

h/p/cosmos® parawalk® original instruction for use

h/p/cosmos® model names

h/p/cosmos® parawalk® 2,44m h/p/cosmos® parawalk® 3m h/p/cosmos® parawalk® 4m h/p/cosmos® parawalk® 5m

development, production, sales & service

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version

version 1.1, revision 06.07.2016 order-no.: [cos14310pw-v1.1_hpc-en]



These instructions for use are only valid for the original configuration of the first delivery of this device. Changes of the system configuration or retrofittings of additional equipment or accessories can result in invalidity of these instructions for use. In case of alterations of the device or the additional equipment, the latest version of these instructions for use or the corresponding additional information should be always considered.

The latest version of the instructions for use is always available in PDF version on the h/p/cosmos website: http://www.h-p-cosmos.com/en/company/downloads.htm



- It is strictly forbidden to perform any amendments of the technical design, technical specifications, labelling and configurations of this device and the accessories connected to it.
- Any amendments, unauthorized, poor or lack of service / maintenance will result in loss of manufacturer's liability and warranty.

Dear customer,

we would like to express our gratitude for putting your trust in us, in deciding for this top of the range equipment. Since 1988 h/p/cosmos® has been developing and manufacturing running machines, systems and accessories for applications in sports, rehabilitation, medicine, diagnostics and science. When it comes to technology, ergonomy, design and safety, we have set extremely high standards for ourselves.

With the h/p/cosmos® parawalk® we want to make your work easier and give you and your patients the chance to achieve your therapy results in a faster and more comfortable way.

If proper notice is taken to the safety regulations, the operation of your h/p/cosmos® device is almost without any risk. The neglect of the safety regulations could result in dangerous situations and serious accidents. Therefore please read the directions for use and the danger precautions before taking the device into operation.

Some simple maintenance and monitoring (no repair work!), as described, can easily be done or even has to be done by yourself. All kinds of installation and repair work and most maintenance work are to be performed only by trained and authorized technicians who have been certified by h/p/cosmos. The following symbols will indicate which work can be done by the customer and which work has to be done by authorized technicians only:



The customer/user should perform this maintenance and monitoring work. Some safety checks or monitoring have to be performed on daily basis. It is not expedient to contract certified technicians for such maintenance work. However, where it is practical, all maintenance and monitoring work marked with this symbol can also be performed by certified technicians.

All installation, maintenance, repair and monitoring work marked with this symbol must only be performed by trained and authorized technicians who have been certified by h/p/cosmos. Customers / users must not perform these kinds of tasks and work.

We recommend calling our competent service team or entering into a maintenance contract for a routine service at an interval of 6 or 12 months for standard machines and standard applications. A form for registration of your institution and device is included in the delivery. In order to be able to supply you with the latest technical information and service, it is important for you to fill out the form. Therefore please fill out the form for registration immediately and send it back via fax, email or mail.

These directions for use as a firm part of the delivery have to be accessible to the user at any time. It has been written with great care. Should you, however, still find any details which do not correspond with your device, please notify to us so we can correct any mistakes as soon as possible.

We wish you a lot of fun and success while exercising and working with your h/p/cosmos® parwalk®.

Franz Harrer President & CEO

h/p/cosmos sports & medical gmbh



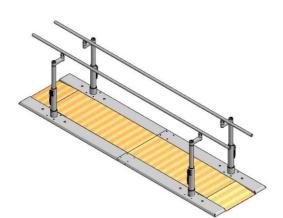
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1 Model overview

The h/p/cosmos® parawalk® is available in different lengths.



C € medical device

h/p/cosmos® parawalk® 2,44m h/p/cosmos® parawalk® 3m h/p/cosmos® parawalk® 4m h/p/cosmos® parawalk® 5m

2 Introduction

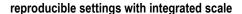
2.1 Description

easy and continuous adjustment with gas spring support

Whether in the gym, in the corridor or as a separate training system - walking bars are the ideal complement to the available treatments. The individual settings for height, width and angle of the handrails are crucial for best results, and they have to be quickly and easily adjusted during a busy working day.

push the button

The h/p/cosmos parawalk® has integrated gas piston height adjustment. Adjusting the height is child's play - even with just one hand. The width and angle of the hand rails can be adjusted quickly by lifting the locking lever, pushing the adjustment button for setting the height and after adjustment locking the lever again - that's it.



Once you have found the perfect setting for a patient you will want use this at the next visit straight away. Therefore, the pillars of the h/p/cosmos parawalk® have an integrated reading scale. With the help of the scale you can exactly determine the current position and reproduce simply at the next training session.





3 Intended and forbidden use

The intended use, discussed in the following, can be performed with any h/p/cosmos parawalk® system.

3.1 Intended use

- rehabilitation
- mobilization training
- gait training and therapy
- recreational fitness training

3.2 Forbidden use

- Do not modify the system and do not connect to other equipment which is not explicitly declared as compatible by all involved manufactures.
- The system must not be used without carefully trained specialist staff and without the staff having been instructed on the safety regulations.
- The subject must interrupt the training immediately if he/she starts feeling sick or dizzy and should see a doctor.
- Subjects with cardiac pacemakers or any kind of physical restriction must see a doctor before using the system and ask for permission.
- In the event of any detected and/or assumed malfunctions and/or defects or unreadable safety warning labels, the device has to be taken out of operation, clearly marked as such and disabled. The supplier and authorized service personnel have to be informed in writing.
- Under no circumstances should a subject/patient or other user be overloaded or overstressed.
- All prohibitions in the chapter "4 Safety notes, warnings, precautions".
- The h/p/cosmos parawalk exercise machine is no gymnastic equipment in harmonisation of the norm DIN EN 913. The handrails are not designed for more than maximum loads of subjects as described at the identification label.
- Other use than the explicitly mentioned intended use.



4 Safety notes, warnings, precautions







4.1 General



Important notes, warnings and precautions are marked with this sign. It also reminds you of concerns which have to be considered for measurements and connection with other devices.

- These instructions for use
 - are part of the device and must always be accessible for every user.
 - have to be read carefully before using the device.
 - have to be observed and followed exactly for appropriate operation and safety.
- Any other use than that explicitly listed in the field of application is prohibited.
- All regulations and prohibitions are to be followed.
- The safety notes, warnings and precautions of this device and it's accessory
 - have to be read especially careful before using or maintaining the device.
 - have to be pointed out to every user.
 - have to be displayed within sight of the device.
- Pay special attention to all maintenance and service instructions and the safety notes, warnings and precautions in chapter "6 Service".
- This device must only be used
 - in medical facilities.
 - under permanent supervision of medical staff.
 - after careful instruction by authorized service personnel.
- All lubrication material or parts of this device are to be kept away from children and animals and should neither be drunk nor eaten.
- Safety, reliability, function and accuracy can only be achieved if installation, commissioning, instruction, extension, alteration, recommended preventive maintenance, safety checks and repair are performed by authorized staff.
- In the event that a user connects standard components to support, diagnose or appraise in terms of in-house production according to the MPG (German Medical Devices Act), he creates a system and therefore has to perform and verify a simplified conformity validation process.



Disregard of intended and forbidden use, safety notes, warnings and precautions, unauthorized or lack of maintenance and / or regular safety checks may lead to injuries or even death and / or can damage the device and will result in loss of any liability and warranty.

4.2 Preparation of the patient / user

- It is strongly recommended to consult a doctor before using an exercise device.
- Subjects with a cardiac pacemaker or those who suffer from any kind of physical restriction must see their doctor and get permission before using the exercise device.
- Animals are not allowed to use the device and must not go too near (4 m distance).
- It is prohibited to use the device under the influence of alcohol, drugs and/or anaesthetics.



4.3 Preparation of the device

- All wear and tear parts of the system are to be changed immediately in case of damage.
- Check the device before every use optically. In case of any damage the device has to be taken out of function until the device is repaired.
- Before using the device, fix all four clamp levers.

4.4 During exercise

- The h/p/cosmos parawalk must only be used under permanent supervision of medical staff.
- Never set too high loads if the health and the condition of the subject/patient do not permit and a medical doctor has not authorized these loads. Disregard may cause injuries and dangerous health problems or even death. Under no circumstances should the test person/subject/patient be overloaded.
- The subject must interrupt training immediately if he/she starts feeling sick, dizzy or feels pain. The patient should consult his/her doctor in this case.
- Take special care for your fingers around the gas pistons.

4.5 Machine care



In case of any detected and/or assumed malfunctions, defects or unreadable safety labels, the device must be left immediately. The device must be marked as "out of order". The supplier and authorised service personnel are to be informed in writing immediately.

All wear and tear parts are to be replaced at least every two years or earlier if necessary due to first sign of wear and/or damage.



Operation

5.1 Adjustment of the bar handrails

		scription
1.		Release the locking lever at the handrail by lifting up the lever
2.		Adjust the bar handrail to the desired height by pressing the
	Pu	push button and moving the handrail up- or downwards.
3.	1	Move the bars horizontally to adjust the requested width.

4.



Lock the four locking lever after positioning the bar handrails by pushing the lever down.



5.



To obtain reproducibility you have to determine the individually optimal adjustments (see scaling at the gas pressure cylinders) for each testing person and note it down appropriately (e.g. in a patient file). We have deliberately refrained from giving you standard settings for particular heights, because the adjustment can widely differ according to the posture and the individual situation of the testing person.

6 Service

Some simple maintenance and monitoring (no repair work!), as described, can easily be done or even have to be done by yourself. All kind of installation and repair work as well as most maintenance work is to be carried out only by trained and authorized technicians who have been certified by h/p/cosmos. The following symbols will indicate which work can be done by the customer and which work has to be done by authorized technicians:



The customer / user should perform this maintenance and monitoring work. Some safety checks or monitoring (for examples of harnesses and ropes, running belt condition and position, etc.) have to be performed on a daily basis. For this reason it is not practical to contract certified technicians for such tasks. However, where it is practical, all maintenance and monitoring work marked with this symbol can also be performed by certified technicians.



All installation, maintenance, repairs and monitoring work indicated with this symbol must only be performed by trained, authorized technicians who have been certified by h/p/cosmos. Customers/users must not perform these kinds of tasks.

We recommend calling our competent service team or entering into a maintenance contract for a routine service at an interval of 6 or 12 months for standard machines and standard applications. A form for registration of your institution and device is included in the delivery. In order to be able to supply you with the latest technical information and service, it is important for you to fill out the form for registration immediately and send it back.

6.1 Safety notes, warnings, precautions

6.1.1 Room conditions

- h/p/cosmos® devices must not be used outdoor and/or in environmental conditions other than those specified in the chapters "Technical data" and "Environmental requirements / room configuration".
- The installation room has to meet the requirements of DIN and VDE installation directives.
- Never install the device in a flammable or volatile location. This may cause explosion or fire.



6.1.2 Transport and Installation

- The manufacturer does not assume liability for any damage, complaints or missing parts which are not reported immediately upon delivery on the packing list/delivery note.
- In order to ensure proper installation and safety, the manufacturer, an authorised service crew or an authorised dealer must always transport and install the devices.
- Failure to comply with the conditions listed in these instructions for use and listed in the instructions for use of other respective devices which may be used in connection with this device, failure of performing recommended maintenance and safety inspection intervals, unauthorized maintenance or amendments of the design and/or performance and/or specifications and/or labelling of the devices shall absolve h/p/cosmos sports & medical gmbh from any responsibility for the safety, reliability and performance of this equipment.
- All lubrication material and all other parts should be kept away from children and animals.
- Do not modify the device and do not connect to other equipment which is not explicitly declared compatible by all involved manufacturers.
- Only connect accessories that are confirmed as compatible by all manufacturers.
- Do not put packing plastic bags, plastic foils or other materials within reach of children as suffocation may result.





6.1.3 Maintenance and safety inspections

- Maintenance and repair of the devices (also opening of the device) have to be performed by service engineers authorized and certified by h/p/cosmos, preferably within the scope of a maintenance contract. The installation by unqualified personnel may cause damages or injury due to a malfunction. Never disassemble, repair, or modify the device yourself.
- In case of any detected and/or assumed malfunction and/or defects and/or unreadable safety labels, the device is to be disengaged immediately. The device is to be marked and secured against operation. The supplier and authorized service personnel have to be informed in writing immediately.



7.1 Unpacking and packaging

When receiving the device in a crate or unpacked, make sure the device, the accessories and the packaging is not damaged. If you discover any damage or missing parts make a note on the packing-list / delivery note of the carrier. Inform h/p/cosmos and your dealer immediately in writing about any damage or missing parts.



The manufacturer does not assume liability for any damage, complaints or missing parts which are not reported immediately upon delivery on the packing list/delivery note.

Before unpacking the machine and accessories, read the instructions on the crate. Pay special attention to small parts, so that you do not dispose them or any instructions with the packaging. Within Germany, most devices are delivered and assembled by h/p/cosmos directly or by an authorised forwarder. If delivered by h/p/cosmos, the packaging will be removed and recycled.

If the device is delivered by a carrier, you can recycle the packaging yourself or send it back to the manufacturer (transportation to be paid by the customer).

7.2 Transport



Some of the components are heavy in weight!

Please notice that the installation must be done by h/p/cosmos authorized technicians.

7.3 Storage

Store the devices at a temperature of – 20° ... + 50° C.

7.4 Environmental requirements / room configuration

The device should be protected from high humidity.

Temperature: + 10° ... + 40°C

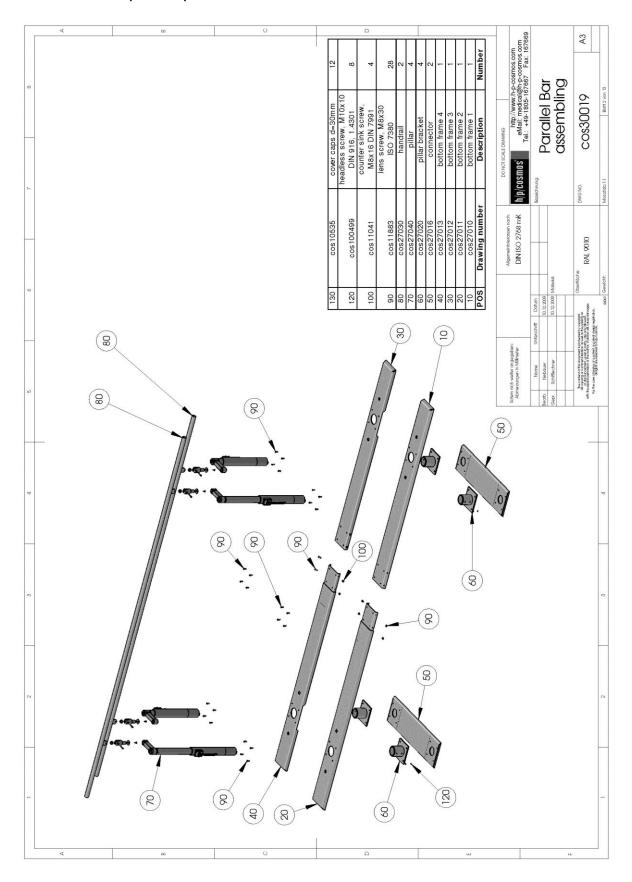
Relative humidity: 30 ... 70 % (non condensing!)

Air pressure: 700 ... 1060 mbar

Maximum operating altitude: approx. 10,000 feet (3000 m), without pressurization

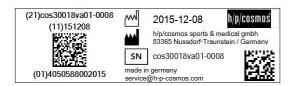


7.5 Installation h/p/cosmos parawalk®



7.5.1 Identification of the device

product family:	parallel b	− (€	
model:	h/p/cosm		
class:	S, I	ISO 20957-1	
max. body weigh	nt of subject	t: 400 kg / 882 lbs	



Name plate UDI label

7.5.2 Tools and material required

- Drawing and parts list as shown above.
- Allen wrench size 5
- Allen wrench size 4

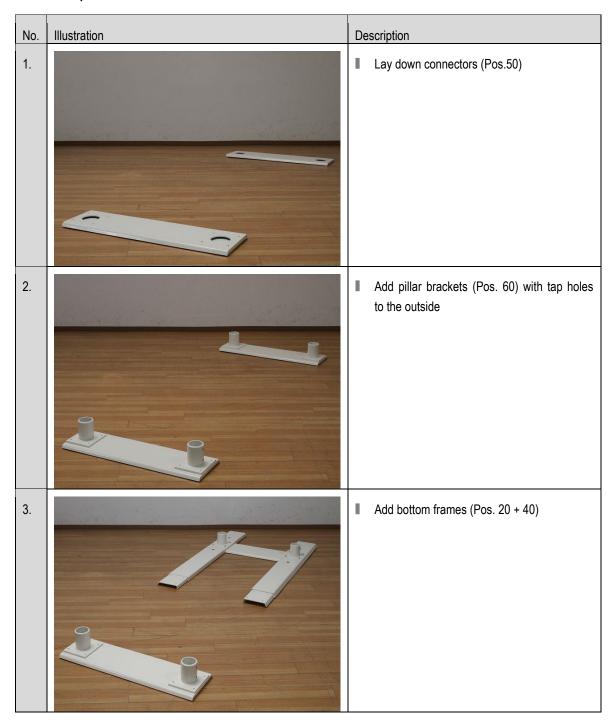
7.5.3 Time / personnel needed

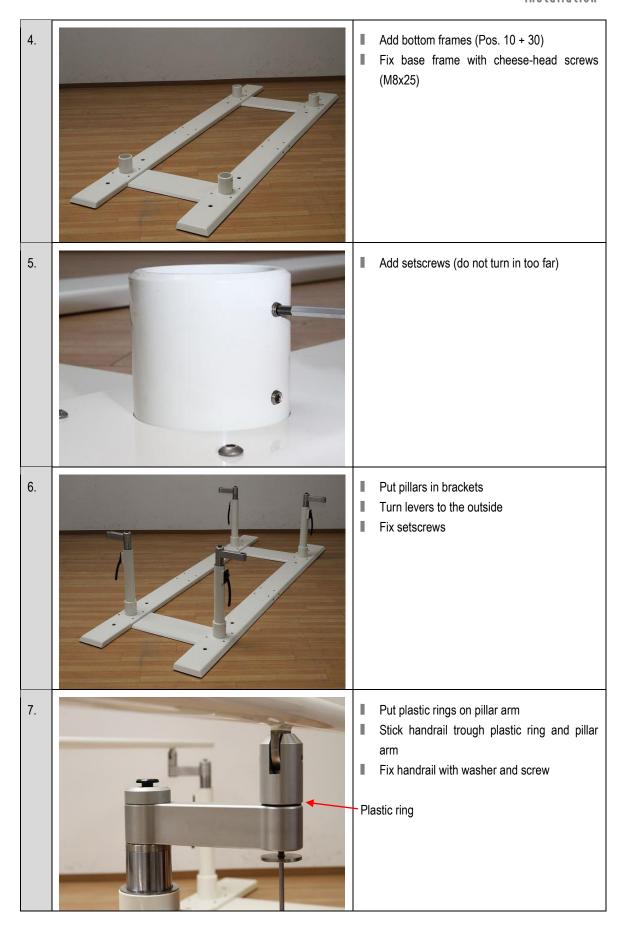
Time needed for the entire assembling, 2 persons, approximately 90 minutes.

7.5.4 Work preparation

Check all parts delivered by h/p/cosmos® Clean intended space and floor

7.6 Work steps





8. Add first wooden plate (if included) 9. Add wooden dowels (if included) 10. Add second wooden plate carefully (if included) Close holes with plastic caps Check if all screws are tight and device is safe to use

No.	Illustration	Description
1.		 In case of using device without connector, mark position of floor-bolts on the floor (lateral distance 800 mm) Follow instruction for using floor-bolts (additional tools required: see picture, torque screw M10: 35 Nm) Drill Clean Set anchor Apply torque
2.	800 mm	Check, if all screws are bolted tight and check if device is safe to use

7.7 Installation checklist and instruction of the user

The authorized technician (distributor or service partner) checks whether the installation of the device has been performed properly. Among other things, he ensures that at least the nine points of the following checklist have been performed and/or checked before the customer is introduced to the operation of the h/p/cosmos device. For detailed information and instructions on installation and commissioning please refer to all respective chapters in this manual.

Then, the authorized technician instructs the user according to the instruction protocol in appendix 2. It is important to include all people in the instruction and commissioning who are going to work with the device. After the instruction is completed, the instruction protocol has to be signed by the authorized technician and all trained persons and returned, together with the signed delivery note and the registration form, to h/p/cosmos.

No.	Illustration	Description
1.		Compare the delivery note with the installed device. Are all parts (device, accessories, service box and device folder) complete and without damage? accomplished accomplished
2.	See chapter 7 "Installation h/p/cosmos parawalk [®] "	Make sure the device is installed according to the installation instructions and all screws are tight.
3.		Check gas pistons for proper function accomplished □

8 Maintenance and safety inspections





- Maintenance and repair of the devices are to be performed only by service technicians authorized and certified by h/p/cosmos, preferably within the scope of a maintenance contract.
- In case of a detected and/or assumed malfunction and/or defects and/or unreadable safety labels, the device is to be disengaged immediately. Mark the device and ensure that it cannot be operated. Inform the supplier and authorized service personnel in writing immediately.
- Disregarding warnings, notifications of intended and forbidden use, precautions as well as unauthorized or lack of maintenance and/or regular safety checks may lead to injuries or death and/or can damage the device. Furthermore it will result in loss of any liability and warranty.
- During all maintenance work and safety tests make sure that no third parties are directly or indirectly in contact with the device under test and/or the technician performing the test. Keep a safety zone of 2 m radius clear.



8.1 Preventive maintenance

The h/p/cosmos authorised service technicians are happy to help you in case problems occur.

Preventive maintenance can prevent future problems and is indispensable for the safety of technical devices. Therefore, ask our service department for an annual preventive maintenance contract, which is highly recommended by the manufacturer. Some basic regular maintenance and regular safety checks as stipulated in the following chapters are obligatory!

Before starting to work with the device, check the proper function of the gas pistons.



8.2 Immediate maintenance

Immediate maintenance is necessary:

- if a defect or malfunction of the device has been detected or is suspected at preventive maintenance
- every 12 months.

Only a properly and regularly serviced device is safe.





8.3 Regular inspections / examinations

For use in sports and medical fields as well as for private, public and military applications, refer to the date on the inspection sticker on your device.

To keep the condition of the device in due order, examinations have to be performed regularly according to the local laws and requirements of your country.

The main inspection sticker on the device (e.g. running machine) also certifies the inspection of the optional equipment and the accessories. However, inspection intervals for optional equipment and accessories (e.g. rope of h/p/cosmos airwalk unweighting system, chest belt for safety harness, compressors, etc.) may deviate significantly from inspection intervals of the main device. Read the manuals for details.

For all required measurements and control steps consider also local requirements of your country and see detailed instruction and protocol form order no. [cos11690xx].



8.4 Hygiene and cleansing



Pay attention to the safety notes, warnings and precautions of the running machine, the accessories and the disinfectant.

The h/p/cosmos devices are neither sterile nor can they be sterilized.

The surfaces of the device can be cleaned with a light moistened cloth. For disinfection h/p/cosmos recommends **Bacillol plus** which can be ordered from h/p/cosmos, order number **[cos12179]**. Before use of cleaning and disinfection substances, always test the compatibility of the substance at poorly visible places.

In the event that patients with communicable diseases use the device, the device must be disinfected at the discretion of the doctor or medical stuff after the treatment. This must also be done when a communicable disease is merely presumed. This covers all parts the patient may have contacted.

Cleansing of outside and applied parts

Spray contact surfaces, impact, wipe and rub off. Spray disinfectant onto a tissue and rub clean any surfaces that may be contaminated.

Always follow the manual of the disinfectant manufacturer, especially the safety warning and regulations regarding disposal.

8.5 Spare parts & consumables

None

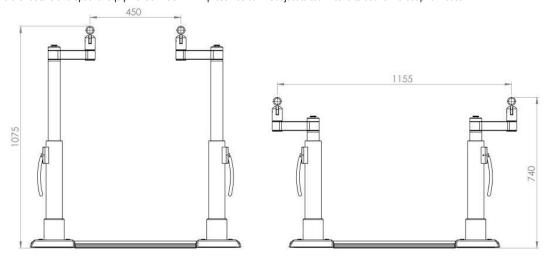


9 Technical data

9.1 h/p/cosmos parawalk®

h/p/cosmos parawalk®	h/p/cosmos parawalk 2,44m	h/p/cosmos parawalk 3m	h/p/cosmos parawalk 4m	h/p/cosmos parawalk 5m		
order number	cos30018_L2.44	cos30018	cos30019	cos30020		
variants	none, wooden plate optional	va01 with	wooden plate, va02 without woo	den plate		
length	244 cm	300 cm	400 cm	500 cm		
width (base frame)	102 cm					
width (handrails)	450 1155 mm (see below)					
height		740 1075 m	nm (see below)			
weight (va01)	195 kg	210 kg	240 kg	270 kg		
weight (va02)	285 kg	300 kg	330 kg	360 kg		
max user weight	400 kg					
design white RAL9010, powder coated						
Safety standards	MDD, directive 93/42/EEC + 2007/47/EC, tests based on ISO 20957-1 and DIN EN 957-6 where applicable					
Field of application / accuracy	medical: S,I (ISO 20957-1)					
Classification according to MDD	MDD non-active medical device, risk class I					
Environmental conditions:	temperature: -30+50 °C, humidity: 095 % - without condensation					
Transport and storage	barometric pressure: 7001060 hPa					
Environmental conditions: Operation	temperature: +10+40 °C (deviation on request), humidity: 3070% - without condensation (up to 95% on request), barometric pressure: 7001060 hPa Maximum operating altitude: approx. 10,000 feet (3000m), without pressurization					
handrails	40 mm steel tube					
handrail adjustment	gas spring support – very smooth adjustment in height and width with readable scales					

Ask for further details and optional equipment or visit www.h-p-cosmos.com. Subject to technical alterations without prior notice.



9.2 Economic life time

The economic life time of the h/p/cosmos parawalk® is determined at common usage and application to 10 years. Every maintenance and repair work needs to be carried out by authorized h/p/cosmos technicians. For expendable parts a shorter life-time is due.



10 Disposal

Upon request and at the expense of the client, h/p/cosmos might take over the disposal of old or defective devices. Please contact service@h-p-cosmos.com for a detailed offer. Note the information for possible disposal of the running machine parts or components through the client or a subcontractor.

The disposal of the device should be accomplished by appropriate personnel.

Disassemble and cut up

Use personal protective equipment when cutting up material of any kind with the appropriate tools (eye-protection, dust-mask, etc.). Contact service@h-p-cosmos.com to receive the safety data sheet of the European Commission Directive 91/155/EEC.

h/p/cosmos devices

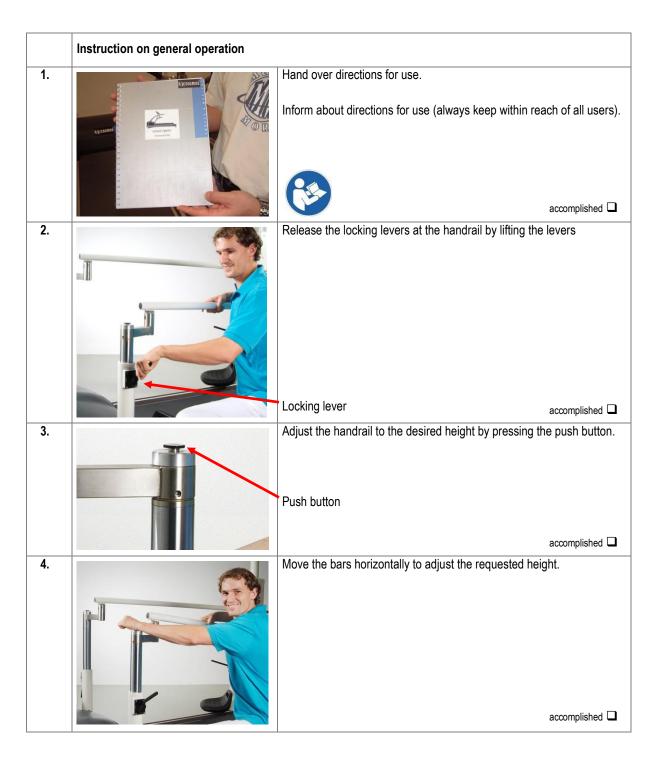
h/p/cosmos devices consist of powder-coated and galvanized metals from different producers and qualities, stainless steel parts, aluminum parts, plastics, rubber, electronics with cables, boards and condensers as well as batteries. These materials can be recycled by bringing them to the official municipal valuable substance depot or to authorized disposal partners of valuable substance disposal. Pay attention to the regulations of the disposal company.



11 Appendix 1: Protocols

11.1 Instruction protocol, checklist

Once the installation of the h/p/cosmos parawalk® has been completed, the h/p/cosmos technician or h/p/cosmos partner starts commissioning of the device and instruction of the user. It is important to include all people in the instruction and commissioning who are going to work with the device. After the instruction is completed, the instruction protocol is to be signed by the h/p/cosmos technician and all trained persons. Signed instruction protocol, signed delivery note and the registration form are to be sent to h/p/cosmos.





11.2 Instruction protocol, signatures

By signing this protocol, the authorised h/p/cosmos technician and the h/p/cosmos customer confirm the receipt and understanding of all warnings, safety information, the performed instruction and commissioning according to form cos15228-03. The customer and user confirm the receipt of the listed devices including all accessories and options according to the h/p/cosmos delivery note. Disregard of warnings, disregard of intended and forbidden use, safety notes or precautions as well as unauthorized maintenance or lack thereof and/or regular safety checks may lead to injuries or even death and/or can damage the device. This will furthermore result in loss of liability and warranty. Please fill out the instruction protocol and send it back to h/p/cosmos by Fax to +49 86 69 86 42 49, by email to sales@h-p-cosmos.com or by mail:

h/p/cosmos sports & medical gmbh Am Sportplatz 8 DE 83365 Nussdorf-Traunstein / Germany				
Am Spo	emos sports & medical gmbh ortplatz 8 65 Nussdorf-Traunstein ny		customer's (end-user's) st	amp / customer address:
h/p/co	smos device, model name		device serial number	
ţo	name in clear block letters	h/p/cosmos dealer / technician		date and signature
instructor				
	name in clear block letters	position / fun	ction / department	date and user's signature
omer / user / operator				
nser/				
ner /				
ว / ธเ				
ersor				
instructed persons / cust				
nstru				
-				



12 Appendix 2: Symbols

All symbols used comply with the respective norms IEC417, IEC878, EN957-1 and Council Directive 2002/96/EC.

C€	EC Declaration of Conformity for sports and fitness running machines	C€ 0123	EC Declaration of Conformity for medical running machines
(i	Read manufacturer's guide, advice, instructions and manual ISO 7000-1641		Protection ground IEC 60417-5019
	Symbol based on ISO7010:2003-M002. Follow manufacturer's guide, advice, instructions in the manual. Manual contains relevant safety information.	<u></u>	Earth IEC 60417-5017
\triangle	Warning / safety precautions Pay attention to accompanying instructions / ISO 7010-W001	NON	Non-sterile product
M 20xx	Manufacturer and year of manufacture	\Rightarrow	Potential compensation IEC 60417-5021
*	Applied part of type B IEC 60417-5840		Chassis ground
*	Applied part of type BF IEC 60417-5333		Risk/danger of entanglement
4	Dangerous electric voltage IEC 60417-5036		Symbol for collection, treatment, recycling and disposal of waste electrical and electronic equipment
\sim	Alternating current (AC) IEC 60417-5032		(WEEE) as set out in directive 2002/96/EC of 27 January 2003 of the European Parliament and of the Council on waste electrical and electronic equipment. Necessary
3N∼	Alternating 3-phase current (AC) with neutral line IEC 60417-5032-2		to reduce the waste management problems linked to heavy metals and flame retardants.
N	connection point for Neutral line IEC 60445		Warning of hot surfaces

13 Contact

For additional orders and technical enquiries please have the model type, serial number and installation date of your device ready. If you have any further questions about delivery dates, service or maintenance, orders for consumables etc., please contact the corresponding phone, fax or email for qualified help.

For service support and remote support we recommend to use additionally Skype with webcam.

Service department

+49 86 69 86 42 0 phone +49 86 69 86 42 25 phone direct mobile +49 171 720 69 88 +49 86 69 86 42 49 fax email service@h-p-cosmos.com

skype @h-p-cosmos.com (search & select name)

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