



## REAL® 9000 PLUS SERIES



ASSEMBLY INSTRUCTIONS, INSTRUCTIONS FOR USE AND CARE  
REAL 9000 PLUS/EL/ADULT/CHILD/MINI/COXIT

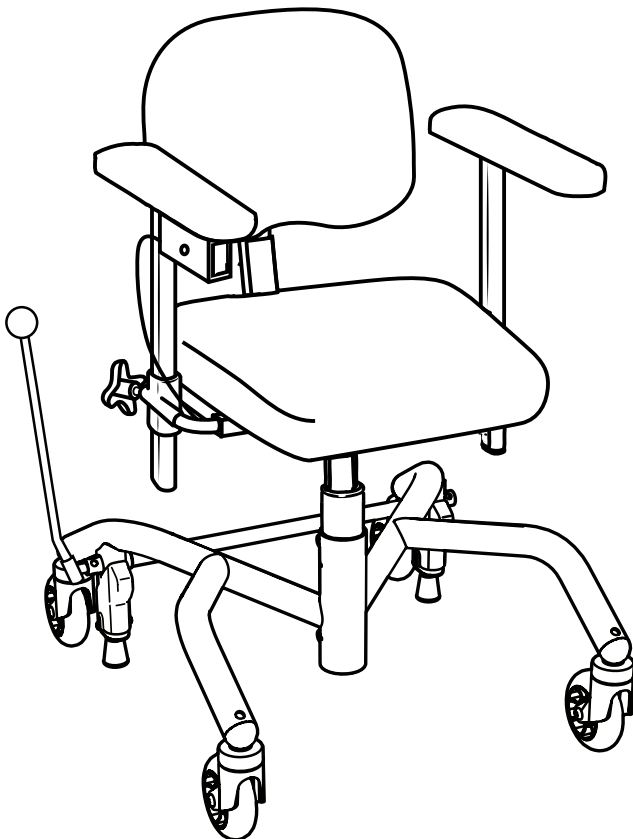
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Revision: 01

PDF versions of our operating and maintenance instructions with magnification options can be found on the website [mercado.se](http://mercado.se). There you will also find information about accessories that can be mounted on Mercado Medic's chairs as well as any safety messages to the market, prescription support or recalls of products and accessories.

We reserve the right to make changes to this manual and its contents.

### YOUR REAL® 9000 PLUS EL 24V

- ADULT** (REAL 9100 PLUS)
- CHILD/MINI** (REAL 9400 PLUS)
- COXIT** (REAL 9800 PLUS)



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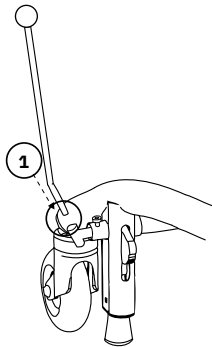
**Sufficient competence to use this product safely is obtained by carefully reading these instructions for use and care before using the chair.**



# ASSEMBLY FOR USE

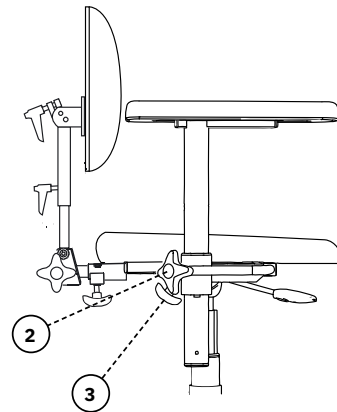
## Brake lever

For manual brake, remove the chair from the cardboard box. Remove the brake lever that is held in place with plastic wrap along the brake shaft at the back of the chair. Place the brake lever in the brake lever bracket (1) on the right or left side. Does not apply to electric brake.



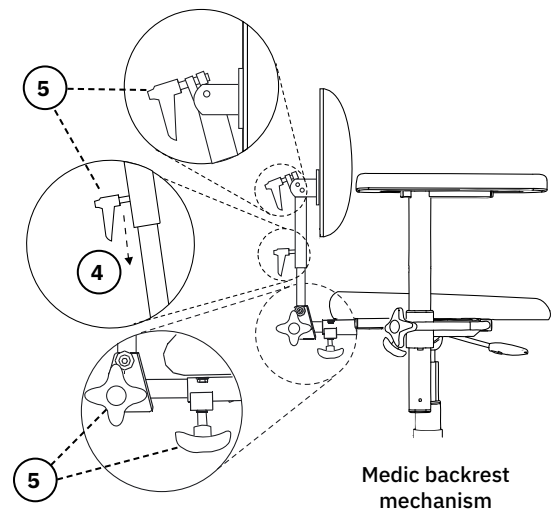
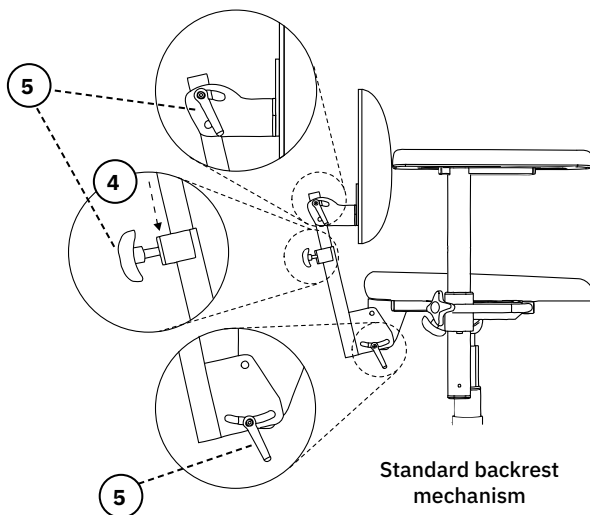
## Armrest

Loosen the adjustment knobs for the height (2) and for the width (3) of the armrest. Set the desired level in height and width. Tighten all adjustment knobs (2 & 3).



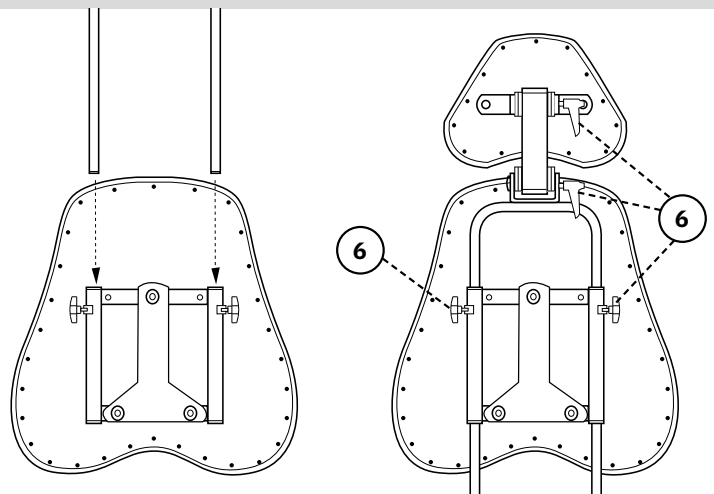
## Backrest mechanism

Install the backrest mechanism by inserting the back pole into the back recliner (4) to the desired level. Then tighten all adjustment knobs (5).



## Headrest

If the chair comes with a headrest, place the headrest mechanism in its bracket as illustrated. Then tighten all adjustment knobs (6).



For information on adjustments of all the parts of the chair, see the chapter *User manual* on page 6-10.

The chair is now ready for use! >>

# FAMILIARISE YOURSELF WITH YOUR REAL 9000 PLUS

## Checkpoints before use

1. Adjust the armrests to a suitable height and lock the armrest by turning the adjustment knob clockwise.
2. Fit the backrest tube in the intended bracket and lock the adjustment knobs for the height adjustment of the backrest.
3. Fit the brake lever in the intended bracket (left or right side). Does not apply to electric brakes.
4. All adjustment knobs must be tightened before sitting in the chair.
5. The brake on the chair must always be applied when getting in and out of the chair.  
The brake must be checked on a regular basis.
6. Charge the chair according to the enclosed instructions before using it for the first time (applies to electrical chairs).
7. The chair must not be used with the back and/or armrests removed.

## IMPORTANT SAFETY INFORMATION

The REAL 9000 PLUS chair has replaceable components, accessories and functions with setting options for individual customisation. The chair must only be used by the person for whom, and for the purpose for which, it is intended. The chair is intended for indoor use only and must not be used outdoors. The chair must not be exposed to extreme cold or heat, prolonged sunlight or other radiation. The chair must not be exposed to water, other fluids or chemicals.

Warning! Metal surfaces may become very hot if they are exposed to direct sunshine.  
Read this manual carefully before using the chair for the first time.

- REAL 9000 PLUS can affect and be affected by equipment in its immediate vicinity that generates electromagnetic fields; e.g alarm systems, power generators. Mobile phones and similar equipment can also interfere with the control system. Mercado Medic AB recommends that such equipment should not be stored any closer than 3.3 m (~10 ft) from the chair.
- REAL 9000 PLUS has an electric lifting mechanism that can lift a person high enough to cause a risk of falling. If a person cannot get out of the chair from its highest position, then the seat height should never be set to higher than the position at which your feet touch the ground. The only exception to this is cases where you can summon help via alarm or telephone.
- NOTE! The electrical functions on REAL 9000 PLUS chairs may be used for maximum 10% of the time, maximum 2 minutes every 20 minutes. The electronics in the chair measure the activity and shut down the electrical functions if this limit is exceeded.
- Only electrical equipment from Mercado Medic AB may be used on the REAL 9000 PLUS.
- Warning! Do not plug any accessory, other than those supplied by Mercado Medic AB, into the control system's contacts.
- The chair must be operated with care. Before moving off or operating the chair, consideration must be given to the surroundings. Any pets or children in the area could be easily run into. The chair must only be used to sit on and should not be regarded as a toy by either children or adults.
- REAL 9000 PLUS is approved for transportation/storage at temperatures of between -25°C and +60°C (-13°F and 140°F) and up to 90% non-condensing relative humidity.
- Max user weight, REAL 9000 PLUS 150 kg (330 lbs).
- The REAL 9000 PLUS should not be used on any incline greater than 5 degrees. If the chair is used or the brake is applied at steeper inclines, it may begin to slide which may cause the chair to fall over.
- If shipped, the chair must be transported in the intended cardboard box on a pallet.
- If the chair is transported by car, it must be strapped in place using straps over both the frame and the seat, and it should be set to the lowest possible seat height.
- The chair is tested and approved for use between +5°C and +40°C (41°F and 104°F) and 15 to 90%, non-condensing humidity. If the chair has been stored in an environment outside these limits, the chair must be left to acclimatise before use in order to ensure that it can be used safely.
- Repairs and other technical measures may only be carried out by personnel authorised by EMP Living LLC.
- Maximum height 2000m (~6500 ft) above sea level.
- The REAL 9000 PLUS must not be moved when the seat is in the raised position.
- Expected service-life ten (10) years.
- REAL 9000 PLUS can be supplemented with a variety of accessories. Only accessories supplied by Mercado Medic should be used. All accessories must be fitted so that there is no risk of small parts coming loose. All the cables must be secured with cable ties to minimise the risk for strangulation.
- Mercado Medic armrests, seats, backrests and other parts intended for skin contact are in compliance with the EU Regulation (EC) No 1907/2006 concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH).

## CLEANING & MAINTENANCE

- The chair should be wiped down and kept clean from dust and dirt.
- The chair should be washed using a disinfectant with PH 7–12 (concentrated), with the exception of the padding.
- Clean the upholstery with foamwash;
  1. Remove dirt, crumbs etc.
  2. Apply a thin layer of foam and rub it in evenly using a moist cloth.
  3. Wipe dry with a clean, slightly damp cloth.
  4. Vacuum well when dry.
- Artificial leather should be washed with soap water or wiped clean with alcohol solution, for example disinfectant.
- Leather upholstery requires a little extra maintenance;
  - Spills must be wiped up immediately with a damp cloth; never use strong cleaning agents.
  - Prevent upholstery from coming into contact with personal care products, such as make-up, hair gel etc.
- Do not allow pets on leather furniture, their claws may scratch the leather.
- Avoid direct and prolonged exposure to sunlight as it may cause the leather colour to fade in the long run.
- Seat, back support and other padded parts are not manufactured in impermeable materials for functional reasons. When reconditioning the upholstery, the seat and padded parts should be replaced for hygienic reasons.
- The electric lifting mechanism should be checked regularly for dust, dirt and stability: Raise the seat to its highest position. Clean with a cloth. Do not use any water or solvents. Then lubricate the cylinder using a thin sheet of Teflon or silicone-based grease.
- The user or their assistant should remove dust, wipe clean and dry off the padded parts on the chair in accordance with the instructions above to the best of their ability and as needed. If this is not done satisfactorily, the chair will need to be reconditioned in order to guarantee hygienic safety.

## INSTRUCTIONS FOR DISPOSAL

### Combustible:

- Seat
- Back
- Armrest
- Headrest
- Other padded parts sold by Mercado Medic AB

### Electronic waste:

- Motors
- Cables
- Control system

### Metal:

- Frame
- Electric lifting mechanism
- Gas pistons
- Gas springs
- Seat frame
- Back recliner
- U-bars and armrest mechanism
- Other metal parts in products sold by Mercado Medic AB

Note! The battery has to be sorted separately.

## SYMBOLS

1. Seat height up/down.

2. Back tilt forwards/backwards.

3. Back recliner forwards/backwards.

4. Activate/release brake

5. Risk of crushing. Any risks marked.

6. Warning: Read the manual before use.

7. Charge connector. 24VDC

8. Separation of source materials

9. The product is part of a recycling process.

10. Product classified as type B applied part in accordance with IEC 60601-1.

11. Max user weight

12. Time in use for electrical functions

INTERMITTENS  
2/20 MIN  
DUTY CYCLE

# WARRANTY

This warranty applies only to products purchased in the United States through our authorized partner EMP Living LLC. Mercado Medic AB warrants this product to be free from any defects in workmanship or material. The warranty only applies to the original purchase and terminates if you transfer, modify or sell the product.

Warranty period:

- Welded metal parts – 10 years
- Gas springs and electric actuators – 2 years
- Other parts – 1 year

The warranty does not apply to:

- Normal wear and tear.
- Damage caused by neglect, misuse, accident or improper installation or operation.
- Use of non-original spare parts and accessories.
- Adjustments carried out by unauthorized service technicians.
- Fading, discoloration or natural variations occurring in skai/leatherette, leather and fabrics.

The warranty does not cover damage caused by a carrier of transportation of the product, alterations made by owner, or customer's own material.

If there is a defect within the warranty period you shall send a written notice of the defect to Mercado Medic's US partner EMP Living, LLC. EMP Living LLC and Mercado will decide if the defect is to be repaired or replaced by a new product.

It is mandatory to read the Instructions for use and care carefully for information on correct use and maintenance of the product before beginning using the chair.

EMP Living, LLC. | 14941 NE 147th CT. | Woodinville, WA 98072 | United States | [info@empliving.com](mailto:info@empliving.com)

# USER MANUAL

## BRAKE

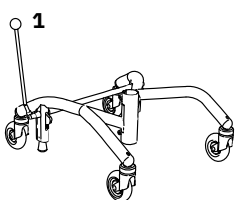
### Control

1. Brake, PLUS frame 48 move lever forwards
2. Brake, PLUS frame 43 move lever backwards, pedal down
3. Electric brake, press button
4. Electric brake, press button
5. Brake lever bracket – to brake the chair even when the armrest is extended in width: loosen the screw on the brake lever bracket using a 6 mm hex key, pull out the bracket, fasten the screw in the next hole and tighten the screw securely using the hex key.

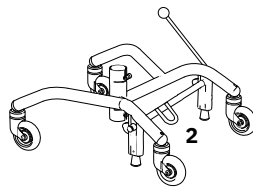
**Note!** The brake on the chair must always be applied when getting in and out of the chair. The brake must be inspected on regular basis. In case of wear, change the brake rubber. The braking function can be reduced on uneven surfaces.

**There are three types of brakes:**

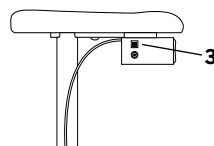
Brake lever, foot brake and electric brake.



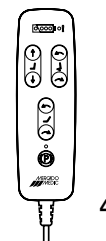
Parking brake



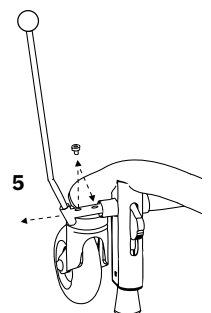
Brake



Electric brake (optional)



Hand control with cord (Optional)



## SEAT HEIGHT

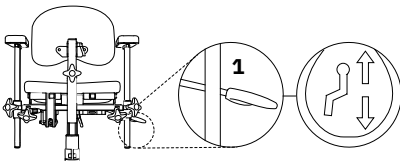
### Control

1. Seat height. Gas spring - pull the lever upwards
2. Seat height. Electric - pull the lever upwards/ downwards.
3. Seat height. Electric hand control with cord.  
Left button = up.  
Right button = down.

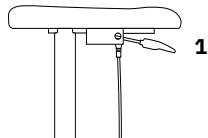
### There are two types of lifting mechanisms:

Gas spring and electric. These are available in two different seat heights, low and standard. The gas spring controller can be placed under the seat or armrest. Electrical controls are fitted as standard under the armrests.

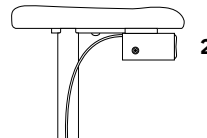
**Note!** Light weighted people might need assistance to raise and lower their gas spring controlled chair.



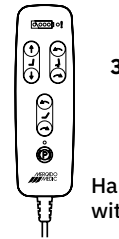
Gas spring control under seat



Gas spring control under armrest (optional)



Electric control under armrests



Hand control with cord (Optional)

## SEAT TILT (OPTIONAL)

### Control

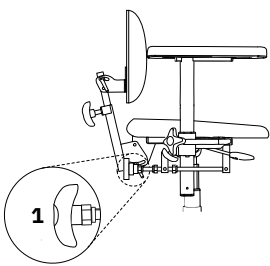
1. Seat tilt. Crank adjustment - turn the knob
2. Seat tilt. Gas spring - pull the lever backwards
3. Seat tilt. Gas spring - pull the lever upwards
4. Seat tilt. Electric - pull the lever upwards/ downwards.
5. Seat tilt. Electric hand control with cord.  
Left button = forwards.  
Right button = backwards.

### There are three types of seat tilt:

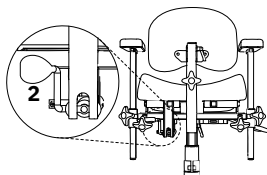
Crank, gas spring and electric adjustment.

The gas spring lever is located either at the back left-hand edge of the seat or under the armrest. Electrical controls are fitted as standard under the armrests.

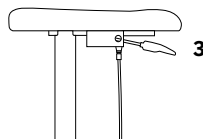
The standard seat tilt range is  $+15^{\circ}/-8^{\circ}$ .



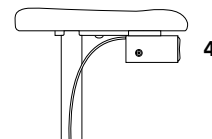
Crank-operated



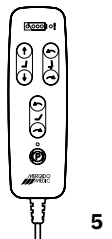
Gas spring control under seat



Gas spring control under armrests



Electric



Hand control with cord (Optional)

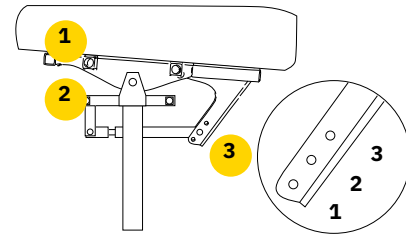
## REVERSE SEAT TILT OR ALL SEAT TILT BACKWARDS (OPTIONAL)

### Control

1. Armrests placed here move with the seat tilt.
2. Armrests placed here do not move with the seat tilt.
3. There are 3 positions.

**When position 3 is selected, the chair must be equipped with base extensions**

1. Forwards 15°, backwards 8° – Standard seat tilt
2. Forwards 8°, backwards 15° – Reversed seat tilt
3. Forwards 0°, backwards 23° – All seat tilt backwards



## BACKREST MECHANISM

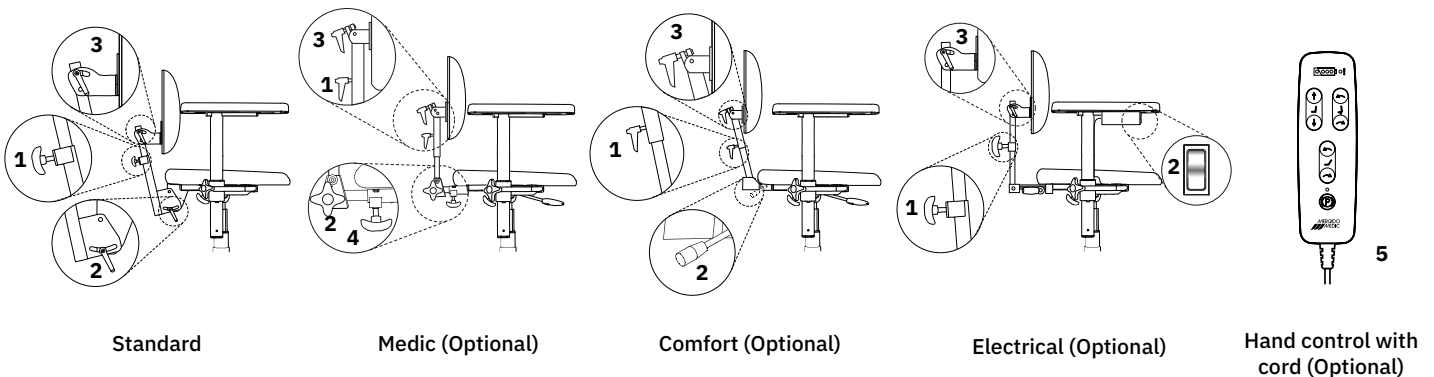
### Control

1. Height
2. Backrest mechanism angle
3. Backrest plate angle.
4. Depth
5. Backrest angle. Electric hand control with cord.  
Left button = forwards.  
Right button = backwards.

**Note!** Make sure that the Medic back recliner is adjusted in the bracket so that the spring bit locks and the back recliner cannot be pulled out.

**There are four types of backrest mechanisms:**

Standard, Medic, Comfort and EL. All are available in low and high backrest designs (the illustrated chairs all have low backrest). All backrest mechanisms has separate controls for height, depth and angle. The Medic model has an extended depth adjustment.

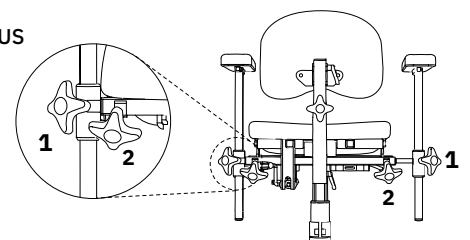


## ARMREST

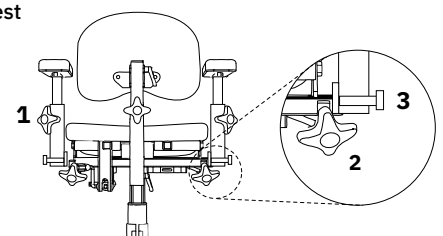
### Control

1. To raise or lower armrest, loosen adjustment knob (1), adjust the height of the armrest, and retighten (1).
2. The armrest width may be adjusted in or out from the chair. To adjust, loosen adjustment knob (2), pull or push armrests in or out, and retighten (2).
3. Only for foldable armrest: To fold back the armrest pull out the adjustment sprint (3) and fold armrest back. To raise it again, fold up the armrest to an upright position and lock it with the adjustment sprint (3). Make sure the armrests are locked in position before use.

#### Armrests PLUS



#### Foldable armrest (Standard)

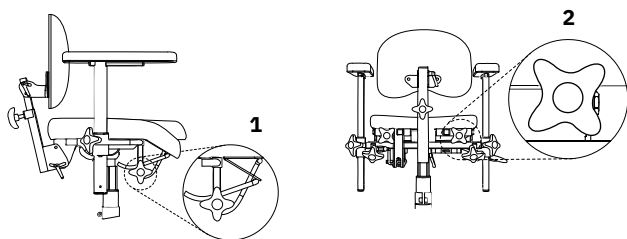




## ADJUSTMENT OF COXIT FLAPS

### Control

1. Loosen, adjust to the required angle and then tighten the knob.
2. Turn the knob to raise/lower the flap.



### There are two types of adjustments for the coxite flaps:

On chairs with no seat angle adjustment (1) the adjustment knobs are placed under the front edge of the seat.

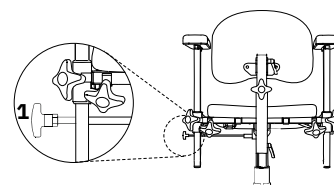
On chairs equipped with seat angle adjustment (2) the adjustment knobs are placed on the back edge of the seat.

## ROTATION ACCESSORY (OPTIONAL)

### Control

1. Turn clockwise to disengage, anticlockwise to lock.

**Note!** Rotation should be in locked position when sitting down and standing up from the chair. Make sure that the lever has clicked into place.



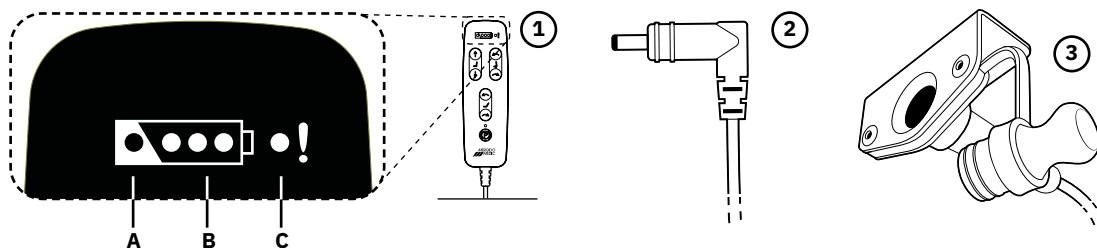
## CHARGING

1. Indication lights

2. Contact plug

3. Charging outlet

- A. Charging is required
- B. Battery Level
- C. Warning light (internal error/button lock)



Battery charger 2240-24V (part no. 805021) must be used to charge the chair. If using a different charger or different batteries to those which are provided alongside the product by Mercado Medic AB, the warranty and Mercado Medic AB's product liability will cease to be valid for any cases regarding the battery, charging or other electronic aspects of the chair. The battery should be charged on a daily basis. Fully charging the battery on a daily basis will take between 2–6 hours. In order to preserve the battery's service life, it is important that it never becomes fully discharged as this can damage the battery cells. If the chair is equipped with a hand control with cord, the battery level can be identified by checking the indication lights (1). On a full charge with a high electrical lifting mechanism, you can raise the chair fully up/down up to 120 times with a load of 80 kg(176 lbs), or up to 90 times with a load of 150 kg(330 lbs).

### How to charge the chair

Connect the contact plug (2) on the charger to the charging outlet (3) (the charging outlet is placed under the seat at the rear on the right side). Then plug the charger into a wall socket. The LED on the charger will indicate that charging is underway. When the LED changes colour from orange to green, the battery is fully charged. None of the electrical functions will work while the chair is charging. The chair must be charged in a safe manner. For this reason, choose a wall socket that is easily accessible to plug the charger into. The charger's cable is 1.8 m and must not be extended. In case of emergency, disconnect the chair by unplugging the charger from the wall socket. Do not sit on the chair when it is charging.

## CHARGING CONTINUED

### Automatic battery deactivation

During longer periods of storage, the battery will automatically be deactivated after seven days. When the battery is deactivated, it must be charged every four months in order to retain its functionality. To reconnect the battery to the system again, connect the battery charger to the charging outlet and wall socket. Wait at least five seconds before disconnecting the battery charger. The battery is now activated again and the system is ready for use. It is recommended to leave the charger in place and fully charge the battery after the product has been stored with the battery in its deactivated state.

### Before using for first time

This product is delivered by Mercado Medic AB with the battery in its deactivated state. The battery must be activated before using for the first time. This is done by connecting the battery charger. Keep the battery charger connected until the battery is fully charged. This will be indicated by a green light on the charger's LED. If you are using the hand control with cord, this will also be indicated by the three green battery LEDs, which will start to flash at the same time. The battery may also need to be charged when it has been inactive as a certain degree of self-discharge always occurs for batteries.

### Note!

Charging the battery is particularly important on chairs with electric brakes, electric seat tilting and electrical back functions because these functions require a high battery capacity in order to work properly. Guarantee these functions by recharging the battery once a day. The battery may only be changed by personnel authorised by Mercado Medic AB. See assembly instructions, Battery Replacement.

### Troubleshooting for electrical functions on your chair

There are no movements at all:

- The battery might need to be charged. See the instructions above.
- An internal error may have been detected by the system, which then shuts down one or all of the function channels and switches on a warning light on the hand control with cord. The system will be reset automatically after 10 seconds. If the error has been resolved, then all channels will be unlocked and the warning light will be switched off.
- The button lock may be enabled. To enable or disable the button lock for a certain function, hold in both of the directional arrows on the relevant button for at least three seconds.

The electric functions on the chair are slow:

- The battery needs to be charged. See the instructions above.

If none of the above measures are able to resolve the problem, servicing may be required. Please contact your dealer or get in touch with Mercado Medic AB. You will find our contact details on the last page of this manual.

### Emergency stop

If, for whatever reason, the system does not interrupt a movement after the corresponding function button has been released, the movement can be interrupted by pressing down any of the other buttons on the hand control with cord. If a fixed control unit is being used instead of a hand control with cord, the same emergency stop function can be initiated by pressing down the button for movement in another direction.

*\*If the chair's battery has reached a critical level and the electronic functions do not work after six hours of charging, charge the chair for a further 24 hours. If the problem persists, please contact the distributor of your chair.*