



Evacuation chair Model Venice Basic, Venice Plus, Venice PowerTraxx Venice locking systems

Rel 07 - 31/10/23 English (UK)



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

Ferno UK Customer Services

Customer Service and product support are important aspects of each Ferno product. Please have the product serial number available when calling, and include it in all written communications.

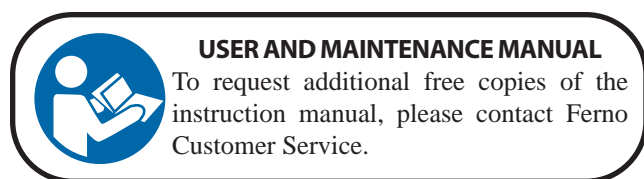
For technical support questions:

Customer Support Telephone	+44 (0) 1274 851999
Service Department Telephone	+44 (0) 1274 854511
Service Department Fax	+44 (0) 1274 855511
Email	sales@ferno.co.uk
Internet	www.ferno.co.uk

MANUFACTURER

Ferno s.r.l., Via Benedetto Zallone 26
40066 - Pieve di Cento (BO) - ITALY

Telephone (toll-free in Italy)	800.501.711
Phone	+39 0516860028
Fax	+39 0516861508
Website	www.ferno.it



Limitation of liability

This manual contains general instructions on the use and maintenance of the product. The instructions do not cover all possible applications and operations. The user is solely responsible for proper and safe use of the product. The safety information is provided as a service to the user and ensures only the minimum required level of safety to prevent injury to operators and patients. Any other safety measure implemented by the user must comply with applicable regulations. Before using the product, it is strongly recommended that staff be trained in its correct usage. Retain this manual for future reference. In case of change of ownership, ensure that the manual remains with the product. Additional free copies can be obtained from Ferno Customer Service.

Intellectual property declaration

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Limited warranty

Ferno products are covered by a 24-month warranty against manufacturing defects. For the full terms and conditions of warranty and liability, see Chapter 13 *Warranty*, page 54.

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



FERNO S.r.l.
via B. Zallone, n. 26, 40066
Pieve di Cento, Bologna, Italy
+39.051.6860028



Ferno (UK) Ltd.
Ferno House, Stubs Beck Lane
Cleckheaton, West Yorkshire, BD19 4TZ
+44 (0) 1274 851999




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1 - SAFETY INFORMATION

1.1 Warning

The danger symbols draw attention to potentially dangerous situations that, if disregarded, may result in accidents, damage and/or injury.

 WARNING
Untrained users may injure themselves, cause damage and/or physical harm. Allow only trained and qualified staff to use the device.
Improper use of the device may cause damage and / or injury. Use the device as described in this manual.
Occasional assistants may cause damage and/or physical harm, or injure themselves. Always keep the device under control, activate the controls, and coordinate the assistants.
An unassisted patient is at risk of injury. Never leave the patient alone, and always assist the patient when using the device.
Failure to use the restraints can cause the patient to fall and endanger their safety. Always use restraints to secure the patient to the device.
Improper maintenance may cause serious accidents, injuries and/or damage. Perform maintenance as instructed in this user manual.
The use of improper and/or unauthorised devices may cause accidents, damage, and/or injury. Use only devices that have been approved and authorised by Ferno.
Unauthorised modifications can cause injury and / or damage. Use the device only as approved by Ferno.
Unauthorised repairs, and repairs carried out by people not approved by Ferno will render all warranties null and void and may compromise the safety of the device.
Non-original spare parts and inadequate repairs may cause damage and/or injury. Use only original Ferno parts and refer exclusively to Ferno Customer Support.

1.2 Important

Boxes labelled "Important" contain important information on use and/or maintenance of the device.

Important

1.3 Blood-borne diseases

To reduce the risk of exposure to infectious diseases that may be transmitted by blood, such as HIV-1 or Hepatitis, follow the instructions on disinfection and cleaning in this manual carefully.

1.4 Load capacity

Observe the load capacity of the Venice chair. Refer to section 3.6 *General specifications*, page 11.

1.5 Compatibility with locking systems

The VENICE range of chairs are designed to be used with the Ferno VENICE range of locking systems for storage.

Any other configuration is not compatible with the specifications and instructions contained in this manual. Ferno is not liable for damages caused to users or third parties arising from improper use of the VENICE chair.

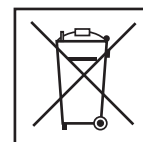
1.6 Intended use

Venice range of chairs are not designed for use as in-vehicle patient seat but only as a patient transfer device.

1.7 Disposal

CORRECT DISPOSAL OF THE BATTERIES

The batteries should be disposed of properly at the end of their life-cycle. Do not dispose of the batteries with household waste. For proper disposal, contact the appropriate authority.



Li-ion

The chair has a main rechargeable lithium ion battery to power the motorised system, and two non-rechargeable "AA" batteries for the control unit.

WEEE DIRECTIVE (EU)

Directive 2002/96/EC of the European Parliament and Council on waste electrical and electronic equipment (WEEE) restricts electrical and electronic equipment waste. For proper disposal, contact the appropriate authority.

1.8 Glossary of symbols

The symbols used in this manual and/or on the chair's labels are defined below. The CE mark is present on the chair and in this manual.



Danger: Risk of injury



Danger: Risk of electric shock



Danger: Mechanical risk



Read the user manual carefully



The chair requires at least two qualified operators for correct use.



Load capacity (in pounds, kilos and stone)



Type B applied part



ON



OFF



ASCENT



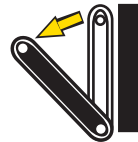
DESCENT



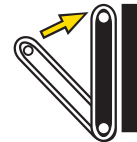
Unlocked



Locked



Open the track carriage



Close the track carriage



Battery charge is low (Replace the control unit batteries)



Main battery charge is OK



Main battery charge is low



Main battery charge is insufficient



PRESS the red buttons on the main battery to extract it



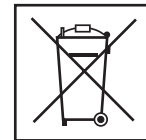
Do not lubricate



Lubricate



Do not wash with high pressure jets



WEEE Directive: Dispose of batteries properly



QR Code



This product meets European Union Standards

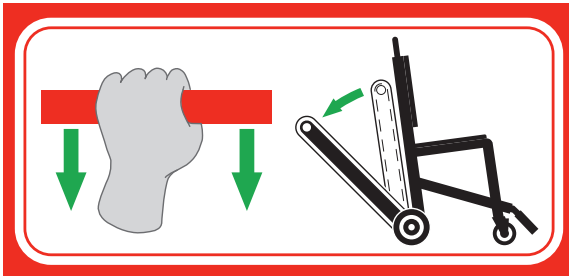
1.9 Information and safety labels

The information and safety labels contain important information that the user needs to know.

Read and follow the label instructions. Replace worn and/or damaged labels immediately. To obtain replacement labels, contact Ferno Customer Service (page 2). The labels shown below are attached to the device.



Label with serial number and load capacities



Label showing how to open the track carriage



Label showing how to close the track carriage



Do NOT lubricate label

2- OPERATOR TRAINING AND SKILLS

2.1 Skills

Operators who use the device must:

- Have specific experience in patient handling and transport procedures;
- Possess the appropriate skills to assist the patient;
- Record the training sessions on the form on page 55.

2.2 Training

Operators are required to:

- Read and understand all information in this manual.
- Attend a suitable training course on the use of the device.
- Practice with the device before using it in real situations with patients.
- Log the training sessions.



WARNING

Improper use of the device may cause damage and / or injury. Use the device as described in this manual.

Important

Ferno s.r.l. is not liable for damages caused to users and/or third parties arising from improper use of the device, or if the Venice evacuation chair is used with a device not approved by Ferno s.r.l..



WARNING

Any configuration unauthorised by Ferno s.r.l. could cause damage and/or serious injury. If used in a different configuration, contact the Technical Service team at Ferno s.r.l. directly. (see page 2).

3 - THE DEVICE

3.1 Description and intended use

The Ferno VENICE chair (hereinafter simply referred to as "chair") is a device for transporting a seated patient up and down stairs and over flat surfaces. The chair can be configured with a set of accessories and is compatible with both manual and motorized tracks. This system is powered by a rechargeable 28 VDC battery (supplied as standard). The operator can control the chair by means of an easily accessible and identifiable control unit. The control unit is mounted on the extendible carrying handle. The chair should be used by duly trained operators only. The chair is for professional use by at least 2 qualified operators. Additional help may be required



The device requires at least two qualified operators for correct use.



Read the user manual carefully

to handle heavy patients and/or when the situation demands it, and should always be provided according to local healthcare regulations. A third operator may be required depending on local regulations and protocols. Additional assistance may be required to handle heavy patients and/or when the situation demands it, and should always be provided according to local healthcare regulations.

COMPONENTS SUPPLIED WITH THE DEVICE

- Front telescopic handles adjustable in 5 positions
- Rear closable handles
- Rear wheels of 200 mm of diameter - thickness 30 mm or 50 mm
- Front wheels of 150 mm - thickness 30 mm
- Patient restraint system
- User's manual
- Battery and Battery charger

3.2 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

3.3 Reporting Accidents

In the event of a serious accident occurring in relation to the device, immediately contact Ferno S.r.l. and the competent authority of the member state in which the user has its main office.

E-mail: eu-regulatory@ferno.it

Website dedicated to support - Ferno SOS www.fernosos.it
Phone +39 051 6860028

Fax +39 0518681508

3.3 Venice Basic Chair Overview

FRONT VIEW

⚠ WARNING

The Ferno VENICE BASIC evacuation chair can be configured with a range of accessories/options. When a manual or motorised track is added, the name then changes to Venice Plus & Venice PowerTraxx, respectively.



Telescopic handles
extensible in 5 positions

Front caster wheels of
150 mm

Locking lever

SIDE VIEW

Rear closable handles

Rear wheels
of 200 mm



3.4 Venice Plus Overview

FRONT VIEW

WARNING

The Ferno VENICE PLUS is equipped with a manual track and can be configured with a range of accessories/options.

Extendible carrying handle (with adjustable height)

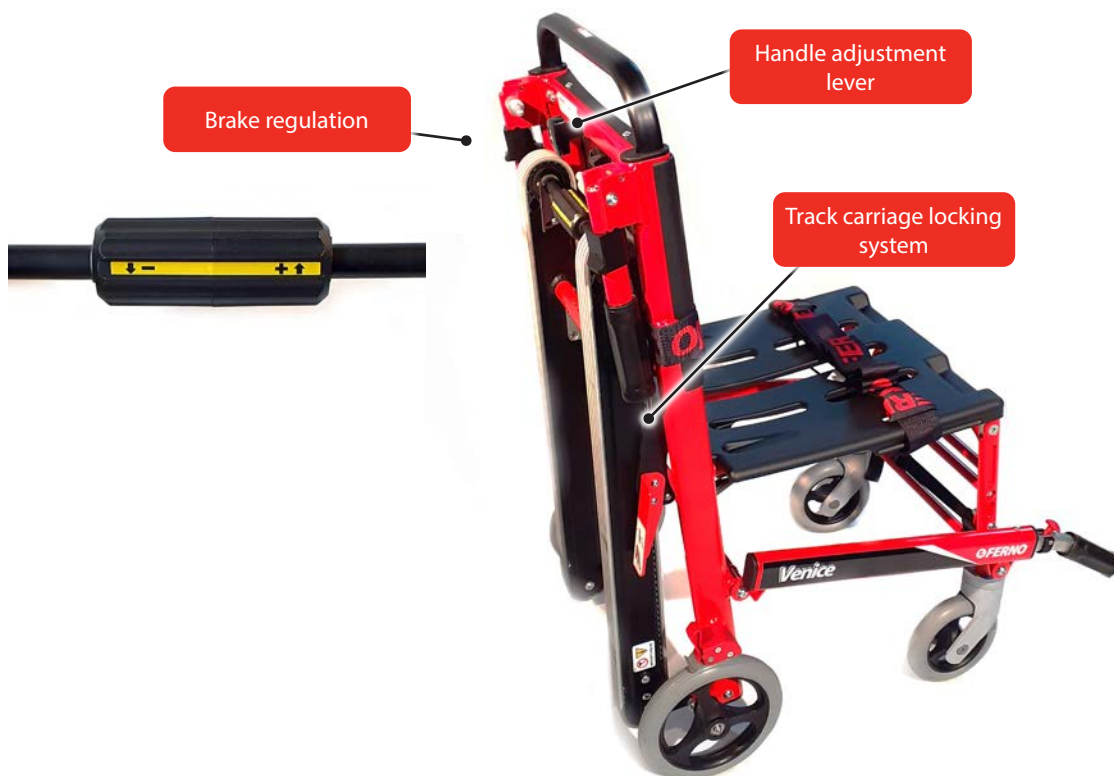


SIDE VIEW

Brake regulation

Handle adjustment lever

Track carriage locking system



3.5 Venice PowerTraxx Overview

REAR VIEW



3.6 Specifications

Ferno reserves the right to change the specifications without notice. For further details, please contact Ferno's Customer Service (page 2).

VENICE BASIC		
Load capacity	36.2 stone	230 kg
Chair weight	21.83 lbs	9.9 kg
Closed chair		
Width	19.80 in	503 mm
Height	35.75 in	908 mm
Depth	8.03 in	203 mm
Open chair		
Width	19.80 in	503 mm
Height	33.82 in	859 mm
Depth*	8.86 in	990 mm

*With rear handles open

Load capacity

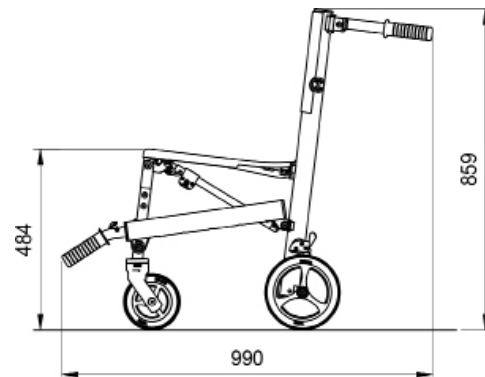
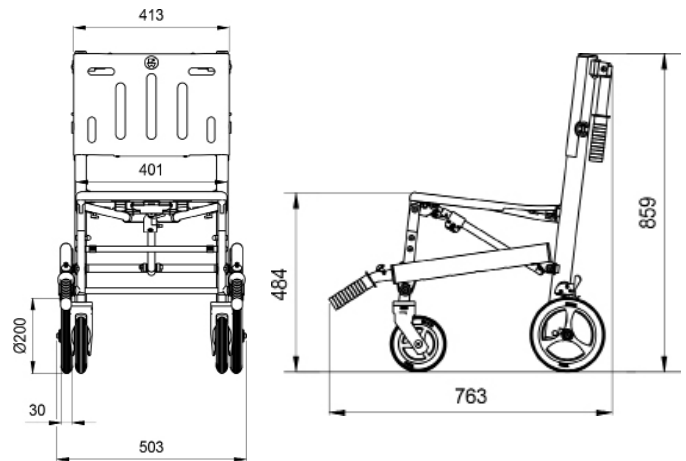
Never exceed the load capacity of the device. Inspect the device if the load capacity has been exceeded.



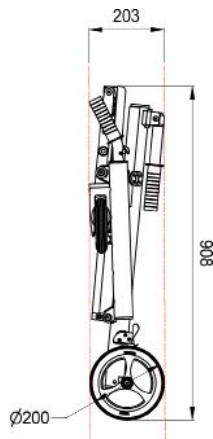
Closed 20cm



Venice Basic (Open)



Venice Basic (Closed)

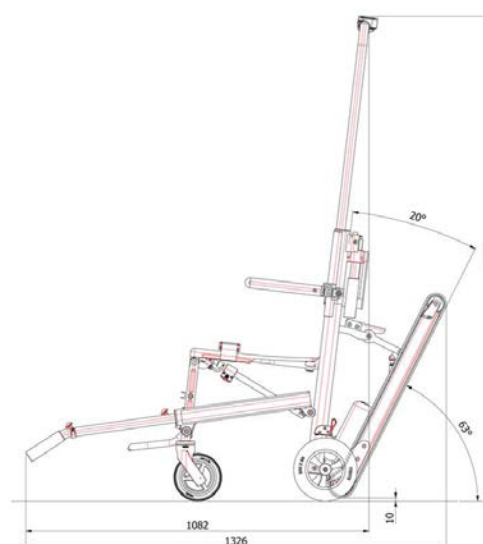
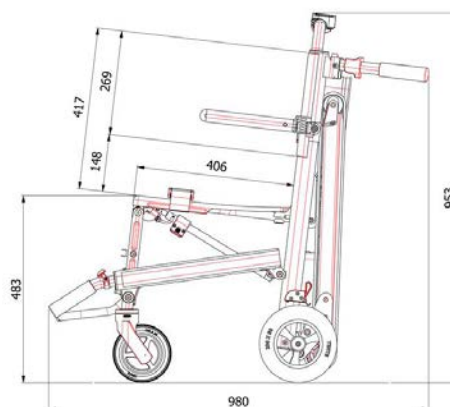
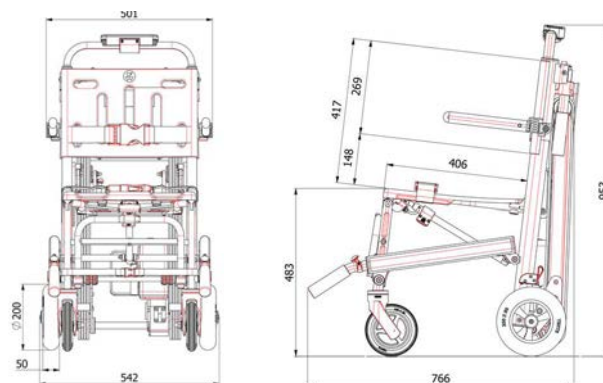


VENICE POWERTRAXX		
Load capacity	36.2 stone	230 kg
Chair weight	53.3 lbs	24.2 kg **
Closed chair		
Width	21.06 in	535 mm
Height	39.17 in	995 mm
Depth	7.99 in	203 mm
Open chair		
Width	21.06 in	535 mm
Height	38.54 in	979 mm
Depth*	38.42 in	976 mm

*With rear handles open and footrest raised

** Excluding battery which weighs 1 kg

Venice PowerTraxx (open)



Load capacity

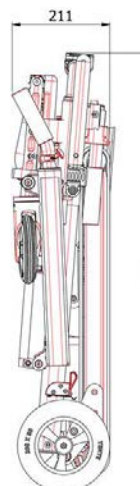
Never exceed the load capacity of the device. Inspect the device if the load capacity has been exceeded.

! WARNING

DO NOT OPEN THE MOTOR HOUSING.

There are no user serviceable parts inside. Contact Ferno for Technical Assistance.

Venice PowerTraxx (closed)



4 - ACCESSORIES

Ferno offers several approved accessories for the Venice chair. Always follow the directions in this instruction manual.

For more product information, contact Ferno Customer Service (page 2).

4.1 Venice accessories & options

The Venice chair can be configured with a set of accessories, as well as with the manual track (Venice Plus) and the motorised track (Venice PowerTraxx).

ADJUSTABLE ARMRESTS

In order to raise or lower the armrests, bring them to the desired position.

To widen the armrest: Activate the locking system by raising the armrest and keeping it parallel to the ground, then widen it up to the maximum extension. Make sure the armrest is locked.

To narrow the armrest: Activate the locking system by raising the armrest and keeping it parallel to the ground, then take it back to the original position. Make sure the armrest is locked (Figure 1 and 2).

FOOT/LEG REST

Use as footrest

Loosen the nut and turn the rest towards the ground. Once the desired position is achieved, tighten the nut until the footrest is stable.

Use as leg rest

Loosen the nut and turn the rest upwards. Once the desired position is achieved, tighten the nut until the footrest is stable. Use the button on the final part to adjust its length, it can be extended as required.

BACKREST EXTENSION

The backrest extension of the Venice chair (figure 4) is a very useful accessory to relieve the discomfort of the edge of the backrest on the spine when going up / down stairs.



WARNING

The use of improper and/or unauthorised devices may cause accidents, damage, and/or injury. Use only devices that have been approved and authorised by Ferno s.r.l..



Figure 1

Figure 2



Figure 3



Figure 4

4.2 Standard components for Venice PowerTraxx

- Motorised system for ascending and descending stairs
- Control unit
- Rechargeable 28V lithium-ion battery
- 1.5V AA alkaline batteries
- Battery charger
 - 220-240 VAC, 50/60 Hz (Europe); CE certificate
- Auxiliary connection cable



Main battery



Battery charger 240v AV

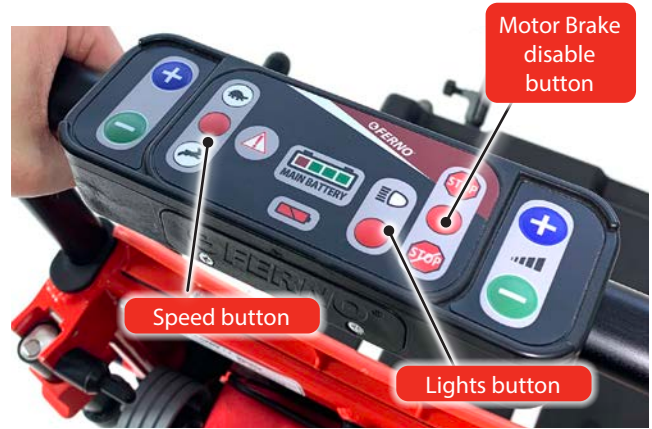


Small storage bag

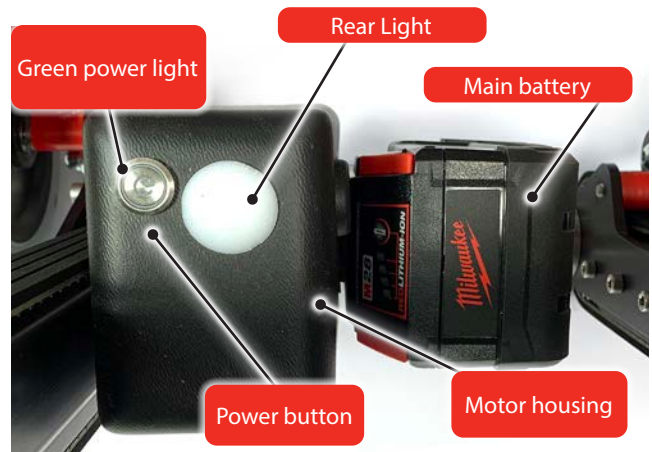


Serial port

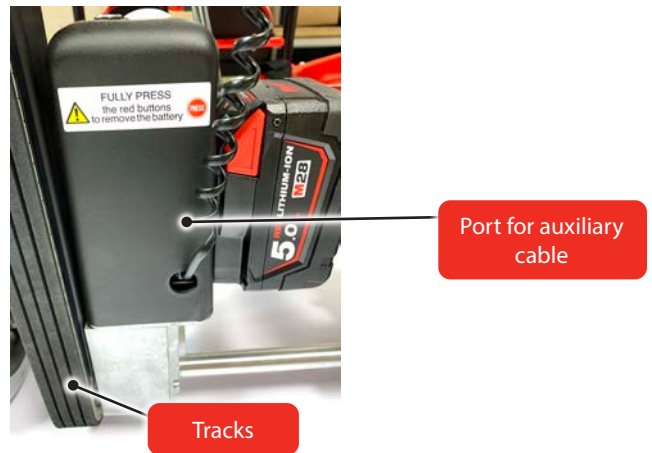
Auxiliary connection cable



Control unit



Front and Rear lighting system



Motorised system components

5 - DEVICE CONFIGURATION

5.1 Initial setup

Before using the Venice device:

- Apply the restraints.
- Inspect the chair (see section 10.4 Inspection, page 41).
- Inspect all components supplied with the device.

5.2 Restraint application

Use restraints to secure the patient to the chair.

Each restraint must be fastened to both sides of the seat or the backrest and to the aluminium frame of the chair. Always secure all restraints before moving the chairs.

Easy wipe-clean biosafe are restraints also available.

TWO-PIECE RESTRAINTS

1. Slide the restraint through the opening on the seat or the backrest panel (Figure 1 and 2).
2. Make sure that the restraint wraps around chair aluminium frame. Make a knot by inserting buckle (male or female), then pull the restraint so that it wraps around panel and frame.
3. Repeat steps 1 to 2 for the other restraint end.



Figure 1



Figure 2



Biosafe restraint

CONFIGURATION OF THE RESTRAINTS

Two types of configuration are possible: horizontal and crossed.

HORIZONTAL CONFIGURATION (Figure 3).

1. Secure the thorax strap using the vertical openings of backrest panel.
2. Secure the femoral restraint using the main frame.
3. Secure the foot restraint using the main frame.



Figure 3

CROSSED CONFIGURATION

Use two thorax restraints and a third femoral restraint (Figure 4).

1. Secure one end of the first thorax restraint through the upper horizontal opening present on backrest panel.
2. Secure the other end using the opening of the seat panel on the opposite side of the chair.
3. Repeat the same operation for the second thorax restraint.
4. Secure the femoral restraint using the openings of the chair seat.
5. Secure the foot restraint using the main frame.



Figure 4

OPENING THE CHAIR

1. Stand close to the chair, hold the backrest with one hand and the seat with the locking lever with the other.
2. Activate the release lever and keep it pulled until the operation is completed, then separate the seat from the backrest until the chair is completely open, and lock it in open position. (Figure 5)
3. Try to bring the seat closer to the backrest to make sure that you reached the maximum opening and the locking system works correctly.



Figure 5

CLOSING THE CHAIR

1. Fasten the restraints and adjust them so as to avoid them from hindering chair closure.
2. Stand close to the chair, hold the backrest with one hand and the seat with the locking lever with the other.
3. Activate the locking lever and bring the seat closer to the backrest.
4. Make sure that the chair is completely closed and the locking system is engaged.

Note: Tilt the chair slightly forwards during the closing to help the front wheels reach the correct position. (Figure 6)

Turn the front wheels inwards to block them with the special magnets. (Figure 7)



Figure 6



Figure 7

5.3 Rear foldable handles

The operator positioned behind chair backrest can use the rear foldable handles (Figure 8) to move the chair on flat surfaces and up and down the stairs.

These lift handles are locked in place when raised up. To unlock for storage, the release lever needs to be operated. Two different versions of locking mechanisms have been used on Venice chair. The original design, a red metal plate at the end of the handle near the chair frame, which needs to be pushed forward to allow the handles to be lowered and stowed in place. A revised design has a black release lever on the handle shaft, which should be pulled towards you to allow the handles to be lowered/stored.



Figure 8

5.4 Telescopic front handles

The chair is equipped with two telescopic front handles that can be adjusted in 5 different positions (figure 9).

Use the handles in extended position only.

TELESCOPIC HANDLE ADJUSTMENT

1. Push the red lever forwards and extract or close the telescopic handles to the desired position.
2. Release the lever and let the handle slide forwards or backward until correct locking.
3. Lock both handles in the same position.
4. Ensure that both handles are locked properly, trying to pull or push them without activating the lever. If the locking system is engaged correctly, the handles will not move.



Figure 9

5.5 Rear wheel brakes

In order to engage the rear wheel brakes, push the red lever down with the foot. (Figure 10)

Push the red lever up with the foot to disengage them. (Figure 11)



Figure 10



Figure 11

6 - USING THE CHAIR

Before placing the chair into service

Staff using the chair must have carefully read and understood the information contained in this manual.

Before any operation with the chair, ensure that:

- all the components and restraints are present, that the chair does not show any signs of damage or wear, and that it is fully operational.
- follow the instructions in chapter 5 *Device configuration*, page 15.

INSTRUCTIONS FOR USE

- This manual does not provide any medical instructions.
- It is the responsibility of the operators to follow correct procedures and ensure the safety of both the patient and themselves.
- This manual explains the use of the chair under ideal conditions and is purely indicative.
- The chair should be used by a minimum of two duly trained and qualified operators.
- The operators must work together and maintain the control of the chair during all the operations.
- Follow procedures while complying with standard regulations for moving the patient in an emergency.
- If and when available Ferno recommends the presence of a third trained person as a supervisor when the chair is used on the stairs, both for ascent and descent.
- Lift only the weight that you can safely support. Obtain additional assistance for heavy loads (patient and equipment).

WARNING

Improper use of the chair may cause damage and/or injury. Use the chair as described in this manual.

WARNING

An unassisted patient is at risk of injury. Never leave the patient alone, and always assist the patient when using the chair.



The device requires at least two qualified operators for correct use.



Read the user manual carefully

7 - TRANSFERRING THE PATIENT

HELPING THE PATIENT SIT ON THE CHAIR

- Open the chair and make sure that it is correctly locked in open position.
- Make sure that the chair is positioned/locked so that it cannot move backward/forward.
- Assist the patient by following the acknowledged procedures and local protocols.
- Fasten and adjust thorax and femoral restraints.

HELPING THE PATIENT TO STAND UP

- Make sure that the chair is positioned/locked so that it cannot move backward/forward.
- Unfasten the thorax and femoral restraints.

WARNING

Make sure that all the locking systems of the chair are closed when the patient sits. If they are open, close them before seating the patient.

7.1 Using the Chair

On the **WAY UP THE STAIRS**, the operators should lift the chair with the patient seated.

- Before lifting the chair, check that the patient is properly secured by the restraints. Use additional restraints and assistance if necessary.
- Engage the rear brakes before climbing the stairs.

- Ferno recommends that the two operators take opposite sides, with one facing the other, when carrying the chair, and that a third trained operator helps during the operation if and where available. (Figure 1). However, if required, the operator at foot end can turn forwards (with their back turned to the patient). Follow local regulations for the transport of the chairs. Ask for further assistance if necessary.

- Carry the patient with the head end towards the top of the stairs.

1. **Operator at foot end:** Extend the telescopic front handles to the desired length. Ensure that the handles are properly locked and retain your grip.

2. **Operator at head end:** Open the foldable carrying handles

3. **Supervisor:** Stand behind the head end operator and guide them on the way up the stairs.

4. **Operator at head end:** Firmly grasp and check your colleague.

5. **Operators and Supervisor:** The supervisor places one hand on the upstream operator's back, guiding him/her during transport operations. (Figure 2)

6. **Both operators:** Once the way up the stair is completed, they must lay the chair on the ground, making sure it is stable.

7. **Operator at foot end:** Close the telescopic handles.

8. **Operator at head end:** Handle the chair on flat surfaces

If and where available on the chair, the rear height-adjustable handle can be used instead of the flip-up handles to lift the patient, if found to be more suitable/comfortable for the situation.

If using the height-adjustable handle, extend handle to required height but keeping as low as possible to reduce potential of side-tipping of chair, extending the handle up to a maximum of 2 positions from its lowest point.”



Figure 1



WARNING

Make sure that all the operators are duly trained and physically fit to handle loads.



Figure 2

On the **WAY DOWN THE STAIRS**, the operators should lift the chair with the patient seated.

- Before lifting the chair, check that the patient is properly secured by the restraints. Use additional restraints and assistance if necessary.

- Engage the rear brakes before climbing the stairs.

- Ferno recommends that the two operators take opposite sides, with one facing the other, during the transport on the stairs and that a third trained operator assists the foot end operator, if and where available. Follow local regulations concerning the transport of chairs. Require additional help, if necessary.

- Carry the patient with the head end towards the top of the stairs.

1. **Operator at foot end:** Extend the telescopic front handles to the desired length. Ensure that the handles are properly locked.

2. **Operator at head end:** Open the foldable handles (or raise the rear height-adjustable handle)

3. **Supervisor:** Stand behind the foot end operator and, keeping a hand on their back, guide them on the way down the stairs.

4. **Operators:** Lift and transport the chair.

Supervisor: Keeping a hand on the back of the foot end operator, control their movement.

5. **Operator at foot end:** Once the handling is completed, close the telescopic front handles.

6. **Operator at head end:** Handle the chair on flat surfaces.

7.2 How to stop on the stairs

To stop on the way up and/or down the stairs, proceed as follows:

1. **Operator at head end:** Hold the patient on the floor by keeping the rear wheels on the step.
2. **Operator at foot end:** Support the chair to maintain it balanced. (Figure 3)



Figure 3

WARNING

Occasional assistants may cause damage and/or physical harm, or injure themselves. Always keep the chair under control, activate the controls, and coordinate the assistants.

WARNING

Using the chair with the seat not correctly locked may cause damage and/or injury. Make sure that it is properly locked before transporting the patient.

WARNING

Failure to use the restraints can cause the patients to fall and endanger their safety. Always use restraints to secure the patient to the chair.

7.3 Additional help

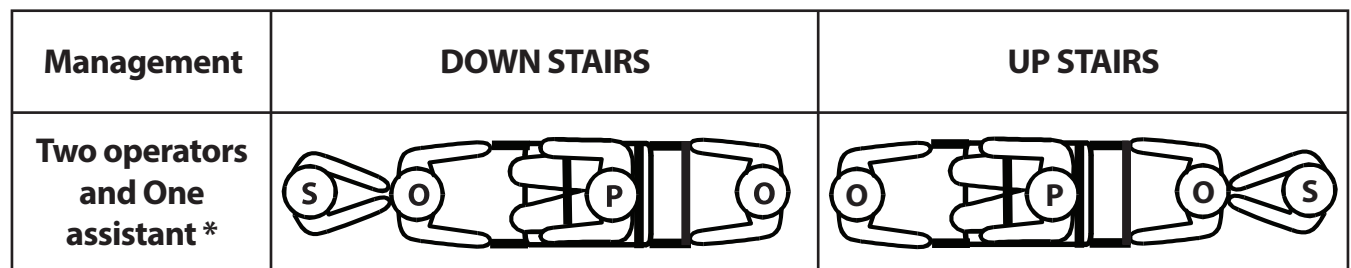
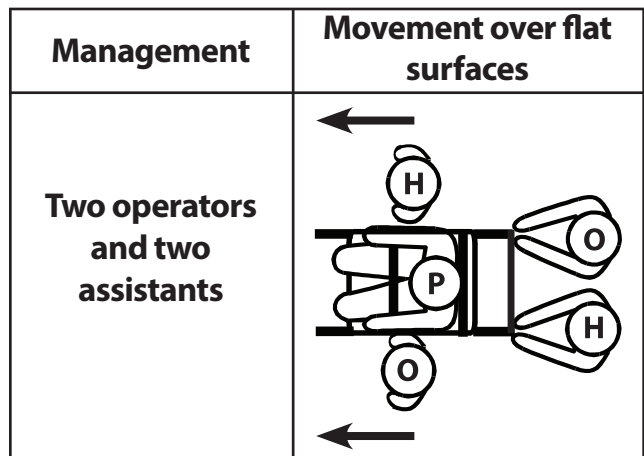
The chair should be used by a minimum of two duly trained operators.

Ferno recommends that operators and assistants take opposite sides, with one facing the other, and that an operator assists during patient's handling. Follow applicable chair transport regulations.

The operators must maintain control of the chair and coordinate properly. The illustrations below show the correct positioning of operators and assistants.

WARNING

DO NOT USE RESTRAINTS UNSUITABLE TO SECURE THE PATIENT



Legend: O = Operator H = Assistant S = Supervisor P = Patient

*Except for motorised version

7.4 Going down the stairs with the manual track chair (VENICE PLUS)

INSTRUCTIONS

- Use of the chair on the stairs must be managed by a minimum of two qualified operators. If necessary, seek additional help to control the chair.
- While going down a staircase, Ferno recommends that the two operators take opposite sides, with one facing the other, while a third qualified person controls the foot end operator, if and where available.
- Before going down a stair, remove any water, snow, ice or debris from the steps.
- Before going down a stair, remove any water, snow, ice or debris from the carriage and the tracks.

Make sure that the carriage is locked in open position before handling the chair.

CARRYING HANDLE ADJUSTMENT

Turn the locking lever in any direction to adjust the height of the carrying handle. Once the desired position has been reached, restore the original position of the lever (Figure 4). Make sure that the handle is locked.



Figure 4

GOING UP THE STAIRS WITH THE MANUAL TRACK CHAIR

Follow the instructions in chapter 7.1 *Using the Chair* to go up the stairs, page 19.

GOING DOWN THE STAIRS WITH THE MANUAL TRACK CHAIR

1. **Operator at head end:** Reach the stairs with the chair and engage the wheel brakes.
2. **Operator at foot end:** Open the lifting handles at the foot end to the desired position. Make sure that both handles are locked.
3. **Supervisor:** Go ahead of the foot end operator and keep a hand on their back to help them keep their balance, and guide them on the way down.
4. **Operator at head end:** Pull the track carriage until the locking system engages (Figure 5). Make sure that the carriage is locked.



Figure 5

Venice Plus evacuation chair - Venice Clack locking system

- Operator at head end:** raise the lifting bar to the desired position and make sure it is locked (Figure 6).
- Operator at head end:** Disengage the wheel brakes and tilt the chair backwards.
- Both operators:** Working simultaneously, guide the chair past the first step, so that the track carriage gets a grip on the floor (Figure 7).



Figure 6



Figure 7

- Slowly move the chair down until the track carriage is resting on the first two or three steps. In this way, the sliding angle is established (Figure 8).



Figure 8

- To maintain this angle on the way down the stairs, work together as follows:

The operator at head end applies a gentle pressure downwards on the extended handle.

The operator at foot end applies a gentle pressure upwards on the foot handles.

- Both operators:** When the chair reaches the end of the staircase and the rear wheels are on the floor, the head end operator tilts the chair forwards so that all four wheels touch the floor, while the foot end operator folds the lifting handles.

- Operator at head end:** Close the carriage and adjust the lifting bar to a suitable height, then move the chair (Figure 9).



Figure 9

8 - VENICE POWERTRAXX CONFIGURATION

8.1 Initial setup

Before using the VENICE POWERTRAXX chair:

- Apply the restraints.
- Inspect the chair (see section 10.6 *Venice PowerTraxx inspection*, page 42).
- Use the charger supplied as standard to charge the main battery. Refer to section 8.11 *Inserting and removing the battery*, page 30.
- Insert two "AA" batteries in the control unit.
- The "AA" batteries (*supplied as standard*) can be found in a handy bag along with the auxiliary connection cable (see section 4.2 *Standard components for Venice PowerTraxx*, page 14).
- Ensure the tracks are working properly. If necessary, adjust the tension. Refer to section 10.8 *Adjusting the tension of the tracks*, page 44.
- If the batteries are fully charged but the UP / DOWN controls do not work, it is possible that the wireless connection is not working properly. Refer to section 10.10 *Auxiliary connection cable*, page 46.



WARNING

The use of the chair with a track carriage that is not properly locked may cause damage and / or injury. Ensure you have properly locked the track carriage before moving the patient.

Lubricating the track carriage can cause damage and / or injury to the patient and / or operators. Never lubricate the track carriage.

Ensure that both tracks and adjustable handle are closed when the patient seats on the VENICE POWERTRAXX. If they are open, close them before seating the patient.

Incorrect charging of the chair may cause damage and / or injury. Use only batteries approved and authorised by Ferno, and recharge only with chargers approved and authorised by Ferno.

Do not leave the VENICE POWERTRAXX chair unattended on surfaces with a gradient over 10°. There is a risk of tipping.

Take extra care when using the VENICE POWERTRAXX chair on carpeted stairs, as there may be a risk of pulling the carpet from the steps and causing harm to operators and / or the patient. Ensure the carpet is secure. Allow use of the chair only by trained and qualified personnel.

In case of stairs with steps with rounded profiles, take the utmost care when using the chair. Allow use of the chair only by trained and qualified personnel.

When going up or down a spiral staircase, take the utmost care and allow use of the chair only by trained and qualified personnel.

Never switch off the brake button. The brake function ensures safe transportation for both the patient and for the operators. Pay the utmost attention and ensure you have full control of the chair while going up and down stairs, regardless of whether the brake function is active or has been disabled by the operator.

8.2 Motorised system

The motorised system includes the motor, the battery, and the track drive system. Do not open the motor housing. Only Ferno's authorised and trained technicians can open and work on the motor housing.

- **CONTROL UNIT:** The control unit is mounted on the extendable carrying handle. It allows the operator to control the speed and movement of the tracks, to monitor the battery charge level and other functions of the chair.
- **CONTROLS:** The up/down controls are positioned on the unit and are easily accessible and identifiable using the corresponding symbols to enable correct usage by the operator. The pressure with which the +/- buttons on the RHS of the control box are pressed determines the speed of the chair, allowing the operator to gradually alter the speed whilst moving up or down the stairs.
- **POWER BUTTON:** The power button is located on the motor housing and allows to switch the chair on and off (see section 8.4 *Power button*, page 27).
- **LIGHTS BUTTON:** The Lights Button is located on the control unit and allows to switch the lights on and off (see section 8.7, *Lights button*, page 28).
- **BRAKE FUNCTION:** The brake function is automatically activated when the chair is switched on. It blocks track movement when the up and down controls are not pressed. Refer to section 8.6 *Brake button*, page 28.
- **SPEED LIMITER:** The chair is fitted with an internal speed limiter. If the system loses power and the tracks turn freely, this system reduces the speed of the chair on the way down the stairs. Refer to section 8.8 *SSL Limiter*, page 28.
- **MAIN BATTERY:** Rechargeable 28V lithium-ion battery, mounted on the motor housing. The battery can be easily removed using the appropriate buttons, and re-inserted into its compartment. Refer to section 8.10 *Battery*, page 29.
- **MOTOR:** The motor is located at the rear of the chair and it controls the tracks' movement. The motor receives inputs from the control unit to adjust the speed and movement (direction) of tracks.
- **TRACKS:** The tracks allow the device to ascend and descend stairs. They are driven by the motor. The operator controls the speed and movement (direction) of the tracks using the controls.
- **ANTENNA:** Mounted on the motor housing. It maintains the wireless connection between the motor and the control unit.

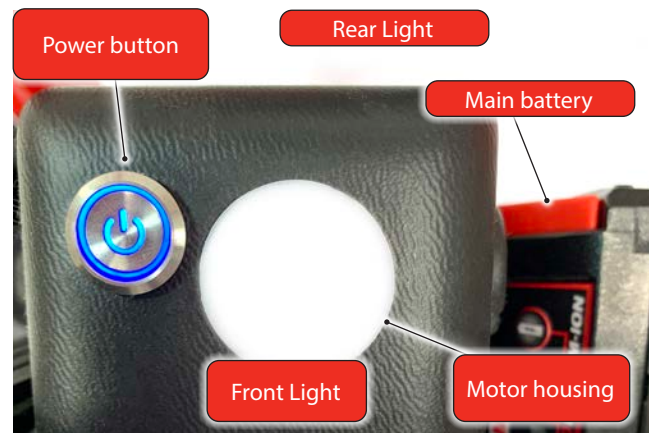
⚠ WARNING

DO NOT OPEN THE ELECTRICAL HOUSINGS OR REMOVE SAFETY COMPONENTS.

There are no user serviceable parts inside. Contact Ferno Service for Technical Assistance.



Control unit



Motorised system



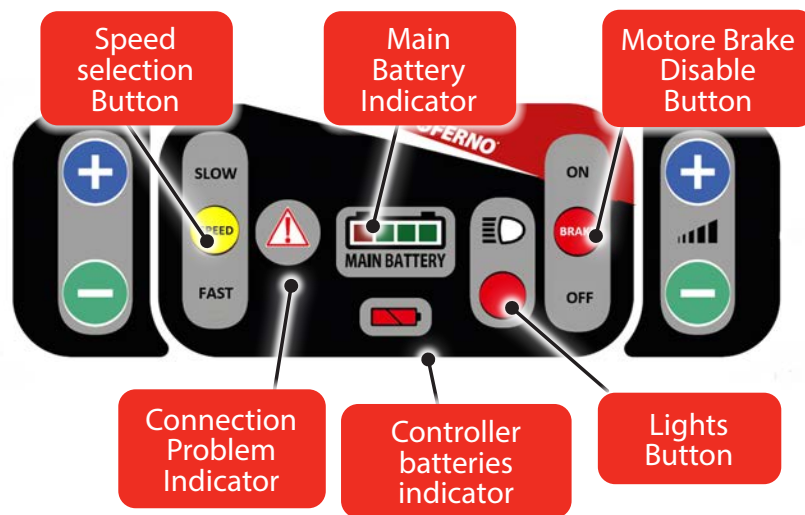
Track carriage

8.3 Control Unit

The chair is fitted with a control unit, located on the extendable carrying handle. The controls are easily accessible and identifiable thanks to the up and down symbols, which ensure a correct usage by the operator.

The control unit has the following controls:

- **Ascent and descent controls** - to control the tracks movement for ascending or descending stairs, indicated by the "+" and "-" symbol. Use the "+" symbol to ascend the stairs and the "-" symbol to descend. The speed of movement can also be varied with the +/- buttons on the right side of the controller box depending on the amount of pressure on the button exerted by the user. The controls on the left side however have no variable speed control function, so when the button is pressed the chair reaches its maximum speed, the maximum speed also depending on whether "FAST" or "SLOW" speed mode has been selected.
- **Motor Brake Disable Button** - to enable or disable the brake function. The brake function is always enabled by default. Turn off the brake when requiring to moving the chair down stairs not under power.
- **Lights Button** - switches the lights on and off.
- **Speed selection button** - allows to select the maximum speed required.
- **Main battery indicator** - shows the charge status of the 28V battery housed in the motor unit.
- **Controller battery indicator** - shows the charge status of the controller batteries. If the indicator light switches on, fit two new 1.5V AA batteries.
- **Connection problems indicator** - lights up when no connection has been established between the controller and the motor unit.



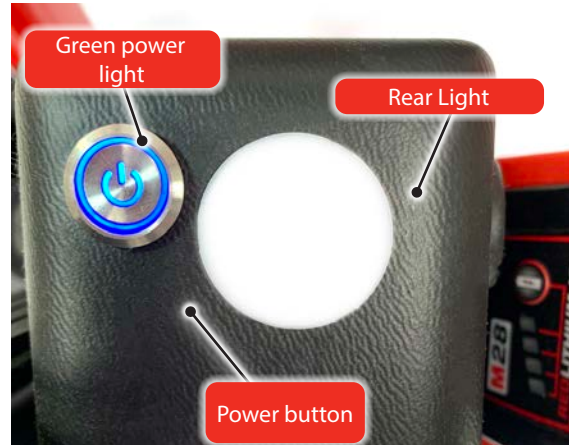
Control unit guide

8.4 Power button

The Power button, located on the motor housing, is used to switch on the chair. Depress the button to turn on the chair and press again to turn off. Always keep the motor switched off when the chair is not in use to preserve the battery charge and avoid any accidental activation of the movement system. When the motor is switched off the control box automatically switches itself off after a period of time of inactivity.

SWITCHING ON

1. Depress the ON button.
2. Light inside the button will show blue
3. Press one of the up / down buttons on the control box to start connection between the control unit and the motor.
4. It may take a few seconds to establish the wireless connection. When the link is active, the control unit emits an audible beep and the Power button light will change from blue to green and control unit switch will illuminate. The chair is now ready for use.
5. Press the Power button again to switch off the chair.
6. Before any operation with the chair, check the battery charge status. This is possible via the corresponding indicator light on the control unit or the battery indicator on the battery itself (see section 8.10 *Battery*).



Power button

Important

For longer battery life, always switch off the chair when it is not in use.

Lithium-ion batteries have no memory effect. It is not necessary to fully discharge the battery before recharging.

8.5 Ascent and descent controls

The ascent and descent controls are identified by labels with the symbols “+” and “-”.

The controls are located on the control unit fitted on the extendible carrying handle, so they are always within easy reach of the operators. The pressure with which the +/-buttons on the right-hand side of the controller are pressed determines the speed of the tracks, allowing the operator to control the speed of the chair with greater precision. Conversely, the controls on the left-hand side of the controller bring the chair to full speed with a preset acceleration ramp, independently of how much pressure is being used when pressing on the buttons.

To start the track movement, press the controls. Place your hands on the extendible carrying handle, so that at least one button is accessible to the thumb.

- **TO GO UP STAIRS:** Press the “+” symbol button.
- **TO GO DOWN STAIRS:** Press the “-” symbol button.

Alternative way to remember by colour:

- **GREEN Grass (down) BLUE Sky (up)**



Up and down controls

DESCENT



DOWN



DOWN

ASCENT



UP



UP

Up and down control symbols

8.6 Motor Brake Disable Button

The brake function prevents track movement when the controls are not pressed. By default, the brake function is always active, as shown by the stop symbol that lights up on the control panel.

The operator can enable or disable this safety feature through the appropriate button on the control unit.

- **BRAKE FUNCTION ENABLED:** Brake “ON” lights up on controller.
- **BRAKE FUNCTION DISABLED:** Brake “OFF” lights up on controller.
- During the way up and / or down the stairs, when the operator releases one of the up or down controls, the brake function helps hold the chair in position, thus greatly reducing the effort needed to keep the device still.

It is recommended to leave the brake function always activated in order to ensure safe transport of the patient.

If the chair is required to be moved down stairs not under power, then the brake can be disabled and the chair moved in the same way as a non-powered manual-track chair. Pay the utmost attention and control the chair when going down the stairs if the motor is not running and the brake function is disabled.

8.7 Lights button

The Lights button switches the lights fitted on the motor on and off; the lights improve safety, illuminating the surroundings in which the chair is being used.

Press the button to switch on the lights; press again to switch them off.

8.8 Speed Limiter SSL

The SSL function (“*Safety Speed Limiter*”) trips automatically when the chair exceeds a predetermined safe speed limit on the way down the stairs. This ensures safely controlled descent during patient transport.

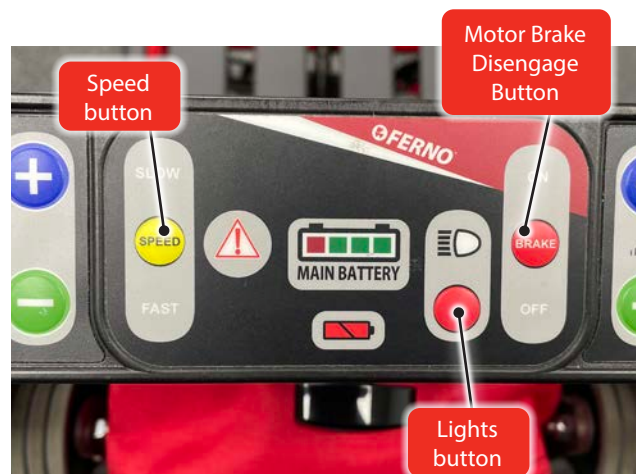
It also guarantees safe operation of the chair even when the battery is low or damaged, or the circuit board is not working properly. In these two cases, contact the Technical Support Service immediately (page 2). In case of a low battery, recharge the battery immediately.

8.9 Selecting movement speed

The chair has two speeds for going up and down the stairs.

To select the desired speed, proceed as follows:

1. Make sure that the chair is switched on.
2. Press the speed selection button to toggle to the speed required.
3. Select the desired speed: either SLOW or FAST, by means of the SPEED toggle button. When the speed has been selected, the related icon will light up.



8.10 Battery

The chair is equipped with a Milwaukee® 28 VDC Lithium-ion battery. The design adopted means the battery is protected from dirt, body fluids, rain, etc.

Use only Milwaukee® batteries and chargers approved by Ferno. To request additional batteries and chargers, see Chapter 4 *Accessories*, page 13.

BATTERY

- Lithium-ion batteries have no memory effect. It is not necessary to fully discharge the battery before recharging.
- Charging time approx. 1 hour. The charging time varies according to the charging frequency, the discharge level, and age of the battery. If the battery is fully discharged, the charging time will be longer.
- The range of operating temperatures recommended by the Manufacturer for the battery is between -10°C and +49°C. Battery capacity may be affected if it is stored for a long period at temperatures below -17°C or above 66°C.
- Dispose of the battery when it reaches the end of its working life. Do not dispose of the battery with household waste.

BATTERY USAGE

- The slots on the battery are compatible with those of the charger, and with those on the chair. See sections 8.11 *Inserting and removing the battery*, page 30, and 8.13 *Battery charger*, page 32.
- Press the two red buttons to remove the battery from the chair or the battery charger.
- To check the battery charge status, press the appropriate button on the battery. Consult subsection *Battery charge indicators*, page 30.
- ONLY store the battery in a cool, dry environment. DO NOT store in an environment where the temperature exceeds 50°C.
- If you have two batteries, always keep the spare battery charged and ready for use.

WARNING

Incorrect charging of the chair may cause damage and / or injury. Use only batteries approved and authorised by Ferno, and recharge only with chargers approved and authorised by Ferno.

Important

The battery capacity may be affected by the storage conditions if the chair is to be stored for an extended period at temperatures below -17°C or above 66°C.

Important

For longer battery life, always switch off the chair when it is not in use.

Lithium-ion batteries have no memory effect. It is not necessary to fully discharge the battery before recharging.



Battery

BATTERY CHARGE INDICATORS

The battery is fitted with four indicator lights (Figure 15), which show the charge status of the battery when pressing the appropriate button (approx. 25% intervals).

Upon pressing the button, the indicator lights showing the battery level will light up briefly. If the battery is fully charged, all 4 LED indicators will light up simultaneously. If the battery has a charge level below 10%, pressing the button will cause the first LED to blink four times.

BATTERY SWITCH-OFF

The battery will switch off in case of internal overtemperature. Pressing the button on the battery will cause the LEDs to light alternately. Wait for the battery to cool down before use. When the battery is ready for use, press the Battery button to check the charge level.

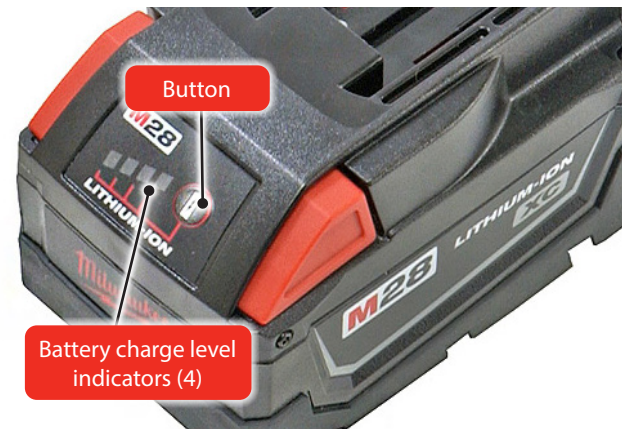
8.11 Inserting and removing the battery

Fitting the battery: Align the battery slots with the special supports on the chair. Insert the battery into the support until you hear an audible click. Ensure the battery is properly locked before using the chair.

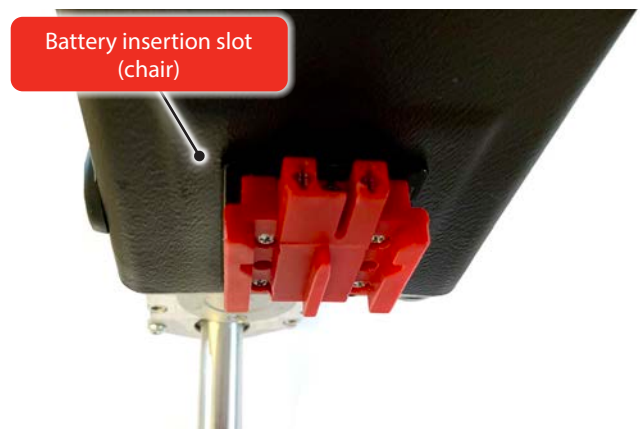
Removing the battery: Fully press both red buttons marked PRESS (both left and right buttons), and extract the battery.

Important

In case of overheating, the battery switches off for protection purposes. Wait for the battery to cool before reusing use.



Battery charge level indicators



Battery insertion slots on the chair



Battery fitted correctly

8.12 Battery warnings

MAIN BATTERY

The main battery charge can be checked in two ways:


- Mode 1 = press the button on the battery to see its charge level.
- Mode 2 = check the battery charge level on the controller by means of the specific indicator (see section “CONTROL UNIT”)

LEDs 2-3-4 Green Light = Battery good

LED 1 Red Light. = Battery \leq 25%

LED 1 Red Flashing. = Replace battery urgently

CONTROL UNIT BATTERIES

The control unit is powered by two 1.5V AA batteries. If the  icon at the bottom centre of the control panel lights, this means the batteries must be replaced.

If the control unit's indicators do not light up, and the controls do not work, you may need to replace the batteries.



Main battery

8.13 Battery charger

The Milwaukee battery and charger instructions replace those provided in this manual. For additional information, refer to the manuals of these components.

The chair is supplied with a battery charger.

- 220-240 VAC, 50/60 Hz (Europe)

Charging Time: approx. 1 hour. If the battery is completely discharged, the charging time may be longer. The charging time can vary based on the frequency of charging, the charge level of the battery and the battery's age.

Store the charger **ONLY** in a cool, dry environment. **DO NOT** store in environments with temperatures above 50°C.

INDICATOR LIGHTS

The charger has two lights (red and green), indicating:

- **RED (steady):** the battery is connected and charging.
- **GREEN (steady):** charging completed.
- **RED (flashing):** Overheating. Recharge the battery only when the temperature range is between 0°C and 65°C.
- **RED/GREEN (alternating flashing):** the battery is damaged or not functioning correctly. Replace the battery immediately.

CHARGING THE BATTERY

Fitting and charging the battery: Align the battery slots with the special supports on the battery charger. Insert the battery into the support until you hear an audible click. Make sure the battery is securely attached and that the indicator light on the charger turns on.

Removing the battery: Fully press both red buttons marked **PRESS** (both left and right buttons), and extract the battery.

Important

The battery capacity can be affected by the conditions in which it is stored, such as storage for long periods in environments with temperatures below -17°C or above 66°C.



Battery charger

8.14 Tracks

The track carriage allows the chair to go up and down the stairs without having to lift or carry it.

GENERAL GUIDELINES

- The use of the chair on stairs requires a minimum of two trained and qualified operators. Ferno recommends, if and when available, using a third person as a supervisor or spotter, if and when available. (See Sections 9.5 *Going down stairs*, page 35 and 9.7 *Going up stairs*, page 36).
- Make sure that the track carriage is fully opened and locked before use.
- Never lubricate the tracks. Lubricating the tracks can cause unpredictable device behaviour, causing damage and / or injury to the patient and / or operators.
- Moisture, water, snow, ice, or debris on and inside the track carriage can cause erratic operation and a sudden change in the weight to be supported by the operators. Ensure that the track carriage and the tracks are clean and dry before using the chair on stairs.
- Moisture, water, snow, ice, or debris on the stairs may affect the balance of the operators. To prevent possible damage and / or injury, clean the stairs or choose an alternative route.

WARNING

The use of the chair with an unlocked track carriage may cause damage and / or injury. Ensure the track carriage is properly locked before carrying the patient.

WARNING

Lubricating the tracks can cause damage and / or injury to the patient and / or operators. Never lubricate the track carriage or the tracks.



Open the track carriage



OPENING THE TRACK CARRIAGE

Seize the release bar (red) at the upper end of the track carriage and pull it up firmly to lock the carriage in fully open position.

1. Try to close the track carriage to make sure that the locking system is engaged. If the locking system is correctly engaged, the carriage should not close.

CLOSING THE TRACK CARRIAGE

Push the red closing lever until the track carriage is fully and correctly closed.



Close the track carriage



9 - USE OF THE VENICE POWERTRAXX CHAIR

9.1 Before putting the chair into service

Staff using the chair must have carefully read and understood the information contained in this manual.

Before any operation with the chair, ensure that:

- All components and restraints are present, that the chair does not show any signs of damage or wear, and that it is fully operational. Refer to section 10.4 *Venice PowerTraxx inspection*, page 42.
- Follow the instructions in chapter 8 *Venice PowerTraxx configuration*, page 24.

- The chair can still be used for manual descent of stairs even without the help of the motor. Refer to section 9.8 *Use without the aid of the motor*, page 37.



Read the user manual carefully



Use with a minimum of two qualified operators

9.2 Instructions for Use

- This manual does not provide any medical instructions.
- It is the responsibility of the operators to follow correct procedures and ensure the safety of both the patient and themselves.
- This manual explains the use of the chair under ideal conditions and is purely indicative.
- The chair should be used by a minimum of two duly trained and qualified operators.
- The trained operators must work together and maintain control of the chair during all operations.
- Follow procedures while complying with standard regulations for moving the patient in an emergency.
- Ferno recommends, if and where available, using a third trained person as a supervisor when the chair is used both up and down the stairs.
- Lift only the weight that you can safely support. Obtain additional assistance for heavy loads (patient and equipment). Refer to section 7.3 *Additional help*, page 21.
- Always follow the local healthcare instructions and protocols, except when they contradict this manual.
- Always assist the patient and never leave them alone during the operations with the chair.
- Always use restraints to secure the patient to the chair.
- If the battery is stored separately from the chair, install it before using the chair.
- Remove any water, ice, snow, debris, and obstacles from the stairs before using the chair.
- Remove any water, ice, snow, or debris from the tracks and their carriage before using the chair on the stairs.

WARNING

Improper use of the chair may cause damage and / or injury. Use the chair as described in this manual.

WARNING

An unassisted patient is at risk of injury. Never leave the patient alone, and always assist them when using the chair.

WARNING

Ensure that tracks are closed when the patient seats on the Venice PowerTraxx. If they are open, close them before seating the patient.

Important

Store the battery and the charger either indoors, or in an ambulance. Do not store in environments where the temperature is below -17°C or above 66°C.

9.3 Transferring the patient

Follow the instructions in chapter 7.1 *Using the Chair* to go up the stairs, page 19.

9.4 Handling the chair

GENERAL GUIDELINES

- Whenever possible, use the chair on flat surfaces free from obstacles.
- Use the track carriage to overcome any obstacles, such as differences of level and ramps, according to their height.
- Close the track carriage and use the extendible carrying handle and the front telescopic handles to lift and move the chair on irregular surfaces.

MOVING THE CHAIR

1. **Operator at Head End:** Disengage the wheel brakes.
2. **Operator at Head End:** Adjust the carrying handle to the desired height and use it to guide the chair on its four wheels or, by tilting it, on its rear wheels only.
3. **Operator at Foot End:** Help the head end operator as required and assist the patient.

9.5 Going down stairs

GENERAL GUIDELINES

- Use of the chair on the stairs must be managed by a minimum of two qualified and trained operators. If necessary and if available, seek additional help to control the chair (see section 9.9 *Additional help*, page 38).
- Ferno recommends that the two operators take opposite sides, with one facing the other, when carrying the chair on the stairs, and that a third trained operator helps the foot end operator, if and where available. Follow local regulations concerning the use of chairs.
- Remove any water, ice, snow, or obstacles from the stairs before using the chair.
- Remove any water, ice, snow, or obstacles from the tracks and their carriage before using the chair on the stairs.
- Ensure that the track carriage is open and properly locked before using the chair on stairs.
- If the operator is tired or needs to assist the patient, you can stop on the stairs during transport (see section 9.6 *How to stop on the stairs*, page 36).

GOING DOWN STAIRS

1. **Operator at head end:** Take the chair near the stairs and engage the brakes.
 - Open the track carriage and lock it in open position. Ensure the track carriage is correctly locked.
 - Set the extendible carrying handle to the desired height and ensure that it is locked correctly.
2. **Operator at foot end:** Extend the telescopic front handles to the desired length. Ensure that both handles are locked properly.
3. **Supervisor (third operator, where available):** Position yourself at the foot end, keeping one hand on the operator's back, and guide them down the stairs.
4. **Operator at head end:** Disengage the brakes.
5. **Both operators:** Work together to bring the chair over the edge of the first step and tilt it, so that the tracks get a grip on the step.

WARNING

The use of the chair without correctly opening or locking the track carriage may cause damage and / or injury. Ensure the track carriage is properly locked before carrying the patient.



1. **Both operators:** Slowly move the chair down until the track carriage is resting on the first two or three steps. This serves to establish the angle of descent.
2. **Operator at head end:** Press the down control on the control unit to make the tracks move in the correct direction down the stairs.
3. **Both operators:** Move at a constant pace on the stairs. To maintain the correct angle on the way down the stairs, proceed as follows:
 - **Operator at head end:** apply a gentle pressure downwards on the carrying handle, holding the chair into the stairs and ensuring the track belt remains in contact with each step and is gripping the stairs whilst moving downstairs
 - **Operator at foot end:** apply gentle pressure upward on the foot end telescopic handles to hold the chair into the stairs and maintain track glide angle with angle of stairs whilst moving downstairs.
4. **Both operators:** When the chair reaches the bottom of the stairs and the rear wheels rest on the floor, the head end operator stops pressing the controls and tilts the chair forwards so that all four wheels touch the floor. The foot end operator closes the telescopic handles.
5. **Operator at head end:** Adjust the carrying handle to the desired height, close the track carriage and move the chair.

9.6 How to stop on the stairs

At any time the chair can be stopped for short periods of time by releasing up or down button and the head-end and foot-end operators continue to hold the chair into the stairs to continue grip on the stairs. The motor brake stops the track from moving.

If required to stop for a longer period of time, recommend to proceed as follows:

1. **Operator at head end:** Release the controls. The tracks will stop automatically.

Note: *the tracks will stop automatically when the up and down controls are released.*

2. **Both operators:** Tilt the chair forwards so that the rear wheels rest on the step while both operators keep the chair in position.

To restart:

1. **Both operators:** Tilt the chair backwards and make sure that the tracks are gripping the steps.
2. **Operator at head end:** Press the correct control to restore the ascent or descent movement.
3. **Both operators:** Continue with the ascent or the descent of the stairs.



Bottom of the stairs

9.7 Going up stairs

GENERAL GUIDELINES

- The use of the chair for going up the stairs requires a minimum of two trained and qualified operators working together. If necessary, seek the help of additional staff to control the chair (see section 9.9 *Additional help*, page 39).
 - Ferno recommends that the two operators take opposite sides, with one facing the other, when transporting the patient up and down stairs, and that a third trained operator, where available, assist the one at the head of the patient. Follow local regulations concerning the use of chairs.
 - Remove any water, ice, snow, or obstacles from the stairs before using the chair.
 - Remove any water, ice, snow, or obstacles from the tracks and their carriage before using the chair on the stairs.
 - Ensure that the track carriage is open and properly locked before using the chair on the stairs.
 - If the operator is tired or needs to assist the patient, you can stop on the stairs during transport (see section 9.6 *How to stop on the stairs*, page 36).
 - The brake function is always active by default. When the operator does not press any control, the tracks stop (and lock). The brake function is described in detail in section 8.6 *Brake button*, page 28.
1. **Operator at head end:** Reach the stairs with the chair and engage the rear wheel brakes.
 - Open the track carriage by pulling the opening bar towards you until it is locked in the open position. Ensure the track carriage is open and correctly locked.
 - Adjust the extendible carrying handle to the desired height and ensure that it is locked correctly.

1. **Operator at foot end:** Extend the telescopic front handles to the desired length. Ensure that both handles are locked properly.
2. **Third supervising operator (if and where available):** Stand behind the head end operator, keeping one hand on the operator's back, and guiding them on the way up the stairs.
3. **Operator at head end:** Disengage the brakes.
4. **Both operators:** Work together to tilt the chair backwards so that the tracks rest on the first step.
5. **Both operators:** Slowly move the chair so that the tracks get a grip on two or three steps. This allows you to find the correct angle.
6. **Operator at head end:** Press the UP control to proceed with ascending the stairs.
7. **Both operators:** Move at a constant pace on the stairs. To maintain the correct angle on the way up the stairs, proceed as follows:
 - **Operator at head end:** apply a gentle pressure downwards on the carrying handle, holding the chair into the stairs and ensuring the track belt remains in contact with each step and is gripping the stairs whilst moving upstairs.
 - **Operator at foot end:** apply gentle pressure upwards on the telescopic handles to hold the chair into the stairs and maintain grip whilst moving up stairs.
8. **Both operators:** At the end of the staircase, the head end operator lowers the rear wheels on the floor and releases the movement controls (Figure 36).
9. **Both operators:** Move the chair away from the steps and tilt it forwards so that all four wheels rest on the floor (Figure 6).
10. **Operator at foot end:** Close the telescopic front handles.
11. **Operator at head end:** Close the tracks, adjust the carrying handle to the desired height and move the chair.

9.8 Use without the motor

GOING DOWN STAIRS

If the system loses power whilst going down stairs, it is possible to manually bring the chair downstairs by disabling the motor brake, thereby allowing the tracks to turn freely (but under control) and the chair can then be brought down the stairs in the same way as a manual track chair. A speed limitation device is activated automatically when the chair exceeds a predetermined safe speed limit on the way down the stairs. Pay the utmost attention and be sure to maintain control of the chair while going down the stairs without the motor. Refer to section 9.5 *Going down stairs*, page 35.

9.8 Use without the motor

GOING UP STAIRS

If problems occur on the way up the stairs, operators should lift the chair with the patient seated, and transport them up the stairs.

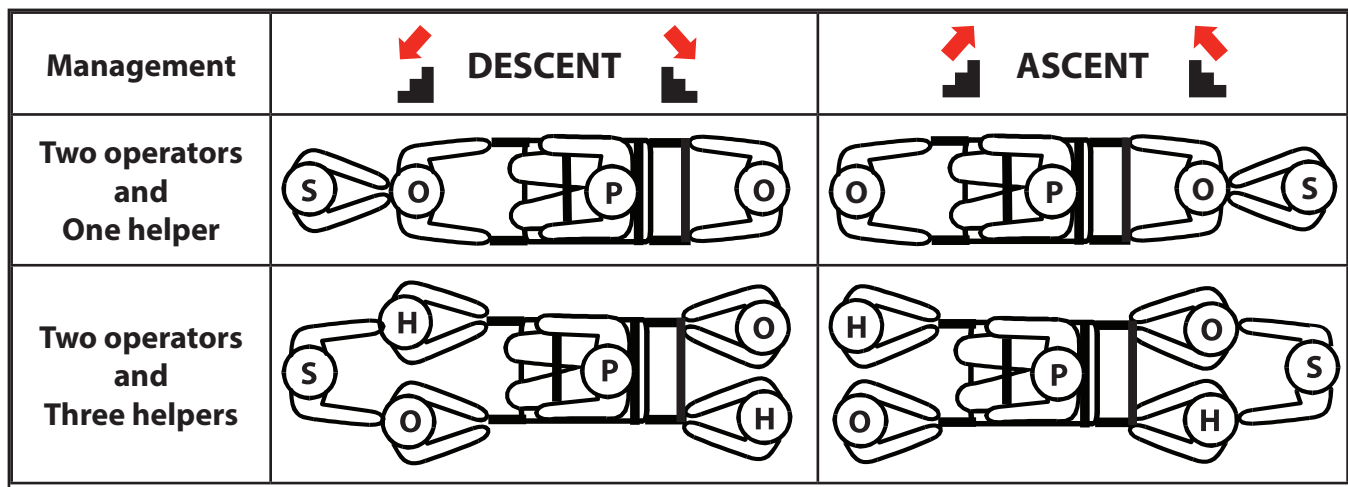
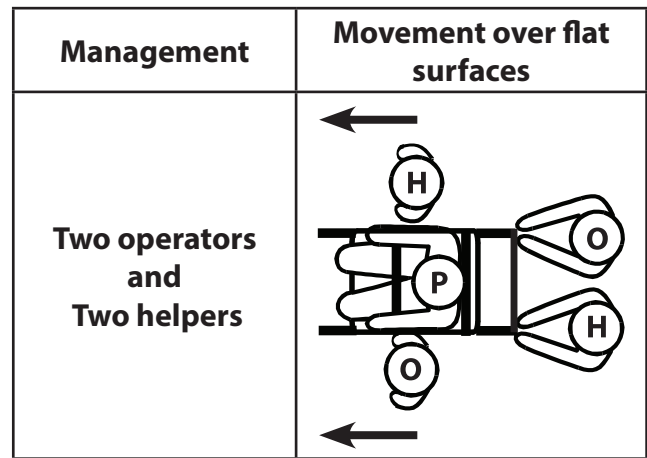
- Before lifting the chair, check that the patient is properly secured with the restraints. Use additional restraints and assistance if necessary.
 - Ferno recommends that the two operators take opposite sides, with one facing the other, when carrying the device up and down stairs, and that a third trained operator assists the one at the head end (if available). Follow local regulations for the transport of the chairs. Seek additional help if necessary (see section 9.9 *Additional help*, page 38).
1. **Both operators:** If halfway up or down the stairs, stop (see section 9.6 *How to stop on the stairs*, page 36). Engage the rear wheel brakes.
 2. **Operator at foot end:** Extend the telescopic front handles to the desired length. Make sure that the handles are properly locked and retain your grip.
 3. **Operator at head end:** Lower the extendable carrying handle to the desired height, keeping as low as possible to reduce potential of side-tipping of the chair when lifting, ensuring the handle is maximum of 2 positions from its lowest point. Ensure the handle is locked in place. CLOSE the tracks so they do not interfere with the transport of the chair on the stairs.
 4. **Supervisor:** Stand behind the head end operator and, keeping one hand on their back, guide them during the transport.
 5. **Operator at head end:** Disengage the rear wheel brakes.
 6. **Operators and Supervisor:** The operators work together to lift and carry the chair on the stairs. The supervisor places one hand on the head end operator's back and provides verbal directions.
 7. **Both operators:** At the top of the staircase, lay the chair on the ground.
 8. **Operator at foot end:** Close the telescopic front handles.
 9. **Operator at head end:** Adjust the carrying handle to

the desired height before moving the chair.
9.9 Using the chair to lift a patient

1. The Venice chair can be used as a ‘lifting’ carry chair to move the occupant over an obstacle, single step, up or downstairs, or otherwise, when the situation does not allow “regular or normal” movement on wheels (at least on two wheels) or using the motorised track.
2. Local manual handling procedures and protocols should be considered and a risk assessment of the situation made before carrying out any lifting manoeuvre. Always consider and carefully evaluate the path that will need to be taken and the weight that will be required to be lifted.
3. With the patient seated on the chair and fully restrained, adjust the rear height-adjustable upper handle to the required height (or use the flip-out rear handles). If using the height-adjustable upper handle, it is recommended to keep the handle as low as possible to minimise potential side-tipping of the chair when lifting, extending the handle to the second position from its lowest-height position as maximum.
4. Extend the front telescopic handles to the required position, again keeping them to the least extended position possible to minimise side-tipping of the chair when lifting.
5. Once the head-end and foot-end operators are in their correct positions holding the rear and front handles, both operators together should slowly tip the chair backwards until the tipping point is reached and the occupant’s weight is on the rear wheels.
6. At that point the chair can be lifted by both operators in unison and carefully returned back down to the floor as soon as the obstacle has been manoeuvred..

9.10 Additional help

The chair should be used by a minimum of two duly trained and qualified operators. Ferno recommends that the operators and assistants stand at opposite ends, with one facing the other, when carrying the device up and down stairs, and that a third trained operator (if available) assists the first operator. Follow applicable chair transport regulations. The duly trained and qualified operators must maintain control of the chair, operate the controls and coordinate properly. The illustrations below show the positioning of operators and helpers.



Legend: O = Operator H = Helper S = Supervisor P = Patient

! WARNING

The use of the chair without correctly opening or locking the track carriage may cause damage and / or injury. Ensure the track carriage is properly locked before carrying the patient.

! WARNING

Failure to use the restraints can cause the patient to fall and endanger their safety. Always use restraints to secure the patient to the chair.

! WARNING

Lubricating the tracks and their carriage can cause damage and / or injury to the patient and / or operators. Never lubricate the track carriage and the tracks.

! WARNING

Never leave the patient alone at any time.

! WARNING

If the load capacity of the chair has been exceeded, discontinue use and have it serviced.

! WARNING

Occasional assistants may cause damage and/or physical harm, or injure themselves. Always keep the chair under control, activate the controls, and coordinate the assistants.

10 - MAINTENANCE

10.1 Periodic maintenance and preventive checks.

The chair is a medical device requiring regular maintenance, hence you are recommended to comply with the following schedule:

*PERIODIC maintenance: the chair has to be subjected to a yearly maintenance operation by Ferno qualified technicians.

*PREVENTIVE checks: preventive maintenance operations are to be carried out by the user, as specified in the table below.

Minimum preventive maintenance intervals	At every use	Every month	When needed
Disinfection	●		●
Cleaning		●	●
Inspection	●	●	●
Lubrication			●
Voltage adjustment - At least every 6 months			

If the chair undergoes particularly heavy use, checks should preferably be carried out on a more frequent basis. If there are signs of wear and damage, discontinue use of the device and immediately contact Ferno's Technical Support Service.

Ferno directly carries out repair maintenance operations, without the need of dealers, mechanics or external service centres. You are thus invited to be wary of those who present themselves as Ferno's authorised technician.

Important

Before disinfection / cleaning, make sure the chair is switched off.

10.2 Disinfecting the device

DISINFECTING THE NON-MOTORISED DEVICE (VENICE BASIC AND VENICE PLUS)

1. After each use, clean the surfaces of the chair with a non-abrasive surface disinfectant.
2. Do not immerse the chair directly in disinfectant.
3. During disinfection, ensure there are no signs of wear and/or damage.
4. Dry with a cloth. Ensure all the components of the device are completely dry before reusing them.

It is advisable to wear suitable gloves (e.g. household or disposable gloves) during disinfection.

DISINFECTING THE DEVICE:

- 1) Remove restraints and any other accessory from the product.
- 2) Disinfect all equipment (including accessories such as cushions, restraints, etc.) with a cloth or sponge dampened with disinfectant solution, let it sit for 10-20 minutes; use brushes to rub and clean the least accessible parts;
- 3) Wipe with a cloth to rinse and dry the treated surfaces, make sure that all the device components are completely dry before using them;
- 4) After cleaning, be sure to replace on the device the restraints and/or any other accessory that was removed.

Warning: during disinfection, use gloves and the appropriate PPE according to the risk assessment guide. Also ensure there are no signs of wear and/or damage.

Important

Disinfectants and detergents containing phenols (if above the threshold of 2500 ppm), chlorine-based (bleach) or iodine-based solutions can cause damage. Do not use products containing these chemicals.

10.3 Cleaning the Chair

To ensure optimal use of the chair, it is important to keep all the components in good conditions and to remove all traces of dirt, debris and body fluids.

1. Remove the restraints.
2. Wash all components of the product with a cloth or sponge dampened with detergent solution (rinsing the sponge frequently with clean water);
3. If necessary, remove stains with a stiff bristle brush (not metal), or a light solvent, paying attention to the labels.
4. Use a cloth to rinse and dry the treated surfaces, make sure that all the device's components are completely dry before using them;
5. After cleaning, be sure to replace on the device the restraints and any other accessory that was removed.

Warning: during disinfection, use gloves and the appropriate PPE according to the risk assessment guide. Also ensure there are no signs of wear and/or damage.

CLEANING RESTRAINTS WITH METAL BUCKLES

The sanitisation of restraints must be carried out at the end of the shift or after each transport, if necessary.

WARNING

Never immerse the restraints completely in water and never wash them in the washing machine.

- * When there is no contamination from organic substances, it is possible to just disinfect the restraint by directly spraying it with disinfectant and leaving it to dry.
- * In case of surfaces visibly contaminated by organic substances (blood, urine, vomit, faeces, etc.), carry out the following decontamination procedure:
 1. Wear suitable PPE based on the Risk Assessment Document.
 2. Remove the material using a disposable cloth and/or paper and dispose of it in the specific container for special waste.
 3. Sanitise.
 4. Before starting sanitisation, move all restraint hooks upwards.
 5. Sanitisation is carried out by immersing the restraints in a container and leaving them to soak in water with sanitising product, leaving the metal and plastic part outside the container. Leave to soak for approx. 5-20 minutes then dry with paper.

6. Afterwards hook up all hooks together and hang the restraints to a support.

7. Clean by directly spraying the cleaning and disinfecting detergent, then leave it to dry.

CLEANING RESTRAINTS WITH PLASTIC BUCKLES

1. Remove the restraints from the product.
2. Place the restraints inside a mesh bag (not supplied with the products) and put it in the washing machine.
3. Wash the restraints with hot water using a cleaning and disinfecting product and selecting a cycle for delicate items, with slow spin. Do not bleach.
4. Remove the restraints from the mesh bag and let them dry in the open air. Do not tumble dry.
5. Re-fit the restraints only once they are dry.



WARNING

Improper maintenance may cause serious accidents, injuries and/or damage. Perform maintenance as instructed in this user manual.

Important

When not in use, store the chair in an indoor environment that is dry and protected from direct sunlight.

Important

The use of products containing chlorine, phenols and iodine may harm the chair. Do not use products containing these agents for chair cleaning/disinfection..

Important

After disinfection/cleaning, ensure that the chair and its components are completely dry before use..



Important

DO NOT WASH WITH HIGH PRESSURE WATER

Do not use high pressure water to clean the device.

10.4 Venice PowerTraxx inspection

The chair must be inspected before and after use and must be cleaned after each use. When not in use, it must be stored in a dry, indoor environment and inspected at least once a month.

The chair should be inspected regularly by maintenance personnel. Carry out the checks listed in this section.

CHECK-LIST FOR INSPECTION OF THE CHAIR

- Are all the components present?
- Does the chair show signs of wear?
- Are all screws, bolts, and pins in place and securely mounted?
- Do all the moving parts work properly?
- Do all the locking devices work properly?
- Does the chair move smoothly?
- Are the restraints correctly installed?
- Are the restraints in good conditions? Do they show cuts or worn edges?
- Do restraint buckles show visible damage? Do they work correctly?
- Do the installed accessories work properly without interfering with the operation of the chair?
- Is the power button working properly?
- Do the up and down controls work correctly?
- Are the tracks and track carriage working properly?
- Are the tracks and track carriage working properly without excessive noise?
- Are the tracks and track carriage working properly without coming loose or out of their housing?
- Are there visible signs of damage on the motor housing, the control unit, the batteries, or the battery charger?
- Is the battery easily inserted into the holder on the motor housing?
- Do the lights on the battery and control unit work properly?
- Does the battery charger cable show signs of wear, cuts or fraying?

If any signs of fault, malfunctioning or damage are found during inspection according to the above list, discontinue use of the chair and immediately contact Ferno's Technical Support Service for repairs or maintenance.

See chapter Technical Support.

10.5 Lubrication

Clean and disinfect the chair before lubrication. Use specific lubricants. Do not lubricate the points with the “do not lubricate” symbol.

Important

Unrequired lubrication may damage components that must not be lubricated, because dirt and foreign particles could build up. Lubricate only the points indicated.



WARNING

Improper maintenance may cause serious accidents, injuries and/or damage. Perform maintenance as instructed in this user manual.



WARNING

NEVER LUBRICATE THE TRACKS, THE TRACK CARRIAGE, OR ANY OTHER PART OF THE SYSTEM. LUBRICATING THE TRACKS OR THEIR CARRIAGE CAN MAKE THE CHAIR WORK UNPREDICTABLY AND CAUSE POSSIBLE INJURIES AND / OR DAMAGE TO THE PATIENT AND / OR OPERATORS.

LUBRICATION CHECK LIST

- lubricant detergent*
- silicone spray



CHECK-LIST FOR INSPECTION OF THE DEVICE

- Is there any lubricant, dirt, or debris on the tracks or track carriage?
- Are the tracks and track carriage visibly damaged?
- Are the bolts and nuts securely fastened?
- Are the tracks and track carriage working properly?

Important

Do not lubricate parts unnecessarily as this can cause dirt and particles to build up on the lubricated parts and cause damage. Lubricate **only** the points indicated.

- lubricant detergent*
 - silicone spray
- * recommended product: WD40

- lubricant detergent*



10.6 Control unit batteries

The chair is fitted with a control unit powered by two "AA" type batteries. If the controls do not respond and the display does not turn on, replace the batteries.

If the "low charge" indicator light (⚡) switches on, the batteries must be replaced. Access to the batteries is achieved by opening the compartment below the control unit (Figure 1).

The auxiliary cable connection port is positioned next to the battery slot (Figure 1). Refer to section 10.10 *Auxiliary connection cable*, page 46.

TO REPLACE THE TWO AA BATTERIES:

- Use a cross head screwdriver to undo the battery compartment screws. Lift the battery compartment cover (Figure 2).
- Remove the batteries, see figure.
- Remove the batteries from their compartment and replace them, taking care to re-fit the rubber seal correctly (Figure 3).
- Repeat the steps in reverse order.



Figure 1 - Opening the battery compartment



Figure 2 - Battery compartment



Figure 3 - Changing the batteries

10.8 Adjusting track tension

TOOLS REQUIRED

1	Hex socket wrench (13 mm or 1/2")
1	6 mm Allen wrench
1	2.5 mm Allen wrench

Important

Track adjustment requires the intervention of two operators.

Over time, the tracks can become loose due to wear, or you may find that the tensioning of the two tracks is not equal.

Track tension adjustment requires the intervention of two operators.

1. Open the track carriage and engage both rear wheel brakes.
2. Using a 6 mm Allen wrench and a 13 mm hex socket wrench, loosen the main screw (Figure 4).
3. Using a 2.5 mm Allen wrench, remove the two small screws (Figure 5).
4. While one operator turns the tabs of the track tensioner in the opposite direction to one another, the other operator gently tightens the two small screws using a 2.5 mm Allen wrench (Figure 6). Take the utmost care not to over-tighten the screws.
5. While one operator keeps the two tabs of the track tensioner in position, the other operator tightens the main screw using a 6 mm Allen wrench and a 13 mm hex socket wrench.
6. Repeat steps 2 to 5 for the second track.
7. Check the track tension:
 - The tension must be the same on both tracks.
 - Check the tension by pulling the tracks at the centre of the carriage (not at the upper or lower end). Measure the space from the frame to the edge of the track, the distance between the track and the frame should not exceed 6.4 to 9.5 mm.

Note: It is recommended to assign re-tensioning of the tracks to technical staff.

Note: If you cannot get the correct tension in the tracks, the tracks should be replaced. Contact the Ferno Technical Support Service (page 2).



Figure 4 - Loosen the main screw



Figure 5 - Loosen the two small screws

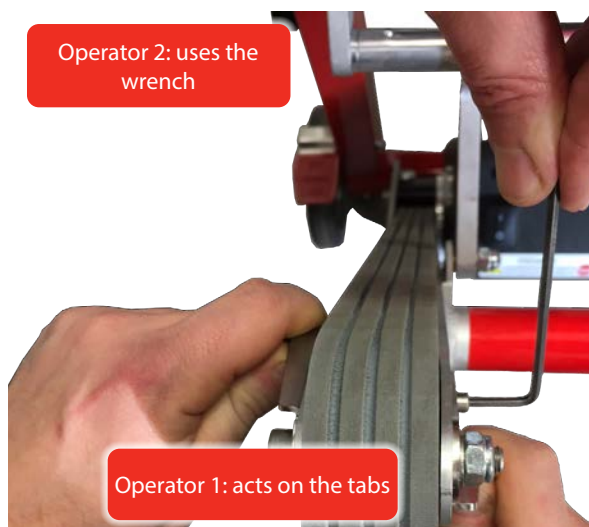


Figure 6 - Adjusting track tension

10.9 Removing and fitting the ABS panels

The ABS panels on the backrest and the seat can be removed and re-fitted on the chair.

BACKREST PANEL

Removing the backrest panel: Gently pull one of the lower borders of the backrest downwards and separate it from the chair (Figure 7). Repeat the operation on the opposite side. Then slide the panel upwards past the two retainers on the upper side of the frame (Figure 8).

Fitting the backrest panel: Position the panel with the horizontal restraint openings up. Slide the two upper holes on the retainers, then push both lower borders of the panel on the frame sides until they click on the retainers.

SEAT PANEL

Removing the seat panel: Pull both front borders of the panel upwards to separate the seat from the frame (Figure 9), then remove the panel completely from the chair.

Fitting the seat panel: Align the panel with the chair frame and push it downwards until it fits into place.



Figure 7 - Backrest panel

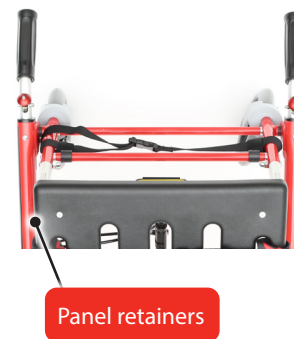


Figure 8



Figure 9 - Seat panel

10.10 Auxiliary connection cable

The chair is supplied as standard with an auxiliary cable. This cable is inside the bag on the rear side of the chair backrest. It can be connected permanently (if required) to the control unit and the motor, bypassing the wireless connection. If permanently connected, position the cable so that it is not crushed when opening, closing and using the chair.

The auxiliary cable allows to re-establish the wireless connection between the control unit and the motor. The wireless control unit and the motor are connected during the assembly procedure and should not disconnect during normal use.

If the connection is lost, perform the following reconnection procedures:

1. Open the control unit connector compartment with the aid of a coin. (Figure 10)
2. Insert the auxiliary cable connector into the port located in the compartment (Figure 11).
3. Remove the door protection on the motor housing (Figure 12).
4. Connect the cable's serial plug to the port on the motor housing (Figure 13).
5. Press the power button of the chair and wait for the wireless interface and the motor to be synchronized. A double beep will confirm that connection has been successfully completed.
6. Disconnect the cable from the controller by prying it with the tip of the plug closing the connector port (Figure 14).
7. Remove the serial cable from the motor housing and store it in the bag provided.



Figure 10 - Opening the connector compartment



Figure 11 - Connecting the cable to the connector port



Figure 12 - Port on the motor housing



Figure 13 - Connecting the cable to the motor housing



Figure 14 - Unplugging the connector

11 - VENICE LOCKING SYSTEM

11.1 OPERATOR TRAINING AND SKILLS

Operators' skills

Operators trained and authorised to use the Venice locking system must:

- understand the procedures described in this manual;
- know the device, its features and all accessories used.

For proper training it is necessary to:

- follow a training program given by Ferno s.r.l. to learn how to operate the Venice locking system.
- read this manual carefully (for additional copies contact Ferno s.r.l.).
- train operators according to the Ferno s.r.l. educational programme.
- scrupulously record the training sessions performed with the Venice system on the form attached to this manual (see chapter "Training record" at the end of the manual).

Operators' knowledge

Operators must be able to ensure the safety of both themselves and their patients while using the product. The operators must be able to correctly and safely use the device and all the components of the system

Important

Ferno s.r.l. is not liable for damages caused to users and / or third parties arising from improper use of the device, or if the Venice locking system is used with a chair not approved by Ferno s.r.l..

11.2 DESCRIPTION OF THE VENICE LOCKING SYSTEMS

Operational description

Venice Clack is a system that allows locking of all models of Venice chairs to a wall or inside a suitably equipped vehicle. Venice Clack consists of a shaped metal support specifically designed to engage and lock the chair safely into place.

According to the application and the spaces available, three types of locking device are available: Venice Clack, Simple Clack and Venice Lock

INSTRUCTIONS FOR USE

Procedure for Venice Lock and Venice Clack fasteners

Securing the chair in the Locking hook

- Fold up the Venice chair, ensuring the seat is fully folded and locked in place and the height-adjustable handle is fully lowered.
- Use the side telescopic handles or side of the chair frame to lift the chair, so that the adjustable-height upper handle reaches the special top hooks of Venice Clack.
- Place the chair correctly on the hooks, paying the utmost attention to the track gears.
- Push the lower part of the chair in its housing until you hear an audible "clack". Make sure that the chair is locked in place.
- Make sure that the lower locking system is properly secured.

CHAIR UNLOCKING

Carry out the procedure in reverse order.

- Hold the chair's carrying handle
- Push the unlocking buttons and lift the chair to extract it from the support.

Venice Clack

Height	966 mm
Width	296 mm
Depth	95 mm
Weight	6,9 kg



Venice Clack - All Venice models



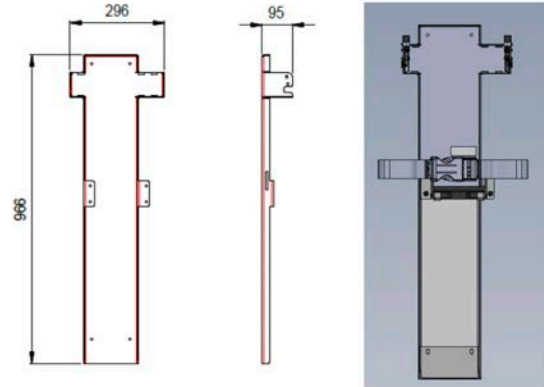
Venice Lock - All Venice Models

Simple Clack

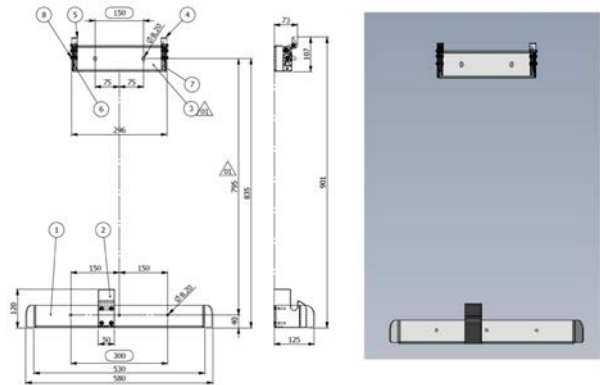


Simple Clack - only for use with Venice PowerTraxx

Venice Clack



Simple Clack



INSTRUCTIONS FOR USE

Procedure for SimpleClack

- Fold up the Venice chair, ensuring the seat is fully folded and locked in place and the height-adjustable handle is fully lowered
- With the chair tracks facing the wall/storage bracket, roll the chair at a slight angle (8 degree or more from vertical) towards the bracket, making sure the chair wheel axle is in the bottom holding bracket, then move the chair upright, locking the chair fixing pins into the slamlock locks that are located on upper section of the storage bracket
- Make sure the chair is fully locked in place

Simple Clack release lever each side of the bracket

CHAIR UNLOCKING

- Press the the two unlocking buttons either side of the bracket and tilt the chair slightly towards you
- Roll the chair out of the bracket on its wheels. No need to lift the chair.



Height	901 mm
Width	580 mm
Depth	125 mm
Weight	3,5 kg

LOCKING SYSTEM INSTALLATION

WALL MOUNTING

The installation of Venice Clack on board a vehicle must be carried out by specialised technical personnel.

Fasten the device using four M8 screws in its holes. Make sure that the screws are tightened on a metal wall at least 3 mm thick.

If necessary, secure the device to the floor, too, with the special L-shaped plate shown in the figure.



L-shaped plate

COMPATIBILITY WITH EZCLACK (ONLY FOR VENICE CLACK)



Figure 1



Figure 2



Figure 3



Figure 4

The Venice Clack system can also be used with an EzClack locking system (for 59-T series) already installed on the ambulance.

In order to make the Venice chair and the Ezglide chair interchangeable, proceed as follows.

- 1) Disassemble the central support by unscrewing its 4 screws. (see Figure 1)
- 2) Insert the EzClack locking system into the Venice Clack one, making sure that the holes and slots coincide (see Figure 2).
- 3) Fit the central support again (see Figure 3 and 4).

12 - TECHNICAL SUPPORT

Technical Support Service

For technical support concerning our products, contact the Ferno UK service department.

For technical support questions:

Customer Support Telephone	+44 (0) 1274 851999
Service Department Telephone	+44 (0) 1274 854511
Service Department Fax	+44 (0) 1274 855511
Email	sales@ferno.co.uk
Internet	www.ferno.co.uk

For more information on the Venice device, and to schedule training courses on its correct use, contact the Ferno UK Customer Service team.

WARNING

Non-original spare parts and inadequate repairs may cause damage and/or injury. Use only original spare parts and refer exclusively to Ferno Customer Support.

WARNING

Unauthorised modification of device could cause serious damage, injury and / or unforeseeable operating problems. Do not modify or alter the device in any way.

13 - WARRANTY

13.1 Warranty Terms and Conditions

Ferno's products are guaranteed against manufacturing defects for a period of 24 months from the date on the Ferno shipping document.

Ferno guarantees its spare parts for a period of 12 months.

During the warranty period, Ferno will repair and/or replace any parts found to have manufacturing defects free of charge, excluding the costs of labour, travel, transport, and packaging.

The warranty does not cover consumables or parts subject to wear and tear due to normal use of the product, all parts typically subjected to sliding or rolling friction (bearings, brushes, lubricants, shoes, tracks, etc.), parts potentially exposed to oxidation or corrosion (copper or metal alloy contacts, mechanical equipment).

The surface finishes (gelcoat/resin, paint, powder paint, decals, tape, inscriptions, etc.) are guaranteed for 90 days.

Repairs are performed by trained technical staff at the Ferno s.r.l. site or other Ferno offices or at the Customer's premises if suitable arrangements with Ferno Customer Service have been made.

Technical support at the Customer's premises must be arranged beforehand and involves a refund of costs incurred and documented on request.

For information on the costs of technical support, please contact the relevant department at Ferno

Repairs performed by Ferno are guaranteed for 6 months from the date of repair. This warranty applies only when the product is used according to the instructions in the user manual provided. Misuse and negligence invalidate this warranty.

The warranty is valid from the day the product is shipped from Ferno s.r.l., and the shipping costs are not covered by this warranty. Ferno s.r.l. is not liable for damages incurred during shipment or due to misuse of the product.

Products sold by Ferno s.r.l. that do not bear the Ferno trademark are covered by the warranty of the original manufacturer. Ferno s.r.l. does not extend the warranty periods of other manufacturers; Ferno s.r.l. assumes no responsibility for products manufactured by others.

The warranty is rendered null and void in the case of:

- failure to observe the operating instructions,
- misuse,
- inappropriate use or handling,
- repairs of critical parts (not included in the list of section 14 performed by unauthorised personnel,

- damage during transport due to improper packaging of items returned by the user,
- failure to perform periodic maintenance or preventive checks (see definitions in section 9.1 under Maintenance),
- failure to use original spare parts.

In cases not covered by the warranty, Ferno s.r.l. will not cover the transport costs for sending or returning the product.

13.2 Limitation of liability

If a product is found to be defective, Ferno s.r.l. will repair and replace it, or, at its own discretion, refund the purchase price. Under no circumstances can Ferno s.r.l. be held liable for more than the selling price of the product. The buyer accepts these conditions for all types of damage. Ferno s.r.l. does not offer other warranties, either express or implied, including implied warranties of saleability or fitness for a particular purpose, for its own products or those manufactured by others.

In case of infringement of the limited warranty, any legal actions must be filed within one year from the date on which the infringement was, or should have been, discovered. The warranty on purchased products becomes void and Ferno s.r.l. does not guarantee their safety under the following circumstances:

- if the labels or plates bearing the Manufacturer's logo and/or the serial or registration number are rendered illegible or removed;
- if the product has undergone modifications, repairs or other operations not authorized by Ferno s.r.l. and performed by personnel not authorised by Ferno s.r.l., excluding non-critical components and parts listed in section 14 and properly installed according to the operating instructions (see list below);
- if the product is not used in compliance with the instructions, or for purposes other than those for which it was designed.
- if the warranty is denied due to the reasons set out in section 11.1.

Ferno s.r.l. cannot, in any event, be held liable for direct or indirect damage due to usage that is non-compliant with the instructions in the user manual or the intended purpose of the product.- damage during transport due to improper packaging of items returned by the user,

- inadequate maintenance,
- failure to use original spare parts.

In cases not covered by the warranty, Ferno s.r.l. will not cover the transport costs for sending or returning the product.

13.3 Warranty claims

Contact Ferno's Customer Service immediately if you receive a product that is suspected to be defective. An agent will assist the customer through the complaints procedure. Before returning a product to Ferno, contact Ferno's Customer Service to request authorisation.

13.4 Complaints

Any complaints must be communicated to the reseller, or to Ferno Customer Service, within 5 days of receipt of the product or of discovery of the alleged defect.

Claims or disputes regarding a single product shall not release the buyer from the obligation to collect and pay for other products in the order, unless otherwise agreed with the seller.

13.5 Return authorisation

No product will be accepted without the prior approval of Ferno.

Products returned for business reasons, or for reasons not relating to nonconformity, will be accepted only after verification of their condition by Ferno's qualified personnel.

14 - LIST OF NON-CRITICAL SPARE PARTS

Spare part code	spare part description	Max q.ty for each product
10.2379-001	<i>VENICE RESTR. 2-PCS FERNO BELT PLAST. BUCKLE</i>	2
10-2379-002	<i>BLACK FOOT RESTRAINT, PLASTIC BUCKLE</i>	1
10-1964-001	<i>VENICE CHAIR HEADREST</i>	1
<i>KIT-CABL-RJ-M2</i>	<i>SPIRAL CABLE RJ4C/RJ4C MASTER 2</i>	1
10-2346-001_2	<i>ABS SEAT FOR VENICE CHAIR NEW VER.2</i>	1
10-2347-001_2	<i>ABS BACKREST FOR VENICE CHAIR NEW VER.2</i>	1
10-2346-001_3	<i>ABS SEAT FOR VENICE CHAIR US NO SLOTS</i>	1

TRAINING RECORD		
Date	Instructor Name	Training Type

TRAINING RECORD		
Date	Instructor Name	Training Type

Product User and Maintenance Manual, required to operate the product safely, maintain its efficiency and reliability, and comply with the terms of the warranty.

Rel.05072022
English (UK)

Ferno s.r.l.

Via Benedetto Zallone 26
40066 - Pieve di Cento (BO) - ITALY

Telephone (toll-free in Italy)	800.501.711
Phone	+39 0516860028
Fax	+39 0516861508
E-mail	info@ferno.it
Website	www.ferno.it