

Unpacking the InTouch Lite 4

Tools Needed for Unpacking the InTouch Lite 4:

- #2 Phillips screw driver
- Scissors

The InTouch Lite 4 will arrive in cardboard attached to a wooden packaging pallet. The InTouch Lite 4 will be strapped down and immobilized using banding equipment and plastic wrap.

Before opening





1. Ask the delivery driver to wait until the box has been examined.
2. Inspect the box for any physical damage.
3. List any box damage found on the carrier's waybill.
 - Provide contact name and phone number of the person examining the box.






In the event of extreme physical damage:




4. Refuse the shipment.
5. Contact InTouch Health at **(877) 484-9119** with the following information from the packing slip:
 - Product Type
 - Product Serial Number
 - Location received
6. Take pictures of all the damage.
7. Email your assigned InTouch Health customer regional account manager information about the shipment and the damage. Include the pictures of the damage.

NOTE: There is a **Shock Watch** label located on the front end of the base and **TIP N TELL** indicator on the box side. If either or both of these have been triggered, and there has been damage, include a picture of the triggered indicator(s) with the email to your InTouch Health representative.



Step	Action
1.	<p>Cut the straps holding the corrugated cardboard to the pallet.</p> 
2.	<p>Use a #2 Phillips screwdriver to remove the four drywall screws and washers (two on each side).</p> 
3.	<p>Remove the cardboard packaging from the wooden pallet.</p> 
4.	<p>Remove the included return item box and set aside for later use.</p> <p>NOTE: Return boxes are only included with Lite devices.</p> 

Step	Action
5.	<p>Locate the InTouch Lite 4 Quick Reference Guide and set aside to be kept with the device during use.</p> 
6.	<p>Locate and remove the ratchet tie-down straps.</p>  <div style="display: flex; flex-direction: column; align-items: flex-start;"> <div style="margin-bottom: 10px;"> <p>a</p>  <p>Pull & hold release tab on top assembly.</p> </div> <div style="margin-bottom: 10px;"> <p>b</p>  <p>Open ratchet until it is completely open and flat and grab webbing from non-fixed side and pull to release webbing.</p> </div> <div> <p>c</p>  <p>Remove the ratchet tie-down casing from the device.</p> </div> </div>

Step	Action
7.	<p>Unlock the device's wheels.</p> 
8.	<p>Carefully remove the InTouch Lite 4 from the pallet.</p> <ul style="list-style-type: none"> • Move the InTouch Lite 4 by holding the handle with one hand and placing your other hand on the device's neck. • This allows you to have the best control of the InTouch Lite 4 when moving it. 
9.	<p>Remove all packing materials from the InTouch Lite 4.</p> <div style="border: 1px solid gray; border-radius: 15px; padding: 5px; margin: 5px 0;"> <p>CAUTION: Use caution when cutting straps and wrapping, being careful to not damage the InTouch Lite 4 with the scissors.</p> </div> <div style="border: 1px solid gray; border-radius: 15px; padding: 5px; margin: 5px 0;"> <p>NOTE: If any peripherals were included with the device, such as a stethoscope, please verify the item(s) are not damaged.</p> </div> 
10.	<p>Place the ratchet tie-down straps and the styrofoam packing materials from the InTouch Lite 4's head into the return item box and ship when possible, unless these items are needed to return the InTouch Lite 4.</p> 