

Rubbermaid[®]
Healthcare



Solutions Overview



Increasing the Capacity to Care™



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Increasing the Capacity to Care™

It's more than a tag line, it's a way of thinking. Healthcare professionals are driven by their desire to help. It gives them fulfillment to comfort others through the healing process. We understand that an efficient process with products that are easy to use ultimately results in more time caring for patients. At Rubbermaid Healthcare, our products are designed with that single goal in mind and we pride ourselves on our ability to develop innovative mobile, wall-mounted and telemedicine solutions for healthcare facilities striving to enhance patient care, safety and staff productivity.

End-User Research & Design

With every new product, we see new opportunity.

Driven by research and end user insights, Rubbermaid Healthcare carts are designed specifically to meet the unmet needs of the clinical market. We understand how important consumer insights are in creating new products, and we spend thousands of hours with nursing and IT in the healthcare environment to develop new concepts and gain knowledge of the pressure points around the current product offering. Our design team ensures that all aspects of clinical needs and support are considered, and new products are validated with end user focus groups and various pilot programs.



Manufacturing

We manufacture products to be durable and long-lasting – just what you expect from Rubbermaid.

Produced at Newell Rubbermaid's 300,000 sq. ft. manufacturing complex, our products are manufactured with a great degree of care to guarantee the highest quality. In addition, all of our carts are built to order, allowing a level of customization and flexibility that is unparalleled in the healthcare industry. Incorporating Six Sigma, our manufacturing process is able to permit fast turnarounds, ensuring we are able to supply hospitals with the product they need, when they need it.



Testing

Before you see it, all of our products are pushed to the limit at the Rubbermaid test lab.

In the same way that 100% of products go through a final inspection before they ship, all products are tested beyond failure at Rubbermaid's state-of-the-art testing facility, located near our corporate headquarters in Huntersville, NC. We understand that for nurses to do their job, our products are depended on to perform. Advanced equipment is used to guarantee each product will far surpass the required usage in its demanding clinical environment, and we continue to test all features of current products to confirm we are supplying the best solutions in the marketplace.



Service Capabilities

Customers are our top priority. That's why we have the best response team in the industry.

The name Rubbermaid is synonymous with quality, and our products are engineered and tested to perform in a 24/7 clinical environment. However, should you require support for any service issues, we have developed a comprehensive service program focused on rapid resolution to keep your fleet operational and your clinicians supported. We measure how we are performing on a real-time basis via a robust Customer Relationship Management (CRM) system, and we check our performance with direct survey feedback on each service call. This feedback helps us ensure that we meet your needs and that we maintain our service leadership position in the industry. It's just another way Rubbermaid Healthcare is **Increasing the Capacity to Care™**.



Introducing CareLink™

Mobile Nurse Station

Introducing CareLink™, the world's first Mobile Nurse Station. A testament to our pursuit of Increasing the Capacity to Care™ for the healthcare industry, this next generation of mobile technology connects the most pressing concerns of IT integration with the extensive needs of modern healthcare administrators to enhance patient care.



Saves Time

CareLink's 7" glass touchscreen enables improved communications and personal preferences



Easier to Move

With N-Stride™ steer assist, CareLink is virtually effortless to maneuver and control



Intelligent Platform

Remote fleet management with no software to install or maintain

CareLink™

Mobile Nurse Station

Future-proof design provides a universal power system and the ability to easily upgrade to medication administration without purchasing a new cart.



On board calculator



Expandable work surface



Multiple drawer configurations to meet specific needs

	CareLink™	CareLink™ for Laptop	CareLink™ RX	CareLink™ RX for Laptop
Power:	AC or DC Lithium	AC or DC Lithium	AC or DC Lithium	AC or DC Lithium
Communication Tools:	Yes	Yes	Yes	Yes
On-Board Calculator:	Yes	Yes	Yes	Yes
Lift Mechanism:	Electronic or Manual	Electronic or Manual	Electronic	Electronic
Lights:	Keyboard, Work Surface and Ground	Keyboard (Optional Work Surface and Ground)	Keyboard, Work Surface and Ground	Keyboard (Optional Work Surface and Ground)
N-Stride Steer Assist:	Yes	Optional	Yes	Optional
Expandable Work Surface:	Yes	Optional	Yes	Optional
External USB Port(s):	2	1 (Optional 2nd)	2	1 (Optional 2nd)
Rubbermaid SKU: (AC only, inquire for DC)	Electronic Lift: 1817969 Manual Lift: 1817970	Electronic Lift: 1817976 Manual Lift: 1817975	1874716	1874719

All Rubbermaid Healthcare Mobile Nurse Stations, M38, XP, RX, and Mobile Technology Cabinets come standard with next business day on-site service and parts as necessary, 3 year mechanical, electrical and battery coverage. Extended warranties available.

M38 Computing Carts

With its innovative features, ergonomic design and best-in-class service plan, our M38 Computing Cart is the best choice for your demanding clinical environment.



Contoured handles minimize strain when pushing cart



Integrated keyboard light with auto shut-off feature for nighttime use



T-track provides a universal mounting point for accessories and equipment

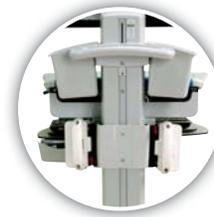
Power System:	Non-Powered	AC Powered Sealed Lead Acid (SLA)	DC Powered Sealed Lead Acid (SLA)	AC or DC Powered Lithium
Target Run-Time (typical configuration):	Laptop Battery Only	8-12 Hours/Charge	10-16 Hours/Charge	7-10 Hours/Charge
Charge Time from Empty:	Laptop charge time only	5-6 Hours	5-6 Hours	2.5 Hours
Battery Life Cycles:	N/A	350	350	2500+
Additional Benefits:			Highest efficiency	25lb weight reduction from SLA, 3 year Battery Warranty*
Recommended Technology:	Laptop (up to 17" screen)	Laptop (folded), thin client, or Ultra Small PC (consult Sales Rep for tech tray dimensions)	Laptop (folded), thin client, or Ultra Small PC (consult Sales Rep for tech tray dimensions)	Laptop (folded), thin client, or Ultra Small PC (consult Sales Rep for tech tray dimensions)
Rubbermaid SKU:	9M38-00-L00	1781707	9M38-00-D55	AC: 1781127 DC: 1806460

*Run times will vary depending on technology used. Battery warranty coverage available up to 5 years from purchase date at additional cost.

All Rubbermaid Healthcare Mobile Nurse Stations, M38, XP, RX, and Mobile Technology Cabinets come standard with next business day on-site service and parts as necessary, 3 year mechanical and 3 year electrical coverage. Extended warranties available.

Swappable Batteries for Mobile Computing Carts

Swappable battery power systems use removable batteries that can be charged in a given location, separate from the mobile computer cart.



Swappable batteries allow cart to run 24/7 with no downtime



Space-saving charging system can lay flat or mount to the wall for easy battery charging



Battery mounting bracket provides easy access to remove and replace swappable batteries

Battery:	No. of Batteries on-cart	Available Capacity	Run Time per cart @ 35W	Run Time per cart @ 45W
Dionic HD - SKU #1850682	2	360Wh	10.2 hours	8 hours
Dionic HCX - SKU #1850683	2	240Wh	6.8 hours	5.3 hours
Dionic 270 - SKU #1853252	1	270Wh	7.7 hours	6 hours

Available on:	SKU #
Swappable Battery Computer Cart	1850681
Swappable Battery Computer Cart with Single Drawer	1782694

All Rubbermaid Healthcare M38, XP, RX, and Mobile Technology Cabinets come standard with next business day on-site service and parts as necessary, 3 year mechanical and 3 year electrical coverage. Extended warranties available.

XP Medication Carts

With its compact base, flexible drawer system, advanced security and best-in-class service plan, our M38-XP Medication Cart creates a hybrid of traditional computer and medication carts maximizing nursing efficiency, technology adoption and patient safety.



Multiple drawer sizes and configurations to meet unit specific needs



Advanced keyless entry system with wireless PIN Code management



Integrated keyboard light with auto shut-off feature for nighttime use

Power System:	Non-Powered	AC Powered Sealed Lead Acid (SLA)	DC Powered Sealed Lead Acid (SLA)	AC or DC Powered Lithium
Target Run-Time (typical configuration):	Laptop Battery Only	8-12 Hours/Charge	10-16 Hours/Charge	7-10 Hours/Charge
Charge Time from Empty:	Laptop charge time only	5-6 Hours	5-6 Hours	2.5 Hours
Battery Life Cycles:	N/A	350	350	2500+
Additional Benefits:			Highest efficiency	25lb weight reduction from SLA, 3 year Battery Warranty*
Recommended Technology:	Laptop (up to 17" screen)	Laptop (folded), thin client, or Ultra Small PC (consult Sales Rep for tech tray dimensions)	Laptop (folded), thin client, or Ultra Small PC (consult Sales Rep for tech tray dimensions)	Laptop (folded), thin client, or Ultra Small PC (consult Sales Rep for tech tray dimensions)
Rubbermaid SKU:	9M38-XP-L0000	1781736	9M38-XP-D55	AC: 1781484 DC: 1806465

*Battery warranty coverage available up to 5 years from purchase date at additional cost.

All Rubbermaid Healthcare M38, XP, RX, and Mobile Technology Cabinets come standard with next business day on-site service and parts as necessary, 3 year mechanical and 3 year electrical coverage. Extended warranties available.

8 Run times will vary depending on technology used.

RX Medication Carts

With its large storage capacity, advanced keyless entry system and best-in-class service plan, our M38-RX Medication Cart is the best solution for bedside medication delivery.



Electronic lift with 16" of height adjustability



Secondary work surface slides out left or right to supplement primary work surface



Multiple drawer sizes and configurations to meet unit specific needs

Power System:	Non-Powered	AC Powered Sealed Lead Acid (SLA)	DC Powered Sealed Lead Acid (SLA)	AC or DC Powered Lithium
Target Run-Time (typical configuration):	Laptop Battery Only	8-12 Hours/Charge	10-16 Hours/Charge	7-10 Hours/Charge
Charge Time from Empty:	Laptop charge time only	5-6 Hours	5-6 Hours	2.5 Hours
Battery Life Cycles:	N/A	350	350	2500+
Additional Benefits:			Highest efficiency	25lb weight reduction from SLA, 3 year Battery Warranty*
Recommended Technology:	Laptop (up to 17" screen)	Laptop (folded), thin client, or Ultra Small PC (consult Sales Rep for tech tray dimensions)	Laptop (folded), thin client, or Ultra Small PC (consult Sales Rep for tech tray dimensions)	Laptop (folded), thin client, or Ultra Small PC (consult Sales Rep for tech tray dimensions)
Rubbermaid SKU:	9M38-RX-L00	1781739	9M38-RX-D55	AC: 1781745 DC: 1806466

High Capacity Medication Carts

With its compact footprint and flexible drawer system, our High Capacity Medication Cart maximizes nurse efficiency, mobility and patient safety.



Integrated keyboard and drawer light with auto shut-off feature for nighttime use



Locking Side Bin provides additional locked storage that is removable for supply retrieval



Multiple drawer sizes and configurations to meet unit specific needs

Power System:	AC Powered Sealed Lead Acid (SLA)	DC Powered Sealed Lead Acid (SLA)	AC or DC Powered Lithium
Target Run-Time (typical configuration):	8-12 Hours/Charge	10-16 Hours/Charge	7-10 Hours/Charge
Charge Time from Empty:	5-6 Hours	5-6 Hours	2.5 Hours
Battery Life Cycles:	350	350	2500+
Additional Benefits:		Highest efficiency	25lb weight reduction from SLA, 3 year Battery Warranty*
Recommended Technology:	Laptop (folded), thin client, or Ultra Small PC (consult Sales Rep for tech tray dimensions)	Laptop (folded), thin client, or Ultra Small PC (consult Sales Rep for tech tray dimensions)	Laptop (folded), thin client, or Ultra Small PC (consult Sales Rep for tech tray dimensions)
Rubbermaid SKU:	1794565 9M06038501- Locking side bin	1794567 9M06038501- Locking side bin	AC: 1794562 9M06038501- Locking side bin

*Battery warranty coverage available up to 5 years from purchase date at additional cost.

All Rubbermaid Healthcare M38, XP, RX, and Mobile Technology Cabinets come standard with next business day on-site service and parts as necessary, 3 year mechanical and 3 year electrical coverage. Extended warranties available.

Run times will vary depending on technology used.

Mobile Technology Cabinet



The Mobile Technology Cabinet blends premium cabinet aesthetics into the flexibility of a mobile computer cart. Clinician friendly features enhance patient interaction, while innovative design features optimize in-room maneuverability.



Optional white board surface promotes patient education and interaction



Easy-to-grip handles provide comfortable maneuverability from any position when open or closed



19" w x 11" d work surface with raised edge to retain paperwork, supplies and medications

Power System:	Non-Powered	AC Powered Sealed Lead Acid (SLA)	DC Powered Sealed Lead Acid (SLA)	AC Powered Lithium
Target Run Time (typical configuration):	Must be connected to outlet	8-12 Hours/Charge	10-16 Hours/Charge	7-10 Hours/Charge
Charge Time from Empty:	N/A	5-6 Hours	5-6 Hours	2.5 Hours
Battery Life Cycles:	N/A	350	350	2500+
Additional Benefits:			Highest efficiency	25lb weight reduction from SLA, 3 year Battery Warranty*
Recommended Technology:	Thin client, Ultra Small PC (consult Sales Rep for tech box dimensions)	Thin client, Ultra Small PC (consult Sales Rep for tech box dimensions)	Thin client, Ultra Small PC (consult Sales Rep for tech box dimensions)	Thin client, Ultra Small PC (consult Sales Rep for tech box dimensions)
Rubbermaid SKU:	1804571 plus finish SKU (see page 21)	1804573 plus finish SKU (see page 21)	1804574 plus finish SKU (see page 21)	1804572 plus finish SKU (see page 21)

*Battery warranty coverage available up to 5 years from purchase date at additional cost.

All Rubbermaid Healthcare M38, XP, RX, and Mobile Technology Cabinets come standard with next business day on-site service and parts as necessary, 3 year mechanical and 3 year electrical coverage. Extended warranties available.

Run times will vary depending on technology used.

M40 Computing Carts

With its light-weight construction, compact and ergonomic design and large work surface, our M40 Computing Cart is the best choice for your mobile electronic documentation needs.



Easy access to laptop power button



Integrated keyboard light with auto shut-off feature for nighttime use



T-track provides a universal mounting point for accessories

	Laptop Configuration	CPU Configuration
Height Adjustment (sit to stand):	16"	16"
Work Surface with Spill Retaining Lip:	20" x 11"	20" x 11"
Work Surface Document Protector:	Yes	Yes
Integrated Keyboard Light:	Yes	Yes
Bi-directional Mouse Pad:	8.5" x 9.5"	8.5" x 9.5"
Ability to Add Accessories	Yes	Yes
CPU Storage:	No	Yes
Power Cord and Pre-Wired Power Strip:	Optional	Yes
Rubbermaid SKU:	1854484- 200n Lift 1854483- 160n Lift	1854485

M40 carts come standard with 2 hour response time and next business day shipment on parts as necessary, 3 year mechanical coverage.

Computing Cart Accessories



LCD Access Pack for med cups, tape and alcohol wipes
4170088



Mounting Bracket for Caviwipes Bracket***
4170398



Large Printer Shelf
15" w x 9" d
9M38-RL



Rotating 5" Height Adjustment Monitor Bracket
4170096



3-Sided Mounting Bracket
9M06027501



Wire Basket
9M38-AA



Rotating Monitor Bracket
9M38-MR



Mounting Plate for Sharps Bracket and Accessory Bins
9M06026001



Trash Bin
9M38-WB



M38 RX Locking Side Bin with removable bin*
9M06038501



Barcode Scanner Charging Station Shelf
Inquire for model number



IV Pole 25" H x .75" Diameter
9M38-IV



OR Splash Guard for laptops**
M06044901

* Available for M38 RX only.
** For use on laptop cart only.
*** Mounting Bracket only - Caviwipes Bracket sold separately.

Drawer Configurations



9M38-11



9M38-33



9M38-12



9M38-23



1779309
Pharmacy Robot Envelope Drawer



9M38-22



9M38-DD



9M38-13



9M38-QQ

Non locking supply drawers also available

Rubbermaid Mobile Carts Extended Warranty and Service Programs

All Rubbermaid Healthcare M38, XP, RX, and Mobile Technology Cabinets come standard with next business day on-site service and parts as necessary, 3 year mechanical and 3 year electrical coverage.

- 2 hour call back 8am - 5pm EST
- Next business day parts and on-site support where necessary (industry leading)
- Parts shipped overnight from Rubbermaid Healthcare (RHC) support center to meet the locally-based technician
- Service data on your hospital's RHC cart fleet available upon request

All warranties below extend comprehensive coverage through 5 years from date of purchase. SKUs below include the on-site support program identical to that laid out in the standard Rubbermaid Warranty/Service Level Commitment documents.

Services and Warranties:

Description	Rubbermaid SKU
M38 Computing Cart 5 Year, On-Site Comprehensive Warranty, Powered Carts	9M38-EX-5CAC
M38 Computing Cart 5 Year, On-Site Comprehensive Warranty, Non-Powered Carts	9M38-EX-5CLT
M38 XP Medication Cart 5 Year, On-Site Comprehensive Warranty, Powered Carts	9MXP-EX-5CAC
M38 XP Medication Cart 5 Year, On-Site Comprehensive Warranty, Non-Powered Carts	9MXP-EX-5CLT
M38 RX Medication Cart 5 Year, On-Site Comprehensive Warranty, Powered Carts	9MRX-EX-5CAC
M38 RX Medication Cart 5 Year, On-Site Comprehensive Warranty, Non-Powered Carts	9MRX-EX-5CLT
Lithium Battery Warranty 5 Year – Available for M38, XP, RX, 2RX, MTC	FG9M385LBW

Supplemental Support Programs:

Description	Rubbermaid SKU
On-Site Cart Integration (includes testing, technology setup, cable management, etc.)	9M38-ON-AC
On-Site Unpacking (includes coordination of disposal of packaging materials)	9M38-UP-AC
Preventive Maintenance (Price per cart, per maintenance cycle, at client discretion)	9MXP-PM-1

888-859-8294 US/Canada
1-704-987-4357 International

Transfer & Exchange Carts

Rubbermaid Transfer & Exchange Carts and Cassette solutions are a vital part of supporting Electronic Medical Record (EMR) administration initiatives. Whether part of a decentralized or hybrid delivery system, introducing a medication transfer and exchange system can optimize nursing workflow and secure meds all the way to the patient.



Specs:	Exchange Carts			Transfer Carts	
Dimensions	50"H x 28"L x 20"W	50"H x 28"L x 20"W	50"H x 28"L x 20"W	50"H x 40"L x 29"W	50"H x 40"L x 29"W
Weight	101 LB	95 LB	65 LB	254 LB	230 LB
Drawers	36 Small Drawers in 3 Cassettes	24 Medium Drawers in 3 Cassettes	None	144 Small Drawers in 12 Cassettes	96 Medium Drawers in 12 Cassettes
Lock	Electronic Lock	Electronic Lock	Electronic Lock	Mechanical Lock	Mechanical Lock
Rubbermaid SKU:	1882667	1882668	1882669	1800848	FG9M3496MBLU

All Rubbermaid Healthcare Transfer Carts come standard with 3 year mechanical coverage.

Telemedicine Carts

Rubbermaid Healthcare's Telemedicine Cart Solutions provide mobile, point-of-care platforms connecting doctors, specialists and clinicians to where the patient is, whether in a hospital, clinic or residential facility. Engineered to Rubbermaid Healthcare's highest quality standards with ease-of-use, interoperability and plug-n-play capabilities, each cart can be tailored to address different Telemedicine requirements depending on the application.

Simple

- Intuitive user interface
- Efficient encounter management system
- Ergonomic workstation features



Powered Electronic Lift



Content Sharing

Versatile

- Flexible video conferencing options (Polycom, Lifesize, Vidyo, CISCO)
- Universal I/O panel for peripheral device integration
- Enhanced functionality through integrated Navport PC system



Plug-n-Play I/O Panel



High Definition Video Conferencing

Clinical

- Engineered to the highest quality measures
- Compliant with healthcare safety standards
- Designed for clinical environments



Secured Technology Cabinet with Drawer



Navport System

Experience enhanced functionality through our Telemedicine Navport PC System.

- Enables a wide array of operations and software options
- Enables quick & easy content sharing
- Populated I/O panel for peripheral device integration / management

Camera/Codec Options



Vidyo

HD100 VidyoRoom Codec and Sony HD3, Sony EVIH100VW or Vaddio HD Camera



Polycom

Groups 500 series with 720 camera 12x



Lifesize

Icon600 Codec and Lifesize Camera 10x



Cisco

SX20 Codec and PrecisionHD Camera

Tandem Arm™ and Slim Line

The Tandem Arm™ and Slim Line Wall-Mounted Workstations are designed to promote a professional appearance specific to healthcare environments. Dual arms move in tandem to provide best-in-class stability and range of motion, while the work surface facilitates med preparation and supply accessibility. Now available in select finishes (see page 19 for details).



Premium Tandem Arm



Premium Slim Line



Task light with auto shut-off illuminates the work surface for nighttime use



Dual pivot points on the Tandem Arm maximize rotational range of motion



Keyboard drawer extension with integrated wrist rest reduces strain

Description:	Premium Tandem Arm™ with Integrated Tech Box	Premium Tandem Arm™ with External CPU Holder	Premium Slim Line with Wall Mounted Tech Box	Premium Slim Line with External CPU Holder
Keyboard Height Adjustment Range:	15"	15"	15"	15"
Monitor Height Adjustment Range (with optional bracket):	20"	20"	20"	20"
Max Extension from Wall (wrist rest):	36"	36"	22"	22"
Depth When Stowed:	7 3/8"	7 3/8"	4 1/8"	4 1/8"
Work Surface Size:	21 1/2" x 11"	21 1/2" x 11"	21 1/2" x 11"	21 1/2" x 11"
Available in Finish Options (page 10):	Yes	Yes	Yes	Yes
Rubbermaid SKU:	FG9A36TDPTB	FG9A36TDPEC	FG9A3600PTB	FG9A3600PEC

Fluid™ Arm



With unmatched strength and style, the Fluid™ Arm adjusts with a single-handed motion from a seated to standing position. Designed to provide maximum reach, the Fluid™ Arm is ideal for sharing between two patient beds.



Standard Fluid Arm HD with extension arm



Standard Fluid Arm LT



Optional extension arm allows sharing between 2 beds



Optional 20" x 11.5" work surface houses standard keyboard tray



14" of incremental height adjustment and 270° rotation

Description:	Premium Fluid™ Arm HD	Standard Fluid™ Arm HD	Premium Fluid™ Arm LT	Standard Fluid™ Arm LT
Height Adjustment Range:	14"	14"	14"	14"
Max Extension from Wall (with extension/without extension):	55"/37"	55"/37"	53"/37"	53"/37"
Depth When Stowed:	8"	7"	8"	7"
Work Surface Size:	20" x 11.5"	N/A	20" x 11.5"	N/A
Track Sizes Available:	16", 32", 48"	16", 32", 48"	16", 32", 48"	16", 32", 48"
CPU Options Available:	Sm Cradle, Lg Cradle, Enclosed Mount			
Rubbermaid SKU:	32": 1832513 48": 183217	32": 1832512 48": 1832516	32": 1832511 48": 1832515	32": 1832469 48": 1832514

All Rubbermaid Healthcare wall products come standard with 2 hour response time and next business day shipment on parts as necessary, 5 year mechanical and 2 year electrical coverage.

Wall Cabinet

Wall-Mounted Workstations

The Wall Cabinet Workstation is designed to provide maximum aesthetic flexibility and best-in-class performance. Innovative features, advanced keyless entry system and exceptional serviceability make our Wall Cabinets the best choice for your demanding clinical environment.



423 Wall Cabinet Workstation



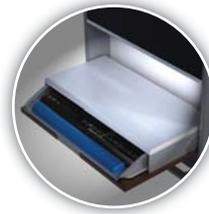
430 Wall Cabinet Workstation



Standard and Special Order finishes cover a wide range of decor



Generous work surface for paperwork, supplies and medications



Standard auto on/off Task Light reduces visual strain during nighttime use

	423 Wall Cabinet Workstation	430 Wall Cabinet Workstation
Depth when closed:	4"	< 4"
Wall Dimensions:	22 1/2" x 46"	30" x 50"
Max Extension from wall (wrist rest):	22"	20"
Work Surface size:	20 1/2" x 10"	24" x 8"
Bi-Directional Mouse Pad:	10" x 9 1/2"	7" x 9 1/4"
Pin Code Locking:	128 Codes; Network Management (optional)	128 Codes; Network Management (optional)
Proximity Sensor for Auto-Retract:	N/A	Optional
15" Electronic Height Adjustability with auto return:	N/A	Optional
Auto-User log off:	Standard	Standard
Rubbermaid SKU:	FG9C3600423 plus finish SKU (see page 21)	1799627, 1799628, 1799629, 1799630, 1799631, 1799632, 1799633, 1799634 plus finish SKU (see page 21)

All Rubbermaid Healthcare wall products come standard with 2 hour response time and next business day shipment on parts as necessary, 5 year mechanical and 2 year electrical coverage.

Finish Options

Standard Finishes

Lead time: 8 weeks

			
Chocolate Pear 423 SKU: FG9C36FPCP 430 SKU: 1799635 Wall Arm SKU: 1799607 MTC SKU: 1804581	Solar Oak 423 SKU: FGT9C36FPSO 430 SKU: 1799636 Wall Arm SKU: 1799608 MTC SKU: 1804582	Natural Maple 423 SKU: FG9C36FPNM 430 SKU: 1799637 Wall Arm SKU: 1799609 MTC SKU: 1804583	Blossom Cherry 423 SKU: FG936FPBC 430 SKU: 1799638 Wall Arm SKU: 1799610 MTC SKU: 1804584

Special Order Finishes: Inquire for Minimum Order Quantity Information

Lead time: 8 weeks

				
Mahogany Impression 423 SKU: FG9C36FPMI 430 SKU: 1799639 Wall Arm SKU: Inquire MTC SKU: 1804585	Cayenne Maple 423 SKU: FG9C36FPCM 430 SKU: 1799640 Wall Arm SKU: n/a MTC SKU: 1804586	Dark Italian Walnut 423 SKU: FG9C36FPDIW 430 SKU: 1799641 Wall Arm SKU: Inquire MTC SKU: 1804587	Light Italian Walnut 423 SKU: FG9C36FPLIW 430 SKU: 1799642 Wall Arm SKU: n/a MTC SKU: 1804588	Dune Wood 423 SKU: FG9C36FPDW 430 SKU: 1799643 Wall Arm SKU: n/a MTC SKU: 1804589

				
Whitewash Maple 423 SKU: FG9C36FPWM 430 SKU: 1799644 Wall Arm SKU: n/a MTC SKU: 1804590	Espresso 423 SKU: FG9C36FPES 430 SKU: 1799645 Wall Arm SKU: 1799617 MTC SKU: 1804591	Black Wood Grain 423 SKU: FG9C36FPBWG 430 SKU: 1799646 Wall Arm SKU: 1799618 MTC SKU: 1804592	Blonde Maple 423 SKU: FG9C36FPBM 430 SKU: 1799647 Wall Arm SKU: n/a MTC SKU: 1804593	Pink Birch 423 SKU: FG9C36FPPB 430 SKU: 1799647 Wall Arm SKU: n/a MTC SKU: 1804594

				
Anigre 423 SKU: FG9C36FPAN 430 SKU: 1799648 Wall Arm SKU: n/a MTC SKU: 1804595	Birds Eye Maple 423 SKU: FG9C36FPBEM 430 SKU: 1799650 Wall Arm SKU: 1799622 MTC SKU: 1804596	Executive Cherry 423 SKU: FG9C36FPEC 430 SKU: 1799651 Wall Arm SKU: Inquire MTC SKU: 1804597	Origin Cherry 423 SKU: FG9C36FPOC 430 SKU: 1799652 Wall Arm SKU: 1799624 MTC SKU: 1804598	Rustic Cherry 423 SKU: FG9C36FPRC 430 SKU: 1799653 Wall Arm SKU: Inquire MTC SKU: 1804599

	Sakura 423 SKU: FG9C36FPSA 430 SKU: 1799654 Wall Arm SKU: Inquire MTC SKU: 1804599
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	White Board 423 SKU: FG9C36FPWWB 430 SKU: 1799655 Wall Arm SKU: n/a MTC SKU (back panel): 1804576
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Service Capabilities

Help Desk

At Rubbermaid Healthcare, our customers are our top priority. That's why we have the best response team in the industry. After a service request is entered on our website, our help desk responds within 2 hours. Our highly-trained experts get details concerning the issue and attempt to reach a resolution as quickly as possible. The professional staff will provide clear guidance and explain the process we will follow to reach a resolution for you. The help desk provides hardware and software support, dispatches parts and, if needed, orders field engineers to be on-site the next day.



Parts Depot

A key piece of our support strategy is our centralized Parts Depot, which tests 100% of parts prior to shipping. This Depot allows us to use overnight priority shipping to ensure next business day resolution of any service issues with our mobile products. Understanding that your investment in Rubbermaid is long-term, we also have a policy that requires spare parts availability for all products no less than 5 years past the end of production.



Field Engineers

The on-site support portion of our mobile cart service program is designed to ensure that our clients' resources focus on strategic initiatives – not maintaining a cart fleet. In order to effectively meet our next business day resolution commitment, we utilize an established network of local, certified Field Engineers. Our process involves quickly identifying an available Engineer, and supporting the specific project need through a combination of video training, detailed project instructions and live phone support by our Help Desk team. This scalable, flexible approach allows us to have unsurpassed service levels in the medical industry.



Mobile Cart Support: Questions to Ask

- Does the vendor have a defined, established support program?
- Can the vendor validate the program with performance data, references and process documentation?
- Are Help Desk personnel dedicated to existing client support, or do they have additional, competing responsibilities?
- How are on-site support needs managed?

Are Field Service personnel located nearby, or will travel be required?

Are they dedicated to field support, or do they have additional responsibilities (Engineering or Production)?

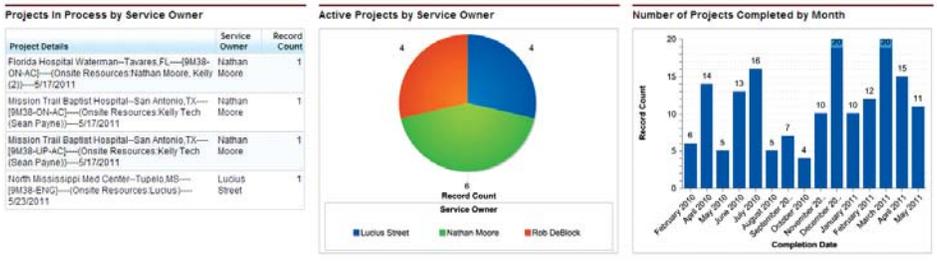
If travel is required, what business factors could influence response time (travel costs, other clients with higher-priority needs)?

Can the vendor provide documentation and examples of training methodologies for field support staff?

Are the Field Service personnel capable of supporting the entire cart, or just components?

CRM System

Customer Relationship Management (CRM) is the cornerstone of an effective service program. Our web-based database contains all relevant information about every asset in the field, and all service that has been performed on the product. Our investment in this CRM system allows us to provide client-specific performance reports, and ensures that we close every service event to completion.



Quality Assurance

Our service program is held to the same high standards as our products. 100% of returned parts are tested to both determine the root cause and drive product improvement. We also request survey feedback on every one of our on-site service calls, and we publish the results. Contact your Account Executive to receive and review this feedback data.

C.A.R.E Team

In addition to our dedicated Help Desk and network of Field Engineers, our Customer Assurance & Resolution Experts (C.A.R.E.) provide several additional levels of support. This team, based at our headquarters, supports:

- Complex project management
- On-site integration
- Upgrades
- Preventive Maintenance
- Service event escalation
- Additional Life Cycle Management needs



Life Cycle Management

Experienced decision makers understand that product selection needs to go beyond features, and incorporate the total life cycle cost in order to maximize return on investment and the clinical benefits of technology. Rubbermaid has the broadest offering of services to maximize up-time and meet the resource needs of our clients. Depending on your specific needs, your Account Executive can tailor a solution from our full selection of customizable Life Cycle Management programs.



Product Upgrades

Rubbermaid Carts are built on a flexible platform. This means you are able to upgrade your cart as the demands of your facility change. Our non-powered M38 premium carts are pre-wired to accept future power systems, and can accommodate multiple battery chemistries (Sealed Lead Acid and Lithium). Computing Carts can be upgraded to our XP Medication Cart to support barcode scanning and workflow improvement initiatives.*



*Upgrade capability is limited to specific configurations. Please consult your Account Executive for details.

Warranty Information

Mobile Computer Carts and Mobile Nurse Station (excluding M40)

Limited Warranty:

As of July 1, 2011 Rubbermaid Healthcare provides a three year warranty on durable and electronic components*. Battery performance warranties are different based on battery type.** If during the warranty period the Rubbermaid Healthcare product proves defective in materials or workmanship under normal use by the original purchaser, contact Rubbermaid Healthcare technical support at www.rubbermaidhealthcare.com/service (please be sure to complete all information identified with an asterisk). Rubbermaid Healthcare will determine, in its sole discretion, how to best address your warranty issue, which may include any one or combination of the following; phone support, sending you a replacement part, or providing on-site technical assistance. Rubbermaid Healthcare reserves the right to require additional proof of purchase prior to honoring any warranty request. This warranty does not cover product abuse, modification, integration, improper storage, failure to adhere to product instructions, improper operation or misuse. Examples of misuse include, but are not limited to: improper maintenance, improper battery charging / discharging behavior, over stuffing of drawers and side bins, use of sharp objects on user interface screens or keypads, unplugging power cords by pulling on cord, spilling liquids on components, exposure to any harsh elements including temperatures and moisture outside the operating and storage specifications.

Disclaimer: Components that generally requiring on-site technical assistance may include, but are not limited to: cart electronics, lift mechanism, power system, locking mechanism and structural failures. Components that generally do not warrant on-site technical assistance may include, but are not limited to: storage bins, power cord, drawers, battery replacement and casters. Components that are not covered under this warranty include, but are not limited to: document protectors, wrist rests and any customer provided items. Preventive maintenance is the sole responsibility of the customer unless this service is purchased from Rubbermaid Healthcare. These services include, but are not limited to: routinely cleaning all external surfaces according to approved procedures, inspecting all mechanical and electrical features for proper function and safety, routinely cleaning dust from the power system including internal components, and inspecting and tightening casters to specifications.

RUBBERMAID HEALTHCARE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES WHATSOEVER

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state or country to country.

*All warranty periods commence on the recorded date of manufacture or upgrade service. This date is printed on the serial number label on the product. All carts purchased before 7/1/2011 carry a three year warranty on durable components and a two year warranty on electronic components.

**SLA battery performance is warranted for three months. Lithium battery performance is warranted for three years. Swappable batteries have warranty periods ranging 1.5 to 2 years based on battery type. For additional information see Rubbermaid Healthcare battery warranties.

M40 Mobile Computing Carts

Limited Warranty:

Rubbermaid Healthcare provides a three year warranty on durable components*. If during the warranty period this Rubbermaid Healthcare product proves defective in materials or workmanship under normal use by the original purchaser, contact Rubbermaid Healthcare technical support at www.rubbermaidhealthcare.com/service (please be sure to complete all information identified with an asterisk). Rubbermaid Healthcare will determine, in its sole discretion, how to best address your warranty issue, which may include phone support and/or sending you a replacement part. The warranty coverage on M40 carts does not include on-site technical assistance. Rubbermaid Healthcare reserves the right to require proof of purchase prior to honoring any warranty request. This warranty does not cover product abuse, modification, integration, improper storage, failure to adhere to product instructions, improper operation or misuse. Examples of misuse include, but are not limited to: improper maintenance, over stuffing of drawers and side bins, use of sharp objects on user interface screens or keypads, unplugging power cords by pulling on cord, spilling liquids on components, exposure to any harsh elements including temperatures and moisture outside the operating and storage specifications.

Disclaimer: Components that are not covered under this warranty include, but are not limited to: document protectors and any customer provided items. Preventive maintenance is the sole responsibility of the customer unless this service is purchased from Rubbermaid Healthcare. These services include, but are not limited to: routinely cleaning all external surfaces according to approved procedures, inspecting all mechanical and electrical features for proper function and safety, and inspecting and tightening casters to specifications.

RUBBERMAID HEALTHCARE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES WHATSOEVER

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state or country to country.

*All warranty periods commence on the recorded date of manufacture. This date is printed on the serial number label on the product.

Wall Mount Work Stations

Limited Warranty:

Rubbermaid Healthcare provides a five year warranty on durable components and a two year warranty on electronic components*. If during the warranty period this Rubbermaid Healthcare product proves defective in materials or workmanship under normal use by the original purchaser, contact Rubbermaid Healthcare technical support at www.rubbermaidhealthcare.com/service (please be sure to complete all information identified with an asterisk). Rubbermaid Healthcare will determine, in its sole discretion, how to best address your warranty issue, which may include phone support and/or sending you a replacement part. The warranty coverage on wall-mount workstations does not include on-site technical assistance. Rubbermaid Healthcare reserves the right to require proof of purchase prior to honoring any warranty request. This warranty does not cover product abuse, modification, integration, improper storage, failure to adhere to product instructions, improper operation or misuse. Examples of misuse include, but are not limited to: improper maintenance, over stuffing of drawers and side bins, use of sharp objects on user interface screens or keypads, unplugging power cords by pulling on cord, spilling liquids on components, exposure to any harsh elements including temperatures and moisture outside the operating and storage specifications.

Disclaimer: Components that are not covered under this warranty include, but are not limited to: document protectors and any customer provided items. Preventive maintenance is the sole responsibility of the customer unless this service is purchased from Rubbermaid Healthcare. These services include, but are not limited to: routinely cleaning all external surfaces according to approved procedures, inspecting all mechanical and electrical features for proper function and safety, and inspecting and tightening casters to specifications.

RUBBERMAID HEALTHCARE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES WHATSOEVER

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state or country to country.

*All warranty periods commence on the recorded date of manufacture. This date is printed on the serial number label on the product.



Transfer Systems

Limited Warranty:

Rubbermaid Healthcare provides a three-year warranty on durable components*. If during the warranty period this Rubbermaid Healthcare product proves defective in materials or workmanship under normal use by the original purchaser, contact Rubbermaid Healthcare technical support at www.rubbermaidhealthcare.com/service (please be sure to complete all information identified with an asterisk). Rubbermaid Healthcare will determine, in its sole discretion, how to best address your warranty issue, which may include phone support and /or sending you a replacement part. The warranty coverage on transfer systems does not include on-site technical assistance. Rubbermaid Healthcare reserves the right to require proof of purchase prior to honoring any warranty request. This warranty does not cover product abuse, modification, integration, improper storage, failure to adhere to product instructions, improper operation or misuse. Examples of misuse include, but are not limited to: improper maintenance, over stuffing of drawers and side bins, use of sharp objects on user interface screens or keypads, spilling liquids on components, exposure to any harsh elements including temperatures and moisture outside the operating and storage specifications.

Disclaimer: Components that are not covered under this warranty include, but are not limited to; any customer provided items. Preventive maintenance is the sole responsibility of the customer unless this service is purchased from Rubbermaid Healthcare. These services include, but are not limited to: routinely cleaning all external surfaces according to approved procedures, inspecting all mechanical and electrical features for proper function and safety, and inspecting and tightening casters to specifications.

RUBBERMAID HEALTHCARE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES WHATSOEVER

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state or country to country.

*All warranty periods commence on the recorded date of manufacture. This date is printed on the serial number label on the product.

Product Upgrades

Limited Warranty:

Rubbermaid Healthcare provides a one year parts and labor warranty on upgrades sold, managed and performed by Rubbermaid Healthcare personnel or a one year parts only warranty when parts are provided by Rubbermaid Healthcare but other entities performs the upgrade*.

RUBBERMAID HEALTHCARE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES WHATSOEVER

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state or country to country.

*All existing warranties and warranties related to the an upgrade are voided if damage to Rubbermaid Healthcare product or parts is the result of work performed or by anyone other than Rubbermaid Healthcare service provider. Customer is responsible for providing product serial numbers and dates of upgrades performed by anyone other than a Rubbermaid Healthcare service provider. Upgrade warranty periods commence on the recorded date of the upgrade service.

Telemedicine T38 Cart & Technology

Limited Warranty:

Rubbermaid Healthcare provides one (1) year standard warranty on durable and electronic components*. SLA battery performance is warranted for three months*.

Technology: Rubbermaid Healthcare is pleased to offer a one (1) year standard warranty on durable and electronic components*. This includes any technology not manufactured by, but purchased from Rubbermaid Healthcare. (Examples of this technology include the Monitor, cables, Keyboard, Mouse, Codec, Camera & PC) Customer furnished equipment is excluded from this coverage.

If during the warranty period the product proves defective in materials or workmanship under normal use by the original purchaser, contact Technical Support at www.rubbermaidtelemedicine.com (be sure to complete all information, including product serial number, manufacture date, description of the issue, and full contact information). Rubbermaid will determine, in its sole discretion, how to best address your warranty issue, which may include sending you a replacement part, providing on-site technical assistance, or providing a part for sale. Rubbermaid reserves the right to require proof of purchase prior to honoring any warranty claims. RUBBERMAID SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES WHATSOEVER. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state or country to country.

Service Details:

Components generally requiring on-site technical assistance may include, but are not limited to: cart electronics, lift mechanism, power system, locking mechanism and structural failures. Components that generally do not warrant on-site technical assistance may include, but are not limited to: storage bins, power cord, drawers, battery replacement and casters. Consumable components, such as wrist rests and keys are not covered under the warranty beyond delivery to the client site.

*All warranty periods commence on the recorded date of product shipment to the customer.

Telemedicine Service Level Commitment

Rubbermaid Healthcare is committed to providing best-in-class service and support. This document provides instructions on how to request service using our customer support system and explains our performance goals to support our standard warranty.

Warranty Service Program & Process Overview:

- Submitting a Request for Service – Rubbermaid Healthcare provides a 24 x 7 support capability. The most convenient method to request support or service is via our website www.rubbermaidtelemedicine.com which can be accessed at any time however is actively monitored Monday 8 AM through Friday 8 PM Eastern Time.

In the upper right corner of the website, you will see a "Request Service" button. Please click here, fill out the form in its entirety (including product serial number information) and click submit. For urgent support requests

on weekends and holidays call the Rubbermaid support help desk at 888-859-8294. Please follow the phone prompts to reach specific support for Telemedicine products.

- Troubleshooting – Following receipt of a service request, Rubbermaid Healthcare will reach out by phone to the named contact within 2 business hours for discovery, troubleshooting, and resolution planning. Parts and/or Technicians will only be shipped / dispatched after troubleshooting has occurred between Rubbermaid and the named contact on the service request.

- Parts – Parts are generally dispatched for next day delivery, pending availability. This service is covered through Rubbermaid during the warranty period at no charge. Outside Warranty coverage, parts may be requested using the web portal or customer service phone line, at which time standard prices will apply.

Field Technicians – Rubbermaid trains technicians in the geographic local area (50 mile radius) of each client site. These field technicians will be dispatched to provide next business day, on-site service to carts and select technology on an as-needed basis (please see Standard Warranty for details). This on-site service is included during standard warranty period at no charge. Following the warranty period, on-site service may be provided on a quoted time and material basis.

Service Program Performance – next day resolution is not guaranteed with our on-site service program. However, monthly and historical failure rates with on-time performance metrics are published for client and prospect review.

Service operation goals, for Rubbermaid manufactured goods are as follows:

- 99.8% uptime across active warranty installation base (days operational)
- 97% of service requests completed to client satisfaction within 1 business day of receipt of the request

Lead Times/Logistics:

Lead Times- Rubbermaid Healthcare's lead times are four (4) to six (6) weeks from receipt of Purchase Order and completed customer setup forms to Rubbermaid Healthcare to shipment of standard product. Shipping/transit time is in addition to this lead time. Product Customizations may extend lead time.

NOTE: Work directly with your Telemedicine Specialist to investigate expedited delivery dates for your facility if necessary.

Shipping – Shipping method will be standard ground unless otherwise requested by customer at the time of Purchase Order. Deliveries will be subject to standard lead times unless otherwise committed to by and Authorized Rubbermaid Representative. Delivery locations and dates MUST be clearly indicated on the Purchase Order. Any changes to these locations or dates must be submitted to Rubbermaid in the form of revised Purchase order 2 weeks prior to the requested delivery dates.



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