

Direct Healthcare
Services

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A DIRECT HEALTHCARE GROUP COMPANY

Mercury Advance **SMARTcare**[®]

A Step Change in Care Delivery

User Manual



Intelligent[®]
Pressure Care
Management



THE QUEEN'S AWARDS
FOR ENTERPRISE:
INNOVATION
2016

The new generation hybrid support surface

Mercury Advance SMARTcare®

A Step Change in Care Delivery

The **Mercury Advance SMARTcare** is a pressure relieving mattress suitable for use with patients at **VERY HIGH RISK** of pressure ulcer damage.

Offering high levels of patient comfort, this unique system has the facility to “step up” to that of a dynamic mattress when clinically required. Similarly, the mattress’s function can be downgraded as the patient’s condition improves.

These features make it particularly beneficial for use within the patient’s home or palliative care environment and help reduce logistic and decontamination costs. The clinical benefits of a single system are equally applicable to those of a modern hospital setting. A higher maximum weight capacity, up to 40 stone / 254kg, allows the product to meet the modern challenges of those heavier clients. All component parts are interchangeable and replaceable, maximising product life and reducing environmental impact.

Contents

1. Introduction	4
2. Quick Reference Guide & Frequently Used Functions.....	4
3. Troubleshooting	6
4. Installation	7
5. Operation.....	7
6. Transportation.....	8
7. Warnings.....	8
8. Maintenance Procedures.....	9
9. Technical Data	10
10. Optimum Conditions for Use	10
11. Symbols Guide & Contraindications for Use	10
12. Detachable / Removable Parts	11
13. Disposal	11

**Intelligent®
Pressure Care
Management**



1. Introduction

Mercury Advance SMARTcare is an innovative solution in the prevention and treatment of pressure ulcers. It offers effective dual therapy in a single surface by combining advanced, clinically proven technologies previously only available in separate hybrid surfaces. Advanced air displacement technology incorporated into a unique 4 zone configuration now provides more effective pressure redistribution.

When used in non-powered mode, clinically proven advanced air displacement technology continually optimises and improves pressure redistribution in response to patient body weight and movement. The unique 'air only' heel zone effectively offloads pressure on the vulnerable heel area.

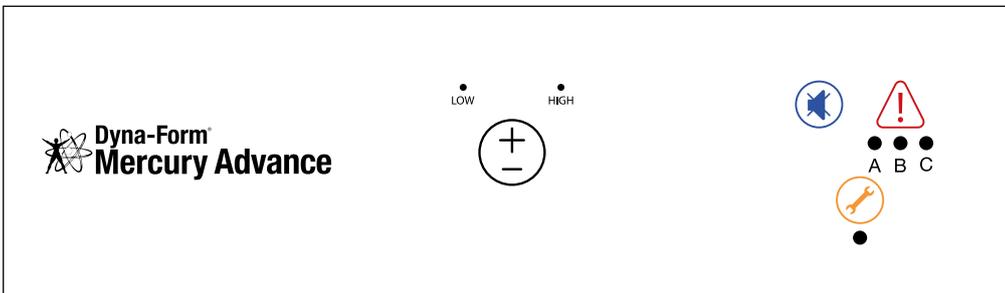
When used in powered/dynamic mode **Mercury Advance SMARTcare** delivers pressure relief via a series of connected alternating foam and air cells. Unencumbered by a top layer of foam on the mattress, the unique 'foam in air cell' construction ensures the delivery of effective pressure relieving therapy. Dependant on clinical judgement, the alternating function can be operated on either a Low or High Pressure.

The digital Control Unit controls air flow into, or out of the air cells as required according to the selected operating mode. It also maintains the air pressure within the mattress at the required level and controls the action of the Audible/Visual Warning System in the event of mains supply failure or over or under inflation pressure.



2. Quick Reference Guide (Frequently used functions)

This is a quick reference guide for the **Mercury Advance SMARTcare System**
Product Code MAT1610001



Power Switch Audible Warning Reset

The power switch simply switches the mains power to the Control Unit on and off.

When the Control Unit detects an Audible Warning condition, this can be silenced (see page 5) and re-set by switching the Control Unit off and then back on again.



CPR Tag and Dual Function Connector

Please ensure that both the CPR Tag located on the umbilical and the Dual Function Connector are always placed fully home, prior to inflating the mattress.

NB: The mattress will NOT inflate properly should this not be the case.

The CPR Tag is only to be used in the event of a clinical emergency for priority use. However, disconnecting this function will rapidly deflate air from the mattress in readiness for transport / static mode.



LED Mode Settings

This symbol when illuminated (the green indicator light) is used to indicate that the equipment is on or ready for use.

When a patient requires more pressure in the cells, as they may be uncomfortable or feel as though the support surface is too soft or unstable, then please select a “High” setting (pressure 26mmHg). This must only be used by a trained clinician as often too high pressures can further agitate certain patient conditions.

When a patient requires less pressure in the cells, as they may be uncomfortable or indeed hyper sensitive to cell movement or if the patient is still reddening further, then please select a “Low” setting (pressure 18mmHg). This must only be used by a trained clinician.

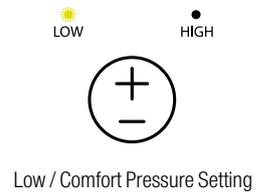
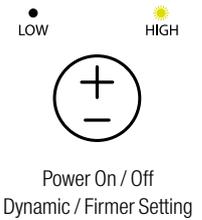
This function is used to silence the Audible Warning. The LED will remain lit if the Audible Warning has been silenced previously, however a fault is still detected. Refer to the power switch in order to re-set fully. If the Audible Warning continues to sound repeatedly, along with an illuminated light, then an engineer must be called.

This symbol indicates an “Audible Warning Failure”. Please see troubleshooting guide below for how to re-set.

This symbol when illuminated indicates a Service is required. DHS recommends a service every 8760 hours of operation (one continuous year running).

Note: Please ensure (when available) that all securing straps on the base of the mattress are secured onto the MOVING PARTS of the bed frame.

For shut down procedure, see 4.2 Control Unit section.



3. Troubleshooting

Warning / Fault	Cause	Solution
Control Unit does not operate; no display lights illuminate	The Control Unit may not be attached to a power source or a fuse may need replacing.	<ol style="list-style-type: none"> 1. Check the Control Unit is connected to mains power outlet with the correct voltage. 2. Check the Control Unit is switched on. Switch off and unplug the unit before restarting. 3. Check the mains plug fuse (5 AMP) then check both Control Unit fuses (1 AMP) – fuses can be released using a screwdriver to push and turn. <p>⚠ Do not try to open the Control Unit. Opening the unit could cause personal injury or equipment damage.</p> <p>⚠ Ensure the replacement of fuses is carried out accordance with local legislation.</p>
Warning LED C + Audible Warning 	Mains failure / Other See above, plus:	<ol style="list-style-type: none"> 1. Check the Control Unit is connected to mains power outlet with the correct voltage. 2. Check the Control Unit is switched on. Switch off and unplug the unit before restarting. 3. Check the mains plug fuse (5 AMP) then check both Control Unit fuses (1 AMP) – fuses can be released using a screwdriver to push and turn. <p>⚠ Do not try to open the Control Unit. Opening the unit could cause personal injury or equipment damage.</p> <p>⚠ Ensure the replacement of fuses is carried out accordance with local legislation.</p>
Warning LED B + Audible Warning 	Pressure too low	<ol style="list-style-type: none"> 1. Reset the warning – turn off power and press the Audible Warning mute button. 2. Check that the Dual Function Connector is firmly attached the Control Unit (located on the left of the Control Unit case). Check all air hoses along the inside of the mattress – each should be firmly connected. Check each air cells is securely attached to its connecting pipe. 3. Check all cells, pipes and hoses for any air leakage. 4. Check that the air filter cover is correctly secured and the air filter is clean. 5. Switch on power.
Warning LED B+C + Audible Warning 	Pressure too low / Air pipe kinked	<ol style="list-style-type: none"> 1. Check the blue external umbilical air pipe that is between the mattress and the Dual Function Connector is not kinked, twisted or damaged and that the CPR Tag is firmly secured. 2. Check all air hoses along the inside of the mattress – each should be firmly connected. 3. Check each air cell is securely attached to its connecting air pipe.
Warning LED A + Audible Warning 	Pressure too high	<ol style="list-style-type: none"> 1. Reset the warning – turn off power and press the Audible Warning button. 2. Disconnect the air hoses to reduce pressure, reconnect when pressure has decreased. 3. Check for twists in the air hoses between Mattress and Control Unit.
Warning LED A+B + Audible Warning 	Alternating Mode Failure (no alternation)	<ol style="list-style-type: none"> 1. Reset the warning – turn off Power and press the Audible Warning mute button. 2. Disconnect the air hoses to reduce pressure – reconnect when pressure has decreased.
Warning LED A,B+C + Audible Warning 	Initialising Failure	<ol style="list-style-type: none"> 1. Press the Audible Warning mute button to silence the Audible Warning. 2. Check all air hoses along the inside of the mattress – each should be firmly connected. Check each air cell is securely attached to its connecting air pipe. 3. Check that the Dual Function Connector is firmly attached the Control Unit (located on the left of the Control Unit casing).

4. Installation

4.1 Mattress (This is the applied part type BF)

Place the **Mercury Advance SMARTcare** Mattress directly on to the bed platform ensuring that the blue multi-stretch waterproof cover is on top and that the umbilical hose is located at the left-hand corner at the foot end of the bed. Note: The umbilical hose can be located inside the cover under the “Open Here for Air Inlet” printed in the bottom left hand corner of the mattress.

Cover the Mattress with a loose-fitting sheet.

Static Mattress Use

The **Mercury Advance SMARTcare** can be used as a pressure reducing mattress for patients at High Risk of pressure ulcer damage without the need to attach the Control Unit. In this mode, the **Mercury Advance SMARTcare** mattress will continuously offload pressures in vulnerable areas such as the heels.

Alternating Mattress Use

If / When required, the **Mercury Advance SMARTcare** Mattress can be used as an alternating mattress system by attaching the Dyna-Form Mercury Advance Control Unit.

No other system should be attached to the mattress as the design settings and internal air pressure properties of the Dyna-Form Mercury Advance Control Unit are specific to this mattress only.

The **Mercury Advance SMARTcare** is a replacement mattress system and should NOT be placed on top of any existing mattress.

The start-up time from static to dynamic mode is immediate.

4.2 Control Unit

Hang the Control Unit onto the footboard. The mounting hooks swivel to suit the thickness of the footboard or rail. Connect the umbilical hose to the Control Unit, place the supplied 3-pin electrical plug into the wall outlet and switch on:

- (a) Open the zip located at the bottom left hand side of the mattress and pull out the blue umbilical hose.
- (b) Attach the blue umbilical hose to the Control Unit by connecting the Dual Function Connector at the end of the umbilical hose to the air inlet connector at the bottom left hand side of the Control Unit.
- (c) Re-close the zip as far as possible without clamping the blue umbilical hose to ensure the mattress and air cells are sealed within the cover.
- (d) Shut down is the reverse of items a, b & c above.

5. Operation

Attach the supplied mains cable to the Control Unit by inserting the “kettle” type connector into the recess located on the left-hand side of the Control Unit. The mains cable has been designed specifically as a removable part to aid in easy replacement should it become damaged in use.

Power cables not supplied by Direct Healthcare Services are not recommended for use with this Control Unit.

The mains plug should be turned off and removed from wall socket as a means of isolation.

Plug the mains cable into a suitable 230v mains socket and switch on the Control Unit using the on/off switch.

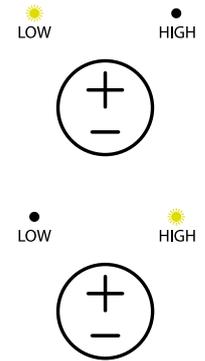
After the Control Unit has been turned on both the “High” and the “Low” lights will flash together intermittently until the Control Unit has attained its initial operating pressure. Once the Control Unit has attained its initial operating pressure the “Low” light will stay on constantly and the mattress is ready for use.



5.1 Low / High Settings

The **Mercury Advance SMARTcare** Mattress, in Alternating Mode, has two pressure settings. The initial setting that the control unit will revert to upon set up is “Low”. The “Low” comfort setting is ideal for the lighter patient or those who feel discomfort when on a normal alternating air type mattresses system. However, for patients with existing pressure damage or those at Very High Risk, it is recommended that dependant on the clinical judgement of the clinician, the “High” setting is activated by pressing the +/- button once, which is located on top of the Control Unit.

In “High” Mode the Control Unit attains more of the characteristics of an alternating air mattress system whilst still utilising the advantages of the static foam inserts. Repeatedly pressing the ‘mode’ button enables the Low & High modes to be selected in turn.



5.2 Static Hybrid Mode

Should a patient show signs of no longer needing dynamic therapy and depending on clinical judgement, the **Mercury Advance SMARTcare** System can be stepped down to a ‘foam in air’ static hybrid mattress.

To do this, turn off the Mercury Advance Mark II Control Unit and disconnect the Dual Function Connector by pressing the red pump release button.

5.3 CPR Deflation

The CPR system consists of a manually operated tag located on the blue umbilical attached to the Control Unit. Pulling the red CPR Tag will deflate the mattress air system back to that of a static foam mattress.

⚠ Warning: Removal of the Dual Function Connector alone will not expel air as quickly as the CPR Tag.

Do not rely on the Dual Function Connector for CPR, always use the CPR Tag to expel air from the mattress quickly.

Note: After a short period as the Mattress deflates the ‘Low Pressure’ Audible Warning is activated and can be cancelled by switching the Control Unit off.



5.4 Troubleshooting

For assistance (if needed) in setting up, using or maintaining the **Mercury Advance SMARTcare** system, or to report unexpected operation or events, please contact Direct Healthcare Services on the contact details on the reverse of this manual.

6. Transportation

To change the location of the mattress, press the pump release button on the Dual Function Connector and allow the mattress to return to its Static Mattress form. Switch off the Control Unit using the on/off switch and disconnect the electrical supply cable from the mains socket.

The mattress can now be moved to a new location where it must immediately be reconnected to the mains electrical supply and the Control Unit switched back on. Once the Mattress has been refilled, the ‘Alternating’ mode will automatically revert back to the Low setting and should be reselected to High should this be desired by the clinician.

Warning: The Mattress will not ‘alternate’ when disconnected from Control Unit and /or the mains electrical. Also, refer to environmental conditions section at rear of this manual.

7. Warnings

Warning conditions are indicated by a flashing red display accompanied by an Audible Warning.

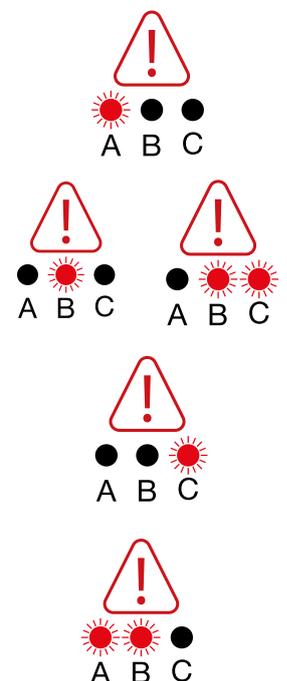
In each case the user should respond by turning the Control Unit’s switch off and investigating the cause.

7.1 High Pressure Warning

This condition could be caused, for example by a kinked umbilical hose or visitors, and others, sitting suddenly on the Mattress.

7.2 Low Pressure Warning

This condition could be caused, for example, by incorrect fitting of the Dual Function Connector, opening of the CPR Tag or a leak in the Mattress due to a cut or puncture.



7.3 Mains Failure Warning

This condition may be caused, for example if Mains power is lost.

7.4 Alternating Mode Failure (no alternation)

This will be indicated by a warning LED on A and B and an Audible Warning.

1. Reset the warning – turn off Power and press the Audible Warning mute button.
2. Disconnect the air hoses to reduce pressure – reconnect when pressure has decreased.



7.5 Initialising Failure

This will be indicated by a warning LED on A, B and C and an Audible Warning after circa 45mins.

1. Press the Audible Warning mute button to silence the Audible Warning.
2. Check the power cable is firmly plugged into the mains outlet and the Control Unit; and check the mains power is switched on.
3. Check the Control Unit fuse (1 AMP) – fuses can be released using a screwdriver to push and turn.

8. Maintenance Procedures

8.1 Safety Warning

Only qualified technicians trained or formally approved by Direct Healthcare Services Ltd. in the operation and maintenance of Direct Healthcare Services products may carry out maintenance, modification or repair work on the equipment. Unqualified personnel attempting to work on Direct Healthcare Services Control Units risk serious injury to themselves and others and possibly death by electrocution. Inlet fuse NOT to be replaced by operator or patient, to be replaced by service personnel only.

Warning – Do not modify this equipment without authorisation of Direct Healthcare Services.

8.1.1 Servicing

A service light will illuminate when a service is due. Direct Healthcare Services (DHS) recommend that the Control Unit should be serviced every 8760 hours of operation (one continuous year running). The unit contains no user serviceable parts and should only be carried out by persons as described in section 8.1. DHS will make available on request all manuals, component parts lists and other information necessary for any suitably qualified person (As in 8.1) to carry out repair or service the system. For Service, maintenance and any questions regarding this please contact DHS.

8.2 Audit

Caution: It is recommended that an audit of all mattresses within a ward/department is carried out at least annually.

In the community setting, an audit should also be considered between each change of patient.

Please refer to the document Medical Device Alert: All types of bed mattresses (MDA/2010/002), and also the BHTA guidance on the care, cleaning and inspection of healthcare mattresses (BHTA Protect, Rinse and Dry). Details on how to audit your mattress are available from Direct Healthcare Services.

8.3 Cleaning Procedures

Warning: Before cleaning the System make sure that the Control Unit is disconnected from the mains electricity supply.

Do not immerse the Control Unit in water or other fluids.

Do not autoclave, nor use phenol for cleaning.

Do wash hands before commencing the cleaning process.

Wear appropriate protective clothing such as gloves, apron and a mask.

Ensure all work surfaces are cleaned before and after contact with the Mattress.

8.4 Warning – Cleaning the Mattress

1. Cleaning should take place after use or between patients.
2. With cover left on the Mattress disconnect the Mattress from the Control Unit.
3. Clean the surface of the wash down table with a Sodium Hypochlorite solution or an equivalent disinfectant.
4. Wash the Mattress top using hot water (60 degrees C) containing detergent – dry with a paper towel.
5. Use a Sodium Hypochlorite solution diluted to 1,000 parts per million available chlorine. For heavy contamination use a Sodium Hypochlorite solution diluted to 10,000 parts per million available chlorine. Please ensure thorough rinsing after cleaning.
6. Using suitable brush, hot water, detergent or Sodium Hypochlorite solution, clean the umbilical hose, CPR Tag and Dual Function Connector. Dry with paper towel.
7. If required, the Mattress Cover may be removed and machine-washed at a temperature of 80 degrees C, for not less than 10 minutes. The individual Air Cells can be wiped down with established disinfectants.

8. To avoid shrinkage of the cover, line dry in an indoor clean environment or tumble dry on a low heat setting not exceeding 40 degrees C and not for longer than 10 minutes. Covers must be thoroughly dried before re-fitting to the mattress.

8.5 Warning – Cleaning the Control Unit

The Control Unit can be cleaned by wiping with a cloth dampened with a detergent solution or a Sodium Hypochlorite solution. Also, refer to symbol chart.

8.5.1 Warning

Ensure the Mercury Advance Smartcare System is not exposed to:

1. Excessive heat sources e.g. fires, radiators etc.
2. Water, particularly immersion of the Control Unit.

9. Technical Data

9.1 Control Unit

Serial Number As per label on rear of Control Unit
 Electrical Supply 220 – 240 volts, 50 Hz
 Power Consumption 10 watts
 Fuses TA1H 250V
 Protection against shock Class 2
 Noise Level Approx. 30 dB (A)
 Dimensions 245 x 160 x 95 mm
 Weight 1.7 kg
 Service Interval 12 months / 8760 hours
 Expected life 5 years
 Shelf life of parts 5 years

9.2 Mattress

Serial Number Label on inside of mattress cover
 Number of Air Cells 15 Air Cells / 1 Static Foam Cell
 Dimensions 1980 x 880 x 150mm (Nominal)
 Weight 13.4kg
 Expected life of Mattress 5 years
 Shelf life of Mattress parts 5 years

10. Optimum Conditions

(Applies to Mattress and Control Unit)

10.1 Environment Conditions for Use

Transport -25°C – +70°C
 Storage -25°C – +70°C
 Usage +5°C – +40°C
 Humidity 10% – 93%
 Atmospheric Pressure 700hPa – 1060hPa
 Operational Altitude ≤ 2000m

10.2 Exposure

Exposure to direct sunlight, dust, lint and general debris is not considered to be an issue with the Mercury Advance System.

11. Symbols Guide

Mattress Symbols

 WASH AT 80°	 TUMBLE DRY ON LOW	 DO NOT DRY CLEAN
 REFER TO USER MANUAL	 0843	 TYPE BF APPLIED PART
 DO NOT BLEACH	 DO NOT IRON	 NO SMOKING
 MAXIMUM USER WEIGHT LIMIT 254 KG / 40 STONES	 DO NOT USE SHARP INSTRUMENTS	 DO NOT USE PHENOL

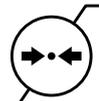
WARNING

THIS IS A STATEMENT THAT ALERTS THE USER TO THE POSSIBILITY OF SERIOUS INJURY OR OTHERWISE ADVERSE REACTIONS WITH THE USE OR MISUSE OF THE DEVICE

CAUTION

THIS IS A STATEMENT THAT ALERTS THE USER TO THE POSSIBILITY OF A PROBLEM WITH THE SYSTEM ASSOCIATED WITH ITS USE OR MISUSE

General Symbols

 CAUTION	 PROTECT FROM HEAT AND RADIOACTIVE SOURCES	 TEMPERATURE LIMITATION
 HUMIDITY LIMITATION	 ATMOSPHERIC PRESSURE LIMITATION	

Control Unit Symbols

 SERVICE REQUIRED	 REFER TO USER MANUAL	 DO NOT DISPOSE OF WITH HOUSEHOLD WASTE. PLEASE REFER TO DHS WEBSITE
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 DOUBLE INSULATED CLASS II	 0843
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IP21

IP: INGRESS PROTECTION
 2: PROTECTION AGAINST FINGERS OR OTHER OBJECT NOT GREATER THAN 80MM IN LENGTH AND 12MM IN DIAMETER
 1: PROTECTION FROM VERTICALLY DRIPPING WATER

Contraindications For Use (Warning)

The **Mercury Advance SMARTcare** System should not be used for patients with unstable fractures, gross oedema, burns, or intolerance to motion.

General Information (Caution) (Warning)

- There are no special skills required to operate the system.
- The Medical Professional is responsible for applying his/her best medical judgment when using the system.
- The electricity supply is of the type indicated on the Control Unit.
- Check the mains lead is free from damage and is positioned so as not to cause an obstruction, or injury. E.g. Strangulation of a child or trip hazard.
- Ensure the mains lead cannot become trapped or crushed, e.g. by raising or lowering of the bed or bed rails or any other moving object.
- The Control Unit must only be used with a suitably approved power cord and plug set as supplied by DHS.
- The system is not to be used in the presence of flammable anaesthetics.
- Suitable for continuous use.
- Not suitable for sterilisation.
- Do not position the Control Unit to make it difficult to disconnect the power supply or plug.
- Do not place the System on or close to a source of heat.
- Do not use with hot water bottles or electric blankets.
- DHS strongly advise against smoking whilst the Control Unit is in use. This is to prevent accidental secondary ignition of items which may be flammable e.g. bed linen. The materials used in the manufacture of the Mercury Advance System comply with the required fire safety regulations.
- Do not use sharp objects on or near the mattress system as this will cause damage.
- Do not store in damp conditions.
- Do not use in an oxygen enriched environment.
- Not suitable for use in an Outdoor Environment.
- Intended for both Home Healthcare and Professional Healthcare environments.

- Do not connect to any other medical device or equipment.
- Correct fuse rating **MUST** be used. Failure to do so could result in the risk of a fire.
- The System should be cleaned after use or between patients. Refer to Cleaning section.
- All internal and external hoses must be free of twists, kinks. The external hose should also be properly connected and positioned so that the risk of obstruction or injury is eliminated.
- Do not use bleach, phenols. Chlorine based products which exceed 1000ppm. Solvents or alcohol based cleaners.
- All the above warnings and cautions together with safety considerations should be observed at ALL times during its use.
- Select correct setting 'High' or 'Low' as required. Care should be taken not to accidentally change settings once set. This may affect the desired requirement of the therapy. This could also be caused by pets, pests or children.
- This device does not emit radiation.

12. Detachable/Removable Parts

1. Mattress (Detached from the Control Unit by disconnecting the Dual Function Connector). Part No. SP1610061 (or variants of for the size)
2. Electric power cable. (Removed from the Control Unit by pulling the cable away from the mains inlet on the side of the Control Unit). Part No. SP021016

N.B. The battery is an integral part of the PCB and is not removable or changeable.

Caution

Use of detachable parts not listed is not recommended by Direct Healthcare Services.

13. Disposal

Please refer to DHS website for recommendations and responsibilities for disposal within the UK WEEE guidelines.

EMI/EMC Statement and Manufacturer's Declaration

This equipment has been tested and found to comply with the limits of EN 60601-1-2:2007.

These limits are designed to provide reasonable protection against harmful interference in both a medical and residential environment. This equipment generates, uses and can radiate radio frequency energy and, if not used in accordance with manufacturer's instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception or other equipment, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment.
- Connect the equipment to an outlet on a circuit different from that to which the receiver or equipment was connected.

The equipment having been tested to operate within the limits of electromagnetic compatibility. (Immunity to interference from nearby sources radiating radio frequency energy). Sources exceeding these limits may give rise to operation faults. Where possible the system will sense the interference and if it is of short duration transparently take countermeasures whilst operating near normally, or failing this will issue a warning and take measures for the continued safety of the user. Further increased levels of energy may cause the system to stop operating, continuously generate random faults or continuous resets.

Try to ascertain the source of the interference by turning nearby or suspect equipment off, and see if the interference effects stop. In any such event the user is encouraged to try to correct the interference by one of the following measures:

- Have the interfering equipment repaired or replaced.
- Reorient or relocate the interfering equipment.
- Increase the separation between the equipment and the possible source of the interference.
- Connect the equipment to an outlet on a circuit different from that to which the interfering equipment was connected.

Information regarding Electro Magnetic Compatibility (EMC) according to IEC60601-1-2:2007, clause 6.8

With the increased number of electronic devices such as PC's and mobile telephones, medical devices in use may be susceptible to electromagnetic interference from other devices.

The EMC (Electro Magnetic Compatibility) standard IEC60601-1-2 defines the levels of immunity to these electromagnetic interferences. From the other hand, medical devices must not interfere with other devices. IEC60601-1-2 also defines the maximum levels of emissions for these medical devices.

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LIT-00023 Issue 1
Date: May 2017