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Reviewed By:	NA	NA	NA	NA
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Change Control Table

Rev.	Page	Section	ECO	Description of Change	Date
A0	All	All	ECO-0021XX	-Change PN's format from Qsite format to EndyMed format – ND_DOC00002 to ND_ DOC00774-00 -See also: ND_QR00001-00, EndyMed New files Format Transition Matrix -Signature is not needed since the below was not changed and just technically uploaded to ARENA and PN changed.	07.2019

ENDYMED™
3DEEP SKIN SCIENCE

EndyMed PRO MAX System

Service Manual

EndyMed PRO MAX Service Manual

Contact Information:

EndyMed Medical Ltd. 12 Leshem St. North Industrial Park. P.O. Box 3582, Caesarea 30889, Israel Tel: 04-6309100 Fax: 04-6309101	European Authorized Representative QsiteEU Gerrit van der Veenstraat 84HS 1077 EL Amsterdam The Netherlands Tel: +31(0)(20)811-0550 Fax: +31 (842)2131-42

In the European Union, this symbol indicates that when the last user wishes to discard this product, it must be sent to appropriate facilities for recovery and recycling.

Contact your local authorized representative for additional information on the collection and recovery programs available for this product.

CE 0483

Table of Contents

Table Of Figures

1 INTRODUCTION

1.1 Document Conventions

Pay particular attention at specific points in a procedure when one of the following messages appears:

WARNING:

Warnings indicate precautions and instructions which, if not followed, may result in personal injury or even death.

CAUTION:

Cautions *indicate instructions, that if not followed may result in damage to the equipment or to the quality of treatment.*

NOTE:

Notes provide information to aid in obtaining optimum equipment performance.

1.2 Safety

1.2.1 General Precautions

Warning: Use of controls or adjustments, or performance of procedures other than those specified herein may be hazardous Therefore, personnel operating or maintaining the EndyMed PRO should read this manual and become thoroughly familiar with all its safety requirements and operating procedures, BEFORE attempting to use or operate the system.

The EndyMed PRO generates high electrical voltage, which can cause serious personal injury if handled improperly.

1.2.2 High Voltage Hazard

WARNING:

The device generates high voltages within its control unit. To avoid personal injury, ensure that the system covers are properly closed before operating the system except when performing repairs that necessitate otherwise.

Do not remove any of the systems panels without first disconnecting the system's power cord.

Only Endymed-authorized technical personnel are qualified to service and maintain the system.

1.3 Service Policy

The following flowchart depicts the EndyMed service policy:

2 SAFETY

2.1 Electrical Hazards

2.1.1 High Voltage Hazard

WARNING:

EndyMed PRO generates high voltages within its control unit. To avoid personal injury, ensure that the system covers are properly closed before operating the system except when performing repairs that necessitate otherwise.

Do not remove any of the systems panels without first disconnecting the system's power cord.

2.1.2 Grounding

Always plug the unit into a properly grounded outlet. The unit is grounded through the grounding conductor in the power cable. This protective grounding is essential for safe operation Using the proper power receptacle and plug.

2.1.3 Working with the Electrical System

The system generates high voltage within the main cabinet. EndyMed certified technical personnel only are authorized to service the system. When the system is turned off, line voltage is still present at the circuit breaker.

Observe the following precautions when working with the electrical system:

- Verify that the system is properly grounded.
- Use electrician's insulating gloves and insulated tools.
- Ground any high voltage terminals before handling high voltage circuits. Use a 30KV insulated probe or screwdriver.

2.2 Grounding the System

Proper grounding is essential for safe operation. The system is grounded through the grounding conductor in the power cord. This protective grounding is essential for safe operation.

To ensure grounding reliability, always plug the power cord into a properly wired hospital grade power receptacle.

2.3 Using the Proper Power Receptacle and Plug

Only use the power cable supplied with your system.

Always make sure that the power cable, plug and receptacle are in good condition.

2.4 Using the Correct Fuses

Make sure to use the following fuses only:

2 x 2A for 220V; 2 x 3.15A for 110V

System Description

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2.5 Introduction

The following flowchart shows the interactions of the main system components.

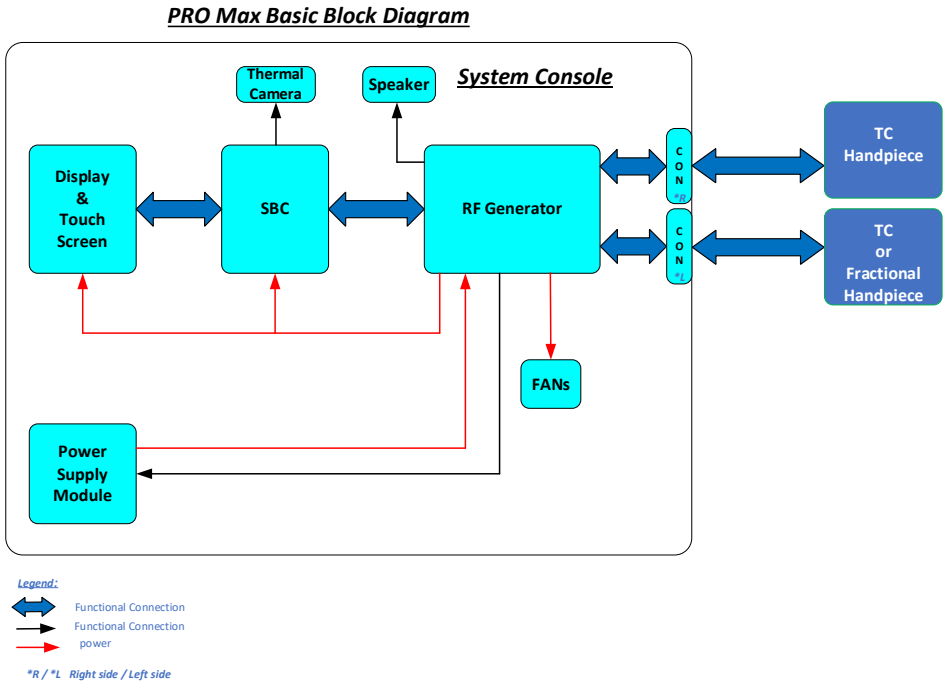


Figure 1: System Flowchart

2.6 External

2.6.1 Front View

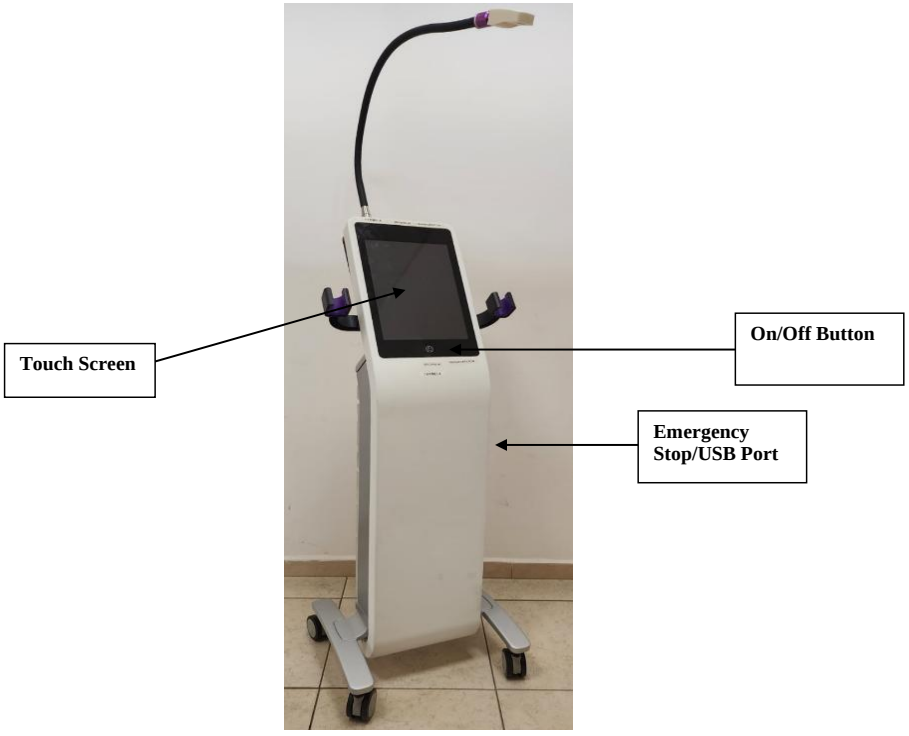


Figure 2: Front View of System Components

2.6.2 Rear View

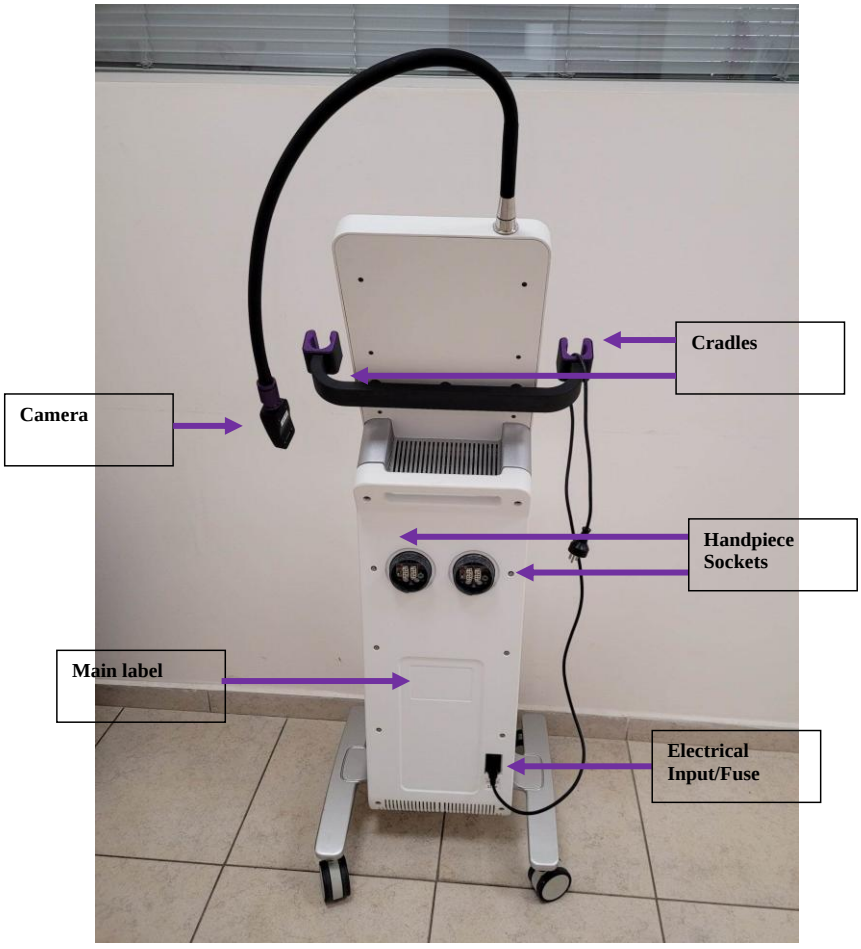
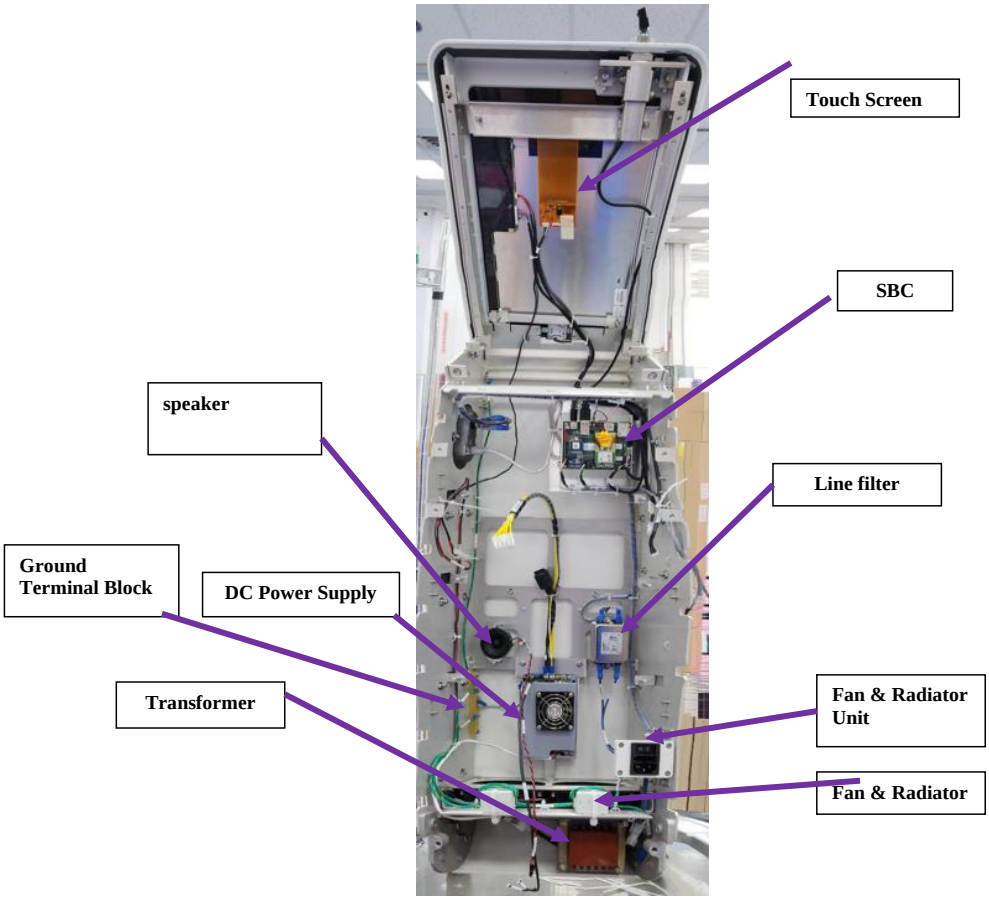


Figure 3: Rear View of System Component

2.7 Internal view

2.7.1 Rear View

Figure 3: Rear View of the System without main board.



2.7.2 Rear View with main board

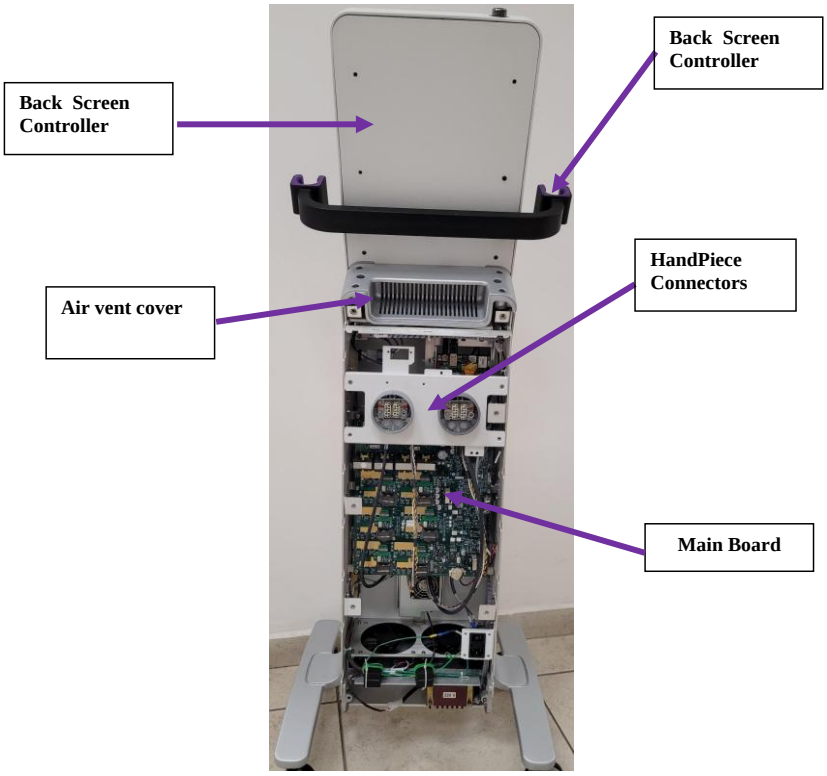


Figure 4: Rear View of System with Covers Removed

2.8 Handpieces

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Figure 5: Handpieces.

The proprietary treatment Handpieces developed by EndyMed, feature a unique design for safe and efficacious treatment delivery.

The treatment heads of the TC Handpieces are composed of either two or three pairs of bipolar electrodes arranged to deliver 3DEEP™ RF energy. Electrodes are maintained at ambient room temperature through water cooling.

The Tightening Handpieces are equipped with the following safety features:

- An audible signal indicates RF emission.
- A sensor that will stop RF emission if the treatment head is not in full contact with the skin.
- A movement detector sensor that will turn off the RF signal when the Handpiece is not in movement.
- Real time impedance measurement cuts off the RF signal if the impedance is not within the levels of human skin.

The *EndyMed PRO Skin Treatment System* can accommodate different Tightening Handpieces: The size is selected according to the surface area and location of the treatment site.

3 INSTALLATION AND OPERATION

3.1 Installation

3.1.1 Unpacking and Inspection

1. Inspect the ShockWatch© handling monitor (**Error! Reference source not found.**) and the rest of the packaging. If the indicator appears red, indicating rough handling, or the packaging is damaged, contact EndyMed before opening the crate.

Figure 6: ShockWatch Handling Monitor

2. The Crate is shipped with the device on its side. Stand the crate up with the device's wheels in the direction of the floor.

3. Open the screws and bands holding the packaging closed and open it (**Error! Reference source not found.**).

Figure 7: Packing Screws

4. Remove the camera from the package (**Error! Reference source not found.**).

Figure 9: remove the camera

5. Remove the protective foam pads and lift the Device out.

Figure 10: Removing the Device from the Packaging

3.1.2 Space and Positioning Requirements

The device should be positioned so that it is not exposed to extremes of hot or cold and so that it receives adequate ventilation.

3.1.3 Packing List

The system is shipped with the following components: Figure 11

1- • gel x 2
2- • User Manual
3- • Quick Reference Guide
4- • Power cord
5- • Spare fuses x 2
6- • External Thermometer
7- • Camera connector key

Figure 11: package contains parts.

If any of these components are missing contact EndyMed.

3.1.4 Electrical Requirements

Input Power:	110-120V, 50-60Hz, Max 2.7A or 220-240V, 50-60Hz, Max 1.3A
Power consumption:	220 Watts
Fuses:	2 x 2A for 220V; 2 x 3.15A for 110V

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3.1.5 Environmental Requirements

Working temperature:	+10°C - +25°C
Atmospheric Pressure:	700 MPa – 1060 MPa
Relative humidity:	30% - 75%

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3.1.6 Storage and Transportation

Storage and moving conditions should conform to system specifications:

Temperature – -18 - +60°C

Relative humidity - 15% - 90%

Atmospheric Pressure - 700 MPa – 1060 MPa

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3.2 Operation

3.2.1 Preparing the System for Operation

The system should be prepared for operation and tested before being transported to the end-user

3.2.2 Completing the ATP Form

At the end of this procedure complete the ATP form (ATP Form (Distributor Acceptance), (page 53) and submit it to EndyMed.

3.2.3 Testing the System

Test the system before transport to the end user. To test the system turn it on and make sure that both the hardware and software function properly according to the form on page 53.

3.2.4 Final System Acceptance Tests

Following transport to the end user, perform installation and training and have the customer sign the form on page 55 and keep it for you own need's.

4 SETTING FUNCTIONS

Setting functions include:

- Adjusting the volume
- Password
- Viewing the Software Version in System Information
- Logs Upload
- Viewing Video and HP data sheet in Media
- Just if you need to replace the camera you will need to follow the bellow instructions.

To access the Settings Screen of the camera/system serial number select Password and insert ***787878*** for add calibration camera value or add or change system serial number.

Enter the no' from the camera to the lower row and press V .

Figure 1: Service Screen and camera

4.1 Adjusting the Volume

1. In the Setting screen you can adjust the volume of the touch screen and the system vol'.

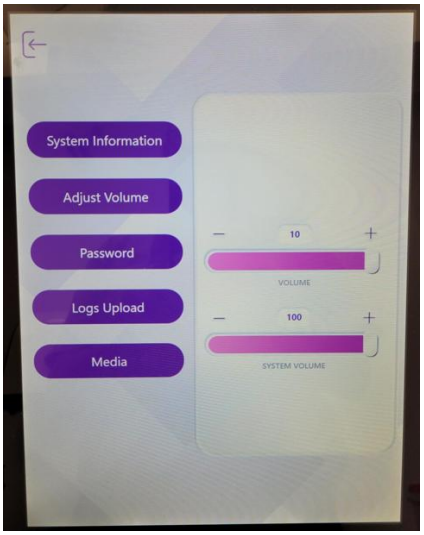


Figure 2: Adjust Volume Screen

Media screen

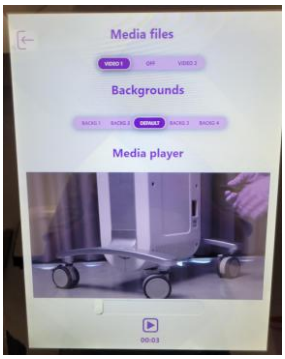


Figure 3: Media Screen

Uplowd logs

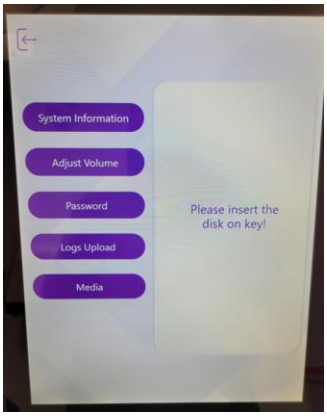


Figure 4: upload logs

4.2 Viewing the Software Version

On the top row you can see the system SW version

Figure 5: System Information Screen

5 REPAIR PROCEDURES

5.1 Introduction

Before performing a procedure:

- Read the procedure from start to finish and make sure that you understand all the steps.
- Disconnect the device from the mains power,

After completion of the procedure:

- Make sure that all grounds have been reconnected.
- Make sure that the system is completely operational.
- If you cannot complete the repair for any reason, make sure that you explain the situation to the customer.

5.2 Tools Required for all procedures.

- Philips screwdriver
- Allen wrench

5.3 Removing and Replacing the Rear Cover

WARNING:
Sharp Edges!
Remove the Rear Cover by grasping at the top and bottom only.

5.3.1 Procedure

5.3.1.1 Removing the Back Cover

1. Turn off the device and remove the Power cord.
2. Disconnect the Handpieces.
3. Remove the ten screws holding the Cover (Figure a). Use an Allen wrench for the top two and the bottom screws and a Philips screwdriver for the middle six screws.
4. Grasp the Cover by the top and bottom (Figure b) and slowly work the cover off. The sides of the cabinet contain sharp edges. To avoid cutting your fingers do not ever remove the cover by grasping the sides.

a

b

Figure 6: Removing the Rear Cover

5.4 Replacing the Cover

1. Put the Cover back, and lightly tap it into position making sure that the holes in the cover are lined up with the screw holes.
2. Insert all the screws and loosely tighten them.
3. Firmly tighten the screws diagonally.

5.4.1 Testing

- Check that there are no gaps between the cover and the chassis.
- Perform a general system check.

5.5 Removing and Replacing the Front Cover / LCD ND_SUB00354-00

WARNING:
Sharp Edges!
Remove the Front Cover by grasping at the top and bottom only.

5.5.1 Procedure

1. Turn off the device and remove the Power cord.
2. Disconnect the Handpieces.
3. Remove the rear cover and the screen back cover.

Figure 7: Remove Back Screen Cover

4. remove the screen

open the 4 screws and replace the front screen

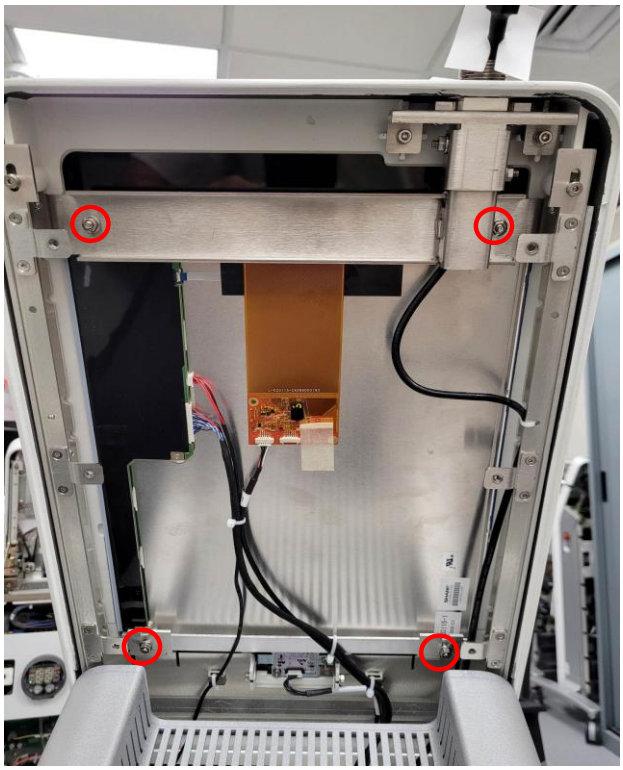


Figure 8: Remove Screen

b

5. Reomove Front Panel

Using a long Screwdriver remove the two Retaining Screws on the top and two in the middle (**Error! Reference source not found.**). And 2 on the bottom . Before removing the middle screws unplug the Connector that is blocking access.

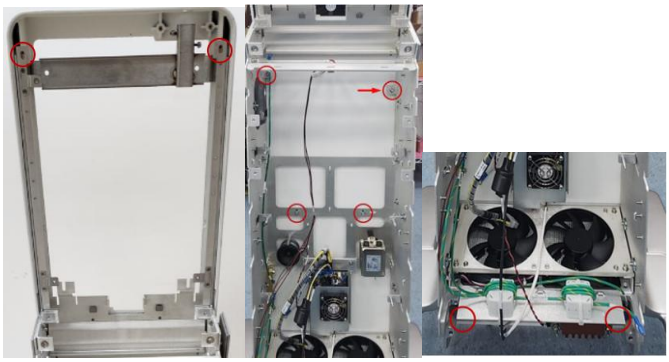


Figure 11: Remove The Front Panel

Using a long Screwdriver remove the two Retaining Screws on the bottom (**Error! Reference source not found.**).

To replace, reverse the process making sure that all connectors are firmly plugged in.

5.5.2 Testing

- Check that there are no gaps between the cover and the chassis.
- Perform a general system check.

5.6 Replacing the Wheels

This procedure is used for all four wheels.

5.6.1 Tools Required

Crescent wrench

5.6.2 Procedure

1. Turn off the device and remove the Power cord.
2. Lift the system and place it in a horizontal position, being careful not to scratch or damage the system covers .

Figure 12: Removing the Wheel

3. Using a crescent wrench turn the nut securing the wheel until the wheel can be pulled free.

To replace, push the wheel into the wheel socket and tighten with the crescent wrench.

5.6.3 Testing

After righting the system, make sure that the wheel supports the system weight and that it freely turns and rotates.

5.7 Replacing the Cradles ND_SUB00336-00

The Cradles are used for holding the Handpieces when not in use.

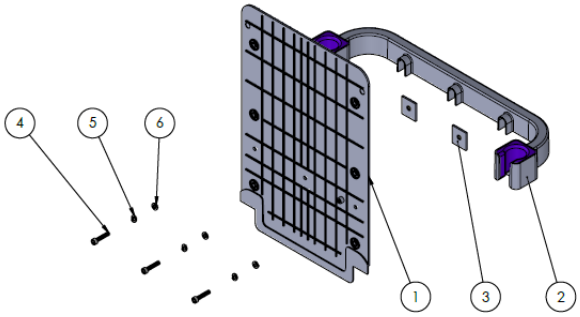


Figure 13: Cradles

The Cradles can be replaced separately from the Cradle Poles.

5.8 Replacing the ON/Off Button Assembly ND_SUB00310-00

5.8.1 procedure

1. Open the 2 screws.
2. Disconnect the harnesses.

5.8.2 testing

3. Make sure it has a good connection to the screen.
4. Check the touch screen is functioning.

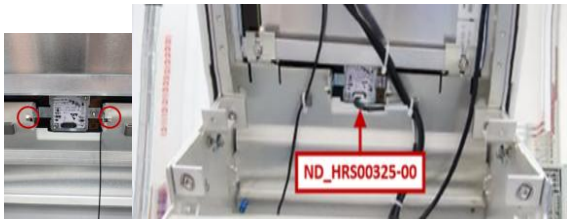


Figure 14: On Off Button

5.9 Replacing the DC Power Supply

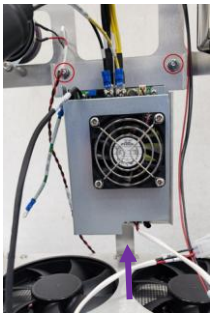


Figure 15: DC Power Supply

5.9.1 Procedure

1. Turn off the device and remove the Power cord.
2. Remove the Rear Cover.
3. Remove the main board.
4. Detach all wires from the top of the Power Supply.
5. Pull it up and replace (**Error! Reference source not found.**)

5.9.2 Testing

Turn the system on and make sure that all components function properly.

5.10 Replacing the Speaker

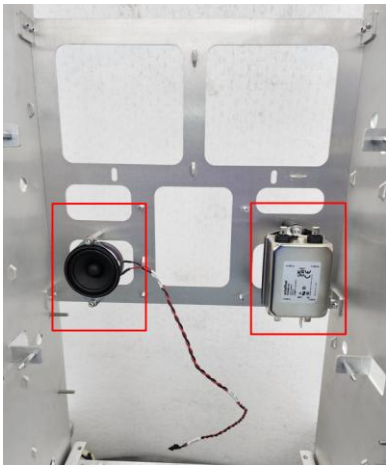


Figure 16: Speaker Location

5.10.1 Procedure

1. Turn off the device and remove the Power cord.
2. Remove the rear cover.
3. Unscrew the two screws and the harness that's holding the Speaker and remove.

5.10.2 Testing

Turn the system on and listen if it emits tones on startup.

5.11 Replacing the Transformer

1. Remove the back and front cover.
2. Open the 4 screws with long screw driver.

The Transformer is located below the fans (Figure)

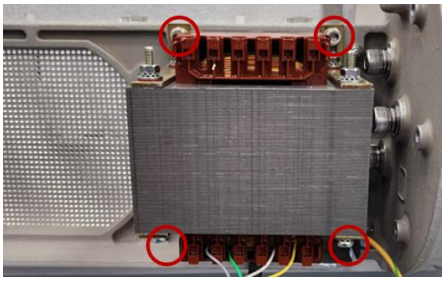


Figure 17: Location of the Transformer

5.11.1 Procedure

1. Turn off the device and remove the Power cord.
2. Remove the Rear Cover
3. Remove the Front Cover
4. After taking precautions to prevent damage to the system, lay the system down horizontally on a table.
5. While accessing the system from the bottom remove the four transformer retaining screws (**Error! Reference source not found.**).
6. Disconnect the two plastic connectors and the Ground.

To install the new transformer, reverse the procedure.

WARNING:

Before installing the new Transformer confirm that it is of the appropriate voltage.

5.11.2 Testing

Measure for correct output voltage from the transformer

Turn the system on and make sure that it functions properly.

5.12 Replacing the Power Inlet and Switch

The Power Inlet assembly is located on the back of the device.

Figure 18: Location of the Power Inlet…

5.12.1 Procedure

1. Turn off the device and remove the Power cord.

Figure 8: Power Inlet Assembly

2. Remove the Rear Cover .
3. Open the two nuts holding the component to the chassis
4. Remove the wires
5. If it is necessary to remove the component from the bracket, open the four clips.

Reverse the procedure to install, making sure that you insert the plug firmly into the Power In.

5.12.2 Testing

Check that the correct fuses are installed.

Turn the power on and make sure that power gets to the system.

5.13 Replacing the Line Filter

The Line Filter is located behind the Mother Board.

5.13.1 Procedure

1. Turn off the device and remove the Power cord.
2. Remove the Rear Cover
3. Remove the Mother Board .
4. Remove the two wires attached to the top of the unit.
5. Remove the two retaining screws

Figure 20: Line Filter

To replace reverse the process making sure that the wires are properly connected.

5.13.2 Testing

Check that the wires are properly connected

Turn the system on and make sure that all the systems function properly.

5.14 Replacing the Fuse

The fuse located in the electrical inlet unit (Figure 8).

5.14.1 Procedure

1. Turn off the device and remove the Power cord.
2. Using a small flat screwdriver gently pry the fuse holder loose from both sides (Figure).

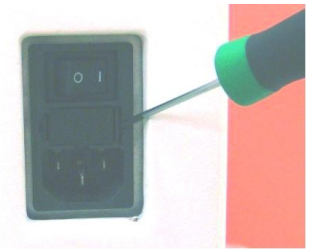


Figure 21: Removing the Fuse

3. Replace the fuse and reinsert the fuse holder with the spline facing in (Figure)

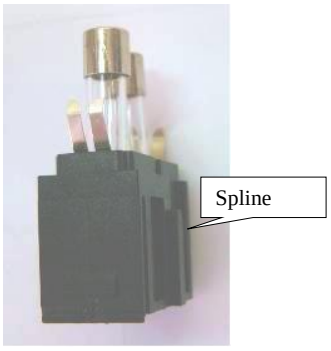


Figure 22: Position for Replacing the Fuse

5.14.2 Testing

Turn the system on and check that it functions properly. If the fuse must be replaced repeatedly there is a problem with the electrical system, and you should contact EndyMed.

5.15 Replacing the Main Board

Remove the HP connector ND_SUB00347-00

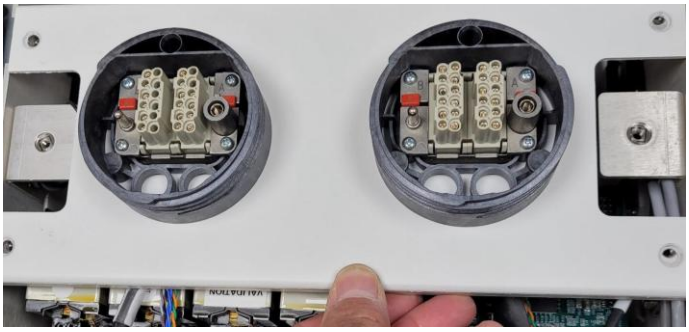


Figure 23: HP's Connector's Board

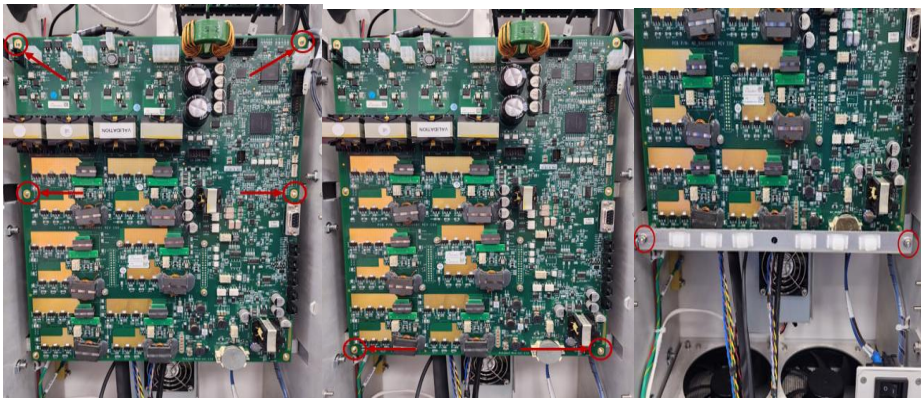


Figure 24: Location of the main board

5.15.1 Procedure

1. Turn off the device and remove the Power cord.
2. Remove the Rear Cover
3. Open the four retaining screws (Figure) and remove the Handpiece Connector board.
4. Remove the 6screws holding the board.

5. Remove the board.
6. To replace, reverse the procedure.

5.15.2 Testing

Turn on the system and make sure that it functions properly.

5.16 Replacing the SBC – NS_SUB00326-00

Figure 25: Location of the SBC

5.16.1 Procedure

1. Turn off the device and remove the Power cord.
2. Remove the Rear Cover.
3. Remove the 2 retaining screws.
4. Remove the 4 screws and replace the assy.

5.16.2 Testing

Turn the system on and make sure that all systems function properly.

5.17 Replacing the WIFI ND_MEM05387-00

Figure 9: Location of the WIFI

5.17.1 Procedure

1. Turn off the device and remove the Power cord.
2. Remove the Rear Cover.
3. The WIFI is attached to the SBC by two screws. Push on the two screws and pull up.
4. To install a new WIFI reverse the process. When attaching the WIFI to the SBC insert it at an angle, and then push down and close the 2 screws.

5.17.2 Testing

Turn the system on and make sure that all systems function properly.

5.18 REPLACE THE MEMORY CARD ND_MEM05389-00

5.18.1 Procedure

Figure 27: Location of the MEMORY CARD

5. Turn off the device and remove the Power cord.
6. Remove the Rear Cover (See Removing and Replacing the Rear Cover, page 23)
7. The memory card is attached to the SBC by means of 1 SCREW.
8. Installing a new memory reverses the process. When attaching the MEMORY to the SBC insert it at an angle, and then connect the screw into place.

5.18.2 Testing

Turn the system on and make sure that all systems function properly.

5.19 REPLACING THE FANS – ND_SUB00309-00

5.19.1 Procedure

1. REMOVE THE BACK COVER
2. REMOVE THE FANS – ND_SUB00309-00
3. REMOVE 4 SCREWS

5.19.2 Testing

Turn the system on and make sure that all systems function properly.

Figure 10: Location of the fANS

5.20 Remove the air Filter Cover

5.20.1 Procedure

1.Remove Rear Cove Page Figure 6 On Page 23.

2. Remove the Air Filter Cover – Figure 29

3. open the 2 screws mark in red - Figure 29

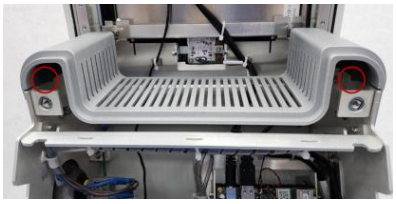


Figure 11: remove the air filter cover

5.21 Remove and clean the air Filter

5.21.1 Procedure

1. Open the screw mark in red
2. remove the filter and clean with vacuum cleaner or under water.
3. make sure it’s completely dry before reinstalling.

Figure 30: remove the air filter.

6 PERIODIC MAINTENANCE

6.1 Introduction

Every 9 months or according to need, the following procedures must be performed by the service representative:

- General system check.
- Testing of the RF output through the Handpieces.
- Cleaning the filter according to status of the filter.
- Dusting off and cleaning the inner parts: fans etc.
- Recording of the log file for your own needs.
- Operational feedback from the clinical staff.

6.2 Remove and clean the air Filter

6.2.1 See figure 30 on page 40

6.3 Cleaning of Interior Components

Clean any dust or dirt that may have accumulated in the Cabinet using compressed air or soft cloth.

6.4 Downloading the Log File

Copy the LOG file to USB for your own needs.

6.5 General system check with all HP'S

6.6 Operational Feedback from the Clinical Staff

7 TROUBLESHOOTING AND ERROR CODES

7.1 Troubleshooting

Problem	Probable Causes	Corrective Actions
The system does not power up.	Power cable not connected or faulty	Check the power connections.
	No power in the outlet	Check if there is power in the mains outlet by connecting another device to it.
	Blown Fuse	Replace the fuse
	Defective On/Off switch	Replace the On/Off switch
	Defective Transformer	Replace the Transformer
	Defective DC Power Supply	Replace the DC Power Supply
Software problems	System crash	Restart the system.
	Defective SBC	Replace the SBC
Handpiece does not emit RF energy.	Handpiece not connected properly	Make sure that the connector is properly attached to the system.
	Defective Handpiece	Replace the Handpiece.
	Improper contact with the treatment area (Error message)	Make sure that the Handpiece is in direct contact with the skin.
	Insufficient water in the cooling system (Error message)	Add water to the cooling system.
	Defective Pump	Replace the Pump
	Defective RF Power Supply	Replace the RF Power Supply

Self-test failed	One of the SBC harness was disconnected	Connect again
Un expected error	SW problem	Delete mb.ini from USB
Tip not present	HW problem	Reconnect the tip all the way
Contour malfunction	Filter stuck HP do not emit RF	Replace filter Press on the button
Problem with working above 50 WATT	HW problem	Replace the main board

7.2 Error Codes

Error code	Error description	Action to Take
0	NO_ERROR	None
1	SYSTEM_IMMEDIATE_SHUTDOWN	
2	SYSTEM_FPGA_ERROR	
3	SYSTEM_PS_ERROR	
4	SYSTEM_TMP_TOO_HIGH	
5	SYSTEM_DOOR_OPEN	
6	SYSTEM_GENERAL_ERROR	
7	SYSTEM_RF_PS_ERROR	
8	SYSTEM_RF_IF_ERROR	
9	SYSTEM_PUMP_MALFUNCTION	
10	SYSTEM_FANS_MALFUNCTION	
11	SYSTEM_EX_LOAD_MALEFUNCTIOTN	
12	SYSTEM_UNMATCHING_HANDPIECE	
13	SYSTEM_TEC_OVERCURRENT	
15	SYSTEM_CHOOSE_HANDPIECE	
14	SYSTEM_BREAKPOINT	
20	BAD_OPCODE	
21	PC_REQUEST_SYNC	
22	FW_REQUEST_SYNC	
23	NO_LIFE_CHECK_RESPONSE	
24	MB_COM_ERROR	
30	APPLICATION_ERROR	
31	DISK_ON_KEY_UNRECOGNIZED	
32	DISK_ON_KEY_UNAUTHORIZED	
33	DISK_ON_KEY_MALFUNCTION	
34	SELF_TEST_FAIL	
35	SELF_TEST_NOT_FINISHED	
36	SW_UPDATE	
37	FW_ERROR	
38	APPLICATION_CHOOSE_HANDPIECE	
40	PULSE_ERROR_BAD_CONTACT	
41	PULSE_ERROR_OVERVOLTAGE	
42	PULSE_ERROR_NO_MOVEMENT	
43	PULSE_ERROR_IR_TMP_TOO_HIGH	
44	PULSE_ERROR_BAD_UTILIZATION	
45	PULSE_ERROR_I_V_CONSECUTIVE_READ	
50	TC_HANDPIECE_NOT_CONNECTED	
51	TC_UPIC_COM_TIMEOUT	
52	TC_PIC_I2C_MUX_STUCK	

53	TC_PIC_I2C_IR0_STUCK
54	TC_PIC_I2C_IR1_STUCK
55	TC_PIC_I2C_ACC_STUCK
56	TC_PIC_IR0_DEVICE_MALEFUNCTION
57	TC_PIC_IR1_DEVICE_MALEFUNCTION
58	TC_PIC_ACC_DEVICE_MALEFUNCTION
59	TC_PIC_ELECTRODE_TMP_TOO_HIGH
60	TC_PIC_GENERAL_ERROR
61	TC_PIC_RESET
70	SR_HANDPIECE_NOT_CONNECTED
71	SR_UPIC_COM_TIMEOUT
72	SR_PIC_OW_MALEFUNCTION
73	SR_PIC_DEVICE_MALEFUNCTION
74	SR_PIC_NO_TIME_LEFT
75	SR_PIC_NO_PULSES_LEFT
76	SR_PIC_DISPOSABLE_DISCONNECTED
77	SR_PIC_GENERAL_ERROR
78	SR_PIC_RESET
79	SR_PIC_OBSOLETE
90	UPIC_COM_TIMEOUT
91	UPIC_TC_PIC_COM_TIMEOUT
92	UPIC_SR_PIC_COM_TIMEOUT
93	UPIC_GENERAL_ERROR
94	UPIC_RESET
95	UPIC_BAD_COM

8 SPECIFICATIONS

8.1 Electrical

Input Power:	110-120V, 50-60Hz, 2A or 220-240V, 50-60Hz, 1A
Power consumption:	220 Watts
Fuses:	2 x 2A for 220V; 2 x 3.15A for 110V

8.2 Output

Maximum output power (tightening):	100 Watts
Maximum output power (FSR / Intensif):	6/25 W
Pulse duration (FSR/Intensif):	10 – 60/50-200 msec
Max Pulse duration (skin tightening)	30 sec
Output frequency:	1MHz ±5%

8.3 Environmental

Working temperature:	+10°C - +25°C
Atmospheric Pressure:	700 hPa– 1060 hPa
Relative humidity:	30% - 75%

8.4 Physical

Dimensions:	133X46X50 cm
Weight:	33 Kg

8.5 Storage and Moving Conditions

Storage and moving conditions should conform to system specifications:

Temperature – 40°C - 70°C

Relative humidity - 10% - 80%

Atmospheric Pressure - 700 hPa – 1060 hPa

8.6 Storage

If the system is not to be used for several weeks unplug the power cord from the mains supply.

8.7 Moving

1. Unplug the power cord from the mains supply.
2. Remove the camera if needed for transportation.
3. If there is a chance that the Handpieces may be damaged, remove them before moving the system.
4. Release the wheel brakes.
5. Carefully move the system to the desired location.
6. Lock the wheel brakes.

9 REPLACEMENT PARTS

5 * max

PRO MAX POWER ON 3 * ND_SUB00310-00

back screen cover assy 1 * ND_SUB00336-00

HP CONNECTORS 2 * ND_SUB00347-00

pro max camera assy 2 * ND_SUB00367-00

pro max fans assy 2 * ND_SUB00309-00

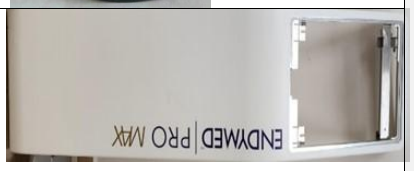
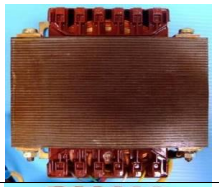
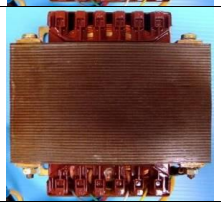
pro max cradle assy 2 * ND_SUB00299-00

screen module 2 * ND_SUB00354-00

POWER ENTRY MODULE 2 *ND_MEM00006

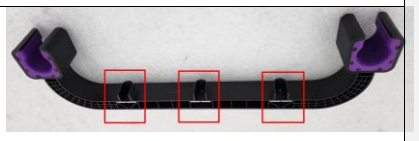
PRO MAX POWER SUPPLY 2 * ND_SUB00351-00

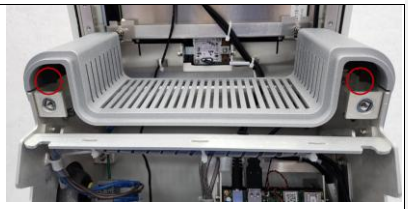
Part Description	Part Number	System Type	Picture
Wheel	ND_MSC01005	C/D/E/F/MAX	

Wheel with Stopper	ND_MSC01004	C/D/E/F/MAX	
Front Cover	ND_MMP07530-00	MAX	
Rear Cover	ND_MMP01100	C/D/E/F/MAX	
Speaker with harness	ND_FRU00204-00	F/MAX	
Transformer 110-120 VAC	ND_FRU00205-00	C/D/E/F/MAX	
Transformer 220-240 VAC	ND_FRU00206-00	C/D/E/F/MAX	

Line Filter	ND_MEM01000	MAX	
Power Inlet Unit	ND_SUB00352-00	MAX	
Emergency Button	ND_MEM01521	C/D/E/F/MAX	
On/Off Button	ND_SUB00310-00	MAX	
Handpiece Connector Panel PRO MAX	ND_SUB00347-00	MAX	
Main board Ass'y	ND_FRU00216-00	F/MAX	

Camera Assy	ND_SUB00367-00	MAX	
Touch Screen Assy	ND_SUB00354-00	MAX	
DC Power Supply	ND_SUB00351-00	MAX	
Single Board Computer (SBC)	ND_SUB00326-00	MAX	
Memory Board	ND_MEM05389-00	MAX	

WIFI Board	ND_MEM05387-00	MAX	
ATP Industrial Grade 1GB DOK (NANODURA)	ND_FRU00215-00	C/D/E/F/MAX	
FAN'S Assy	ND_SUB00309-00	MAX	
Back Sceen Assy	ND_SUB00336-00	MAX	
Cradle Assy	ND_SUB00299-00	MAX	
Foot Switch	ND_SUB00288-00	C/D/E/F/MAX	

Main air vent cover	ND_MMP07524-00	max	
Wheel Base	ND_MPM01107	C/D/E/F	
IR Thermometer	ND_MEM05169	C/D/E/F	
FSR protector cap	ND_MMP00410	C/D/E/F/MAX	

10 REPORT FORMS

10.1 ATP Form (Distributor Acceptance)

Preventive Maintenance, PRO	
System S/N	System voltage

Visual & mechanism		
	Pass	Fail
Integrity		
Touch screen		
Wheels + locks		
Labels		
Cradles		
System covers		

Software		
*Software version:		
	Pass	Fail
Screen alignment		
Time/date verification		
Volume check		
Software run		

Control & functional operation		
	Pass	Fail
Main Switch		
ON/OFF Switch (LED's)		
Electronic key		
Water system		

Before Shipment		
	Pass	Fail
System cleaning		

***Copy the SW versions from the last log.txt file**

Notes:	
Name	
Date	
Signature	

Template: ND_QF00038-00 Rev A02

10.2 Installation Report Forms (Final Customer Acceptance)

PACKAGE CONTENT

System type	PURE+ ☐	PRO ☐	Serial Number	
Hand Piece	Contour		Serial Number	
Hand Piece	Small		Serial Number	
Hand Piece	Mini Shaper		Serial Number	
Hand Piece	iFine		Serial Number	
Hand Piece	FSR		Serial Number	
Hand Piece	Intensif		Serial Number	
Hand Piece	Shaper3D		Serial Number	

Power cable	☐	IR Thermometer (For TC systems only)	☐	User Manual	☐
2 x Spare fuse	☐	Gel start kit (for TC systems only)	☐	Quick reference guide	☐
2 x Electronic key	☐	Funnel Set + water bottle (for EndyMed PRO only)	☐	Marketing kit	☐
Intensif Disposables Tips	☐	FSR Disposables Tips	☐	Application Guide	☐

INSTALLATION DETAILS

Customer name_____ Date_____

Telephone _____ Fax _____

Address_____

Name of technician_____

How long did it take to complete the installation?_____

Did you have any problems with the installation?_____

Comments:_____

_____

CUSTOMER ACCEPTANCE

I've received EndyMed system in good working condition and was given basic instructions from the technician.

Comments:_____

_____

Name _____ Installer Name _____

Date _____ Date _____

Signature _____ Signature _____

Template: ND_QF00038-00 Rev A02

10.3 Customer Satisfaction Form

Dear Customer,

We at EndyMed make every effort to improve our service and to better understand our customer's needs. As part of this effort, and as part of our company's quality control policy, we would appreciate it if you could take a few moments of your time to answer the questions in the following table:

Please circle the number that best reflects your opinion, where 5 is the highest grade and 1 is the lowest.

Subject	Agree strongly	Agree	Neutral	Disagree	Disagree strongly	Not relevant	Comments
Response time to queries/complaints is rapid	**5**	**4**	**3**	**2**	**1**		
Patients are satisfied with results	**5**	**4**	**3**	**2**	**1**		
I am happy with the results	**5**	**4**	**3**	**2**	**1**		
Device is reliable	**5**	**4**	**3**	**2**	**1**		
Treatment of customer complaints	**5**	**4**	**3**	**2**	**1**		
Quality of service provided by the contact person is high	**5**	**4**	**3**	**2**	**1**		
I am generally satisfied with the device (quality of service and dependability)	**5**	**4**	**3**	**2**	**1**		
I would recommend the device to a colleague	**5**	**4**	**3**	**2**	**1**		

Comments or suggestions

_____
_____
_____

Company name	Your name	Your position	Date

We thank you for your cooperation