lower part of the SLAM Cot Fastener plaque. Tighten the bolt in position using the return ring nut.

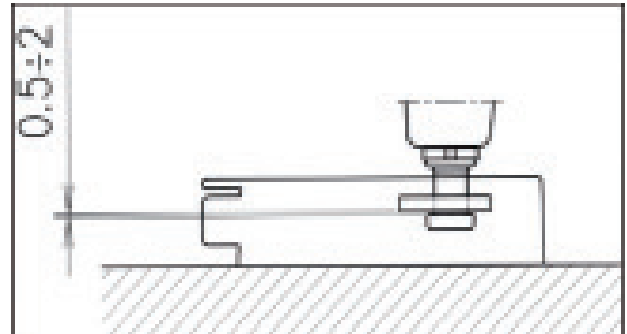


Figure 12 - Adjusting the height of the single bolt.

As the return ring nut has a self-locking ring, there is no need for threadlocker.

#### **WARNING**

Regulate the SLAM Cot Fastener as shown in this manual. Incorrect regulation can cause problems when the stretcher is locked and unlocked.

### 4.9 Assembling the bolt for series 4050 trolleys

The series 4050 trolley, which does not come with a reinforced single bolt interface (figure 13), must be adapted in order to be used with the SLAM Cot Fastener.

Before assembling the SLAM Cot Fastener, check that the interface is there. If it is missing, contact Ferno s.r.l. Customers Services.



Figure 13 - single bolt interface.

## 4.10 Anchoring the SLAM-CUSTOM PWR forks

This operation should take place after those described in paragraph 4.5. Attach the CUSTOM-PWR stretcher to the SLAM Cot Fastener and ensure that the attaching mechanism has clicked into place fully and correctly. Bring the fork into contact with the carter and move it at least 10 mm in the opposite direction to the SLAM. Mark the 6 anchorage points on the floor. The fork is anchored to the floor using six M6 screws, their relative nuts and washers (*screws not supplied*). Use rubber washers, locknuts or medium or low strength threadlocker.

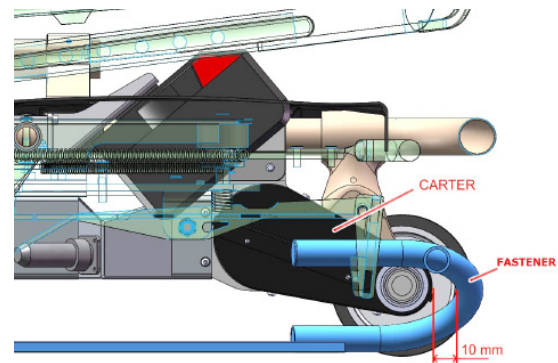


Figure 14- Distance 10 mm

## 4.11 Testing phase

Once the SLAM Cot Fastener has been assembled (whichever model is used) load the stretcher (26S, 26P or series 5026) or the trolley (series 4050) onto the ambulance and carry out loading and unloading tests.

- Load the stretcher (or trolley) and lock it to the SLAM Cot Fastener. Check that the stretcher or trolley is locked correctly.
- Unlock the stretcher (or trolley) by pressing the red unlock button on the SLAM Cot Fastener (*figure 15*) and proceed to unload.
- Repeat these operations several times to ensure everything is working correctly.



Figure 15 - Red unlock button for stretchers/trolleys on the SLAM Cot Fastener.

### WARNING

Always use threadlocker when indicated in this users' manual.

Follow the installation instructions in the users' manual enclosed with the product in order to ensure safety compliance. The SLAM Cot Fastener conformity declaration released by Ferno s.r.l. depends on correct installation of the product according to instructions; Ferno s.r.l. declines all responsibility if the SLAM Cot Fastener is incorrectly installed.

## 5. USING THE SLAM COT FASTENER

### 5.1 Before use

The operator must have carefully read and understood the information contained in this manual and in the user manual of the stretcher or trolley to be used with the SLAM Cot Fastener before operation.

The SLAM Cot Fastener must be installed firmly and correctly by a specialized technician (see chapter 4, paragraph 4.1 “Notes on installation”).

Ensure that the SLAM Cot Fastener is installed correctly.

Ensure that the anchor bolts are regulated properly.

Follow the instructions in chapter 6, paragraph 6.3 “Safety and Functional Check”.

### WARNING

Improper use of the SLAM Cot Fastener may cause damage and/or injury. Use the SLAM Cot Fastener for its intended purpose and as described in this manual.

### 5.2 Locking and unlocking the stretcher or trolley with the SLAM Cot Fastener

#### *How to lock the stretcher or trolley to the SLAM*

Read the stretcher or trolley user manual on how to load correctly.

Load the stretcher or trolley into the ambulance and guide it in the direction of the front anchoring elements (forks in the case of the SLAM-26 and SLAM-4050). Align the bolt positioned in the rear part of the stretcher or trolley with the SLAM guide channel (*figure 16*). Slide the stretcher or trolley so that the bolt is inserted into the snaplock of the guide channel. The bolt will automatically activate the locking mechanism so that the stretcher or trolley is locked firmly.



Figure 16 - Stretcher/trolley lock.

#### *How to unlock the stretcher or trolley from the SLAM*

Read the stretcher or trolley user manual on how to unload correctly.

To unlock the stretcher or trolley from the SLAM, press the red unlock button on the SLAM (*figure 17*) and proceed to unload.

Red stretcher/  
trolley unlock  
button



Figure 17 - SLAM red stretcher/trolley unlock button.

## 6. MAINTENANCE

### 6.1 Routine Maintenance

The SLAM Cot Fastener should be maintained regularly. Preventative maintenance, inspections and repairs must be carried out exclusively by Ferno or by personnel expressly authorized by the manufacturer. The SLAM Cot Fastener must undergo preventative maintenance at least once a year by a specialized Ferno technician.

If the device is used heavily the SLAM Cot Fastener should undergo maintenance more frequently by authorized Ferno personnel. Repairs must be carried out by a specialized Ferno technician with original spare parts. We recommend the user follows the maintenance schedule below:

Contact Ferno s.r.l. for information on disinfection and cleaning/disinfecting products.

#### **WARNING**

Improper use and improper maintenance may cause damage, accidents and/or injury. Carry out maintenance as described in this manual. Only use original spare parts.

Maintenance and repairs must be carried out only by a Ferno technician.

<b>Maintenance Schedule</b>	<i>Each Use</i>	<i>As Needed</i>	<i>Each Month</i>
<i>Disinfection</i>	•	•	
<i>Cleaning</i>		•	•
<i>Inspecting</i>	•	•	•
<i>Safety and functional check</i>		•	•

Table 1 User maintenance schedule.

## 6.2 Hygienic treatment

### 6.2.1 Disinfection

1. Clean the surfaces of the SLAM Cot Fastener with disinfectant after every use. Use a non-abrasive surface disinfectant.
2. Do not immerse the SLAM Cot Fastener in disinfectant.
3. Check that there are no signs of wear or damage during disinfection.
4. Dry with a cloth. Ensure that all the components of the device are completely dry before using them again.
5. Suitable gloves are recommended during disinfection (e.g. disposable gloves or household gloves).

### 6.2.2 Cleaning

1. Clean the surfaces of the SLAM Cot Fastener with a cloth, warm water and non-abrasive detergent.
2. Do not immerse the SLAM Cot Fastener in water.
3. Use a soft brush to remove any marks, if necessary, taking care not to remove labels.
4. Dry with a cloth.
5. Do not wash with pressurized water.
6. Suitable gloves are recommended during cleaning (e.g. disposable gloves or household gloves).



#### **WARNING**

Steam or high-pressure water penetrates the joints and may cause corrosion or remove lubricant. Do not use high pressure water or steam to clean/disinfect the SLAM Cot Fastener.

## 6.3 Safety and functional check

This inspection is to look for any problem that may compromise the integrity or correct functioning of the

SLAM Cot Fastener.

The safety and functional check must be carried out monthly or more frequently if the product is used heavily.

Technical maintenance personnel should carry out the following checks:

- Are all components present?
- Does the snaplock mechanism close perfectly when the locking bolt is inserted?
- Does the front bar (for SLAM-26, SLAM-4050 and SLAM 5026) fit perfectly into the fork?
- Are the SLAM Cot Fastener and the forks fixed firmly and correctly to the ambulance?
- Are the forks bent, cracked or are there evident signs of wear and tear or damage?
- Is the single bolt interface installed on the series 4050 stretcher (*figure 13*)?

If signs of wear, damage, malfunction or attrition are discovered during this test and inspection, the device must be taken out of use immediately. Contact the Ferno s.r.l. Technical Support Service immediately.

## 7. ACCESSORIES AND RELATED PRODUCTS

<i>Part No</i>	<i>Description:</i>
SLAM-26	COT FASTENER FOR 26-S AND 26P STRETCHERS WITH FRONT ANCHORING KIT.
SLAM – 5026/EFX	COT FASTENER FOR SERIES 5026 AND CUSTOM-M STRETCHERS WITH FRONT ANCHORING KIT.
SLAM-4050	COT FASTENER FOR 4051AND 4052 TROLLEYS WITH FRONT ANCHORING KIT.
SLAM-CUSTOM PWR	COT FASTENER FOR CUSTOM-PWR STRETCHERS WITH FRONT ANCHORING KIT.
25-0331-001	WEDGE KIT FOR SLAM 5026/EFX RAMP.
SLAM-26+	FASTENER FOR 26-S STRETCHERS WITH FRONT ANCHORING KIT

To assemble the ramp wedge kit (code 25-0331-001), see instructions for correct assembly of the ramp for the SLAM5026/EFX Cot Fastener.

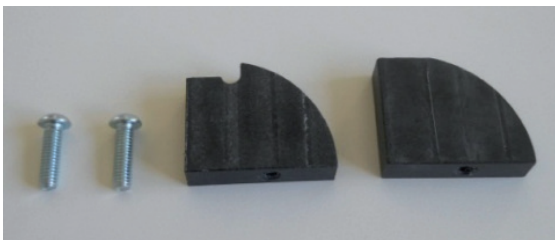


Figure 18 - Ramp wedge kit.



Figure 19 - Ramp wedge kit installed.

For better hold of the 5126EL stretcher anti-fall system to the SLAM Cot Fastener apply a self-adhesive non-slip strip to the SLAM (figure 20).



Figure 20 - Self-adhesive non-slip strip.

### Instructions for applying the self-adhesive non-slip strip:

- Clean the surface of the SLAM Cot Fastener to which the strip will be applied carefully with acetone, thinner or alcohol.
- Cut the strip if necessary to obtain a length of around 130 mm.
- Apply the strip so that it fits perfectly to the surface and is aligned with the upper edge of the SLAM.
- Wait approximately 24 hours before use so that the adhesive sticks perfectly.

## 8. TECHNICAL SUPPORT AND SERVICE

Check regularly that the strip has no attrition and change it if it is worn or damaged.

fax. +39 0516861508  
Email: info@ferno.it

### 8.1 Technical Support

For technical support, repairs and further information contact:

**Ferno s.r.l.**  
Via B. Zallone n. 26  
40066 - Pieve di Cento (BO) - Italy  
tel. +39 0516860028

### 8.2 Services and Training

For information on the use of the SLAM Cot Fastener and to plan training courses, contact:

**Ferno s.r.l.**  
Via B. Zallone n. 26  
40066 - Pieve di Cento (BO) - Italy  
tel. +39 0516860028  
fax. +39 0516861508  
Email: info@ferno.it

## 9. WARRANTY

### 9.1 Warranty Conditions

Ferno products are guaranteed free from manufacturing defects for 24 months from the date shown on the Ferno s.r.l. delivery note.

Ferno s.r.l. parts have a 12-month warranty.

During the warranty period all parts with properly ascertained manufacturing defects will be repaired and/or replaced, not including labor costs or transfer, transport and packaging costs.

The warranty does not cover consumables or components subject to wear associated with normal product use, any parts typically subject to sliding or rolling friction (ball bearings, brushes, lubricants, tracks and belts, etc.), parts potentially subject to oxidation or corrosion (copper or metal alloy elements, electrical and mechanical apparatus) and batteries.

External finishes (gel coat/resin, paint, powder coating, decals, ribbons, lettering, etc) are guaranteed for 90 days. Repairs are carried out by specialized technical staff at the Ferno s.r.l. headquarters in Via Zallone 26- 40066 Pieve di Cento (BO) or at the Customer's premises if approved by Ferno s.r.l. Customer Relations.

Technical support carried out at the Customer's premises must be approved and will include partial reimbursement of expenses sustained that will be documented upon request. For info on the cost of technical support contact Ferno s.r.l. Technical Support Department.

Repairs are guaranteed for 6 months from the date of completion. This warranty applies only if the product is used according to the user manual supplied. Improper or careless use will render this warranty void.

The warranty begins on the day on which the product is sent by Ferno s.r.l. and does not cover delivery costs. Ferno s.r.l. is not responsible for damage in transport or for damage caused by improper use of the product.

Products that do not have the original Ferno trademark, sold by Ferno s.r.l., are covered by the product manufacturer's original warranty. Ferno s.r.l. will not extend a warranty beyond the product manufacturer's warranty period; Ferno s.r.l. will not be held responsible for products manufactured by others.

The warranty will not apply in the case of:

- Failure to observe instructions for use
- Wrong usage
- Inappropriate use or handling
- Repairs to the device by unauthorized personnel
- Damage in transport due to improper packaging when returned by the user
- Lack of maintenance
- Failure to use original parts

In cases not covered by the warranty, Ferno W. Italia will not be responsible for transport costs for sending and returning the product.



## **9.2 Disclaimers**

If a product is defective, Ferno s.r.l. will repair or replace it, or refund the cost price, at its discretion. Ferno s.r.l. will not be responsible for refunding more than the cost of the product. The buyer accepts these terms in lieu of all damages. Ferno s.r.l. does not make any other express or implicit guarantees, nor does it make any guarantee as to the merchantability or suitability for particular ends of its product or the products of others.

In the case of infraction of the limited warranty, legal procedures must be archived within a year of the date on which an infraction was or should have been discovered. Ferno s.r.l. reserves the right to cancel the warranty on products sold:

- If labels or plates showing the manufacturer's trademark, serial number or registration number have been erased or removed
- If the product has been altered or repaired or if work has been carried out without authorization by Ferno s.r.l. or its personnel
- If the product has not been used according to the instructions supplied or for purposes other than that for which it was designed
- According to paragraph 9.1 "Warranty Conditions".

Under no circumstances will Ferno s.r.l. be held responsible for direct or indirect damage caused by use other than that described in the user manual and for which the product was designed.

## **9.3 Warranty Requests**

If you suspect that you have received a defective product, contact Ferno Customer Relations immediately. A representative will deal with your complaint. Obtain authorization from Ferno Customer Relations before sending products to Ferno s.r.l.

## **9.4 Complaints**

Any complaints must be communicated to the vendor or to Ferno s.r.l. Customer Relations within 5 days of receipt of the product or discovery of the alleged defect. Complaints or controversies regarding a single product do not exonerate the buyer from the obligation of receiving and paying for other products in the same order, unless otherwise agreed with the seller.

## **9.5 Authorization for Returns**

No product will be accepted without prior approval by Ferno s.r.l. Products returned for commercial reasons, i.e. for reasons that do not derive from defects of conformity, will only be accepted after they have been checked by specialized Ferno s.r.l. staff.

## 10. TRAINING RECORD

Date	Instructor's name	Type of Training

## 11. MAINTENANCE RECORD

Date	Maintenance technician	Type of Maintenance

*Product user and maintenance manual, needed for the safe operation, efficiency and reliability of the product and to render warranty conditions valid.*

**MU-049-I**  
**March 2020**

**Ferno s.r.l.**

Via Benedetto Zallone, 26  
40066 - Pieve di Cento (BO) - ITALY  
Internet [www.ferno.it](http://www.ferno.it)  
E-mail [info@ferno.it](mailto:info@ferno.it)

Telephone.....+39 0516860028  
Fax .....+39 0516861508