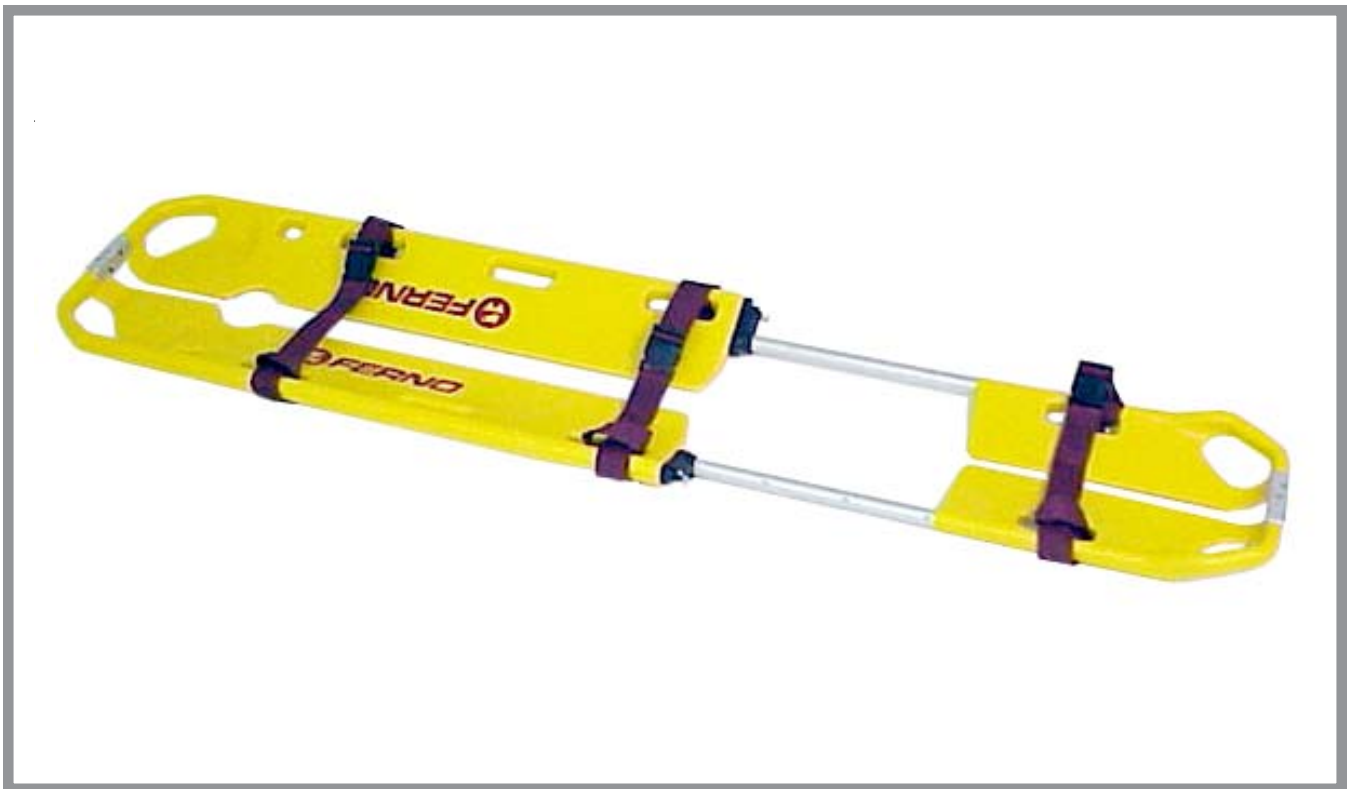


***Users' Manual***



**Scoop EXL  
Stretcher Series**

*May 2006 GLO*

*Pub. No. 234-2125-05*

**Disclaimer**

This manual contains general instructions for the use, operation and care of this product. The instructions are not all-inclusive. Safe and proper use of this product is solely at the discretion of the user. Safety information is included as a service to the user. All other safety measures taken by the user should be within and under consideration of applicable regulations. It is recommended that training on the proper use of this product be provided before using this product in an actual situation.

Retain this manual for future reference. Include it with the product in the event of transfer to new users. Additional free copies are available upon request from Customer Service.

**Proprietary Notice**

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# 1 - SAFETY INFORMATION

## 1.1 Warning

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

### **WARNING**

**Untrained operators can cause injury or be injured. Permit only trained personnel to operate the stretcher.**

**Improper use of the stretcher can cause injury. Use the stretcher only for the purpose described in this manual.**

**Improper operation can cause injury. Operate the stretcher only as described in this manual.**

**An unattended patient can be injured. Stay with the patient at all times.**

**An unrestrained patient can fall off the stretcher and be injured. Use restraints to secure the patient on the stretcher.**

**Helpers can cause injury or be injured. Operate and maintain control of the stretcher and direct all helpers.**

**Improper maintenance can cause injury. Maintain the stretcher only as described in this manual.**

**Improper parts and service can cause injury. Use only Ferno parts and Ferno-approved service on the stretcher.**

**Modifying the stretcher can cause injury and damage. Use the stretcher only as designed by Ferno.**

**Attaching improper items to the stretcher can cause injury. Use only Ferno-approved items on the stretcher.**

## 1.2 Important

Important notices emphasize important usage or maintenance information.

### **Important**

Do not attach lifting devices (such as ropes or bridles) to stretcher handholds or pins. Always lift and carry the stretcher by hand, grasping the handholds and main frame. In heavy rescue situations, secure the stretcher in a transport basket and attach lifting devices to the basket.

## 1.3 Bloodborne Disease Notice

To reduce the risk of exposure to bloodborne diseases such as HIV-1 and hepatitis when using the Scoop EXL Stretcher, follow the disinfecting and cleaning instructions in this manual.

## 2 - OPERATOR SKILLS AND TRAINING

### 2.1 Skills

Operators using the stretcher need:

- a working knowledge of emergency patient-handling procedures.
- the ability to assist the patient.
- a complete understanding of the procedures described in this manual.

### 2.2 Training

Trainees need to:

- follow a training program designed by their training officer.
- read this manual. For additional free users' manuals, contact your Ferno distributor or Ferno Customer Relations (page 21).

### WARNING

**Untrained operators can cause injury or be injured. Permit only trained personnel to operate the stretcher.**

- practice with the stretcher before using it in regular service.
- be tested on their understanding of the stretcher.
- record their training information. A sample training record sheet is provided on page 22.

### 3 - ABOUT THE STRETCHER

#### 3.1 Scoop EXL Stretcher Series Description

The **Scoop EXL Stretcher** (called the “stretcher” in this manual) is a patient-handling device designed to “scoop” patients from the ground or floor in confined spaces, or when the patient needs to be moved with little change of body position. The stretcher is for professional use by a minimum of two trained operators.

The stretcher series comprises three models: Scoop EXL Stretcher; Scoop EXL Stretcher with Pins; and Scoop EXL Mortuary Stretcher. Operation of all stretcher models is identical. The type of patient restraints selected or supplied varies.

All three models of the stretcher are constructed in two halves that uncouple to slide under the patient or body, then re-couple for lifting. The stretcher may also be uncoupled at only the foot end and opened into a “V” configuration to “scoop” the patient or body. Other features are:

**ALL MODELS**

- Polymer panel material is X-ray translucent, impervious to fluids, and does not conduct heat or cold to the patient.
- Telescoping foot section adjusts to four locking positions for length adjustment
- Four corner handholds
- Eight side handholds
- Stretcher folds for storage
- Twin Safety Lock® couplings

**SCOOP EXL**

- Color: Yellow
- Set of 3 patient restraints

**SCOOP EXL WITH PINS**

- Color: Yellow
- Eight pins for attaching restraints with speed clips


**MORTUARY SCOOP EXL**

- Color: Gray
- Set of 3 restraints

#### 3.2 General Specifications

<b>Length</b>	
Maximum .....	79 in (201 cm)
Intermediate 1 .....	74 in (189 cm)
Intermediate 2 .....	70 in (177 cm)
Minimum .....	65 in (165 cm)
Folded .....	47 in (120 cm)
<b>Width</b> .....	17 in (43 cm)
<b>Depth</b>	
Open .....	3 in (7 cm)
Folded .....	3 in (8 cm)
<b>Weight</b> .....	18 lb (8 kg)
<b>Load Limit</b> .....	227 kg

General specifications are rounded to the nearest whole number. Metric conversions are calculated before rounding the English measurements. For more information, contact Ferno Customer Relations (page 21) or your Ferno distributor. Ferno reserves the right to change specifications without notice.



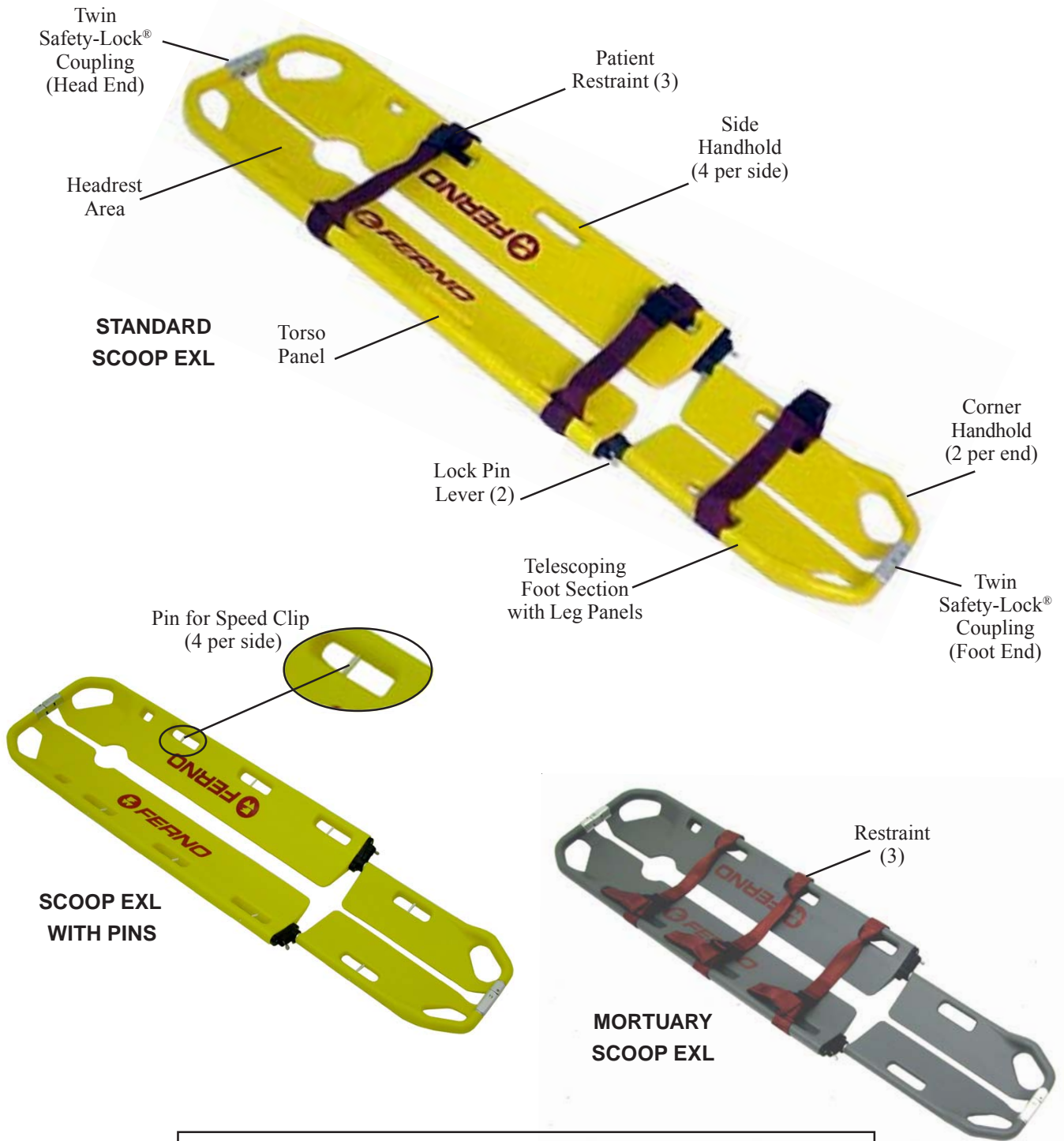
**LOAD  
LIMIT**

Inspect the stretcher if the load limit has been exceeded (*see Inspecting the Stretcher*, page 15).

⚠ WARNING

**Improper use of the stretcher can cause injury. Use the stretcher only for the purpose described in this manual.**

### 3.3 Stretcher Components



	<p><b>USERS' MANUAL</b></p>	<p>To request additional free users' manuals, contact your Ferno distributor or call Ferno Customer Relations at 1.877.733.0911 (toll free) or 1.937.382.1451.</p>
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## 4 - USING THE STRETCHER

### 4.1 Before Placing the Stretcher in Service

1. Personnel who will use the stretcher need to read this manual.
2. Set up the stretcher, following the instructions in *Stretcher Setup*, pages 17 and 18.
3. Confirm that the stretcher operates properly. See *Inspecting the Stretcher*, page 15.

### 4.2 General Guidelines for Use

- A minimum of two trained operators is required.
- Operators may need help when working with heavy patients. For placement and direction of helpers, see *Using Additional Help*, page 13.
- Follow standard patient-handling procedures when using the stretcher.
- Stay with the patient at all times.
- Always use patient restraints.

### 4.3 Folding/Unfolding the Stretcher

#### To fold the stretcher:

1. Lay the stretcher flat on the floor or ground.
2. Move the lock-pin levers to the unlocked position (the upper notch, as in Figure 3, page 9).
3. Fully extend the foot section by pulling it out until the hinges are completely visible.
4. Lift the foot section and fold it over onto the torso panel (Figure 1).

The stretcher can be stored folded or in the shortest unfolded position.

**To unfold the stretcher:** lay the stretcher flat on the floor or ground. Lift the foot section off the torso panel and unfold until it lies flat, then follow instructions in *Adjusting the Stretcher Length*, page 9.

#### ! WARNING

Improper operation can cause injury. Operate the stretcher only as described in this manual.

#### ! WARNING

An unattended patient can be injured. Stay with the patient at all times.

#### ! WARNING

An unrestrained patient can fall off the stretcher and be injured. Use restraints to secure the patient on the stretcher.



**Figure 1 - Stretcher in Folded Position**



## 4.4 Adjusting the Stretcher Length

The stretcher length can be adjusted to the patient's height by moving the telescoping foot section to one of four locking positions (Figure 2).

To determine if length adjustment is needed, position the stretcher beside the patient and align the headrest area with the patient's nose. Adjust the foot section to extend a little beyond the bottom of the patient's feet.

Adjust the length of the stretcher **before** uncoupling the halves. This ensures equal adjustment to both halves.

### TO LENGTHEN OR SHORTEN THE STRETCHER

1. Move the lock-pin lever on each side of the frame to the unlocked position (Figure 3).

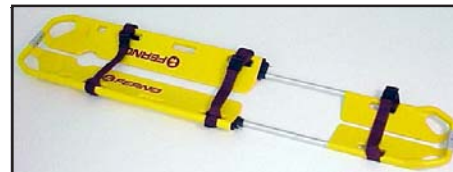
**Note:** When the stretcher is lying face-up on a flat surface, the locked position is "down" and the unlocked position is "up" (Figure 3).

2. Pull the foot section outward to the desired length, stopping near one of the locking positions located at the holes along the foot-section frame.
3. Return both lock-pin levers to the locked position (Figure 3).
4. Push or pull the foot section a little until it locks into place.
5. Make sure both sides are securely locked.

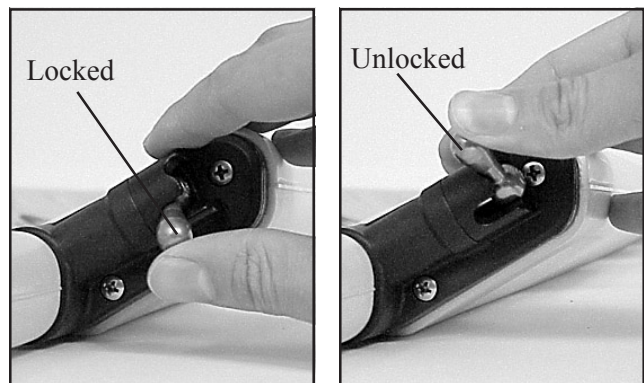
Closed Position



Extended Positions (3)



**Figure 2 - Foot Section Locking Positions**



**Figure 3 - Using the Lock-Pin Lever**

## 4.5 Applying the Stretcher

To apply the stretcher to a patient, separate the stretcher halves and use local protocols when carefully moving the stretcher under the patient as follows:

1. Unfold the stretcher (See *Folding/Unfolding the Stretcher*, page 8).
2. Lay the stretcher next to the patient and adjust the length to the patient's height (see *Adjusting Stretcher Length*, page 9).
3. Unfasten the restraints (if stored on stretcher).
4. To separate the stretcher halves, unlock the Twin Safety Lock® coupling (Figure 4) at each end of the stretcher. To unlock a coupling, press both levers of the Twin Safety Lock® and pull the coupling halves away from each other (Figure 5).
5. Position half of the stretcher on each side of the patient, aligning the center of the headrest area with the patient's nose (Figure 6).
6. Use local protocols to carefully work the stretcher halves under the patient until the end couplings meet.

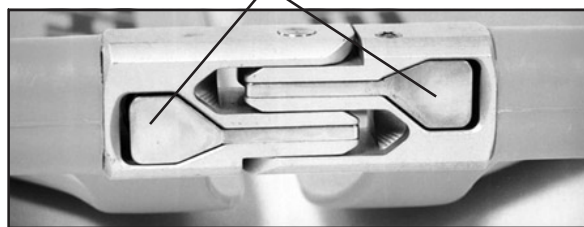
**Note:** Use care to avoid pinching or pulling the patient's skin, hair, or clothing while working the stretcher halves into place.

7. To rejoin the stretcher halves, align the right and left halves of the head and foot couplings and push them together until the Twin Safety Locks® engage.
8. Check that the Twin Safety Locks® at both ends of the stretcher are fully engaged.

To test for proper lock engagement, pull the coupling halves away from each other without pressing on the lock levers. The couplings will remain securely joined if the locks are fully engaged.

9. Fasten and tighten all patient restraints (Figure 7).

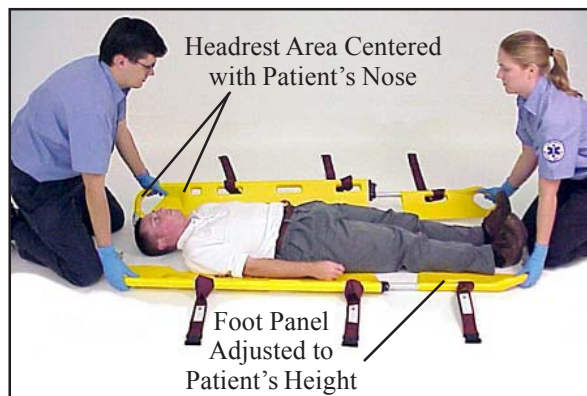
Twin Safety Lock® Levers



**Figure 4 - End Coupling Joined**



**Figure 5 - Pressing the Lock Levers and Separating the End Coupling**



**Figure 6 - Applying the Stretcher Halves**



**Figure 7 - Fastening Restraints**

## 4.6 Applying the Stretcher in a “V” Configuration

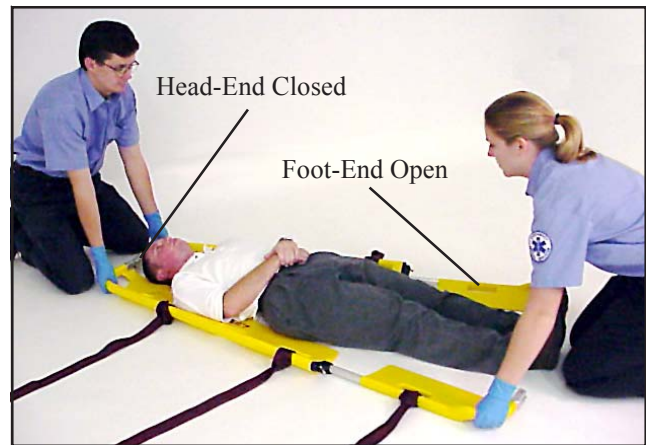
1. Unfold the stretcher and adjust the length (see *Adjusting Stretcher Length*, page 9).
2. Unfasten the restraints (if stored on stretcher).
3. Open only the foot-end coupling. To open, press the Twin Safety Lock® levers on the foot-end coupling and pull the foot-end halves of the stretcher apart to form an inverted “V.”
4. Position the stretcher with the patient’s head at the coupled head-end of the stretcher (Figure 8).
5. Use local protocols to work the stretcher inward and under the patient. Work from head to foot until the coupling halves at the foot end meet.

**Note:** Use care to avoid pinching or pulling the patient’s skin, hair, or clothing while working the stretcher halves into place beneath the patient.

6. Push the foot-end coupling halves together until the Twin Safety Locks® meet and lock.
7. Check that the Twin Safety Locks® at both ends of the stretcher are fully engaged.

To test for proper lock engagement, pull the coupling halves away from each other without pressing on the lock levers. The couplings will remain securely joined if the locks are fully engaged.

8. Fasten and tighten all patient restraints.



**Figure 8 - Applying Stretcher in “V” Configuration**

## 4.7 Lifting and Carrying the Stretcher

- Always lift and carry the stretcher by hand. Do not attach lifting devices such as ropes or bridles to the stretcher handholds or pins.

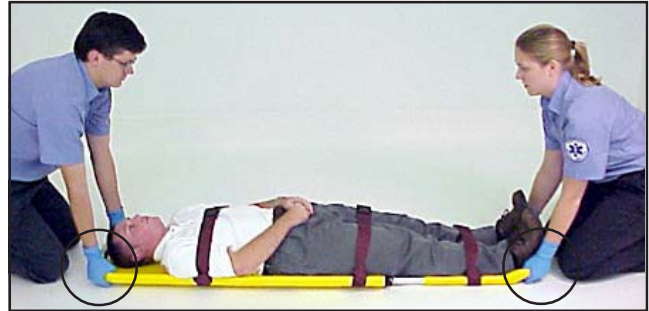
For heavy rescue situations, secure the stretcher in a transport basket and attach the lifting devices to the basket.

- Use a minimum of two operators to lift the stretcher. Use two operators and two helpers to maintain stability of the stretcher when carrying an adult patient.

To carry the stretcher:

- Operators stand at opposite ends of the stretcher. Helpers position themselves as shown in *Using Additional Help*, page 13.
- Grasp the handholds with an underhand grip (palms up), Figure 9.
- Use proper lifting techniques to lift and carry the stretcher and patient (Figure 10).

**Note:** Lift only the weight you can safely handle. Use additional help as needed when lifting and carrying the stretcher. See *Using Additional Help*, page 13.



**Figure 9 - Preparing to Lift the Stretcher**



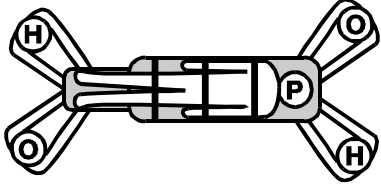
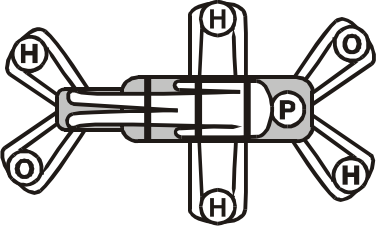
**Figure 10 - Lifting the Stretcher**

### Important


Do not attach lifting devices (such as ropes or bridles) to stretcher handholds or pins. Always lift and carry the stretcher by hand, grasping the handholds and main frame. In heavy rescue situations, secure the stretcher in a transport basket and attach lifting devices to the basket.

### 4.8 Using Additional Help

- At minimum, two trained operators are required to operate the stretcher. They will need help when carrying the stretcher with an adult patient and when working with a heavy patient.
- Operators should maintain control of the stretcher, operate moving parts, and direct any helpers.
- The chart at right shows the suggested placement for operators and helpers.

Using Additional Help	
Helpers	Lifting and Carrying
Two Operators + Two Helpers	
Two Operators + Four Helpers	

**Key:** O = Operator H = Helper P = Patient



**227 kg**

**LOAD  
LIMIT**

Inspect the stretcher if the load limit has been exceeded (see *Inspecting the Stretcher*, page 15).

**! WARNING**

**Helpers can cause injury or be injured. Operate and maintain control of the stretcher and direct all helpers.**

## 5 - MAINTENANCE

### 5.1 Maintenance Schedule

The stretcher requires regular maintenance. Set up and follow a maintenance schedule. A sample maintenance record sheet is provided on page 23. The table below represents minimum intervals for maintenance.

When using maintenance products, follow the manufacturers' directions and read the manufacturers' material safety data sheets.

Maintenance (Minimum Intervals)	Each Use	As Needed	Each Month
Disinfecting (this page)	•		
Cleaning (this page)		•	
Inspecting (page 15)		•	•
Lubricating (page 15)		•	

### WARNING

Improper maintenance can cause injury. Maintain the stretcher only as described in this manual.

### 5.2 Disinfecting the Stretcher

1. Wipe all surfaces with disinfectant after each use. Follow disinfectant manufacturer's instructions.
2. Inspect the stretcher for obvious damage as you disinfect it.

#### Important

Disinfectants and cleaners containing bleach, phenolics, or iodines can damage the stretcher. Disinfect and clean only with products that do not contain these chemicals.

### 5.3 Cleaning the Stretcher

Clean the stretcher with warm, soapy water and a cloth or soft brush, or wipe with a mild solvent.

The stretcher panels are composed of a polymer material that does not require waxing.

#### Important

Steam and water under high pressure penetrate joints, flush away lubricant, and cause corrosion. Do not use steam or a high-pressure washer to clean the stretcher.

### 5.4 Disinfecting and Cleaning the Restraints

Disinfecting and cleaning procedures vary according to restraint model. For disinfecting and cleaning instructions, refer to the restraint users' manual packaged with the restraints.

#### Important

Restraints may be damaged by improper maintenance. Follow the disinfecting and cleaning instructions in the restraint users' manual packaged with the restraints.

## 5.5 Inspecting the Stretcher

Have your service's equipment maintenance personnel inspect the stretcher regularly. Follow the checklist below and work the stretcher through all its functions as described in this manual.

### INSPECTION CHECKLIST

- Are all components present?
- Is the stretcher free of excessive wear?
- Do all moving parts (couplings, levers, hinges, and sliding frame) operate smoothly and properly?
- Are the coupling pins securely in place? (See subsection 5.7, pages 15 and 16.)
- Does the foot section lock properly into each position?
- Are all 8 speed-clip pins securely in place? (For stretchers with pins.)
- Do the head- and foot-end couplings require lubrication?
- Is restraint webbing in good condition with no cuts or frayed edges?
- Are restraint buckles free of visible damage and do they operate properly?
- Do speed clips on restraints function properly?

If inspection indicates damage or excessive wear, take the stretcher out of service until repairs are made (see *Parts and Service*, page 19).

If inspection indicates damage or excessive wear to restraint(s), take restraint(s) out of service and destroy to prevent accidental use. For replacement restraints, contact your Ferno distributor or Ferno Customer Relations (page 21).

Keep maintenance records.

## 5.6 Lubricating the Stretcher

The stretcher's head-end and foot-end couplings are lubricated during assembly but may require additional lubrication with use.

Choose one of the following lubrication methods. Apply lubricant(s) to the points indicated below:

### METHOD A (WHITE LITHIUM GREASE)

1. Apply a small amount of white lithium grease to the sliding surfaces of the end couplings.
2. Wipe off excess lubricant.

### METHOD B (DRY-COATING TEFLON™ LUBRICANT)

1. Spray a very small amount of general purpose, dry coating Teflon™ lubricant onto the sliding surfaces of the end couplings. Follow the lubricant manufacturer's instructions.
2. Wipe off excess lubricant.

## 5.7 Checking and Securing Pins in the Couplings

Follow the instructions below to check that the pins in the Twin Safety Lock® couplings are securely in place.

If a pin has loosened, follow the instructions on page 16 to tighten it. If a pin is missing, remove the stretcher from service until the pin has been replaced (see *Parts and Service*, page 19).

### CHECKING THE PINS

There are four threaded pins in the couplings: one pin in each half of each coupling (Figure 11). Loctite® 270 threadlocker is applied to the pins during assembly of

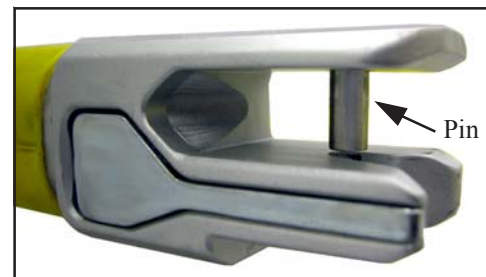


Figure 11 - Pin in Coupling Half

the stretcher. If a pin becomes loose, it can be tightened by applying additional threadlocker as directed below in *Reinstalling a Pin*.

To check for loose pins:

1. Use pliers that are maximum 1/2 inch (12mm) thick.
2. Wrap tape around the pliers jaws to prevent damaging the pins.
3. Attempt to unthread the first pin. If the pin holds and you cannot unthread it without extra effort, it is secure and no repair is needed on that pin.

If you are able to unthread the pin, follow instructions in *Reinstalling a Pin*, below.

4. Check the remaining three pins and reinstall any that are not securely in place.

#### REINSTALLING A PIN

1. Finish unthreading the loose pin and remove it from the Twin Safety Lock®.
2. Remove any particles of used threadlocker from the screw thread and the lock body.
3. Dry the cleaned surfaces of the pin and lock body.
4. Apply Loctite® 270 to the dry screw thread until the thread is fully covered with the threadlocker.
5. Insert the pin into the lock body and thread the pin in using the pliers.
6. Remove all excess threadlocker material.
7. Allow the threadlocker to cure for several hours before returning the stretcher to service.



## 6 - STRETCHER SETUP

### 6.1 Attaching Restraints to the Scoop EXL and Scoop EXL Mortuary Stretchers

The Scoop EXL Stretcher and the Scoop EXL Mortuary Stretcher include a set of three patient restraints. The restraints may be constructed in one or two pieces. Follow the setup instructions that apply to the restraints shipped with your stretcher.

#### Important

Restraints fitted with plastic buckles (Model 430-P and 430-PA) are secondary restraints. Do not use them on ambulance cots or other equipment requiring primary restraints. Use only as described in the restraint users' manual.

#### ONE-PIECE RESTRAINTS

To attach a one-piece restraint:

1. Place the patient on the stretcher using local protocols and following the instructions in this manual.
2. One operator lifts one end of the stretcher while the other operator places the one-piece restraint under the stretcher.
3. Feed the restraint up through the handholds and fasten it around the patient.
4. Repeat Steps 2-3 to attach additional restraints.
5. Confirm that all restraints are securely fastened.

#### TWO-PIECE RESTRAINTS

To attach a two-piece restraint:

1. Unbuckle the restraint, separating it into two pieces.
2. Pass the looped end of one restraint piece upward through a handhold opening on the stretcher frame (Figure 12).
3. Hold the loop open and thread the buckle of the restraint through the loop (Figure 12).
4. Pull the buckle and webbing through the loop until the loop is snug against the stretcher frame.



**Figure 12 - Attaching a Two-Piece Restraint**

5. Repeat Steps 2-4 to attach the other half of the restraint to opposite handhold.
6. Repeat Steps 1-5 to attach additional restraints.
7. Confirm that all restraints are securely fastened.

## 6.2 Attaching Restraints to the Scoop EXL Stretcher with Pins

The Scoop EXL Stretcher with Pins requires restraints fitted with speed clips. Ferno recommends using five- or seven-foot, two-piece restraints.

### Important

Restraints fitted with plastic buckles (Model 773-P) are secondary restraints. Do not use them on ambulance cots or other equipment requiring primary restraints. Use only as described in the restraint users' manual.

To attach a speed clip to the pin:

1. Unbuckle the restraint, separating it into two pieces.
2. Press the spring latch of the speed clip against a speed clip pin (Figure 13) until the clip snaps into place around the pin (Figure 14).
3. Confirm that the speed clip is securely fastened to the pin.
4. Repeat Steps 2 and 3 to fasten the other half of the restraint to the matching pin on the opposite side of the stretcher.
5. Attach remaining restraints following Steps 1-4.

**Note:** Speed clips are usually attached from the top of the stretcher as in Figure 14, but this may be difficult in some situations. If the patient is large or lying in an unusual position, it may be easier to attach speed clips from the underside of the stretcher as in Figure 15.

### Important

Do not attach lifting devices (such as ropes or bridles) to stretcher handholds or pins. Always lift and carry the stretcher by hand, grasping the handholds and main frame. In heavy rescue situations, secure the stretcher in a transport basket and attach lifting devices to the basket.

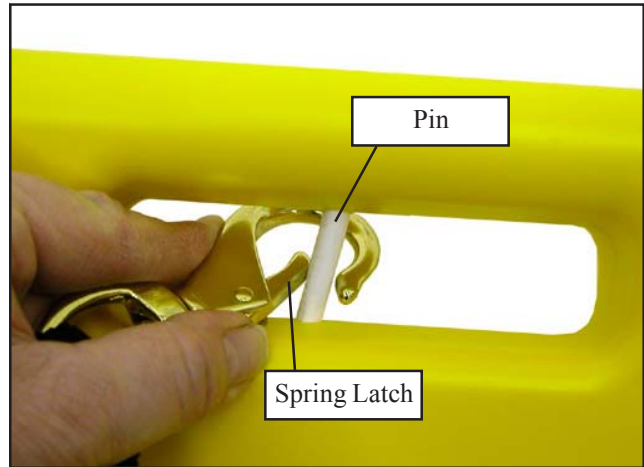


Figure 13 - Attaching a Speed Clip to a Pin



Figure 14 - Speed Clip Attached from Top of Stretcher (viewed from top of stretcher)



Figure 15 - Speed Clip Attached from Underside of Stretcher (viewed from top of stretcher)

## 7 - PARTS AND SERVICE

### 7.1 Parts and Service - U.S.A. and Canada

To order stretcher parts or for professional stretcher repair, contact EMSAR® - the only agent authorized by Ferno to manage, service, and repair Ferno products. EMSAR factory-trained technicians use Ferno-approved parts and repair procedures. EMSAR has a franchise location serving you. For details, phone, fax, or visit EMSAR's web site.

**1.800.73.EMSAR (Phone)**  
**1.937.383.1051 (Fax)**  
**www.EMSAR.com (Internet)**



#### ⚠ WARNING

Improper parts and service can cause injury. Use only Ferno parts and Ferno-approved service on the stretcher.

### 7.2 Parts and Service - Worldwide

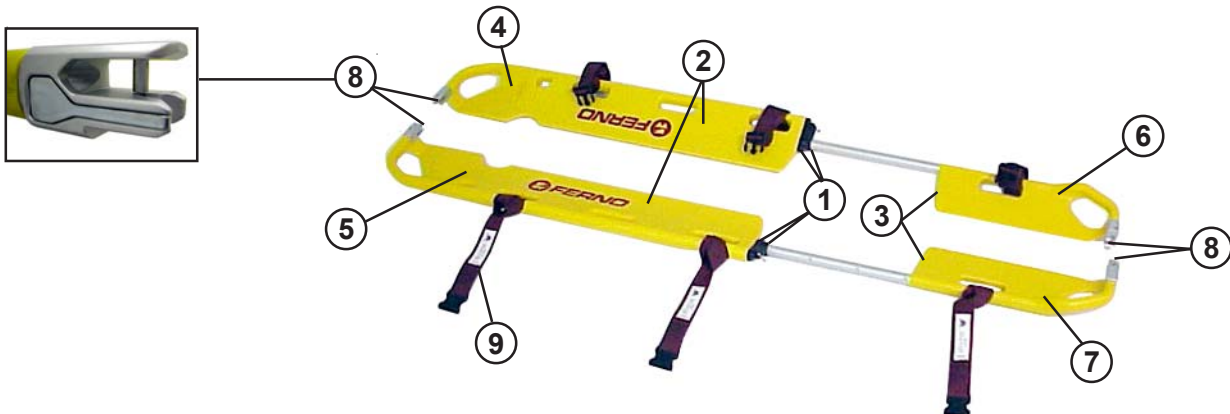
To order Ferno parts and for professional stretcher repair, contact your Ferno distributor. Your distributor is the only agent authorized by Ferno to manage, service, and repair Ferno products.

#### ⚠ WARNING

Modifying the stretcher can cause injury and damage. Use the stretcher only as designed by Ferno.

### 7.3 Parts List

Ref.#	Description	Yellow Part #	Gray Part #
1	Two folding hinges (right/left) with lock pin levers	190-1041	190-1041
2	Two folding hinges (right/left) w/torso panels (right/left)	190-1042	190-1345
3	Two folding hinges (right/left) w/foot panels (right/left)	190-1043	190-1346
4	Folding hinge, lock pin lever w/torso panel (patient's left)	190-1044	190-1347
5	Folding hinge, lock pin lever w/torso panel (patient's right)	190-1045	190-1348
6	Folding hinge, lock pin lever w/foot panel (patient's left)	190-1046	190-1349
7	Folding hinge, lock pin lever w/foot panel (patient's right)	190-1047	190-1350
8	Pins for Twin Safety Lock coupling, M8X.75 (pair)	190-1584	190-1584
9	Restraints (see <i>Accessories</i> , page 20)		



## 8 - ACCESSORIES AND RELATED PRODUCTS

The Ferno accessories listed here are approved for use with the stretcher. Ferno also has a full line of emergency products for the EMS professional.

Always follow the instructions packed with accessories. Keep the instructions with this manual. Contact Ferno Customer Relations (page 21) or your Ferno distributor for product information.

<b>Part</b>	<b>Description</b>
430 Restraint (nylon webbing, metal buckle)	
1-pc., 7-ft. maroon .....	031-2600
2-pc., 5-ft. maroon .....	031-3752
430-PA Restraint for EXL (polyester webbing, plastic buckle)	
2-pc., 5-ft. maroon .....	031-4018
773-P Restraint w/ Swivel Speed Clips (plastic buckle)	
2-pc., 5-ft burgundy .....	031-3992
770 Fastrap™ Restraint System .....	031-3265
449 WizLoc® Cervical Collar (3-pack) .....	081-9750
455 HeadHugger™ Disposable Head Immobilizer (10 pack) .....	083-1919
Universal Scoop Storage Brackets .....	081-9876
71 Basket Stretcher .....	010-7100
71-S (Split) Basket Stretcher .....	010-7130

### **WARNING**

**Attaching improper items to the stretcher can cause injury. Use only Ferno-approved items on the stretcher.**

## 9 -WARRANTY

### Limited Warranty Summary

Ferno products are warranted to be free from defects in material and workmanship for a period of one year, except:

- External finishes (gelcoat, paint, powdercoat, decals, etc.) are warranted for 90 days.
- Soft goods (webbing, vinyl, fabric, foam, etc.) are warranted for 90 days.
- Fiberglass AquaCiser tanks are warranted against leakage for 5 years.
- Stainless hydrotherapy tanks are warranted against tank shell leakage and corrosion for 5 years.
- Mortuary products (except hydraulic parts and soft goods) are warranted for 2 years.
- Ambulance cots and ambulance transporters (except external finish and soft goods) are warranted for 2 years.
- EZ Glide™ Chairs are warranted for 2 years.
- EMS bags (replaceable bottom excluded) and backboards are warranted for lifetime replacement. (Damage caused by accident, abuse, misuse or improper care will be repaired at a reasonable charge for which you will be informed prior to the repair work being done.)
- Integrated Charging System (ICS) is warranted for 2 years

Ferno repairs are warranted for 90 days from the date of repair.

This limited warranty applies only when the product is used as described in the instructions provided. The warranty period begins when the product is shipped from Ferno or when you receive it if you have proof of delivery. Shipping charges are not covered by this limited warranty. Ferno is not liable for shipping damages or damages sustained through using the product.

Non-Ferno products sold by Ferno retain the product manufacturer's original warranties. Ferno offers no warranties of any kind additional to those of the product manufacturer, nor does Ferno assume any liability for products manufactured by others.

### Limited Warranty Obligation

If a product is proven defective, Ferno will repair or replace it, or, at our option, refund the item's purchase price. In no event is Ferno liable for more than the selling price of the product. The purchaser accepts these terms in lieu of all damages.

**This is a summary of the limited warranty. The actual terms and conditions of the limited warranty, and the limitations of liability and disclaimers, are available upon request by calling 800-733-3766 or 937-382-1451.**

## 10 - FERNO CUSTOMER RELATIONS

Customer service and product support are important aspects of each Ferno product. For assistance, please contact Ferno Customer Relations:

Please have the serial number of your Scoop EXL Stretcher available when calling Ferno Customer Relations, and include it in all written communications.

Telephone (Toll-free)..... 1.877.733.0911  
 Telephone ..... 1.937.382.1451  
 Fax (Toll-free) ..... 1.888.388.1349  
 Fax ..... 1.937.382.6569  
 Internet..... www.ferno.com

Serial Number \_\_\_\_\_







