

**ProHeal Folding Portable
Patient Lift
For Car Transfers
MODEL: 33350 - MP**

PROHEAL



BEFORE USE:



Ensure the product has been assembled according to the instructions in this manual. All operators should read and understand the instructions for safe and proper operation of the patient lift.

Thank you for choosing ProHeal!

To better serve you, please record
the following information for future use:

Supplier Name: _____

Supplier Telephone: _____

Product Serial Number: _____

Date of Purchase: _____

INSPECT YOUR MERCHANDISE

Upon receipt of your patient lift, verify that all merchandise is complete and free from any shipping damage. Refuse delivery if the packaging appears to be badly damaged. If the merchandise is received damaged or is missing components, contact the shipping company immediately and file a claim.

For further assistance, contact your local dealer or ProHeal at the following:

**ProHeal
250 95th Street
Surfside, FL 33154
305-363-5770
www.prohealproducts.com**

Product Description

The ProHeal 33350-MP allows the patient to be lifted and transferred safely with minimal physical effort provided by the operator. This is due to it being a full electric lift. The 33350-MP uses a special clip sling that will make transferring the patient more comfortable. The 33350-MP is also foldable and can be stored away in small spaces and fits in the trunk of your car. With the 33350-MP, patients can be lifted from floor to bed with ease. Additionally, patients can be moved in and out of the car effortlessly as a result of our special spreader bar. With the addition of the optional battery pack you will never have to be worried about your lift not being charged and ready for use.





















Intended Use

The 33350-MP is intended to be used with patients who are completely immobile or totally dependent on the patient lift for transfers. The 33350-MP is intended to be used for transfers of the patient in and out of car, bed, their wheelchair, to and from the commode, or any other type of surface. The special spreader bar is intended to make transferring patients in and out of the car easier. The 33350-MP is foldable and can fit in small spaces as well as the trunks of most cars. The 33350-MP is intended to be operated by one caregiver who will perform the lift and transfer. Transfers should always be done on a flat dry surface and are not intended to be used in high humidity environments for extended amounts of time.

DEFINITIONS & SYMBOLS

In this manual the user refers to the patient or resident and may be used interchangeably at different times. Caregiver refers to the operator or person who is assisting with the transfer.

Symbols used in this manual and on the product and their meanings:

	Warning! Failure to heed this warning may result in damage to the product or serious injury to the operator and/or user.		Do Not Bleach. No bleach product may be used. The garment is not colorfast or structurally able to withstand any bleach.
	Important instructions follow. Read and understand the instructions in the manual before using the product.		Do Not Dryclean. Garment may not be commercially drycleaned.
	Type BF applied part. Refer to the part of the medical device which come into physical contact with the patient in order for the device to carry out its intended use.		Do Not Iron. Item may not be smoothed or finished with an iron.
	Class II symbol. To identify equipment is designed that a connection to electrical earth (ground) is not required.		Tumble Dry, Normal, Low Heat. A machine dryer may be regularly used at a maximum of Low Heat setting
	Note! Important information concerning the product and/or its correct and proper usage follows.		Do Not Dry. A machine dryer may not be used.
	Advise the operator to consult the accompanying documents before use.		Machine Wash, Hot. Initial water temperature should not exceed 82°C or 180°F.
	Right side up		Do Not Wash
	Fragile, handle with care		Keep dry
	Carton storage temperature limit of -25°C to 70°C		Carton storage humidity limit of 0% to 90%
	European Conformity mark, The product conforms to European Medical Directive 93/42/EEC and meets applicable health, safety and environmental requirements.		Handle with care



Safety Instructions

A ProHeal 33350-MP will provide years of service if it is properly maintained as any electric and/or mechanical equipment requires. Please pay careful attention to the following important information regarding the care, maintenance, and operation of the patient lift. Carefully read these instructions before assembling the lift, or attempting to lift a user with the device.

- Before attempting to lift any patient, please practice operating the lift and explain the lift procedures to the patient.
- Please provide special assistance under the caretakers' discretion. (i.e. patients who are comatose, spastic, agitated, or otherwise severely handicapped).
- The patient lift should be used solely for transferring a user/patient from one utility (beds, chairs, toilets, etc.) to another. The patient lift should not be used for transporting or moving any patient from one location to another location.
- During lifting or lowering, whenever possible, always keep the base of the lift in the widest position.
- The base of the lift should be closed before moving the lift.
- Do not roll casters over any object while the user/patient is in the sling.
- Do not lock casters during lifting.
- While being lifted in a sling, always keep the user/patient centered over the base and facing the caregiver operating the lifter.
- Never leave the user/patient unattended during lifting.



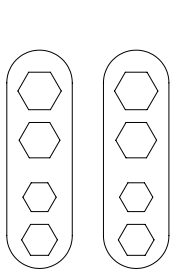
WARNING!

- **NO** modification of this equipment is allowed. It is unsafe to modify the equipment from its original state. This product is deemed safe to use with only the original parts as delivered. Unauthorized use of any modified equipment may result in serious injury or death.
- **DO NOT** replace any components of the lift without consulting with ProHeal and follow proper instruction from ProHeal when replacing any components.
- **DO NOT** service any parts of the lift while in use with a patient.
- It is **NOT** safe to load the equipment more than the indicated maximum safe working load.
- **IF** any accessories with lower load capacity than the equipment itself is used, **DO NOT** load the equipment more than the lowest maximum safe working load.
- **REMOVE** the battery pack if the lift will not be used for some time, to prevent battery leakage. **PERIODICALLY** check the battery pack and the charger.
- This equipment **DOES NOT** consist of any materials or ingredients to which patients are exposed, that may cause bodily harm or injury.
- Prolonged exposure or physical contact with any part of the equipment **WILL NOT** cause skin irritation, allergic reaction, etc.
- Using accessories, detachable parts, or materials not described in the instruction manual **MAY RESULT IN SERIOUS INJURIES**.
- Keep the equipment away from children and pets when in use. **IT MAY CAUSE SERIOUS INJURY OR DEATH**.
- Keep the equipment away from any pests or pest infested area. Diseases transferred from pests to the equipment **MAY CAUSE SERIOUS ILLNESS** to patients upon contact.
- If the lift is exposed to the sun for long periods of time, be **CAUTIOUS** as the surface of the lift may be hot.
- There are no risk if the lift is exposed to reasonably foreseeable environmental conditions.
- **CAUTION!** The controller contains parts and assemblies that could be susceptible to **damage by electrostatic discharge (ESD)**. To reduce the likelihood of this, one should be grounded prior to using the controller.
- **DO NOT** use the lift on an inclined surface that is greater than 5°.
- **CAUTION!** The black plastic bolt caps can fall off the bolt, and they are a **choking hazard**. If the cap will not stay on the bolt, replace it immediately.

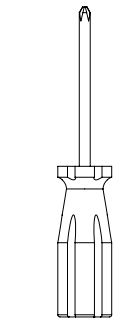
FEATURES & OVERVIEW



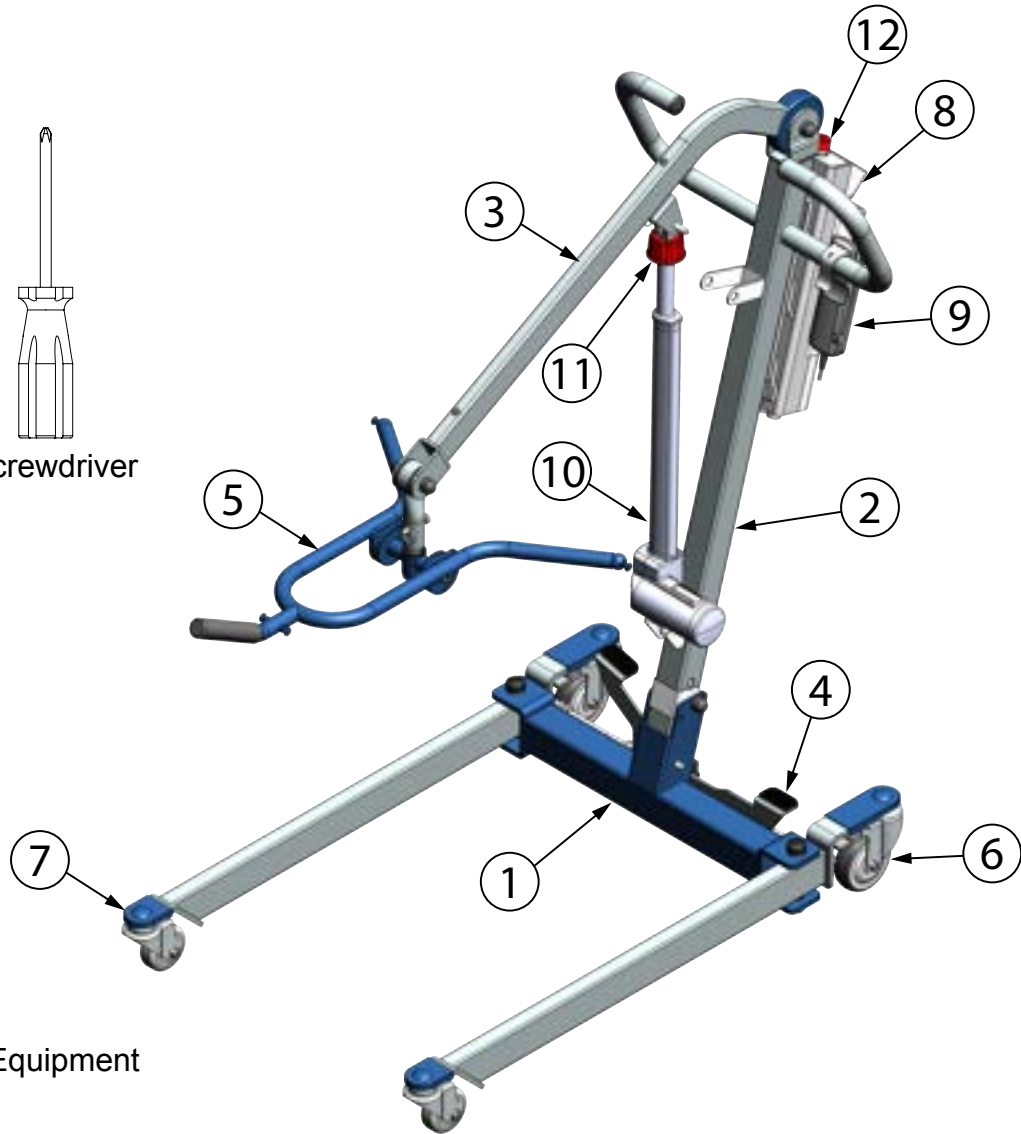
- Prior to assembly, unpack and inspect all parts from the shipping carton. Contact your dealer immediately if any parts are damaged or missing.
- Easy tools are provided to assist with initial set up. To ensure maximum safety, product should not be put into use until all connections are tightened using standard tools.



Easy Tools



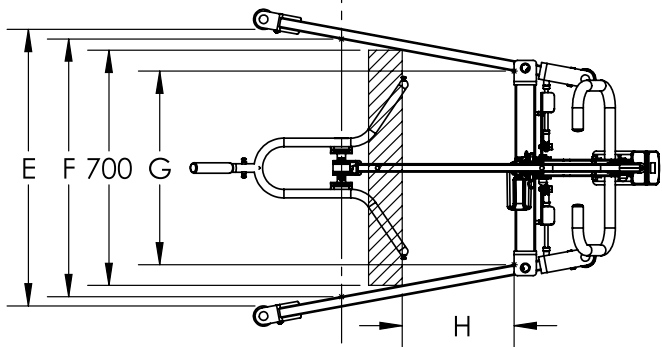
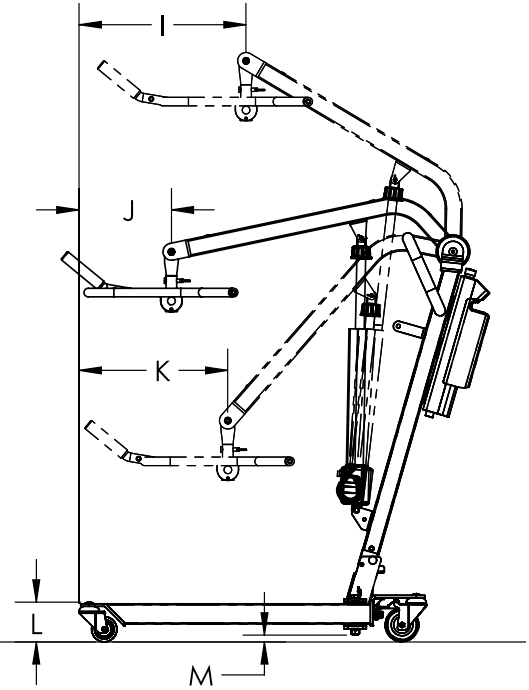
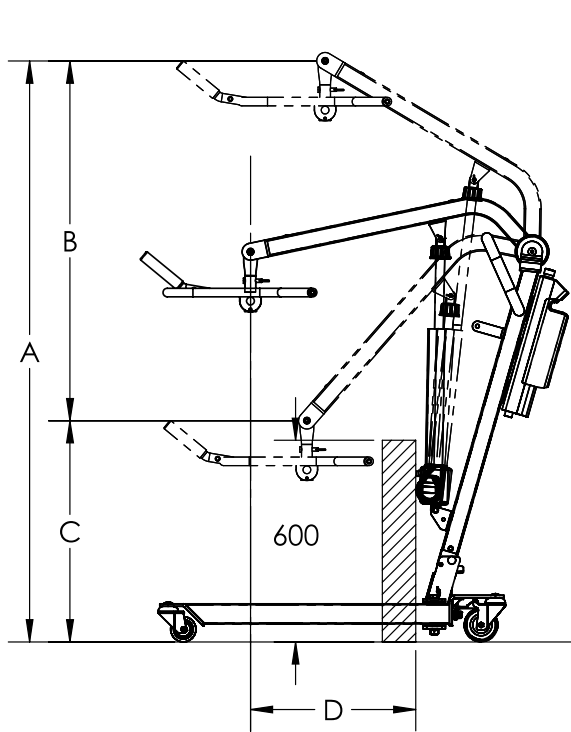
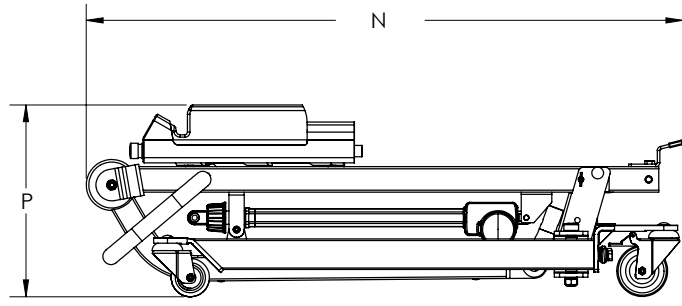
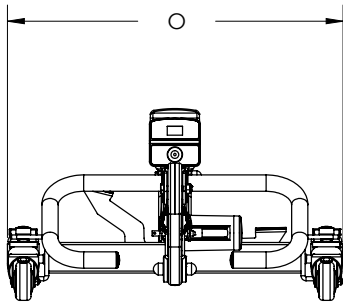
Screwdriver



Class II Equipment

1	** Base	Combined Weight of 66 lb (30 kg)	6	Rear Caster	10	Actuator	7.5 lb (3.4 kg)
2	Mast		7	Front Caster	11	Emergency Lowering	
3	Boom		8	Control Unit	11 lb (5 kg)	12	Emergency Stop Button
4	Leg Opening Pedal		9	Hand Control	0.7 lb (0.3 kg)		Charger
5	Spreader Bar	8.4 lb (3.8 kg)					

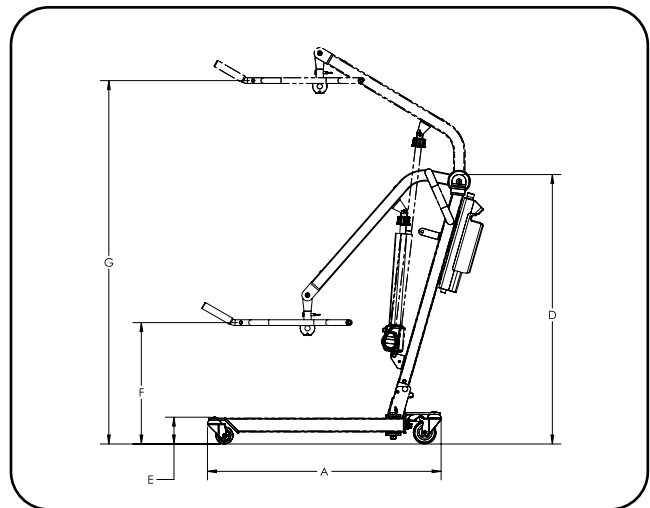
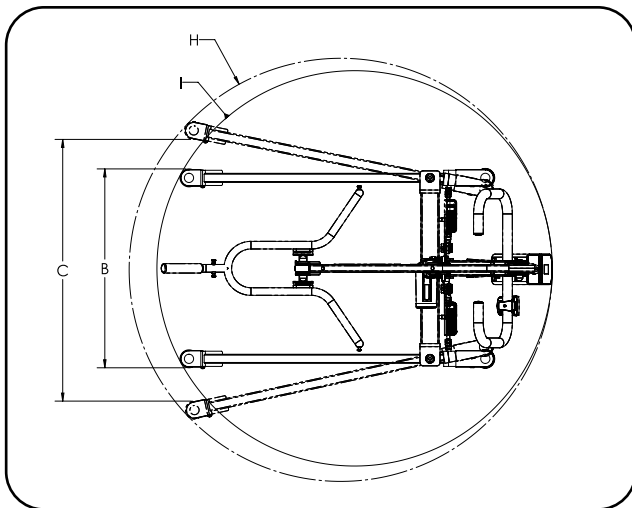
** Heaviest detachable part



	33350-MP	
	mm	(in)
A	1729.2	(68.1)
B	1070.8	(42.2)
C	658.4	(25.9)
D	492.2	(19.4)
E	812.8	(32.0)
F	766.9	(30.2)
G	576.7	(22.7)
H	333.3	(13.1)
I	496.9	(19.6)
J	275	(10.8)
K	442.7	(17.4)
L	118.5	(4.7)
M	20.3	(0.8)
N	1170.7	(46.1)
O	658.7	(25.9)
P	376.4	(14.8)

SPECIFICATIONS & OPTIONS

Specifications of Control Unit	
Input Voltage	220-240VAC 50Hz / 110-120VAC 60Hz
Output Voltage	24 VDC
Battery Pack	24 VDC 5AH
Lift Control	Handset and Panel
Protection Class	IP54 (Protection against dust and splash of water)
Sound Level Under Full Load	16db
Sound Level Under No Load	11db
Lift Cycles Per Charge	25 full cycles under full load
Overload Warning	by LCD
Battery Status	by LCD
Duty Cycle	10% Duty cycle (Max 2 minute ON,18 minute OFF)



Dimensions & Specifications		
Model		33350-MP
Safe Working Load		350 lb 159 kg
A	Base Length	41.0" 1041 mm
B	Base Ext. Width - Closed	25.6" 650 mm
C	Base Int. Width - Opened	32.0" 813 mm
D	Mast Height	47.3" 1201 mm
E	Front Caster Height	4.7" 119 mm
F	Lifting Height - Lowest	22.2" 564 mm
G	Lifting Height - Highest	64.7" 1643 mm
H	Base Opened Turning Diameter	55.7" 1414 mm
I	Base Closed Turning Diameter	51.2" 1300 mm

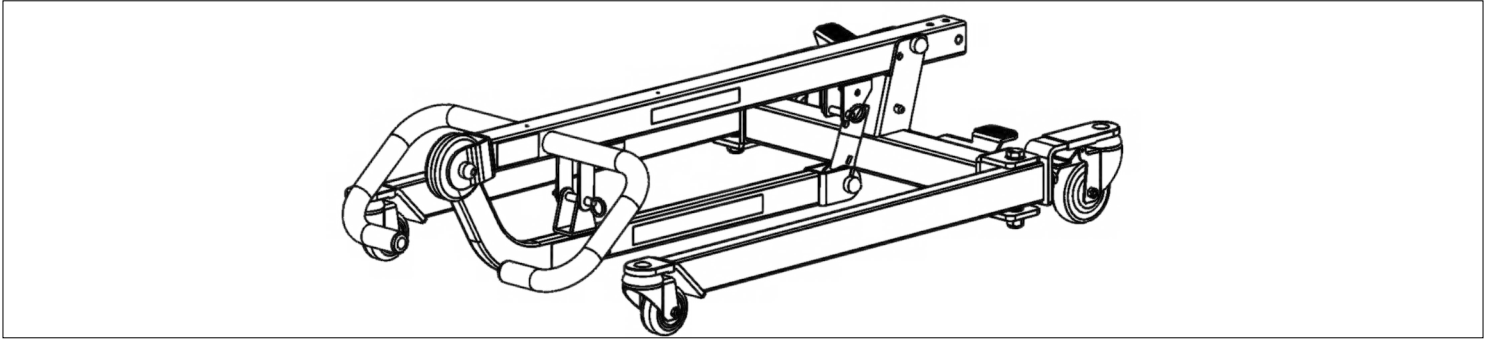
Standard Features	
1	Foldable Lift Frame
2	4-Points Dynamic Spreader Bar
3	4" Rear Caster with Brake
4	3" Front Caster
5	Power Control Unit
Optional Features	
6	Charging Cradle
7	Second Battery pack

	33350-MP
Lift Weight Unloaded (lb)	94.2
Lift Weight Unloaded (kg)	42.8

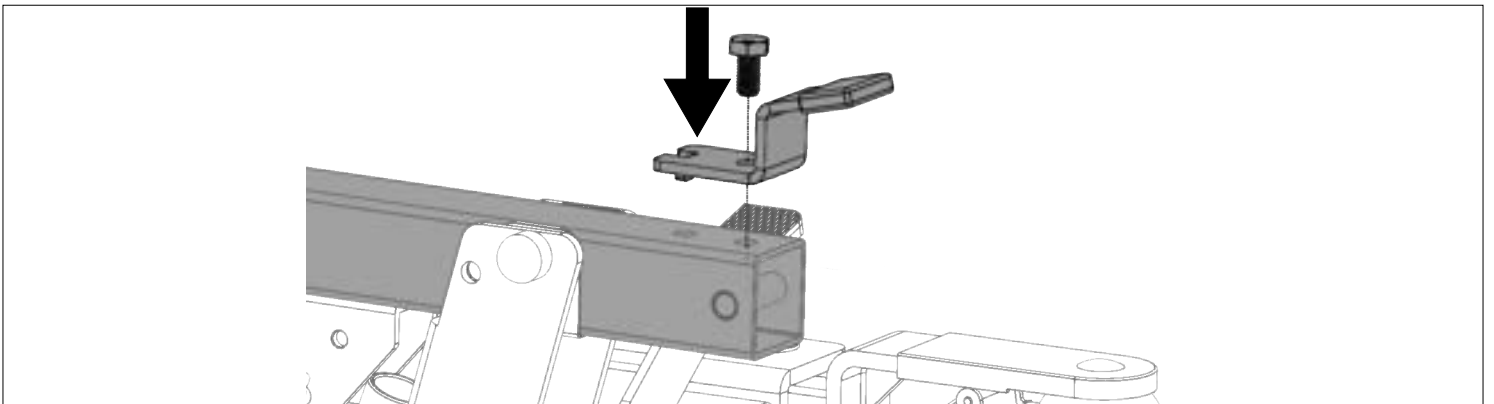
* ProHeal is committed to continuous improvements of our products therefore the specification, dimensions, and features listed above are for guidance only and are subject to change without prior notice.

Installation

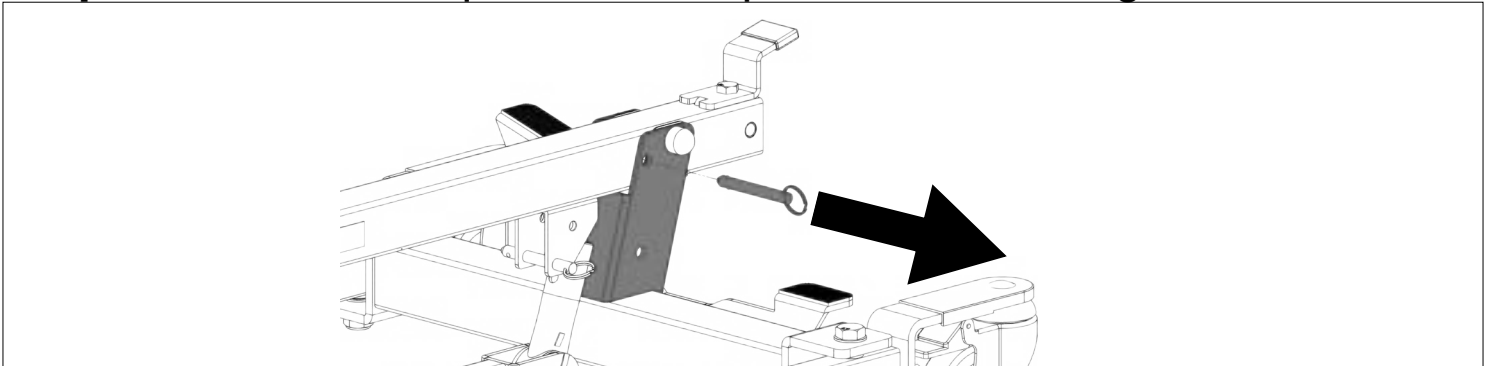
Step 1: Remove folded lift from box.



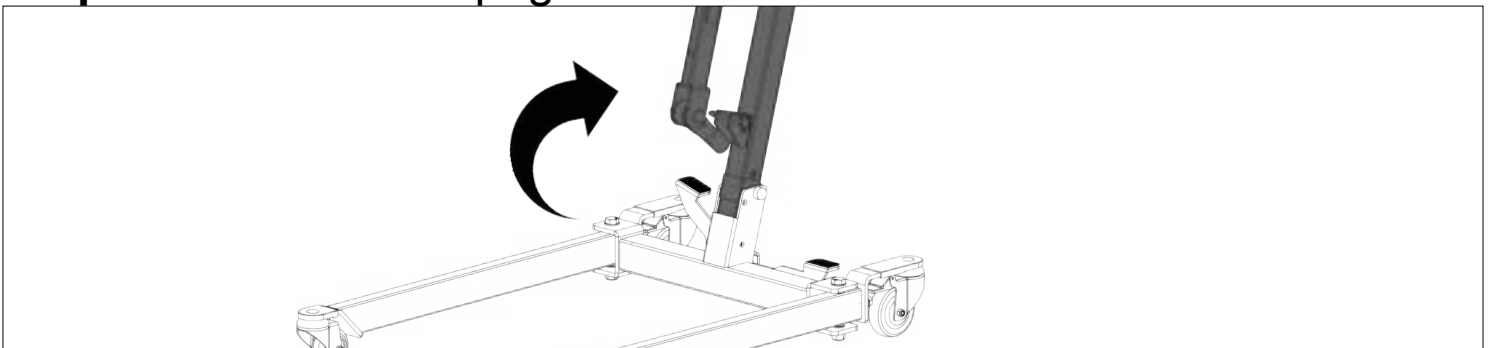
Step 2: Secure the stand to the mast. Align the hole on the stand bracket with the lower hole on the mast. Make sure the tab on the stand bracket insert into top hole on the mast, and insert the screw to secure the stand bracket as follows.



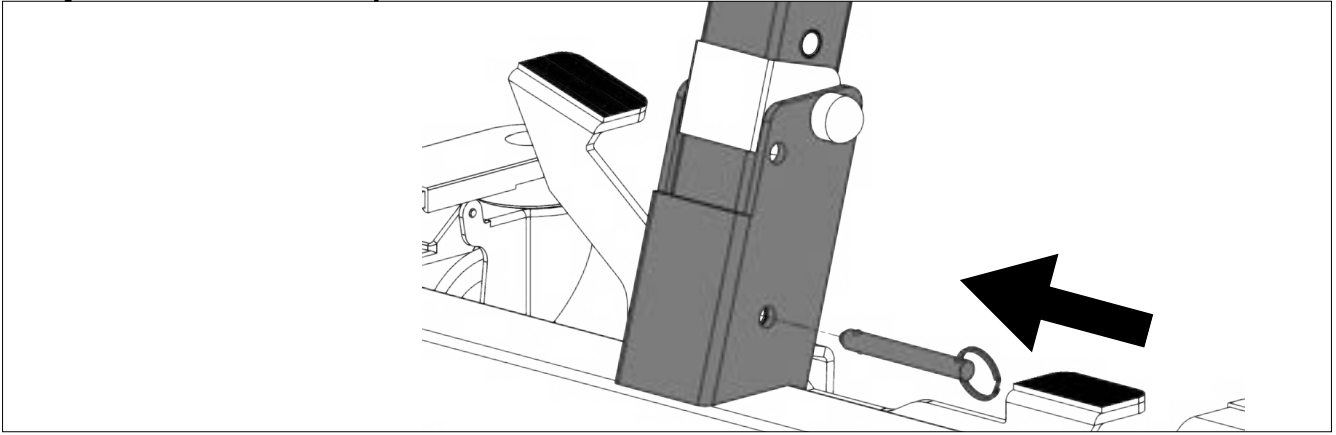
Step 3: Remove the quick release pin that is securing the mast.



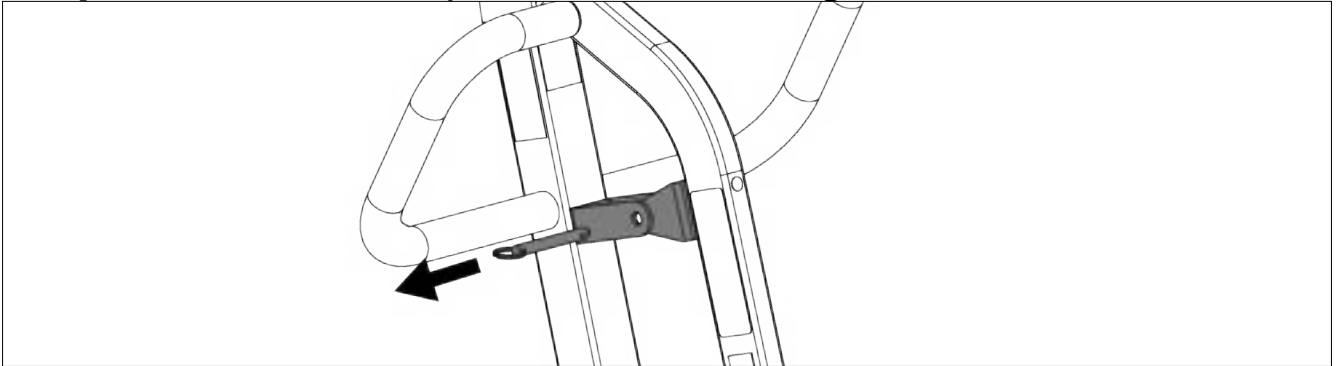
Step 4: Lift the mast upright.



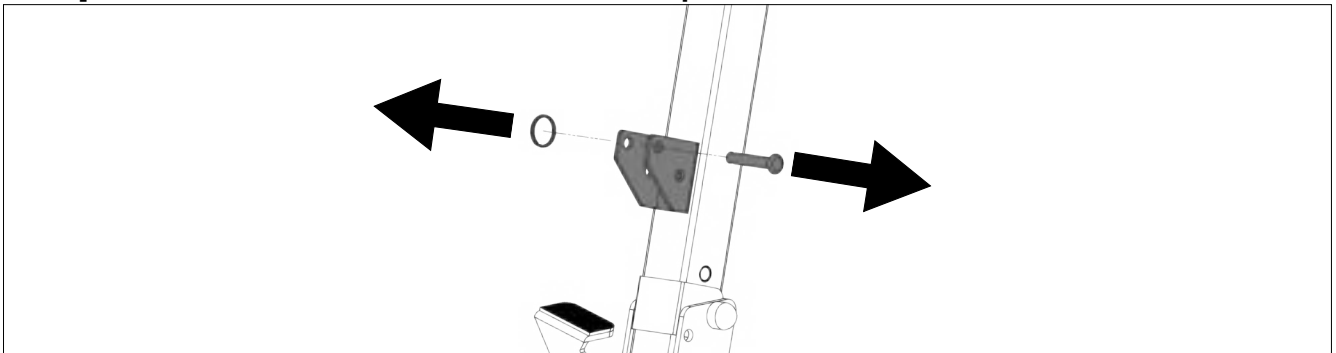
Step 5: Insert the pin to secure the mast.



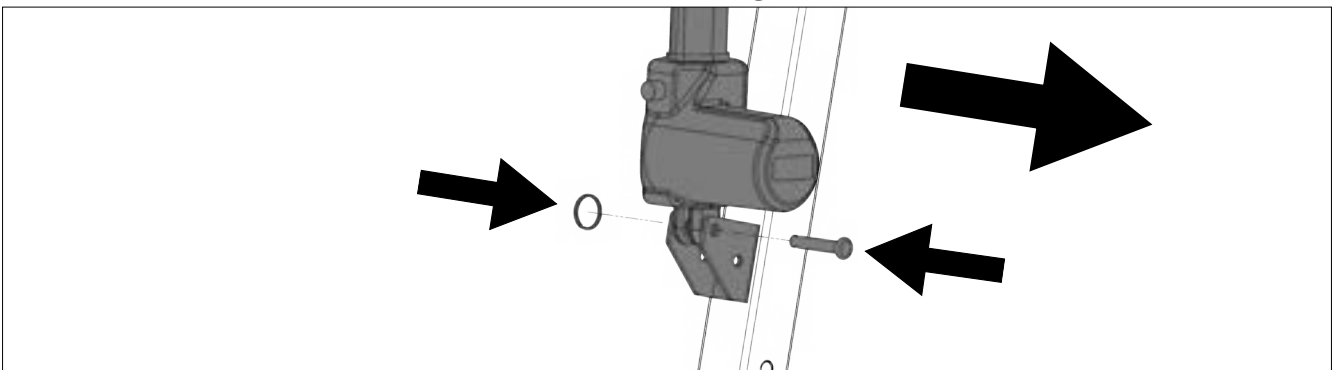
Step 6: Remove the pin that is securing the boom.



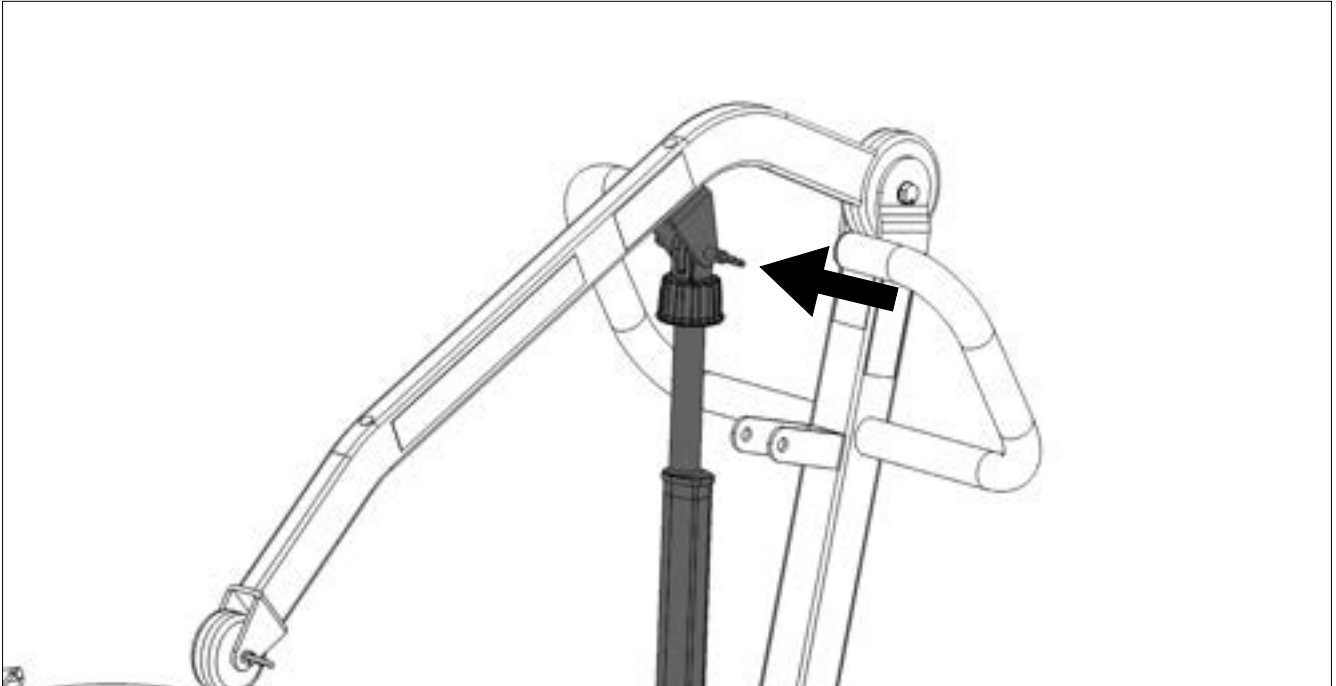
Step 7: Remove lower actuator pin on the mast.



Step 8: Move the boom out of the way, and install the lower end of the actuator to the mast using a pin and retaining ring as follows. It is critical to have the motor part of the actuator to face the same direction as the big arrow as follows.

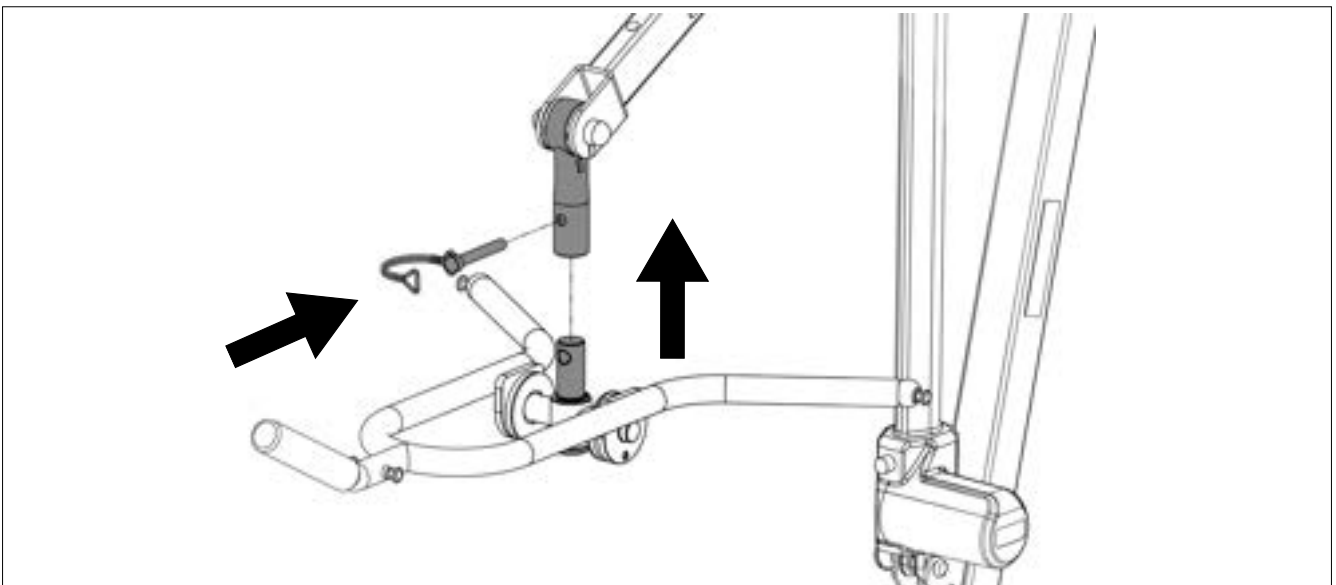


Step 9: Install the upper end of actuator to the boom by reinserting the quick release pin to secure it.

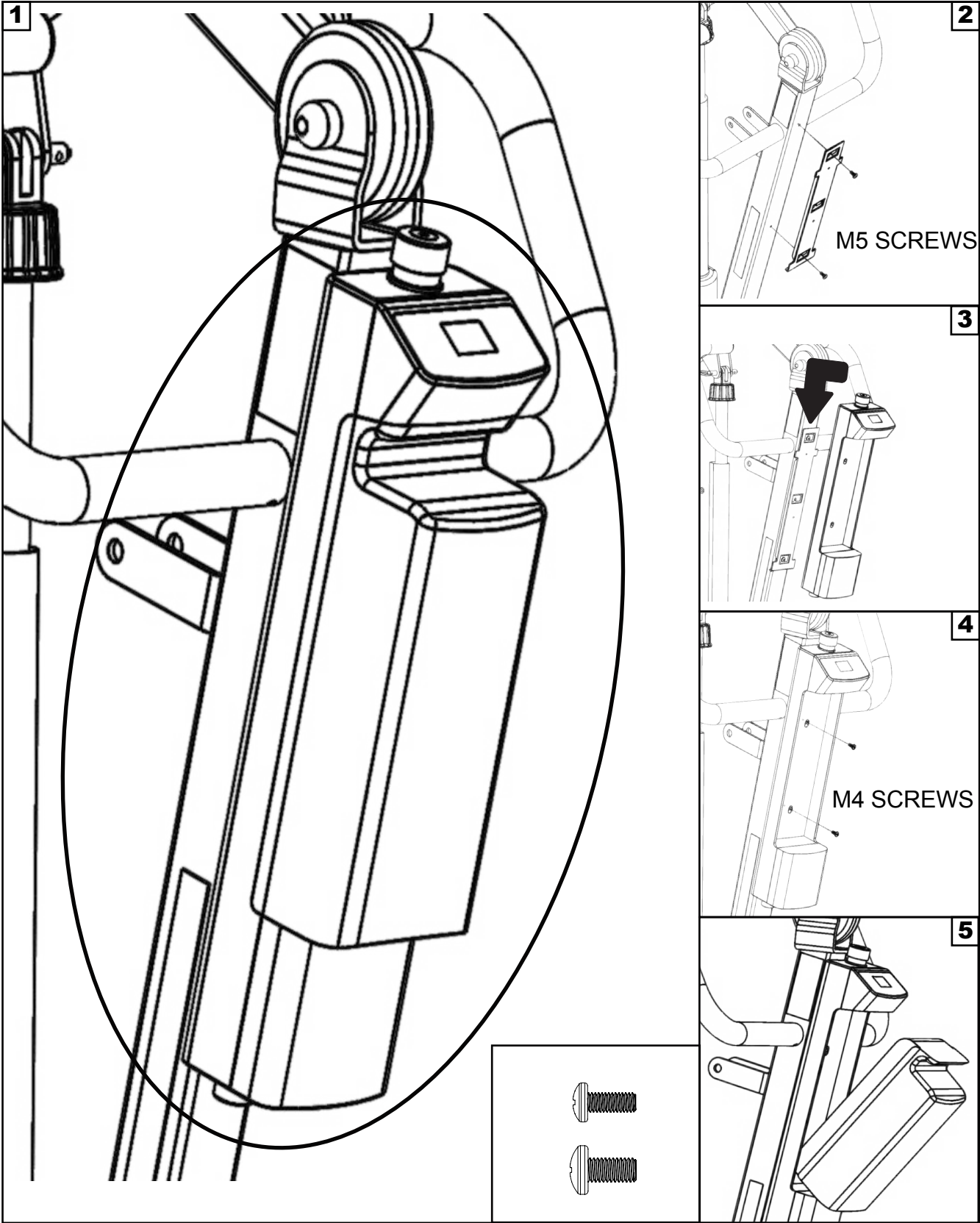


Step 10: Insert the spreader bar into the tube on the boom as follows. Align the holes and secure the spreader bar using a pin with wire lock.

⚠ WARNING! The tube on the boom and the spreader bar are intended to be hard to adjust. Attached the spreader bar and use the handle on the spreader bar to adjust if needed.



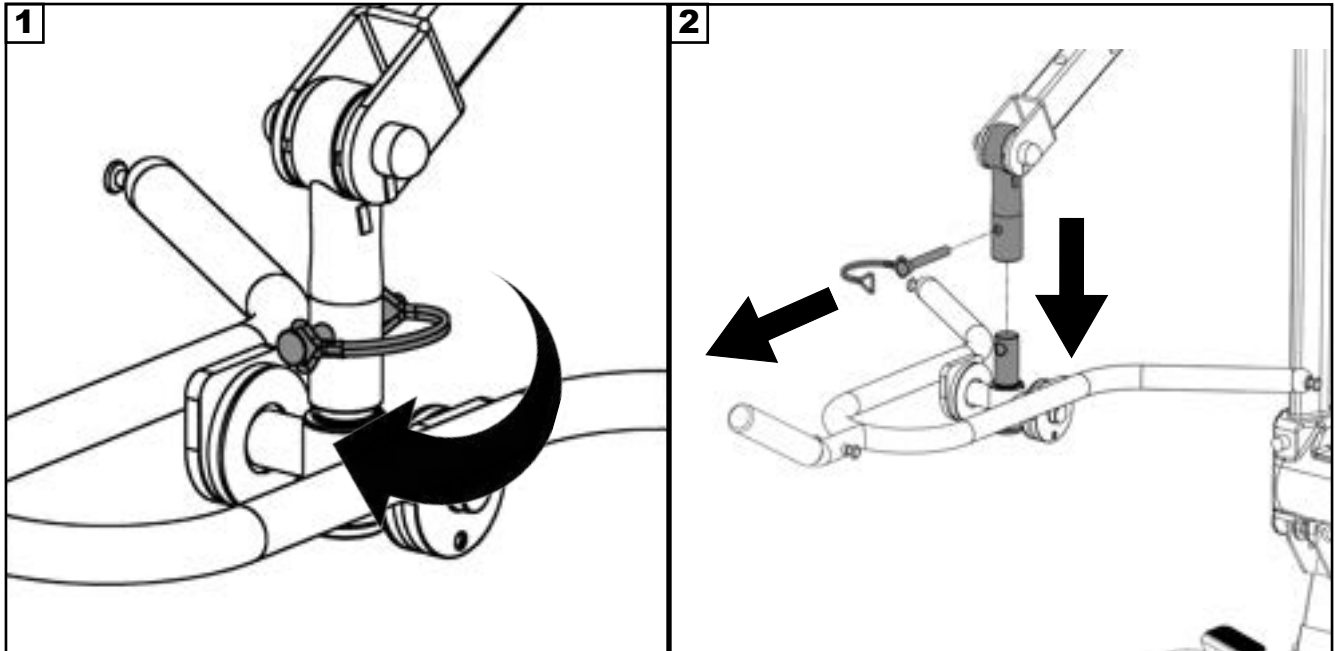
Power Control Unit Installation



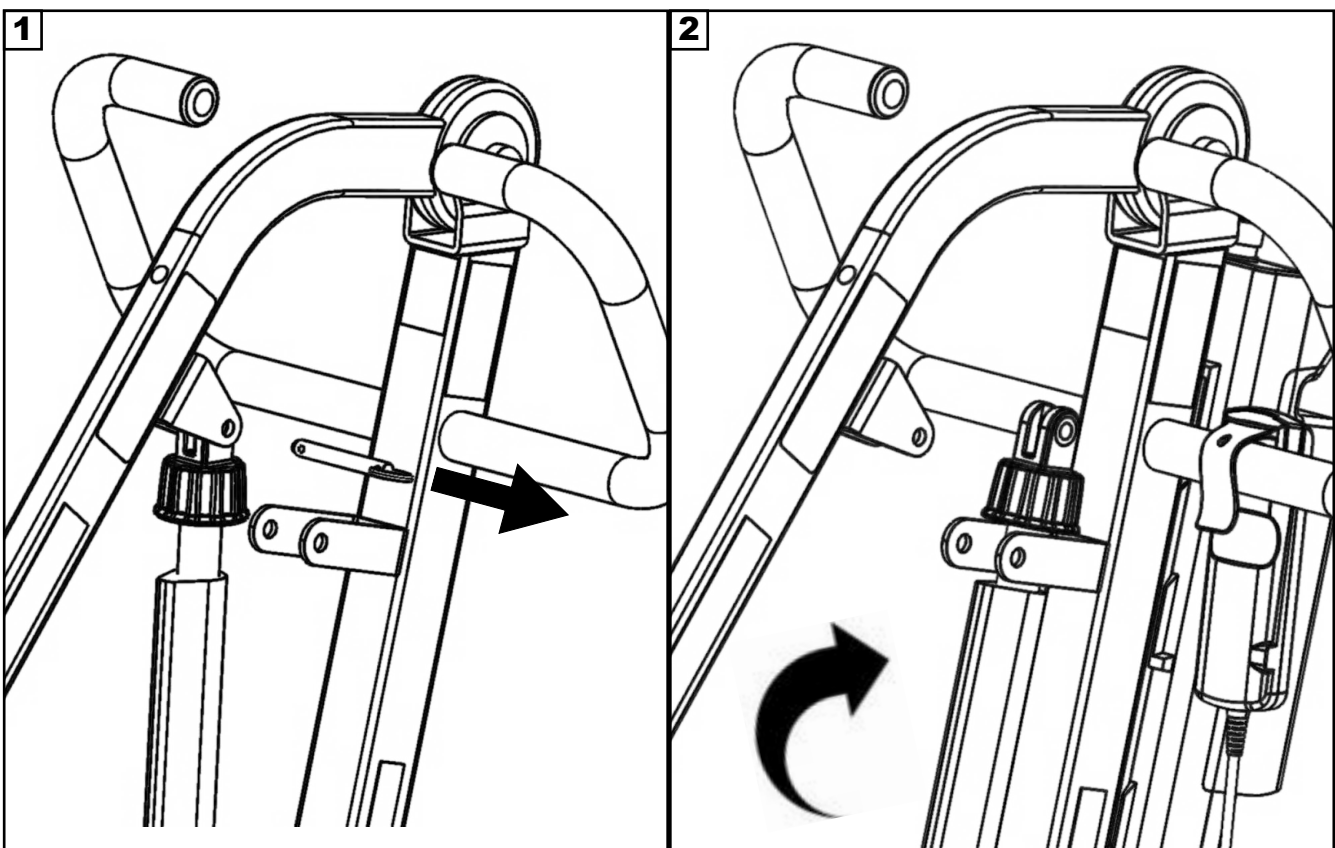
Fold Up The Lift For Storage or Transport

Step 1: Remove The Spreader Bar

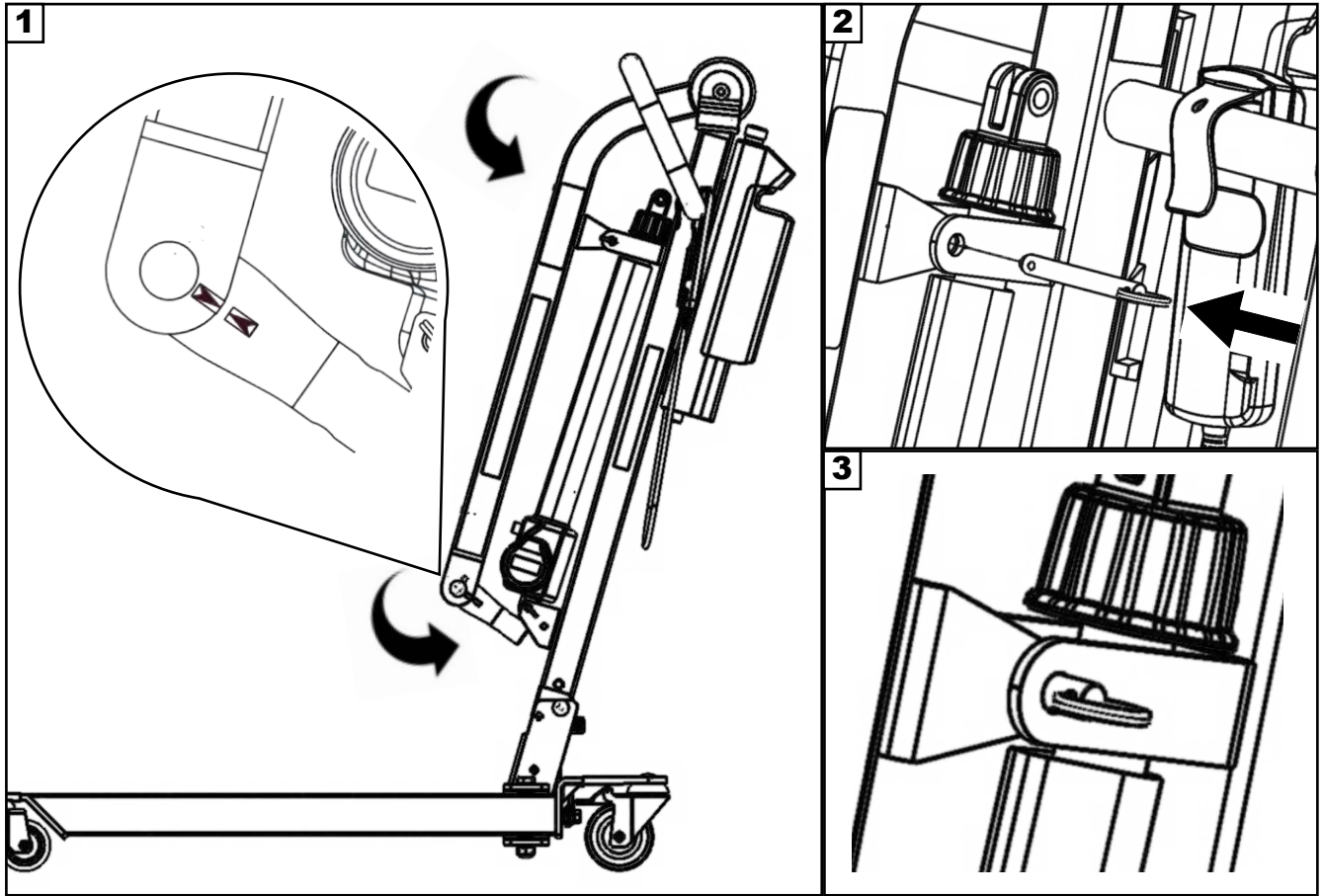
⚠ WARNING: actuator should be fully retracted (boom in lowest position) prior to getting ready for storage



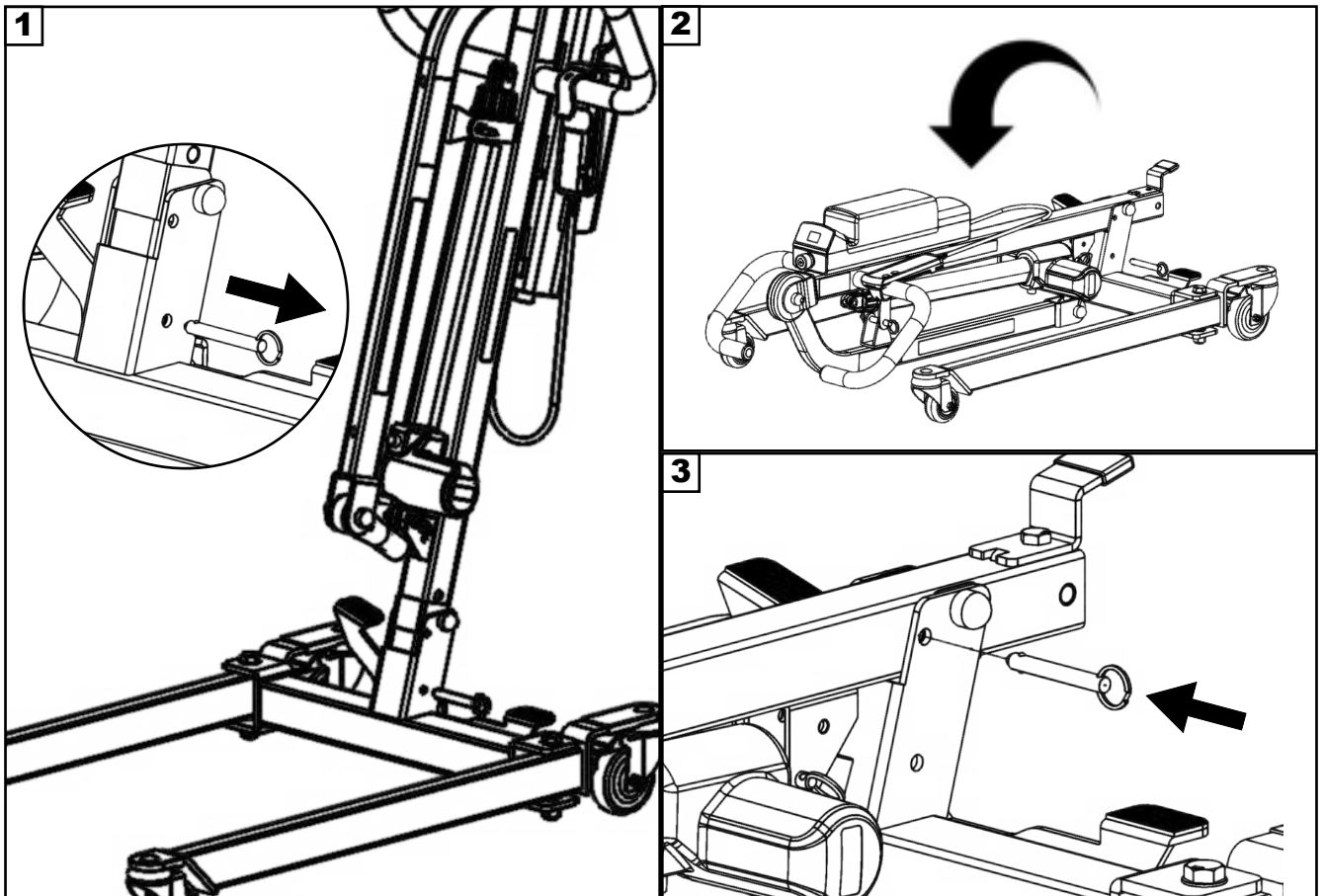
Step 2: Detach The Actuator



Step 3: Fold Up The Boom



Step 4: Fold Up The Mast



Standing Up



Warning - The lift may fall and cause bodily injury if it is not secured against the wall.

Lying Down



Operating Instructions



Double check all assemblies for tightness and read operating instructions carefully prior to use.

For optimum performance, the lift should be transported and stored in following condition range:

- -25°C to +5°C (-13°F to 41°F), and
- +5°C to +35°C (41°F to 95°F) at a non-condensing relative humidity 0% to 90%
- +35°C to +70°C at a water vapor pressure up to 5 kPa


For optimum performance, the lift should be operated in following condition range:

- at a temperature range of +5°C to +40°C (+41°F to +104°F)
- at a non-condensing relative humidity range of 15 % to 90 %, but not requiring a water vapor partial pressure greater than 5 kPa
- 70 kPa to 106 kPa atmospheric pressure

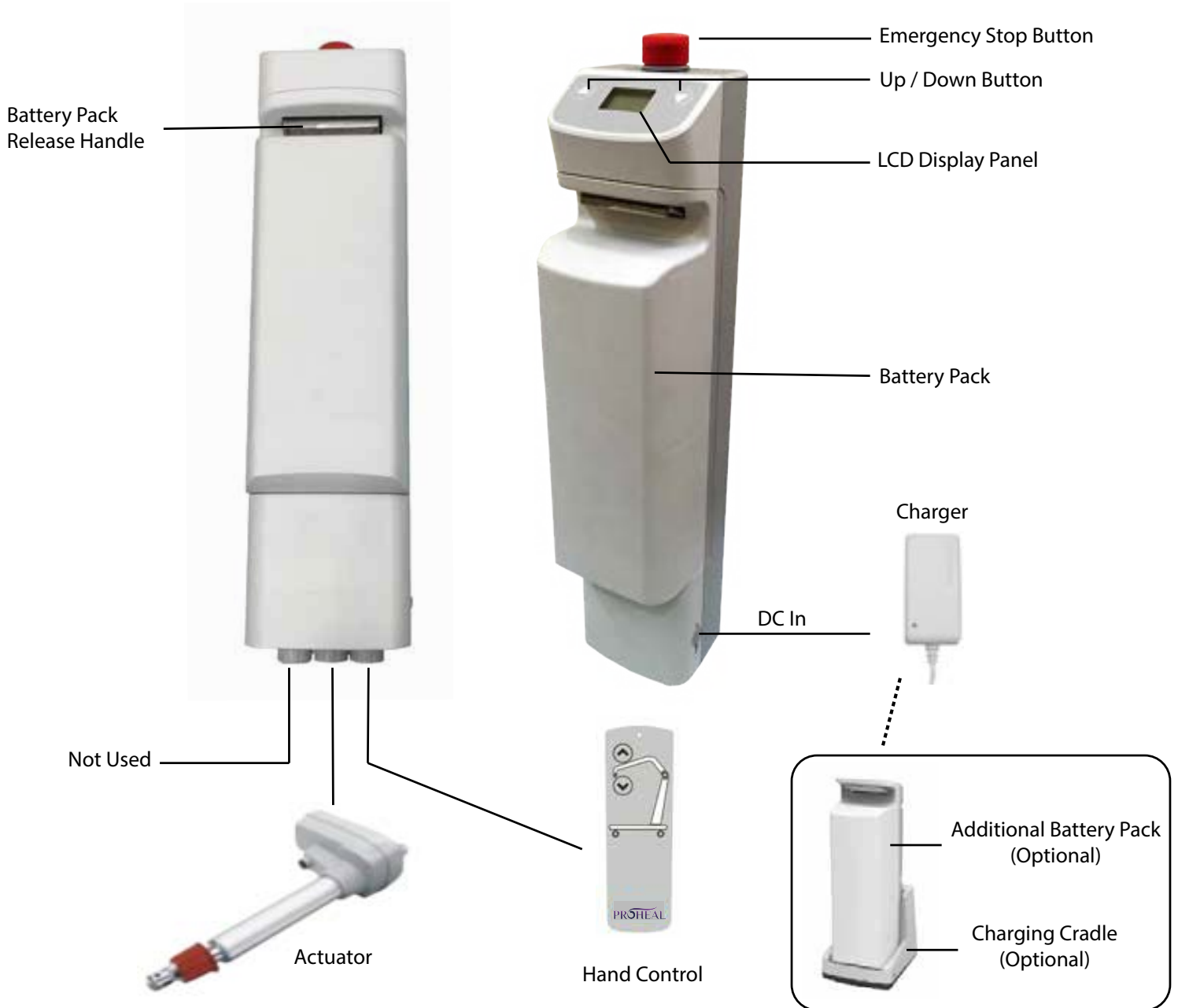
The lift will not have any potential electromagnetic or other interference with other devices.

PREPARATION BEFORE LIFTING

- Twist the RED EMERGENCY STOP BUTTON clockwise.
- Verify the Lifting and Lowering Functions by pressing either the UP or DOWN button on the hand control once.
- Position the base of the lift around or under the object.
- Widen the base and disengage the caster brakes.

 Do not attempt to transfer a patient without prior approval of the person's nurse. Also, do not transfer without having studied the instructions and performed several practices in operating the product. Together (with the patient's doctor, nurse, or medical attendant) select a sling that is both practical and comfortable. The sling selected should be one that serves the needs of the patient, while providing the patient with optimal safety. Never interfere with the lift, unless instructed by the attendant. Have a doctor, nurse, or medical attendant (experienced in the use of the ProHeal 33350-MP) present during the first few times the lift is used to transfer a new user.

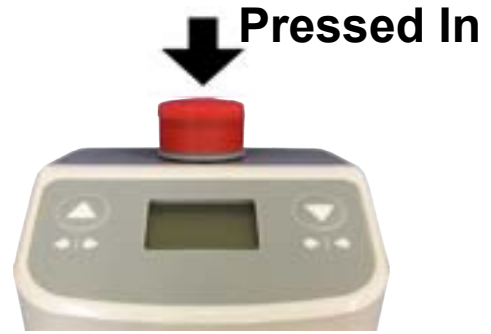
Power Control Unit Overview



1. Connect Actuator as shown above.
2. Connect Hand Control as shown above.
3. The battery should be charged daily to prolong the battery life.

WARNING!

- Contains a long charger cord that may cause strangulation if used improperly!
- Keep long charger cord out of walkway where it poses a tripping hazard!
- Have the charger port on the controller facing away from the wall for easy disconnection!
- When removing the battery, need to secure the battery with both hands as it can cause injury if dropped!



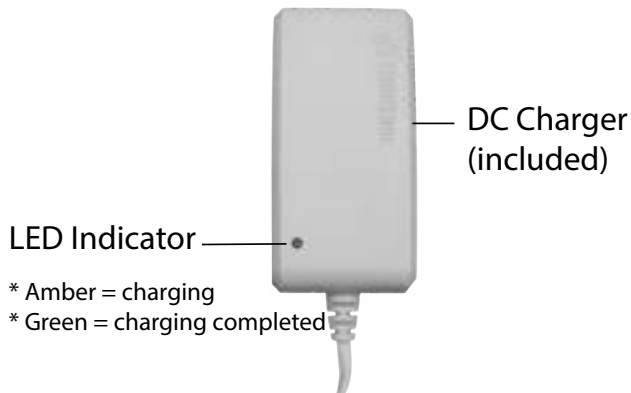
LCD Display Panel Signs

When the emergency stop button is released, the LCD Display Panel will show one of the four signs below.

- The sign will display for 5 seconds.
- Then the lift will go into standby mode and the sign disappears.
- The lift is ready for use.



Charging: DC Charger or Charging Cradle



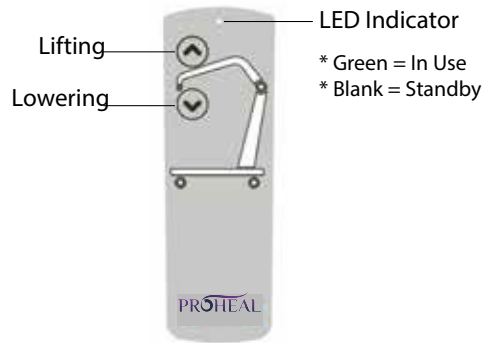
LCD Display Panel Signs - Charging

During charging, the LCD Display Panel will show one of the four signs below.

- The DC Charger must be connected.
- The emergency stop button must be released.
- The battery will not be charged if the emergency button is pressed in.



Operating Lift: Using Hand Control



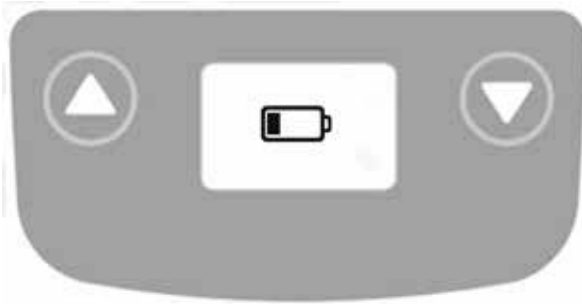
Button	Press Button	Release Button

Operating Lift: Using LCD Display Panel



Button	Press Button	Release Button

Warning! - Battery Low and Charging is Needed



If the battery needs to be charged, the LCD Display Panel will show a blinking low battery sign shown on the left either when the emergency stop button is released or when a button on the LCD Display Panel is pressed.

- Lift is still functioning.
- Buzzer will beep every 2 seconds.
- Battery needs to be charged immediately after use.

Warning! - Overloaded



During lifting if the lift is overloaded, the LCD Display Panel will show the sign on the left and lifting will be deactivated immediately.

- The buzzer will beep 3 times.
- Lowering the lift by pressing the DOWN button is still allowed.
- The emergency stop button must be pressed in and then release the button before further lifting.

Warning! - Charge Battery Immediately



If the battery is critically low, the LCD Display Panel will show the sign on the left either when the emergency stop button is released or when a button on the LCD Display Panel is pressed.

- Lift operation is deactivated.
- Battery needs to be charged immediately before further use.

ProHeal 33350-MP

30502-MP	General Purpose Clip Sling w/ Padded Legs, Polyester - Medium (MAA4000M-M)
30503-MP	General Purpose Clip Sling w/ Padded Legs, Polyester - Large (MAA4000M-L)
30504-MP	General Purpose Clip Sling w/ Padded Legs, Polyester - XLarge (MAA4000M-XL)



If the patient is pregnant or has skin conditions, consult with a doctor before use.

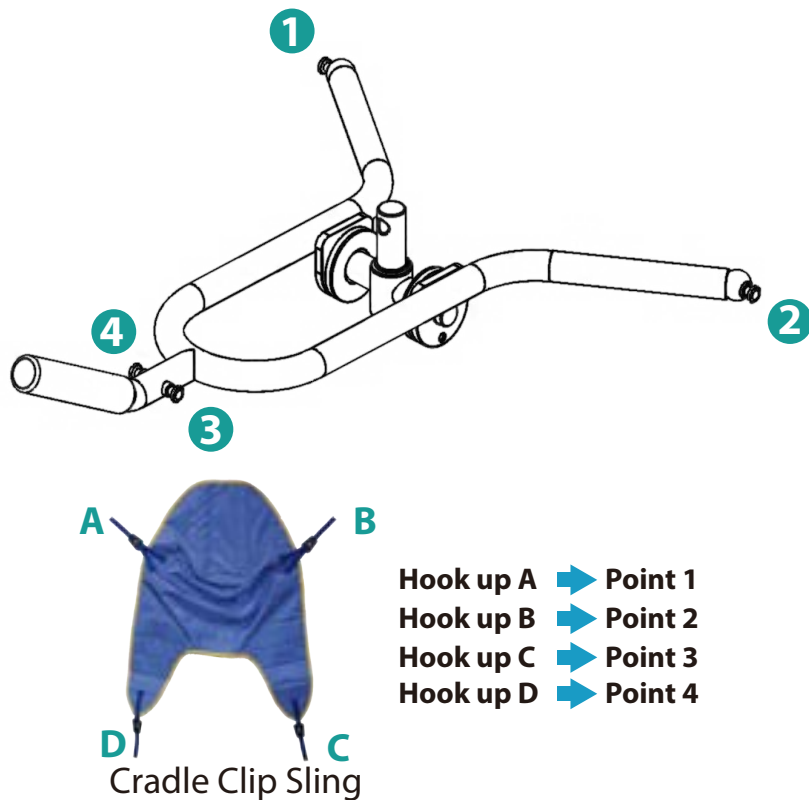
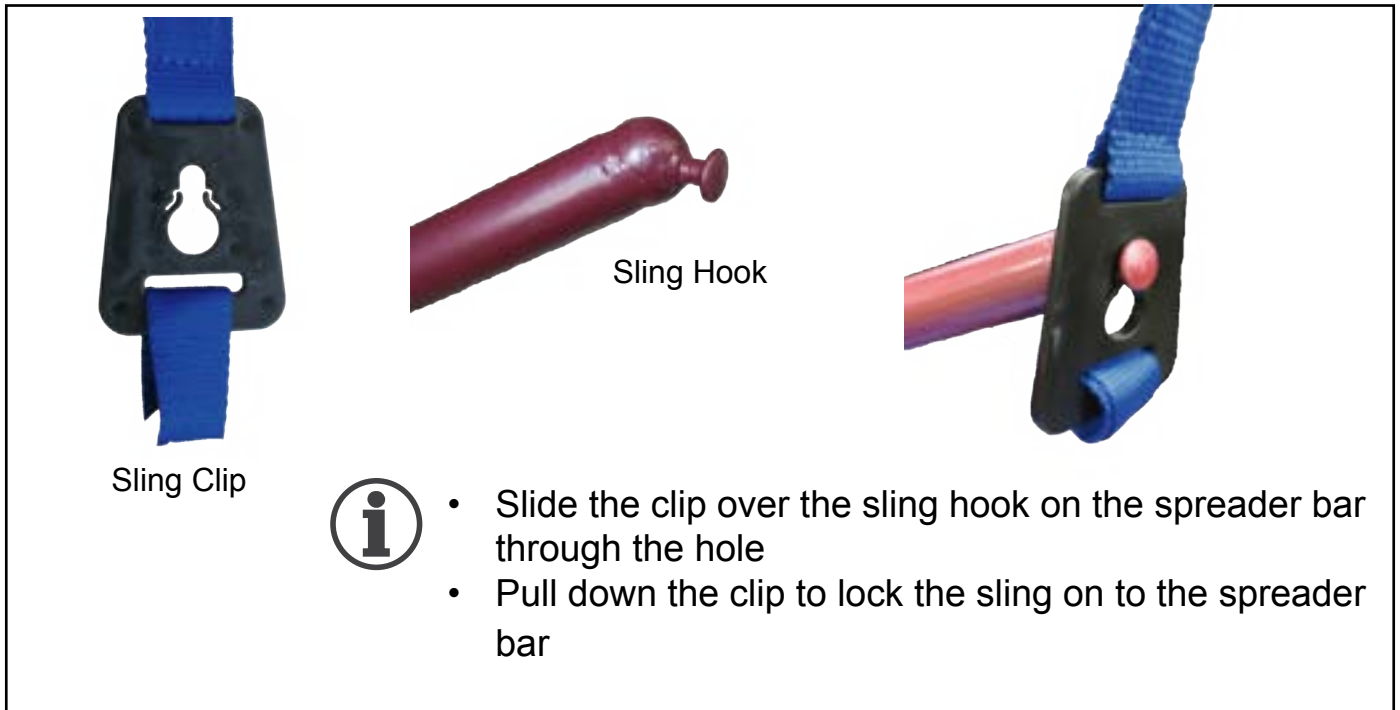


ALWAYS check that sling weight capacity is suitable for the patient



All slings are type BF applied parts

Sling Hook-Up Guide



BEFORE LIFTING THE PATIENT, PULL ON EACH SLING LOOPS TO ENSURE THE LOOP IS HOOKED ONTO THE SPREADER BAR PROPERLY

For further product information and support, please contact your dealer

Transfer From Bed to Wheelchair

1. User/patient should be in the center of the bed.
2. Position user onto his/her side by rolling user towards you.
3. Roll the sling in half. The handle on the back section sling should face outward when the sling is fitted.
4. Position the sling under the user/patient so the commode aperture aligns with the base of the spine and top of the sling close to the neck.
5. Roll user onto the opposite side and position him/her on the flat section of the sling. This will allow you to unroll the remainder of the sling from the other side of the user.
6. Once the sling has been positioned in the center of the user/patient, feed the leg sections under the thighs and draw them up between the thighs.
7. Raise the head of the bed if this function is available.
8. Move the lift slowly towards the user and position the spreader bar over the user's/patient's chest. Attach clips of the sling to the hooks on Spreader Bar as shown in the Sling Hook-Up Guide.
9. Lift the user above the bed by using the hand control.
10. Pull lift away from bed. Position user over the wheelchair or chair then lower the patient onto the surface.
11. Reverse the above procedures when returning the user/patient to bed.

Transfer From Wheelchair to Bed

1. Help the user lean forward slightly, then slide the sling down between the chair and the user's back.
2. Position the commode aperture where the buttocks meets the seat.
3. Position the sling equally around both sides of the body.
4. Draw the leg sections to the front along the length of the user's thigh.
5. Check the sling's central positioning by comparing the lengths of the leg sections when they are drawn forward.
6. Reposition the sling if the leg sections are not equal in length.
7. Feed the leg sections under the thighs.
8. From between the legs, gently pull the leg section up the inner thigh. Feed as much material as possible under and between the thighs. Ensure the leg sections are positioned midway under the thighs to provide good support and greater comfort.
9. Move the lift slowly towards the user and position the spreader bar over the user's chest. Attach clips of the sling to the hooks on Spreader Bar as shown in the Sling Hook-Up Guide.
10. Lift patient above the wheelchair by using the hand control.
11. Pull lift away from wheelchair. Position patient over bed and lower patient onto bed.
12. Reverse the above procedures when returning the user/patient to a wheelchair.

Transfer From Car to Wheelchair

1. Help the user lean forward slightly, then slide the sling down between the car seat and the user's back.
2. Position the sling equally around both sides of the body.
3. Draw the leg sections to the front along the length of the user's thigh.
4. Check the sling's central positioning by comparing the lengths of the leg sections when they are drawn forward.
5. Reposition the sling if the leg sections are not equal in length.
6. Feed the leg sections under the thighs.
7. From between the legs, gently pull the leg section up the inner thigh. Feed as much material as possible under and between the thighs. Ensure the leg sections are positioned midway under the thighs to provide good support and greater comfort.
8. Position the boom to the proper height to extend the spreader bar into the car without hurting the patient or the car.
9. Move the lift slowly towards the user and position the "U" opening of the spreader bar around the user's chest toward the user's head.
10. Attach clips of the sling to the hooks on Spreader Bar as shown in the Sling Hook-Up Guide.
11. Secure the spreader bar using the spreader bar handle and slowly lift patient off the car seat.
12. Turn the spreader bar using the handle to turn the patient to have their feet out of the car first.
13. Slowly pull lift away from the car. Reposition patient using the spreader bar handle if necessary and lower patient onto a wheelchair.
14. Reverse the above procedures when returning the user/patient to a car.

Maintenance & Inspection



- The ProHeal Lift requires a minimum of service to keep it in proper working order and to assure safe operation. It is important that certain basic checks be performed periodically by the operator of the lift or by a qualified bio-med or maintenance staff.
- The manufacturer recommends that the following components and operating points be scheduled for periodic inspection at intervals not greater than 6 months (≤ 6). The manufacturer also recommends visual inspection prior to use for the additional points below (V). The periodic inspection interval and the visual inspection points are listed below.
- Remove the plastic cap on the side of the mast, check and make sure the locknut is tightened.
- Note – ProHeal assumes that the assembly instructions were performed properly and by a qualified individual. ProHeal also assumes that the operator of the lift has been properly trained, reviewed all the training material and knows how to operate the lift.
- With proper use and care, the expected lifetime of the lift is 10 years or 20,000 cycles.
- The expected lifetime of the electrical components are 3 years.
- Contact ProHeal for any recycling information

	V upon use	≤ 6 months
Boom and Spreader Bar		
Check connections between boom and spreader bar for proper connection with pin & key ring (for Patient Lifts)	X	X
Check connection between boom and mast for improper connection, looseness, or wear		X
Check spreader bar hook bolts for looseness or damage (for Patient Lifts)	X	X
Key rings are present on spreader bar hooks (on patient lifts) and on boom hooks (on stand assist lifts)	X	X
Mast		
Check mast for bending or deflection		X
Base and Foot Pedal		
Check all nuts and bolts for looseness		X
Check all casters and axle bolts for tightness		X
Check all casters for rotation and locking/unlocking (rear only)		X
Apply multi-purpose grease to bearings if needed		X
Check all weld joints for rust and cracks		X
Actuator and Control Box		
Confirm control box is securely affixed to the mast, and battery pack is secured in control box		X
Confirm actuator is secured between the boom and the mast with the pins and key rings	X	X
Confirm manual emergency lowering mechanism on actuator operates properly		X
Confirm red button on control box shuts off all power when pressed		X
Confirm all cables at the bottom of the control box are properly connected		X
Sling		
Inspect the body of the sling and all loops or connectors that could attach to the spreader bar for signs of wear, damage, or fraying	X	X
Lift Cleaning	As needed	As needed

Cleaning and Disinfecting

Cleaning of the lift

- Use pH-neutral detergents only.
- Remove the battery from the controller.
- Clean lift surfaces, control box and hand control with a damp cloth using pH-neutral detergent.
- Remove debris and hair from the casters and make sure the casters can spin and swivel freely.



- Solvents or strong liquids or abrasive cleaning products will damage the surfaces of the lift.

Cleaning of the sling

- Check with sling label for washing condition.
- As for minor cleaning between patient uses, we recommend wipes with water-soluble soap or isopropyl alcohol.
- For slings with rigid supports, remove the plastic inserts before washing. (Look for an opening near the plastic inserts for removal).
- Machine wash warm or cold.
- Do not wash with other colors.
- Air dry or very low dryer heat.



- DO NOT USE BLEACH.
- DO NOT clean or wash disposable slings.
- REPLACE a sling when it shows signs of deterioration.

Deterioration of sling

- Contact ProHeal for “Guideline for Identifying Deteriorated Slings” if needed.

Disinfecting of the lift and sling

- Inspect slings prior to each use for contamination from previous use.
- Use isopropyl alcohol for any disinfection purpose.



- Wash a reusable sling for serious contamination.
- Replace a disposable sling for any contamination.
- Reusing a contaminated sling can cause serious bacterial infection.

Troubleshooting Guide

The following list of encountered problems and solutions will assist you in determining what may be causing your patient lift not to function as designed. If you have a problem occurring which is not listed below please contact your dealer or technical support for help. Do not attempt to repair or replace components or parts on your lift as this may void your warranty or cause further problems that may result in patient injury. Stop using your lift immediately if it is not functioning correctly or any warning beeps are heard.

I need to re-charge my batteries often or they fail to hold a charge when I charge them

- Replace the batteries or battery pack as they are at the end of their life cycle.
- Batteries should be changed every 18-24 months depending on usage.

The actuator will either go up or down, but not both

- Replace your hand control as it is at the end of its life cycle.
- Your control box may be malfunctioning.

There is a grinding sound inside the actuator when lifting

- Replace your actuator as the internal gears are stripped.

The actuator stops and starts while lifting or lowering

- Replace the batteries or battery pack as they are at the end of their life cycle.

My lift will not operate even though it shows the batteries are charged

- Unplug the AC power cord from the control box as the lift will not work when the control box/charger is connected to AC Power.
- Check to make sure the hand control is properly inserted all the way into the control box port.
- Check to make sure the actuator plug is properly connected and inserted all the way into the control box.
- Your hand control needs to be replaced as it is at the end of its life cycle.

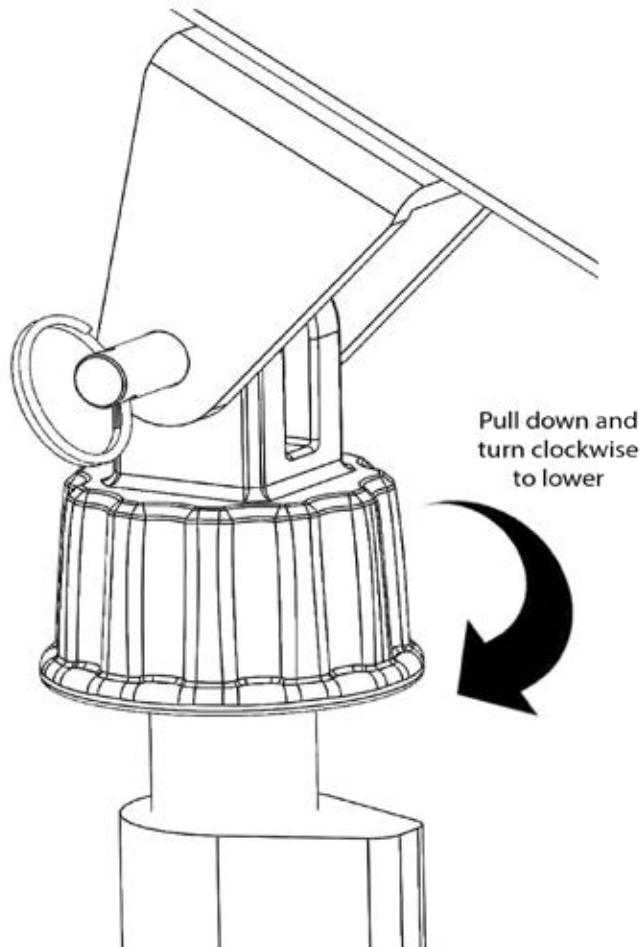
If there is a problem you could not solve, please contact your dealer for assistance.

Emergency Lowering Mechanism

Contact your dealer immediately if standard troubleshooting techniques do not correct the failure. Do not attempt to lift until all failure and safety issues have been resolved.

In case of lift failure, please follow the procedures below to safely lower the user.

The Emergency Lowering Device is located at the top of the actuator shaft. It is intended for use if the actuator or electronics fail to operate while the patient is suspended in midair. The device consists of a plastic collar ring that should be first pulled down and turned clockwise continually until the patient has been lowered.



NOTE:
THE EMERGENCY LOWERING DEVICE IS INTENDED FOR USE DURING LIFT FAILURE. THIS DEVICE WILL ALLOW LOWERING OF PATIENTS ONLY. PLEASE CONTACT YOUR DEALER IMMEDIATELY IN CASE OF FAILURE.

WARRANTY POLICY

The ProHeal 33350-MP Lift you purchased is guaranteed to be free from defects in material and workmanship under normal use and service. The warranty period for this product is 2 Years Electronics/3 Years Frame from the date of purchase by the original purchaser. This warranty shall be voided upon transfer of ownership of this product. ProHeal agrees to repair or replace this product, at our discretion and at no charge, within the warranty period provided and that ProHeal consents the unit is defective. The repaired or replacement unit shall be warranted for a period equal to the balance of the defective unit's warranty period.

This warranty shall not apply to any product which has been repaired or altered in any way so as, in our judgment, to affect its functionality and durability, nor to any product subject to abuse, misuse, negligence or accident, improper maintenance, improper installation, nor to any product used with other parts, components and/or accessories with quality and/or specifications not compatible with this product. This warranty does not cover products that have been impaired by occurrences considered Acts of God over which authorized dealer has no control. This warranty shall also be voided if any required periodic maintenance, if applicable, has not been properly performed on this product.

This warranty and the aforementioned remedies presented are exclusive and in lieu of all other express or implied warranties. No other representations or claims shall be binding or obligate authorized dealer in any way. Any warranty applicable to this product is limited to the aforementioned period indicated. In no event shall authorized dealer be liable for any special, incidental, or consequential damages; loss of revenue; or cost of replacement goods; resulting from the use or malfunction of this product to the associated equipment on which and with which it is used. This warranty gives specific legal rights and you may be entitled to other rights that vary from state to state.

RETURN PROTOCOL

In the case where a customer wants to return an unwanted product or in the rare case where a product needs to be replaced for warranty reasons;

Customer Returns

1. Please contact ProHeal customer service to arrange a return authorization number (RA#). This RA# must be written clearly on the box to insure proper timely processing of returns.
2. The customer will be responsible to arrange and pay for return shipping.
3. Upon successful return of the product, an inspection will be made to determine that the product is new and in working condition.
4. Upon successful determination that the product is new and in working condition a full credit will be issued for the sales price of the returned product.
5. A 25% restock fee will apply to all returns and will be deducted from the credit along with all applicable shipping charges. Exceptions to the restock fee may be requested and will be considered on a case-by-case basis.

ProHeal maintains the highest standards in quality control of its manufacturing process. In the unlikely occurrence of a warranty claim ProHeal will do its best to resolve the problem as soon as possible.

1. Please contact ProHeal customer service as soon as the problem is realized to arrange a return authorization number (RA#). This RA# must be written clearly on the box to insure proper timely processing of returns.
2. In order to ensure that the customer receives the replacement part or parts as soon as possible the customer will be required to place an order for the replacement part or parts needed. (this will be credited upon successful return of the item under warranty if there is a manufacturer's defect).
3. The customer will be responsible to arrange and pay for return shipping. (this will be credited upon successful return of the item under warranty if there is a manufacturer's defect).
4. Upon successful return of the product, a warranty inspection will be made to determine that the product is not working because of a manufacture defect.
5. Upon successful determination of a manufacturer's defect a credit will be issued for the replacement part or product order and the shipping costs incurred in its return.

At ProHeal's discretion, we will either repair or replace any product that does not comply with this warranty. All product warranties are void if the product has been misused or abused, if there have been unauthorized repairs, or if the law tag has been removed or tampered with.

Shipping Error

In the unlikely chance that there has been a shipping error ProHeal will do its best to immediately rectify the situation.

1. Please contact ProHeal customer service as soon as the error is realized to arrange a return authorization number (RA#). This RA# must be written clearly on the box to insure proper timely processing of returns.
2. ProHeal will email the customer a return shipping label to ship the product back to ProHeal.
3. ProHeal will ship out the proper product to the proper location either same day or as soon as possible. Correct shipping and tracking information will be transmitted to the customer as soon as it is known.

The logo for ProHeal features the word "PROHEAL" in a bold, serif font. The letter "O" is stylized with a white circle inside. A thick, purple, wavy line arches over the "O" and extends to the right, ending above the "A".

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