

BestMove®

STANDING TRANSFER AID

Model: STA400 / STA450

Bestcare

L.L.C.



STA400



STA450

BEFORE USE:



Ensure the product has been assembled according to the instructions in this manual. All operators should read and understand the instructions for safe and proper operation of the lift.



Thank you for choosing Bestcare!

To better serve you, please record the following information for future use:


Supplier Name: _____

Supplier Telephone: _____

Product Serial Number: _____

Date of Purchase: _____

Date of Manufacture

BestMove® STA400
Max. Load: 450lb (205kg) 
Mass of Lift: 60lb (27kg)

Bestcare
L.L.C.

2920 Pacific Dr,
Norcross, GA 30071
1-678-679-6690
S/N: STA400YYMM1XXX

The manufacture date can be found on the serial number label that is located at the top of the mast. The YY in the serial number is the manufacture year, and the MM is the manufacture month.

Product Description

The BestMove® STA400 and STA450 allow patients up to 400lbs and 450lbs, respectively, to be transferred safely with minimal physical effort provided by the operator. Transferring functions of all types are quick and require minimal caregiver assistance. Each unit is equipped with a crossbar where users can grasp and pull themselves up into a standing position using their own strength. The caregiver then flips the padded seats back into place to form a secure and comfortable seat for the user to sit on for the remainder of the transfer. The STA450 has a opening base to work with wide range of wheelchairs and furnitures.





















Intended Use

The STA400 and STA450 are intended to be used with patients who are immobile, but have enough leg strength to stand themselves up. The STA400 and STA450 are intended to be used for transfers of the patient between bed, chair, wheelchair, and the commode. The STA400 and STA450 are intended to be operated by at least one caregiver, who will perform the transfer. Transfers should always be done on a flat, dry surface and are not intended to be used in high humidity environments for extended amounts of time.

DEFINITIONS & SYMBOLS

In this manual, the user refers to the patient or resident and may be used interchangeably at different times. Caregiver refers to the operator or person who is assisting with the transfer.

Symbols used in this manual and on the product and their meanings:

	Warning! Failure to heed this warning may result in damage to the product or serious injury to the operator and/or user.		Do Not Bleach. No bleach product may be used. The garment is not colorfast or structurally able to withstand any bleach.
	Important instructions follow. Read and understand the instructions in the manual before using the product.		Do Not Dryclean. Garment may not be commercially drycleaned.
	Type BF applied part. Refer to the part of the medical device which come into physical contact with the patient in order for the device to carry out its intended		Do Not Iron. Item may not be smoothed or finished with an iron.
	Class II symbol. To identify equipment is designed that a connection to electrical earth (ground) is not required.		Tumble Dry, Normal, Low Heat. A machine dryer may be regularly used at a maximum of Low Heat setting.
	Note! Important information concerning the product and/or its correct and proper usage follows.		Do Not Dry. A machine dryer may not be used.
	Advise the operator to consult the accompanying documents before use.		Machine Wash, Hot. Initial water temperature should not exceed 82°C or 180°F.
	Right side up		Do Not Wash
	Fragile, handle with care		Keep dry
	Carton storage temperature limit of -25°C to 70°C		Carton storage humidity limit of 0% to 90%
	European Conformity mark, The product conforms to European Medical Directive 93/42/EEC and meets applicable health, safety and environmental requirements.		Handle with care



Safety Instructions

A BestMove® will provide years of service if it is properly maintained as any mechanical equipment requires. Please pay careful attention to the following important information regarding the care, maintenance, and operation of the patient lift. Carefully read these instructions before assembling the lift, or attempting to lift a user with the device.

- Inspect the lift for any loose nuts or worn parts before use.
- Before attempting to lift any patient, please practice operating the lift and explain the lift procedures to the patient
- Please provide special assistance under the caretakers' discretion. (i.e. patients who are comatose, spastic, agitated, or otherwise severely handicapped.)
- The patient lift should be used solely for transferring a user/patient from one utility (beds, chairs, toilets, etc.) to another. The patient lift should not be used for transporting or moving any patient from one location to another location.
- During lifting or lowering, whenever possible, always keep the base of the lift in the widest position.
- The base of the lift should be closed before moving the lift.
- Do not roll casters over any object while the user/patient is in the sling.
- Must lock casters during loading or unloading the patient onto or off the lift.
- Never leave the user/patient unattended.

Service personnel may contact Bestcare for any information, instructions, or certain parts for servicing purpose.



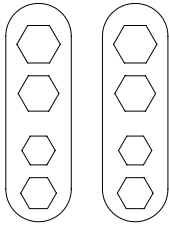
WARNING!

- **NO** modification of this equipment is allowed. It is unsafe to modify the equipment from its original state. This product is deemed safe to use with only the original parts as delivered. Unauthorized use of any modified equipment may result in serious injury or death.
- **DO NOT** replace any components of the lift without consulting with Bestcare and must follow proper instruction from Bestcare when replacing any components.
- **DO NOT** service any parts of the lift while in use with a patient.
- It is **NOT** safe to load the equipment more than the indicated maximum safe working load.
- **IF** any accessories with lower load capacity than the equipment itself is used, **DO NOT** load the equipment more than the lowest maximum safe working load.
- This equipment **DOES NOT** consist of any materials or ingredients to which patients are exposed, that may cause bodily harm or injury.
- Prolonged exposure or physical contact with any part of the equipment **WILL NOT** cause skin irritation, allergic reaction, etc.
- Using accessories, detachable parts, or materials not described in the instruction manual **MAY RESULT IN SERIOUS INJURIES**.
- Keep the equipment away from children and pets when in use. **IT MAY CAUSE SERIOUS INJURY OR DEATH**.
- Keep the equipment away from any pests or pest infested area. Diseases transferred from pests to the equipment **MAY CAUSE SERIOUS ILLNESS** to patients upon contact.
- If the lift is exposed to the sun for long periods of time, be **CAUTIOUS** as the surface of the lift may be hot.
- There are no risk if the lift is exposed to reasonably foreseeable environmental conditions
- **DO NOT** use the lift on a inclined surface that is greater than 5°.

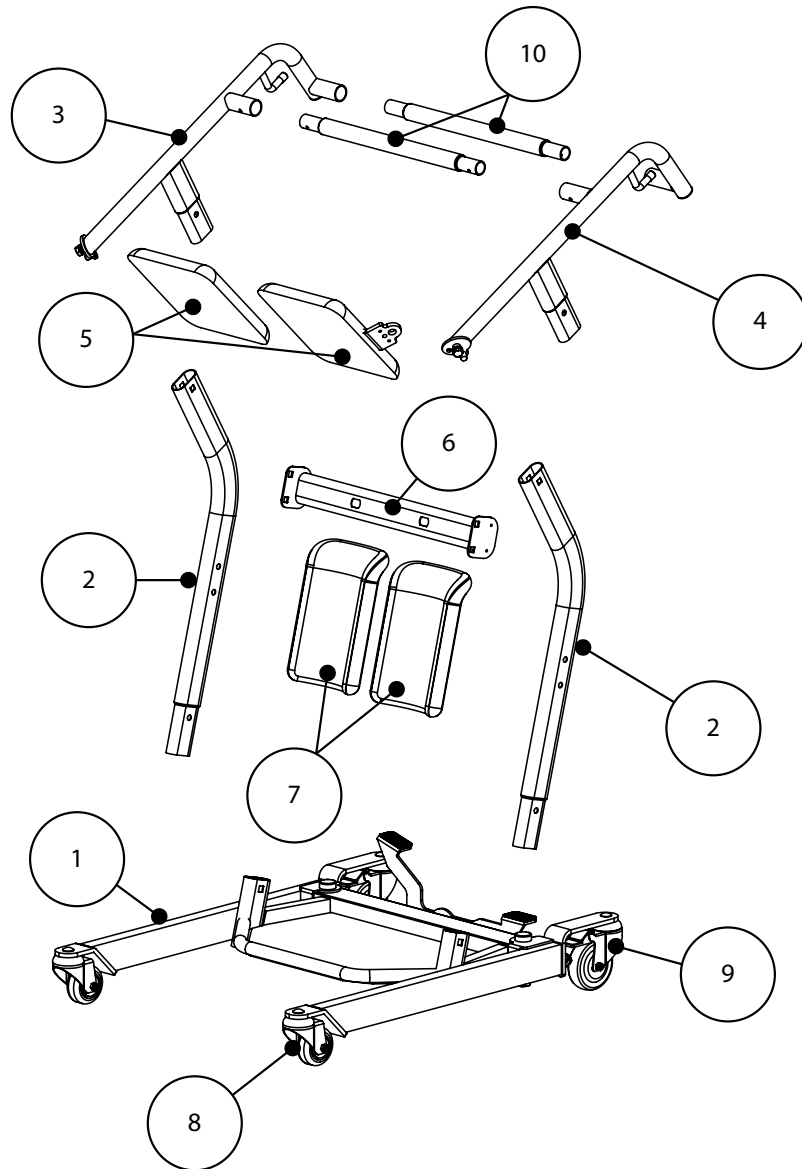
FEATURES & OVERVIEW

i Prior to assembly, unpack and inspect all parts from the shipping carton. Contact your dealer immediately if any parts are damaged or missing.

* STA450 model shown



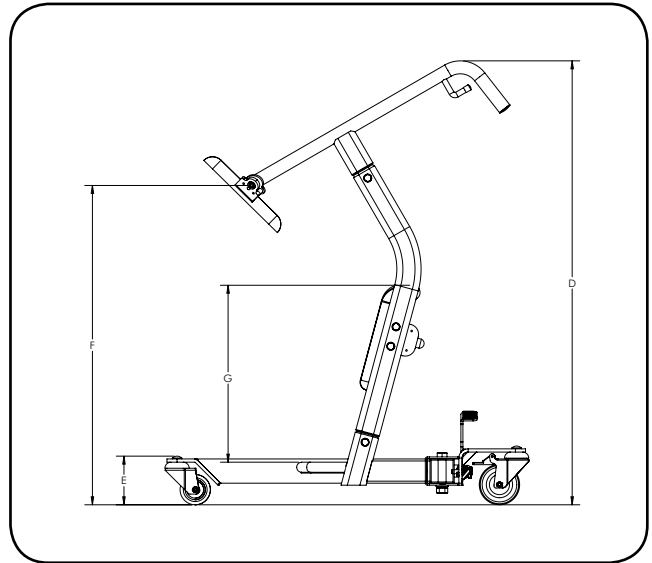
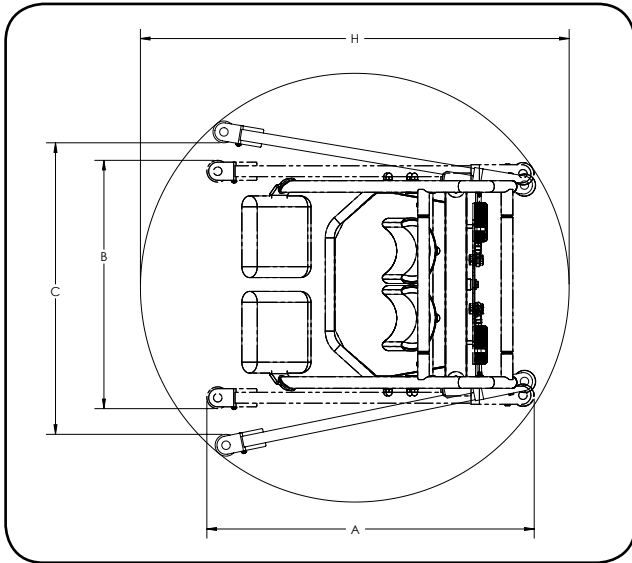
Easy Tools



1	**Base	40 lb (18.2 kg)	5	Seat Pad		9	Rear Casters
2	Mast	4 lb (1.82 kg)	6	Kneepad Crossbeam	3 lb (1.4 kg)	10	Handle Bars 1.1 lb (0.5 kg)
3	Left Arm	8 lb (3.6 kg)	7	Kneepad	2.2 lb (1 kg)		
4	Right Arm	11 lb (5 kg)	8	Front Casters			

** Heaviest detachable part

SPECIFICATIONS & OPTIONS



Dimensions & Specifications			
Model		STA400	STA450
Safe Working Load		400 lb 182 kg	450 lb 205 kg
A	Base Length	29.7" 754.3 mm	35.5" 901.7 mm
B	Base Ext. Width - Closed	16.6" 420.6 mm	26.9" 684.0 mm
C	Base Int. Width - Opened	N.A.	31.6" 803.1 mm
D	Lift Overall Height	43.3" 1099.1 mm	43.3" 1099.1 mm
E	Front Caster Height	4.7" 119.4 mm	4.7" 119.4 mm
F	Seat Pad Height	31.1" 790.6 mm	31.1" 790.6 mm
G	Knee Pad Height from Footplate	17.3" 438.0 mm	17.3" 438.0 mm
H	Turning Diameter	74.0" 1878.3 mm	116.2" 2952.5 mm

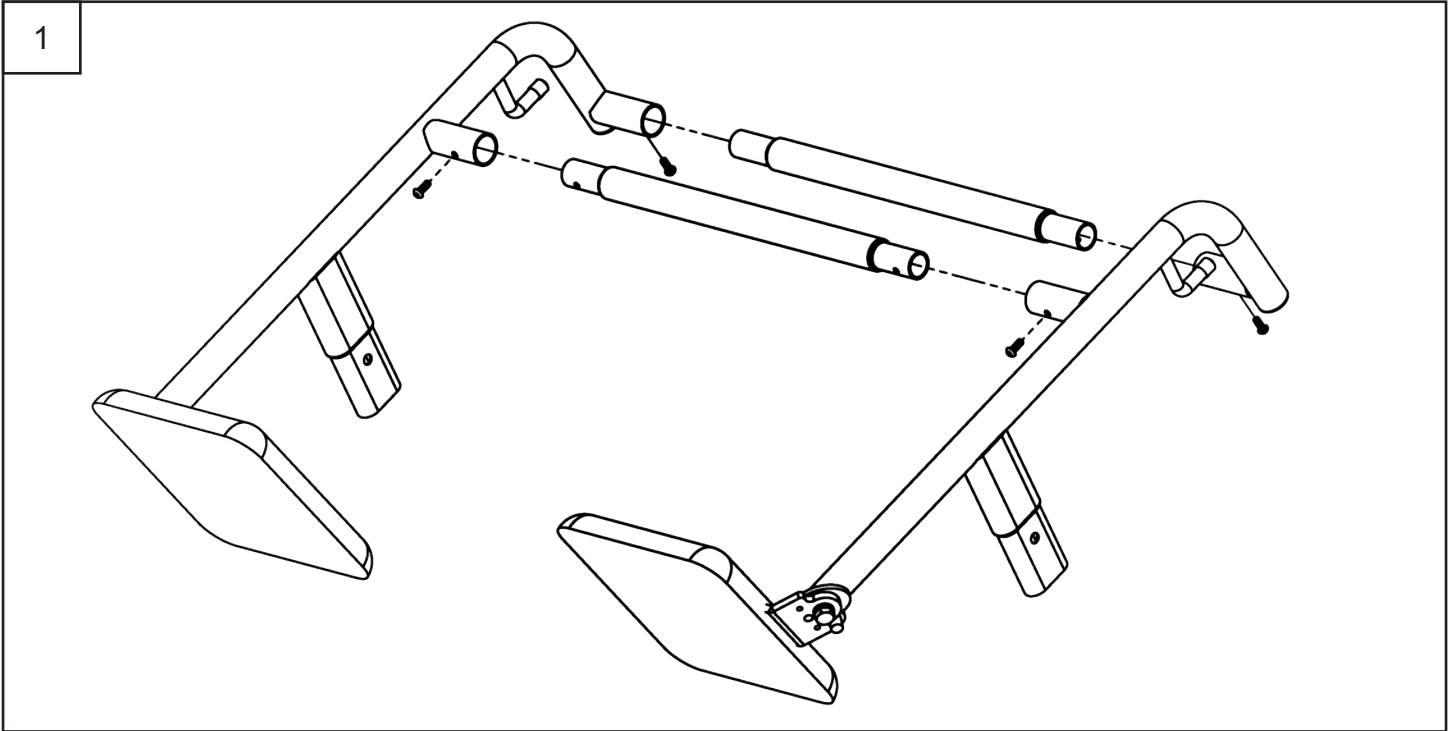
Standard Features	
1	Seat Pads
2	4" Rear Caster with Brake
3	3" Front Caster
4	Knee Pads / Shin Guards
Optional Features	
5	BestTransfer Raising Belt
6	Seat Locks
7	Short Mast

	STA400	STA450
Lift Weight Unloaded (lb)	60	78
Lift Weight Unloaded (kg)	27.3	35.5

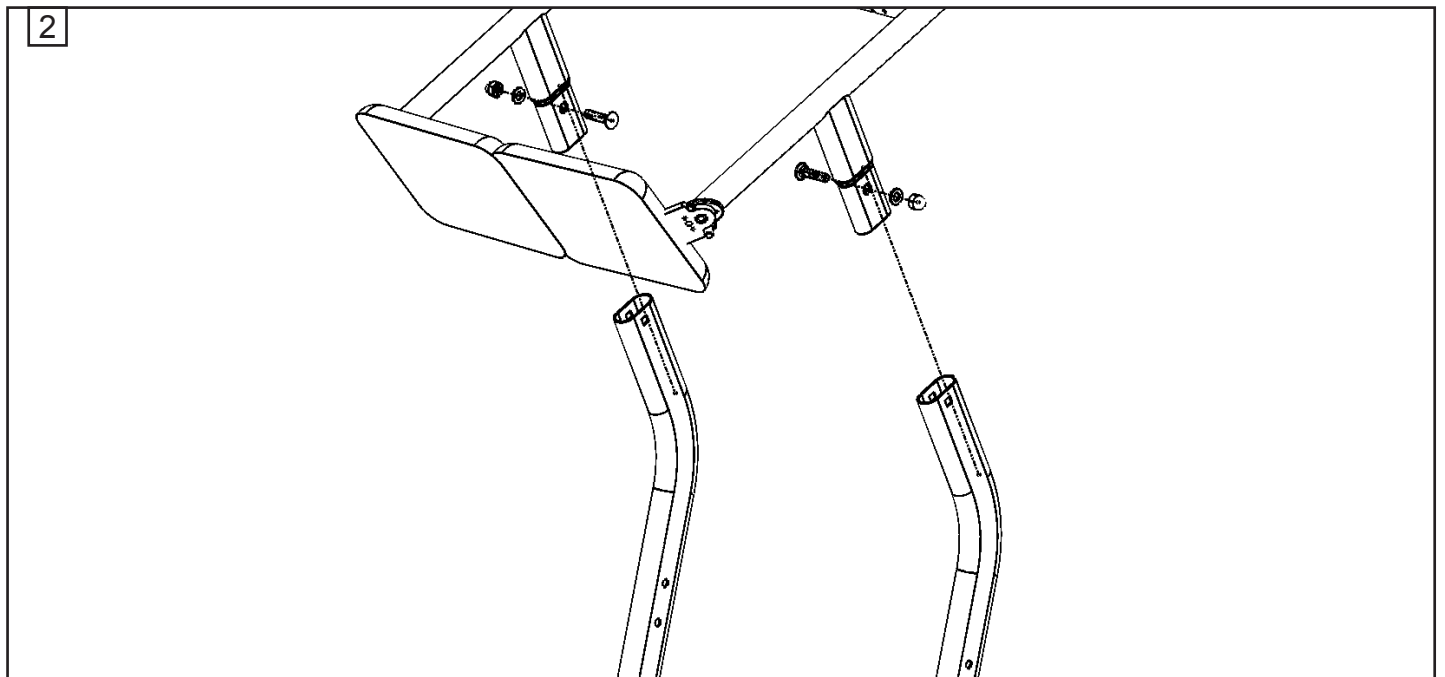
* Bestcare is committed to continuous improvements of our products therefore the specification, dimensions, and features listed above are for guidance only and are subject to change without prior notice.

Installation

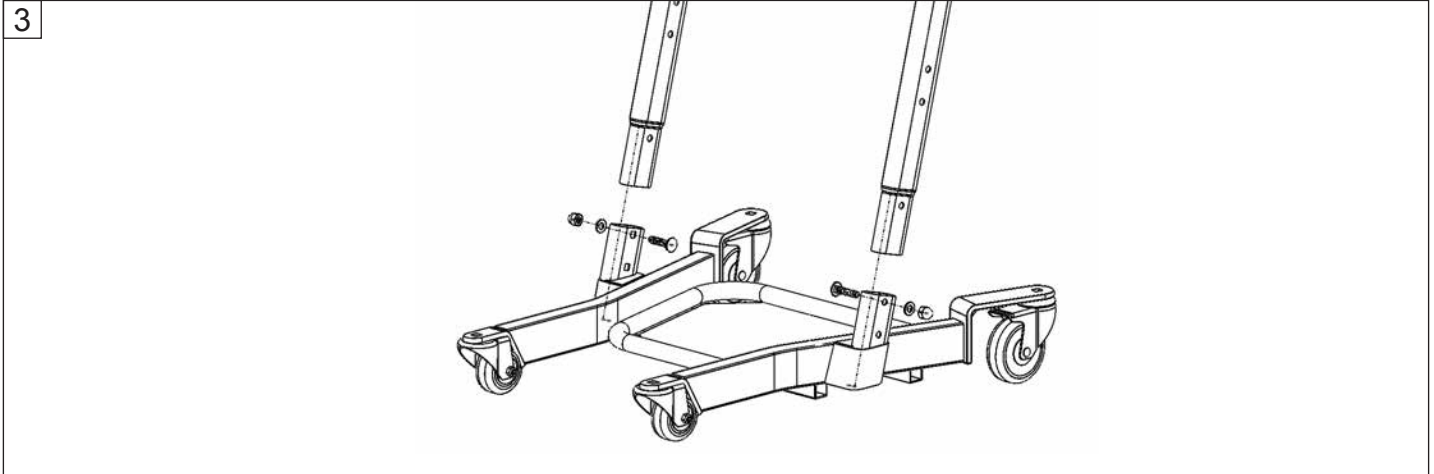
Step 1: Assemble the top section by connect the two handle bars with the left and right arms. Align the holes on each ends of handle bar with the holes on the arm, and secure the handle bars to the arms using screws as follows.



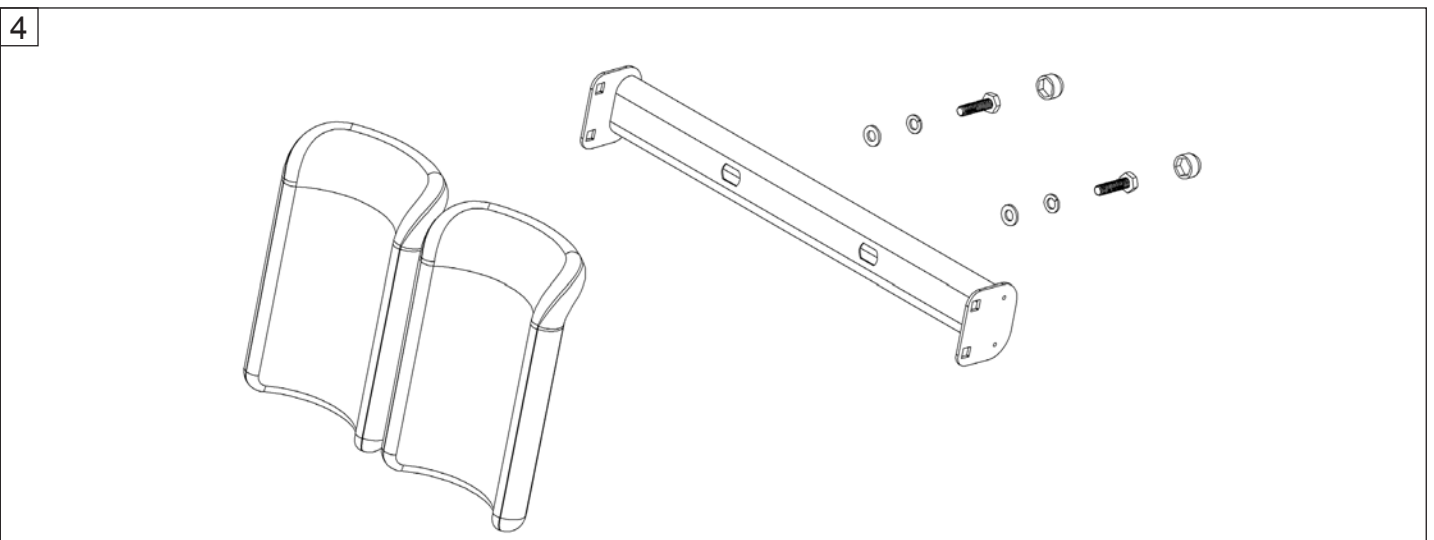
Step 2: Connect the two mast to the left and right arms, align the holes, and secure the masts using carriage bolts, split washers, washers and cap nuts as follows.



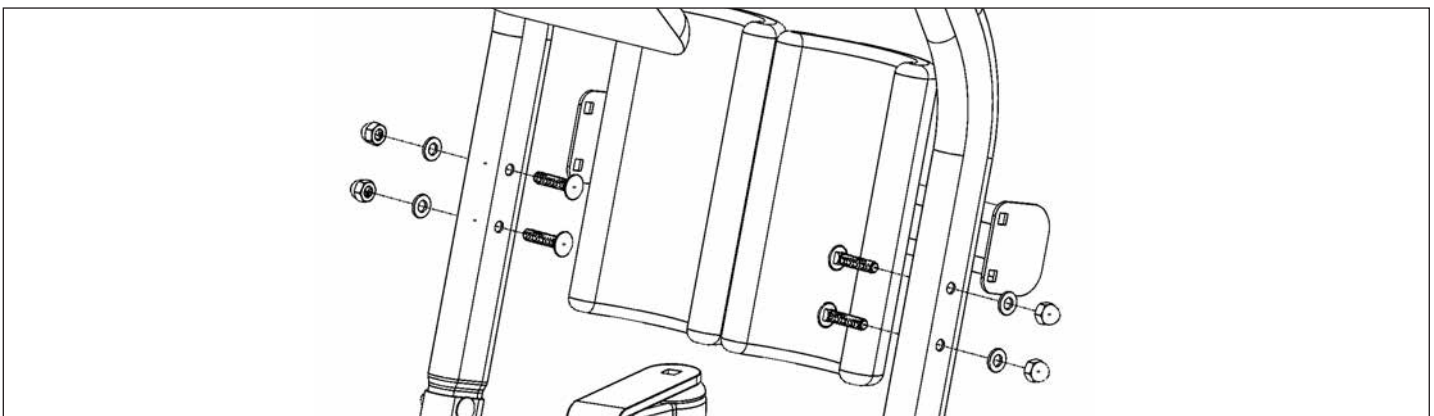
Step 3: Insert the assembled part from step 2 into the base, align the holes, and secure the masts to the base using carriage bolts, washers, split washers, and cap nuts as follows.



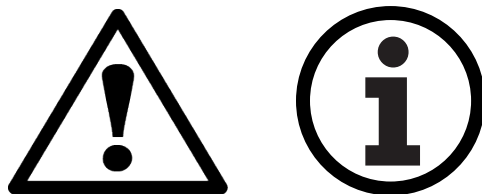
Step 4: Insert the two kneepads into the kneepad crossbeam, and secure the kneepad with hex bolts, split washers, washers. Cover the bolt head with plastic cover



Step 5: Insert the kneepad crossbeam to the mast. Align the square holes on the kneepad crossbeam with the holes on the mast, and secure the kneepad to the main assembly using carriage bolts, split washer, washer and cap nuts.



Operating Instructions



Double check all assemblies for tightness and read operating instructions carefully prior to use.

For optimum performance the lift should be transported and stored in following condition range:

- -25°C to +5°C (-13°F to 41°F), and
- +5°C to +35°C (41°F to 95°F) at a non-condensing relative humidity 0% to 90%
- +35°C to +70°C at a water vapor pressure up to 5 kPa

For optimum performance the lift should be operated in following condition range:

- at a temperature range of +5°C to +40°C (+41°F to +104°F)
- at a non-condensing relative humidity range of 15 % to 90 %, but not requiring a water vapor partial pressure greater than 5 kPa
- 70 kPa to 106 kPa atmospheric pressure

The lift will not have any potential electromagnetic or other interference with other devices.



PREPARATION BEFORE LIFTING

- Verify the opening and closing of the seat pads functions properly
- Check to make sure the base opening and caster brakes are functional

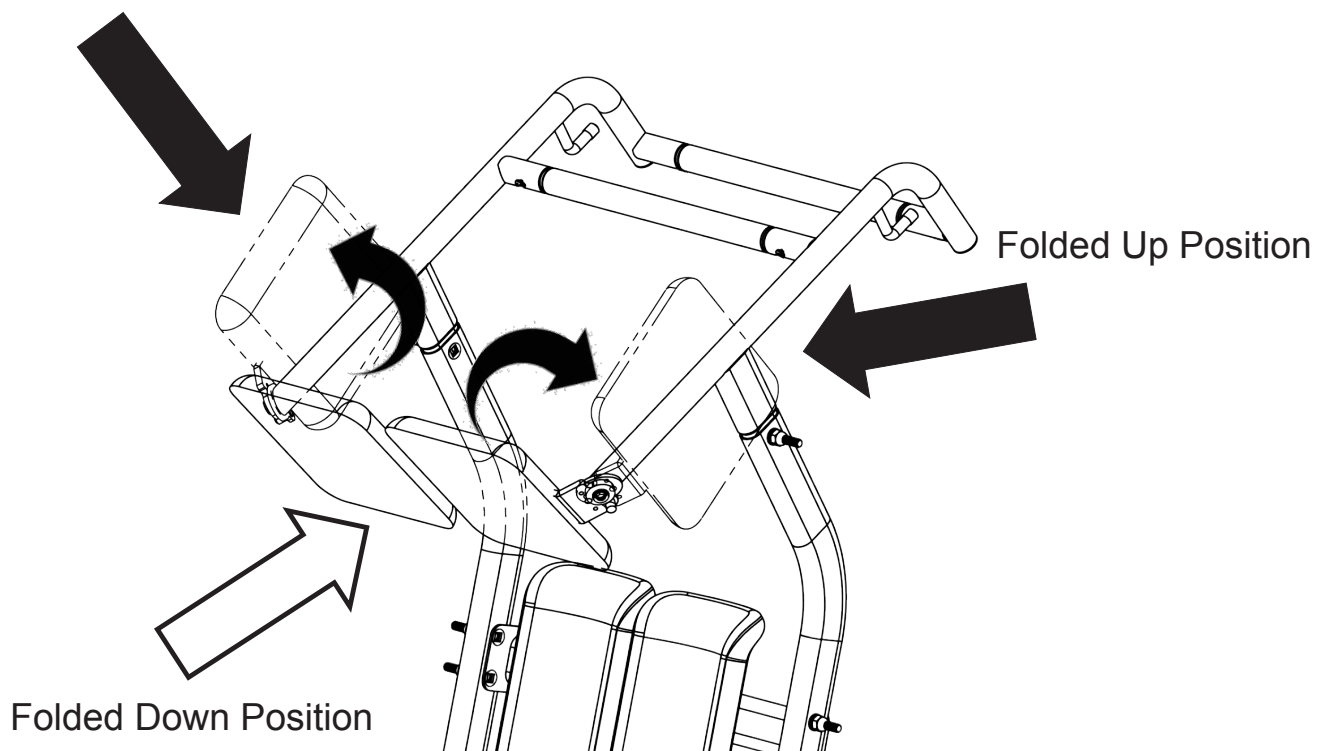


Do not attempt to transfer a patient without prior approval of the person's nurse. Also, do not transfer without having studied the instructions and performed several practices in operating the product. Together (with the patient's doctor, nurse, or medical attendant) select a sling that is both practical and comfortable. The sling selected should be one that serves the needs of the patient, while providing the patient with optimal safety. Never interfere with the lift, unless instructed by the attendant. Have a doctor, nurse, or medical attendant (experienced in the use of the BestMove®) present during the first few times the lift is used to transfer a new user.

Transferring Patient

1. Have the patient positioned sitting at the edge of the surface
2. Make sure the seat pads are in folded up position, and move the StandAid lift in front of the patient.
3. Have the patient move their feet onto the foot plate platform and knees/shins are in contact with the two knee pads.
The Bestmove 450 allows access around wider obstacles such as recliners. The base of the BestMove 450 opens by stepping on the foot pedal.
4. Lock the casters before loading the person onto the lift.
5. Have the patient grasp the cross bar closest to them and using their own strength pull themselves up into a standing position on the footplate platform. If the patient needs assistance pulling themselves up. Use a BestTransfer Raising Belt.
6. Lower both of the seat pads to the folded down position.
7. Have the patient lower themselves to a sitting position on the seat pads. If BestTransfer Raising Belt is being used. Use the Raising Belt to assist the patient in lowering the patient.
8. Make sure the patient is firmly sitting in the StandAid
9. Unlock the casters to begin transfer the patient.
10. To unload the patient, follow above instruction backwards.

Folded Up Position



BestTransfer Raising Belt



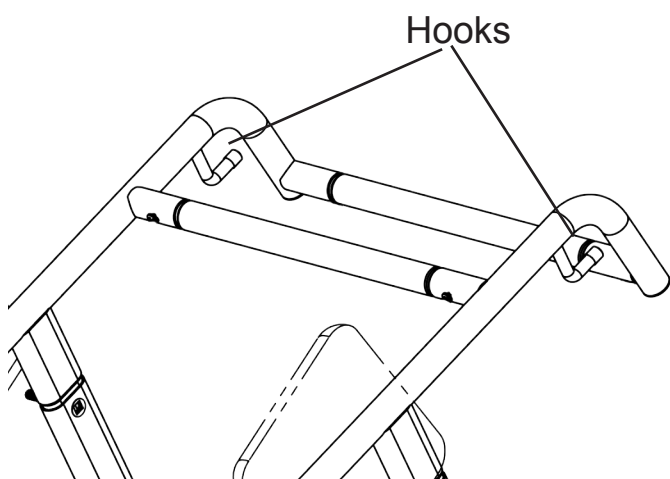
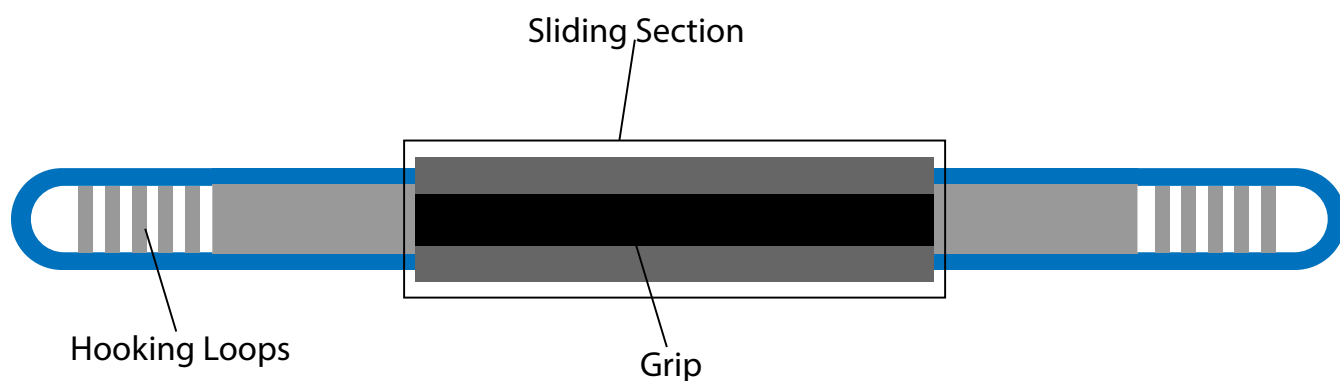
If the patient is pregnant or has skin conditions, consult with a doctor before use.



ALWAYS check that the weight capacity is suitable for the patient



Type BF applied parts



1. Insert the sliding section behind the patient's back, and position it near the patient's lower back.
2. Ensure the grip part on the sliding section is in contact with the patient.
3. Hook one of the hooking loops to the hook on the arm.
4. Pull on the other hooking loop to assist the patient to stand up.
5. Once the patient is seated on the seatpad, hook the other hooking loop onto the hook on the arm for safety.
6. Reverse above step to lower the patient.

Cleaning of the lift

- Use pH-neutral detergents only.
- Remove the battery from the controller
- Clean lift surfaces with a damp cloth using pH-neutral detergent.
- Remove debris and hair from the casters and make sure the casters can spin and swivel freely.



- Solvents or strong liquids or abrasive cleaning products will damage the surfaces of the lift.

Maintenance & Inspection



- The operator of the lift shall inspect the BestMove before each use. Check all bolts for tightness. Make sure the base can be easily widened, and that all lift parts are in place. Make sure that casters can be turned freely, and that caster brakes can be engaged. Make certain all necessary items (i.e. slings, and wheelchairs, etc.) are ready for use.
- At least once a month, the lift should be thoroughly inspected by a person qualified to recognize any signs of wear and tear, and looseness of bolts or parts. Replace any worn parts immediately.
- To lubricate, put silicone lubricating grease on the following points when the BestMove is placed into service and every month thereafter: Caster Axles.
- With proper use and care, the expected lifetime of the lift is 10 years
- Contact Bestcare for any recycling information

	First Received	Monthly	Every 3 Months
Arm			
Check the connections between the arm and the seat pad for improper connection	•	•	
Check the connections between the arm and the handles for improper connection	•	•	
Check the seat pad foam for any tear	•		•
Check bolt connections for any looseness	•	•	
Check the arm for irregular bending or deflection		•	
Mast			
Check bolt connections for any looseness	•	•	
Check the mast for irregular bending or deflection		•	
Kneepad			
Check the knee pad foam for any tear	•		•
Check bolt connections for any looseness	•	•	
Base & Foot Pedal			
Check bolts and nuts for looseness	•	•	
Check casters and axle bolts for tightness	•	•	
Check rubber parts on the casters for deflection	•		•
Apply grease to caster ball bearings if needed			•
Check welding joints for rust and crack		•	•
Sling			
Check sling for wear	•	•	
Lift Cleaning	As needed	As needed	As needed

WARRANTY POLICY

Bestcare offers a limited warranty on all patient lifts, slings and accessories to be free of defects in workmanship and product performance. This warranty extends only to the original purchaser and is non-transferable. All warranty claims must be submitted by the authorized dealer or distributor who originally sold the product with proper proof of sale and serial number where applicable. Prior Return Authorization (RA) from Bestcare is required for all warranty replacements. Bestcare reserves the right to repair or replace only defective parts or accessories in lieu of a complete new patient lift. The repaired or replacement part shall be warranted for a period equal to the remainder of the warranty period of the defective part.

Bestcare does not provide advance replacements for warranty claims. For situations where an end user requires a replacement in advance and before a warranty item can be returned, dealer or distributor must purchase the replacement at full cost. All freight charges for the replacement are the sole responsibility of the dealer or distributor. When end user returns warranty item and item proves to be defective, Bestcare will issue full credit for the replacement less freight charges.

Product returned without RA number clearly marked on the package or product returned later than 30 days after authorization will be refused and returned at sender's expense. Final disposition of warranty claims will be determined at the sole discretion of Bestcare. Warranty claims will be denied for any of the following: product abuse or misuse, accidental or malicious damage, improper installation, product used with parts, components or accessories with quality or specifications incompatible with product, adulterated product, user neglect, failure to maintain and service product as specified in the owner's manual or care tag, serial number removed or defaced, or normal wear and tear.

Bestcare warrants the following products and components beginning from the purchase invoice date for the specified time period:

WARRANTY PERIOD	PRODUCT OR COMPONENT
Two (2) Years	Stand Aids (all components of STA400 & STA450), or casters excluding normal tread wear
Six (6) Months	Reusable fabric slings

Bestcare Single Patient Specific slings are designed for limited use with one patient and may not be laundered. Bestcare will replace any disposable sling found to have a manufacturing defect. Normal wear and tear will not be covered under warranty.

This warranty expressly excludes wearable components including but not limited to foam parts and caster tread. Furthermore, this warranty is void and null for product that has not been purchased or paid for in full.

RETURN GOODS POLICY

Patient lifts may not be returned unless the wrong lift is shipped in error by Bestcare or the lift is heavily damaged or defective out of the box. For all other items, purchaser may request a RA for purchased goods within thirty (30) days of purchase invoice date. All returns must be received by Bestcare no later than thirty (30) days after authorization or the RA will be voided. Return package must be clearly marked with the RA number or the package may be refused and returned at sender's expense. Returns are subject to a minimum restocking fee of 15% or more depending on the condition of the returned item. Patient lifts are subject to a minimum restocking fee of 25% or more. Please note that patient lifts being returned must be in the original carton with all parts, components and packing materials included. Failure to comply with this requirement will incur higher restocking fees or a rejection of the return. Slings, parts and accessories may only be returned if they have not been used. There are no exceptions to this provision.

All freight charges are the sole responsibility of purchaser when any of the following occurs: (i) ordering error where an incorrect item is shipped in accordance with purchase order, (ii) an order is canceled while in transit or (iii) delivery is refused by customer.

Bestcare reserves the right to issue credit amounts based on strict adherence to this policy.

Bestcare

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Norcross, GA 30071

Ver 2020.02

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