



Ergotron Product Bulletin

January 20, 2021

Reminder: Support Safety and Performance with Preventive Maintenance

A new year is a popular time to set resolutions and commit to beneficial new habits. At Ergotron, we encourage you to renew your focus on preventive product maintenance to ensure warranty coverage, user safety and the best performance.

With COVID-19, we know that many customers need to operate their equipment 24/7. Despite these unprecedented times, it's important to follow these preventive maintenance routines:

1. Regularly inspect power cords
We commonly see customers continue to improperly use medical carts with cracks in the cords that expose internal wires, which could pose safety risks. OSHA requires users to inspect cords before each use to ensure they are not worn or damaged and discontinue use if there is any cord damage. Cracking in the cord's outer jacket can occur due to frequent plugging and unplugging when moving the cart during the workday. Ergotron's cords are designed with strain reliefs, but cords over time will wear out.

To extend the life of the cords, properly store cords when not in use and do not pull or stretch the cord beyond the intended length if the cord is coiled (6 feet/1.8 meters).

2. Regularly clean fans, intakes and vents
Ergotron's cart power systems, including batteries, chargers and inverters, meet global and component-specific safety standards. They are built to last for years if properly maintained. Removing debris, dust, hair, lint, dirt and other particles from fans, air intakes and exhaust vents is key to efficient cooling, product safety and product longevity. Not performing this preventive maintenance could lead to component overheating or product malfunction.

You can easily remove loose debris, dust, hair, lint, dirt and other particles with a vacuum-type cleaner with non-metallic attachments and hoses. We do not recommend using compressed air to remove particles in the equipment as it is more likely to spread contamination.

Please ensure key stakeholders in your organization and those that are responsible for your employees' health and safety receive this information and are following local and federal requirements for employee safety, including inspections of all equipment and electrical cords. Be sure to refer to your cart user manual for complete care and preventive maintenance instructions. You can also find product manuals at www.ergotron.com/support/resource-library/product-documentation.

If you identify an issue, do not perform repairs yourself. Call a qualified equipment technician in your organization to complete the work or contact Ergotron. We can assist with inspection, maintenance and service of your carts and accessories. Please contact your Ergotron Sales Representative or Ergotron Customer Care at 1-800-888-8458 to learn more.

By following proper preventive maintenance protocols, you are supporting safer and more dependable workflows for years to come.

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