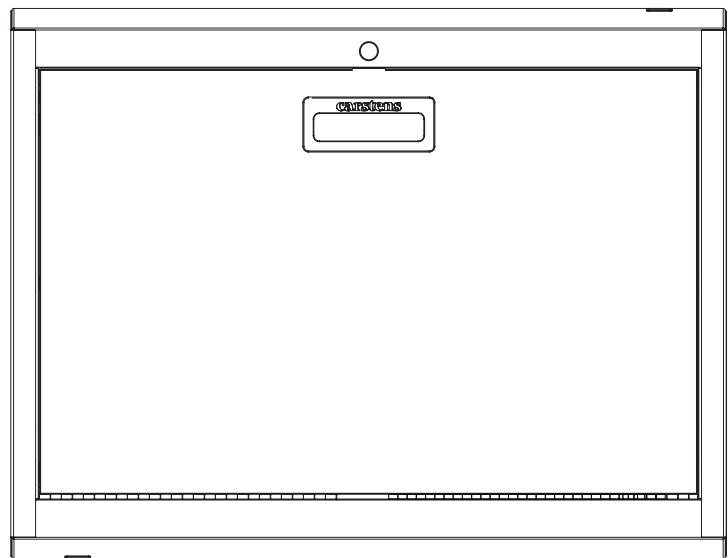
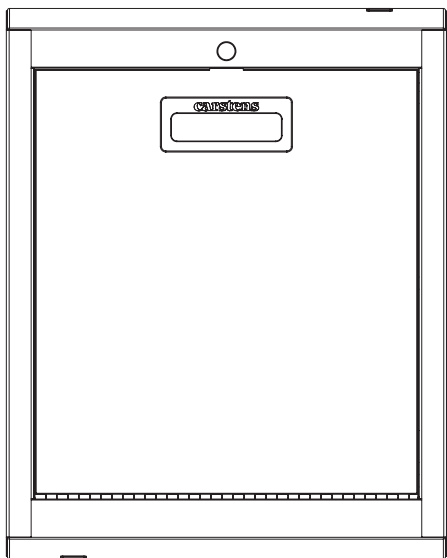


# CarePod™

by **carstens**®



## CarePod™ Wall-Mounted Workstations

Before using your new CarePod, please read these instructions to prevent any damage.



For more information:  
800.782.1524 / [carepodsales@carstens.com](mailto:carepodsales@carstens.com)

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Literature made in the USA.  
**Content subject to change.**

## Safety Information and Specifications



**IMPORTANT SAFETY  
INSTRUCTIONS  
— SAVE THESE  
INSTRUCTIONS**

**CAUTION:** Do not use this product for any purpose not explicitly specified by Carstens.

Improper installation may cause property damage or personal injury. If you do not understand these directions, or have doubts about the safety of the installation, contact Customer Service or call a qualified contractor.

Carstens is not responsible for any damage or injury caused by incorrect installation or use.

This product contains small items that could be a choking hazard if swallowed. Keep these items away from young children!

**We're here for you.**

[www.carstens.com](http://www.carstens.com)

**For customer service, call:**

1.800.782.7524

## Welcome to Your CarePod™

CarePod Wall-Mounted Workstations are designed to integrate seamlessly and unobtrusively into the workflow of all kinds of environments—from healthcare facilities to offices and schools.

Use this manual to learn how to properly install and use your CarePod to make your workplace more efficient, productive, and secure.

### Table of Contents

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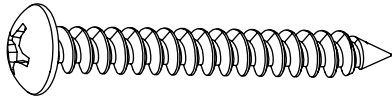
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## What You'll Need:

Mounting hardware and tools  
are not included with the CarePod<sup>™</sup>

### Hardware Needed

4x



#10 sheet metal screws or larger  
2"- 4" long

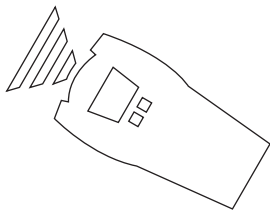
4x



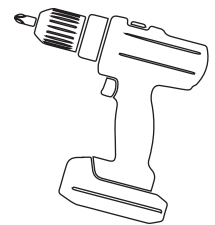
#10 washers or larger

### Tools Needed

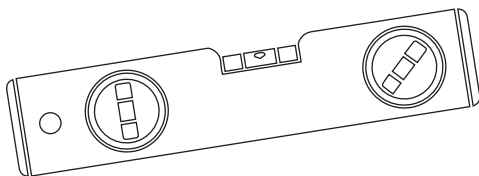
Stud Finder



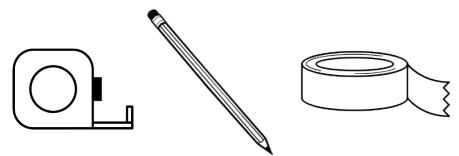
Power Drill



Level

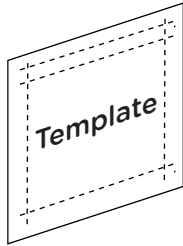


Other

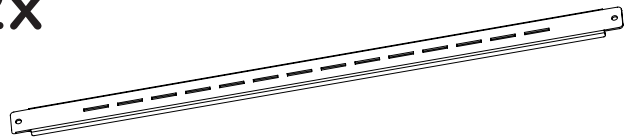


## What's Included:

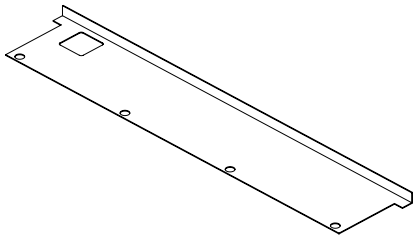
1x



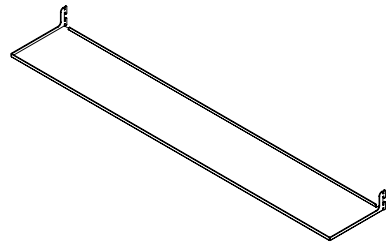
2x



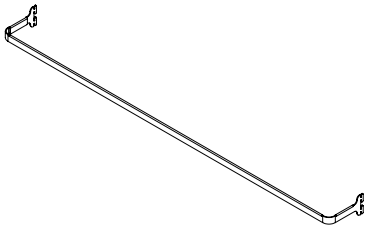
1x



2x



1x



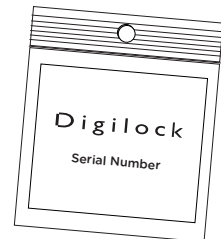
2x

(Key Lock  
Models Only)



1x

(Electronic  
Lock Models  
Only)



## Mounting Prep

### Before You Begin

Because wall types vary and can impact proper mounting, we recommended that the hardware you use and the method of installation be approved by an engineering, architectural, or construction professional to ensure that all anchoring hardware will support the resulting load.

### The Wall Surface

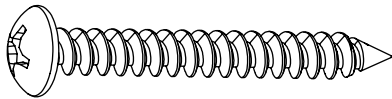
Your CarePod<sup>™</sup> Wall-Mounted Workstation will operate best if mounted flush to a plumb wall. Not doing so could impact the functionality of the door. Shimming may be necessary to compensate for an uneven mounting surface.

### Required Hardware (not included)

All CarePod workstations should be mounted using four #10, 12 or 14 size sheet metal screws, 2"-4" long, and washers. Screws should be drilled into a stud for maximum security. Installers can use the keyholes provided on the unit, or simply drill through the back of the cabinet.

### Hardware Needed

**4x**



#10 sheet metal screws or larger  
2" - 4" long

**4x**



#10 washers or larger

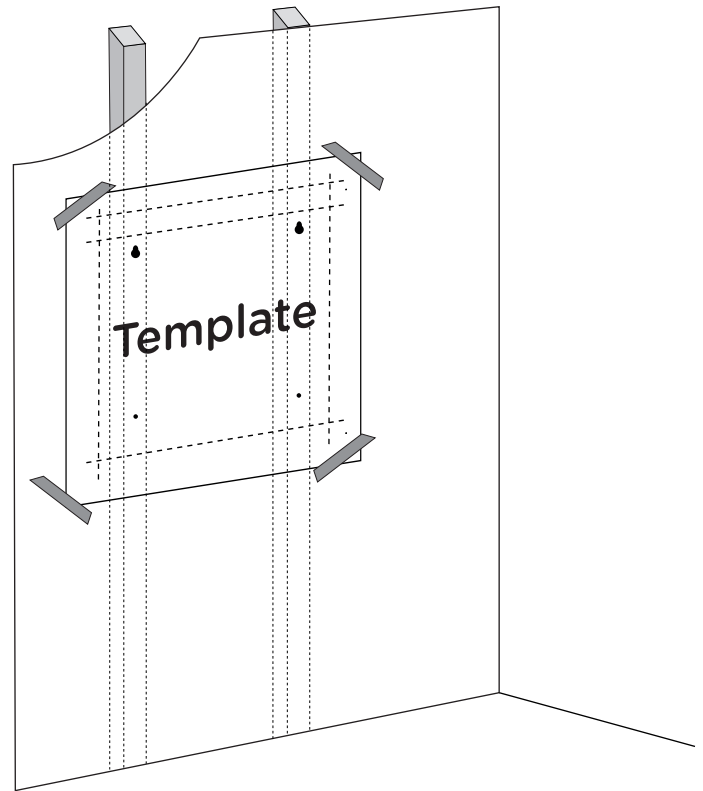
## Mounting Instructions

### STEP 1 - Locate Studs

Locate the mounting template.

The CarePod™ has two keyholes located near the top of the interior rear panel. Align these keyholes on the template, centered to wall studs. (Keyholes are 16" apart.)

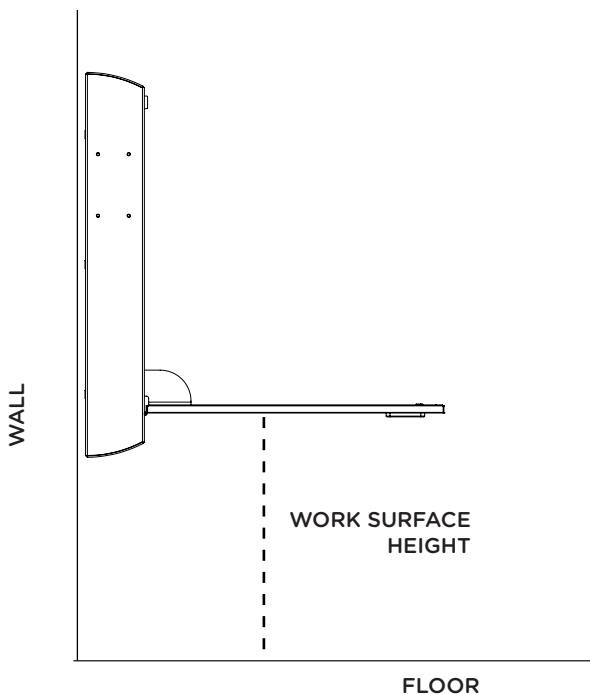
Note: Each CarePod includes cutouts for power outlets. If utilizing, align your template to the outlet using the indicated squares on the template. If this results in a situation where a stud can not be utilized, consult a professional contractor or installer to determine the proper installation hardware necessary.



### STEP 2 - Determine Height

Determine the preferred height for mounting your CarePod. Because the opened door functions as a work surface, ensure it's at a comfortable working height when open.

The rectangle(s) on the provided mounting template indicates the location of the door when open. Use it as a guide to determine exactly where to tape the template to the wall.



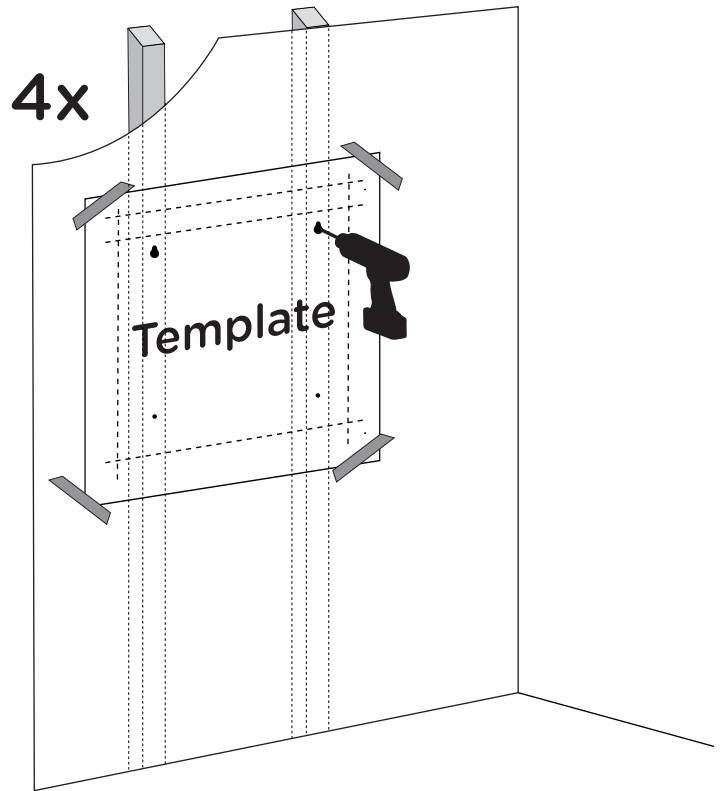
## Mounting Instructions

### STEP 3 - Pre-Drill Holes

Use a level to ensure the CarePod™ placement is even and parallel with the floor.

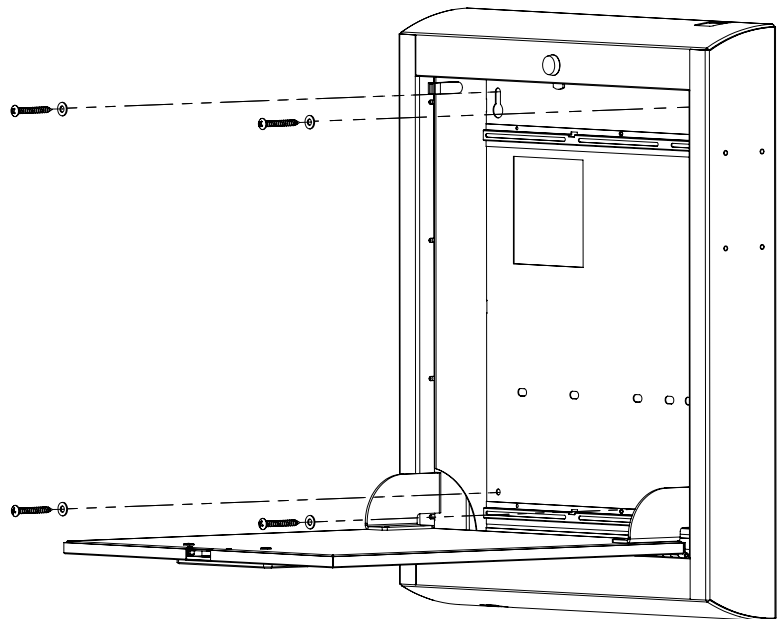
Using a power drill, pre-drill holes in the two (2) upper keyhole locations and two (2) lower round hole locations as indicated on the template.

Note: If using optional accessories like lock boxes or the full-motion monitor mount, also pre-drill those mounting locations at this time.



### STEP 4 - Mounting the CarePod

With assistance, carefully lift the CarePod and secure it directly to the wall using four (4) #10, 12, or 14 size machine screws and washers.



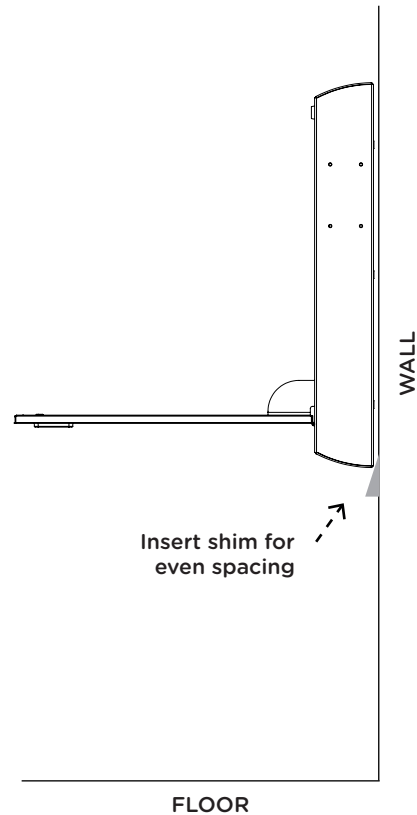


## Troubleshooting Installation

### Ensuring Proper Operation

On a properly mounted CarePod<sup>™</sup>, the seam between the door and the frame should be even on both sides. If the seam has uneven spacing on either side, the door is not closing properly, or the lock isn't engaging, the wall may not be plumb and shimming will be necessary.

To shim, open the cabinet first and loosen one screw, two or three turns. Then check the door seams. If there's no change, re-tighten that screw and move on to another screw. Once the affected screw is identified, shim behind the cabinet in that area, securing and checking for even spacing.

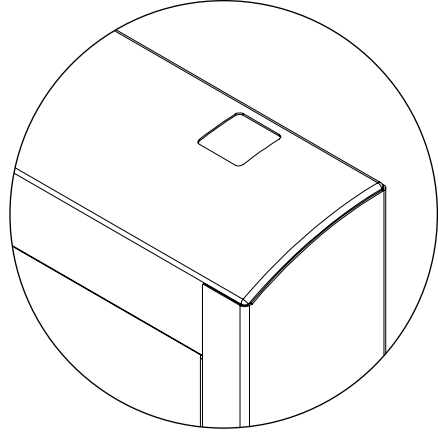


## Power Cord Access

Each CarePod™ features two power cord pass-throughs on the top right and bottom left. To use, remove caps.

### To Remove

From inside the CarePod, pinch the front and back sides of the plastic cap to release.

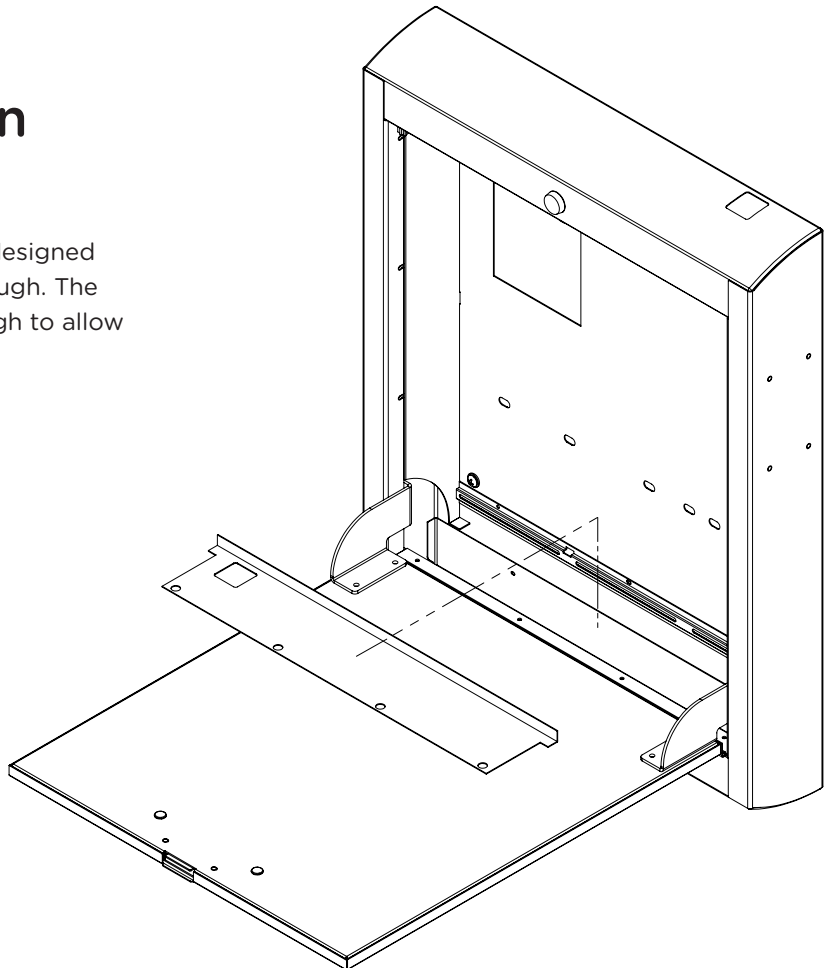


## Bottom Tray Installation

Each CarePod™ features a removable bottom tray, designed to offer access to the bottom power cord pass-through. The square cutout in the tray aligns with the pass-through to allow for convenient cord management.

### To Install

Insert the tray with the back lip pointing upwards. No hardware is required.



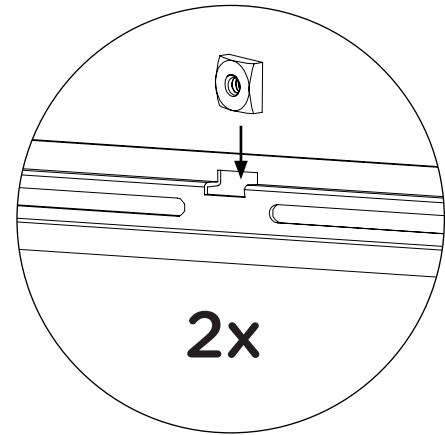
## Vertical Rail Installation

Each CarePod™ features two preinstalled vertical rails. To install additional vertical rails (needed for the use of optional accessories like CarePod mini shelves or retaining bars), follow the steps below.

### Step 1 - Insert Square Nut into Track

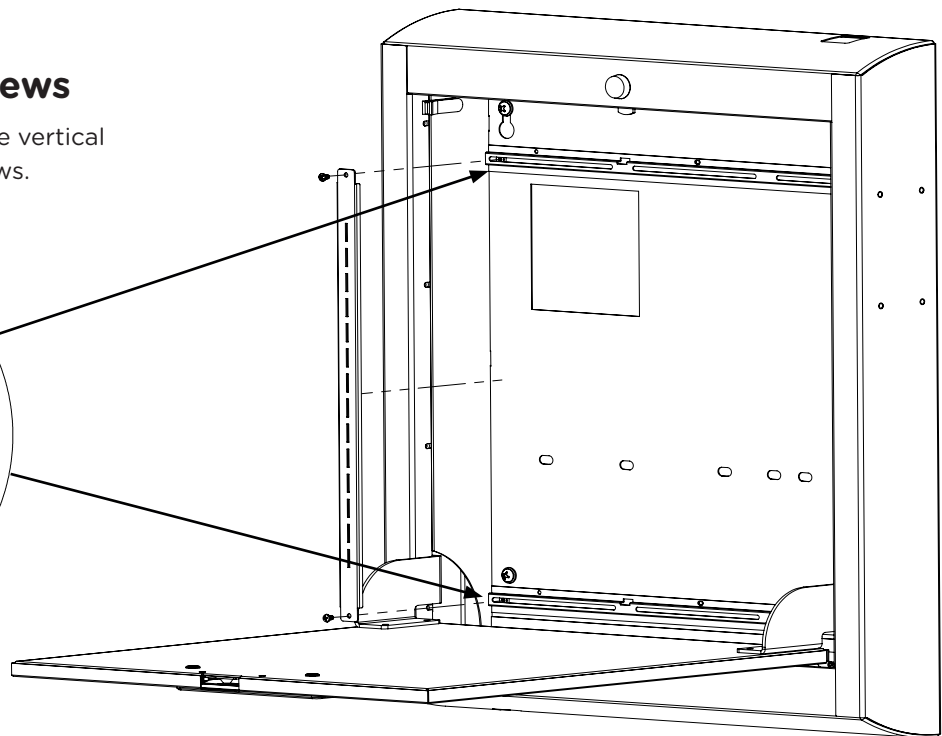
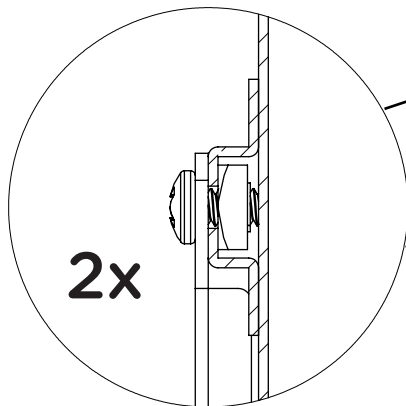
Locate a notch in the top lip of the CarePod horizontal track. Insert one (1) square nut (provided) into the track and position by sliding left or right to desired location.

Repeat with one (1) square nut on the bottom horizontal track.



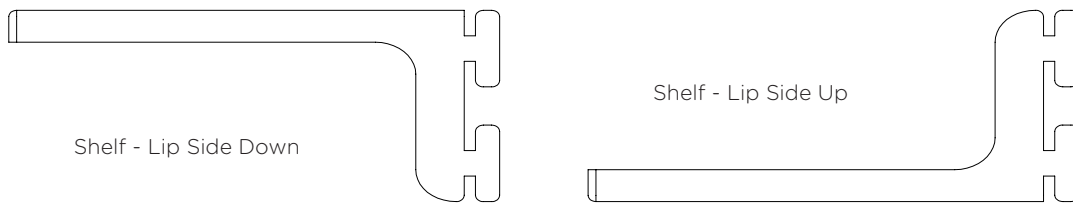
### Step 2 - Secure with Screws

Using a Phillips screw driver, attach the vertical rail to the nuts with the provided screws.



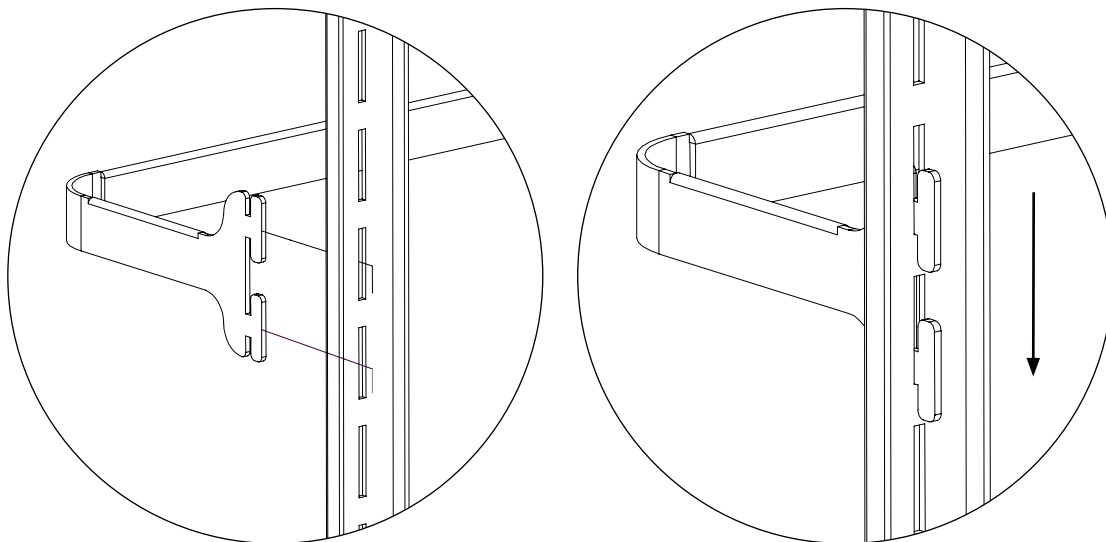
## Shelf and Retainer Bar Installation

CarePod™ shelves and retaining bars are mounted into vertical rails and can be installed and repositioned easily without tools. Shelves can be oriented with the lip turned down or with the lip turned up to secure items placed on shelf.



### To Install

To insert a shelf or retaining bar, insert the hook end into the slots on the vertical rail. Then push downward to lock into position. To remove, lift up to release and pull straight out to remove.



## Key Locks

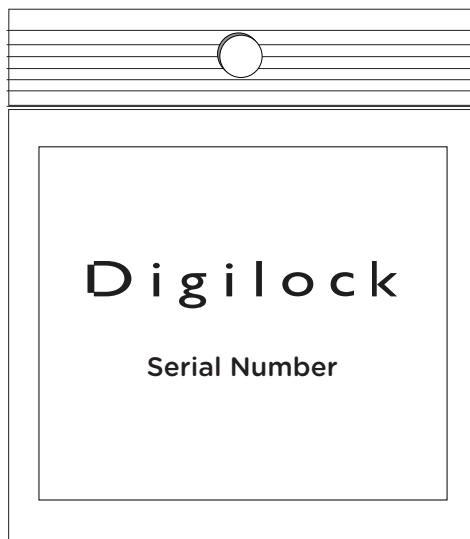
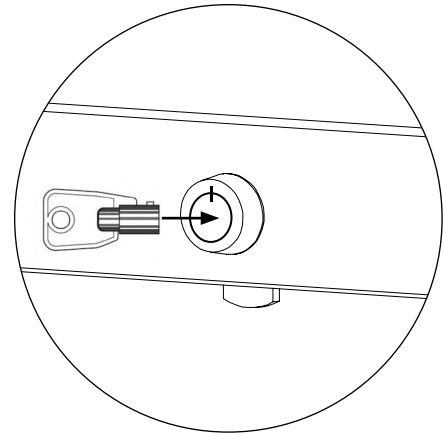
CarePod™ workstations with a key lock feature a standard tubular lock that can be opened with the two (2) tubular keys included.

### Unlocking the Door

Insert the key, aligning the pin with the notch on the top of the lock. Push until the key is completely in and then turn clockwise 90 degrees to unlock the door. The door will remain unlocked until you re-lock it using the key.

### Locking the Door

With the door closed, insert the key, aligning the pin with the notch on the right side of the lock. Push until the key is completely in and then turn counter-clockwise 90 degrees to lock the door. The door will remain locked until you re-open it using the key.



## Keypad and Touch RFID Locks

CarePod workstations featuring Digilock® Numeris Keypad or Touch RFID locks will include a small bag containing the lock's serial number.



**KEEP THIS NUMBER in a safe and secure place.**  
The lock's serial number is required when calling Digilock Support.

### Lock Setup and Operation

Visit [carstens.com/carepod](http://carstens.com/carepod) to download lock programming instructions.

## Door Cylinder Closing Action Adjustment

CarePod™ units have a gas cylinder that controls the opening and closing of the door. These cylinders may be adjusted or replaced (see next page) using these directions. To adjust the door-closing action from auto-closing to manual-nudge-to-close, follow the instructions below.

### Recommended tools to use:

- Small flat head screwdriver
- Metal cylinder strap (included with new cylinder orders)

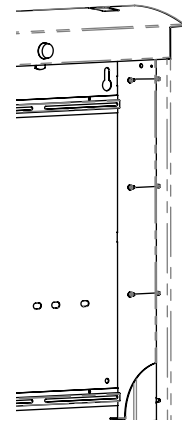
**Step 1.** Open the CarePod door. The cylinder is located on the interior right side. To access, remove accessories and the bottom tray. Next, remove the three screws and gently angle the bracket free to reveal the cylinder.

**Step 2.** Place the metal strap around the cylinder starting at the bottom. Close the CarePod door slowly until the top of the strap fits on the top of the cylinder. Note: The strap must be placed on the cylinder before removing to keep the cylinder from self-extending.

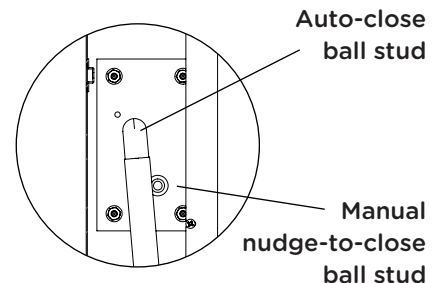
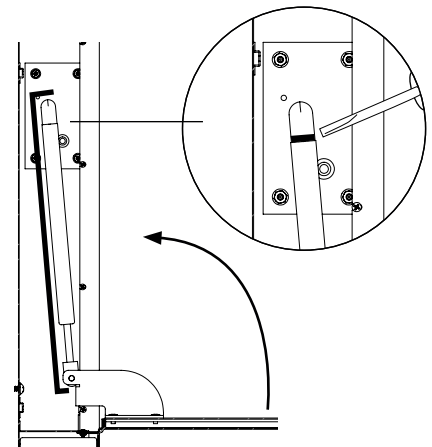
**Step 3.** While holding the strap in place, take a small flat head screwdriver and pry out (but do not remove) the metal clip at the top of the cylinder. At the same time, pull the top of the cylinder and strap towards the interior of the CarePod until the top of the cylinder dislodges from the ball stud.

**Step 4.** With the cylinder compressed in the strap and still attached at the base, slowly raise or lower the door to reattach to desired mounting location. Once the cylinder is mounted to the ball stud, push the metal clip back into position to secure the cylinder.

To remove the metal strap from the cylinder, lower the door to 90 degrees and the strap will fall off (please use caution).



3x

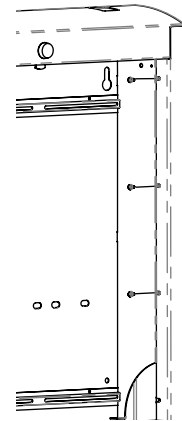


## Door Cylinder Replacement

### Recommended tools to use:

- Small flat head screw driver
- Metal cylinder strap (included with new cylinder orders)

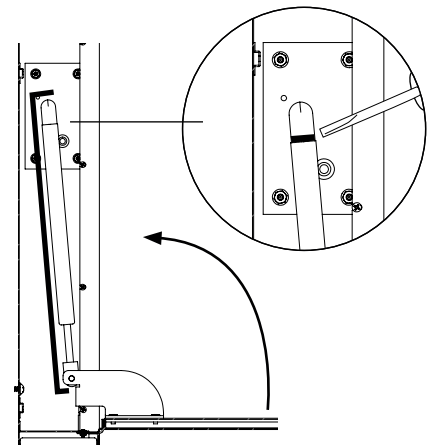
**Step 1.** Open the CarePod door. The cylinder is located on the interior right side. To access, remove accessories and the bottom tray. Next, remove the three screws and gently angle the bracket free to reveal the cylinder.



3x

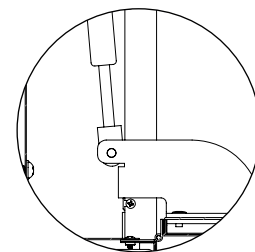
**Step 2.** Place the metal strap around the cylinder starting at the bottom. Close the CarePod door slowly until the top of the strap fits on the top of the cylinder.

**Step 3.** While holding the strap in place, take a small flat head screwdriver and pry out (but do not remove) the metal clip at the top of the cylinder. At the same time, pull the top of the cylinder and strap towards the interior of the CarePod until the top of the cylinder dislodges from the ball stud.

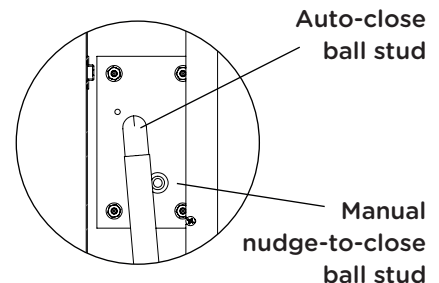


Repeat with the bottom stud to free the cylinder completely. Note: The strap must be placed on the cylinder before removing to keep the cylinder from self-extending.

**Step 4.** Install the new cylinder with metal strap. Do not remove the metal strap until installation is complete. First remove the tape around the cylinder and metal strap. Take the bottom of the cylinder (thinner part) and snap it onto the bottom ball stud. The ball stud is attached to a bracket that is attached to the door.



**Step 5.** Once attached to the door bracket, the cylinder can be installed to either of the top ball studs by lifting the door until the ball stud and top of cylinder are aligned. Then snap in place. To remove the metal strap from the cylinder, lower the door to 90 degrees and the strap will fall off (please use caution).



## CarePod<sup>™</sup> Limited Warranty

Carstens, Inc. (Seller) warrants the articles sold will conform with all pertinent specifications, including performance specifications, drawings, and approved sample, if furnished. Seller also warrants said articles to be free of defective material and workmanship.

This warranty is in lieu of all other warranties, expressed or implied. Seller makes no warranty that said articles are fit for any particular purpose, nor any warranty as to the merchantability or quality of articles sold except as herein stated. All claims for alleged defects in articles under this warranty shall be deemed waived unless made in writing and delivered to Seller within ninety (90) days after receipt of goods to Buyer.

This warranty shall not apply where goods have been subject to misuse, neglect, accident, improper installation or application, or have been repaired or substantially altered by others. No returns will be accepted unless authorized by Seller. Seller's liability shall, in no event, include Buyer's manufacturing costs, lost profits or goodwill, or any other special or consequential damages.

Seller warrants that the products listed below will remain free of defects in workmanship and in factory installed material, and will remain fit for the ordinary purposes for which intended, during the time periods and subject to the conditions stated below. This limited warranty applies to the following products:

- CarePod<sup>™</sup> Wall-Mounted Workstation - 3-year warranty
- CarePod<sup>™</sup> Cylinder - 1-year warranty
- CarePod<sup>™</sup> Keypad and Touch RFID Electronic Locks - 2-year warranty provided by Digilock.

Should the Buyer of any of the foregoing products find otherwise, Carstens will, at its exclusive option, repair or replace the defective products at no charge to the Buyer for parts and service. If Carstens is unable to repair or replace the products, it will credit the Buyer's account for:

- All of the purchase price when the warranty runs for a period of less than three (3) years and the warranty claim is made prior to the end of the warranty term.
- When the product warranty runs for three (3) years or more, a purchaser's credit of two-thirds of the purchase price will be given if the claim is made within one (1) year of purchase, or one-half of the purchase price if the claim is made after one (1) year of purchase but prior to the end of the warranty term.
- The following are percentages of the purchase price when the warranty runs for five (5) years or more:
  - (i) 100% of the purchase price if the warranty claim is made in the first year after purchase;
  - (ii) 80% if made in the second year after purchase; (iii) 50% if made in the third year after purchase; (iv) 30% if made in the fourth year after purchase; and (v) 20% if made in the fifth year or later after purchase but prior to the end of the warranty term.

This limited warranty covers only such defects that are incurred under usual and customary use in medical facilities, and does not cover such defects in products that result from abuse, misuse or negligent care of the product. THE PROVISIONS OF THIS LIMITED WARRANTY ARE EXPRESSED IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED. Further, this limited warranty is applicable only to the purchaser of merchandise from Carstens, Inc. regardless of whether or not purchaser is the end user of subject equipment. THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY ARE EXPRESSLY IN LIEU OF ANY LIABILITY THAT CARSTENS, INC. MAY HAVE, INCLUDING, WITHOUT LIMITATION, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages; the above limitation or exclusion may not apply to you. This limited warranty gives you specific legal rights and you have other rights that vary from state to state.





# Customer Service

## United States

7310 W. Wilson Ave,  
Chicago, IL 60706

800.782.1524

M-F 7:30 AM-5:00 PM CST

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**Content subject to change.**