

ViSAGE[®]

Upper Arm BLOOD PRESSURE MONITOR



AFTER SALES SUPPORT

W²



AUS 1300 884987



e-mail:
australia@medion.com

MODEL: MD 15469

PRODUCT CODE: 91685

Instruction Manual



MEDION®

**Upper Arm Blood Pressure Monitor
MD 15469**

1. Warranty Details

The product is guaranteed to be free from defects in workmanship and parts for a period of 12 months from the date of purchase. Defects that occur within this warranty period, under normal use and care, will be repaired, replaced or refunded at our discretion. The benefits conferred by this warranty are in addition to all rights and remedies in respect of the product that the consumer has under the Competition and Consumer Act 2010 and similar state and territory laws.



Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.



Contents

1.	Warranty Details	1
2.	Scope of Delivery	6
3.	Notes on how to use these instructions	6
	3.1. Symbols and key words used in these instructions	7
4.	Proper use	8
	4.1. Improper use	10
5.	Safety instructions.....	11
	5.1. General information.....	11
	5.2. Safe handling of batteries.....	14
	5.3. Repairs	17
	5.4. Danger of disruption from electrical fields.....	17
6.	About this device	20
7.	What is blood pressure?	20
	7.1. Normal and high blood pressure	20
	7.2. Measuring blood pressure.....	22

8.	Tips for obtaining accurate measurements	24
8.1.	Have a doctor diagnose your measurements	25
8.2.	The measuring technology of the device	26
9.	Overview of the device.....	27
9.1.	Measuring device.....	27
9.2.	Arm cuff (applied part)	29
10.	Display	30
11.	Preparing the device	31
11.1.	Inserting the batteries.....	31
12.	Making basic settings.....	32
13.	Switch the device on or off.....	34
14.	Measuring blood pressure and pulse.....	35
14.1.	Putting on the cuff	35
14.2.	Measuring and storing values.....	39
14.3.	Arrhythmia detection.....	41
14.4.	Classifying blood pressure.....	42

15.	Retrieving saved values	43
15.1.	Retrieving average values.....	43
15.2.	Retrieving values of individual measurements.....	43
15.3.	Deleting the saved values.....	44
16.	Error messages and troubleshooting.....	45
18.	Cleaning, storing and servicing the device	47
19.	Technical data	48
20.	Compliance information	49
21.	Repair and Refurbished Goods or Parts Notice.....	51



2. Scope of Delivery

- 1 x Upper Arm Blood Pressure Monitor
- 1 x Upper Arm Cuff BC1000 (22-36 cm)
- 1 x Storage Bag
- 4 x 1.5V AA Batteries
- 1 x Instruction Manual
- 1 x Warranty Card

3. Notes on how to use these instructions



Please read these instructions carefully before using the appliance. Note the warnings on the device and in the operating instructions.

Always keep the operating instructions close to hand. If you sell the appliance or give it away, make sure you also hand over these instructions and the guarantee slip.

3.1. Symbols and key words used in these instructions



CAUTION!

Please follow the instructions to prevent injuries and property damage!



INFO

Additional information on using the device!



NOTE!

Please follow the guidelines in the operating instructions!



Manufacturer as defined in the Medical Products Directive



Year of manufacture



Applied part: protection against electric shocks – type BF



Serial number





DC current

- Bullet points / information on steps during operation
- ▶ Instructions to be carried out

4. Proper use

The appliance is used to measure an adult's blood pressure and pulse rate on their upper arm. It can store 60 measurement values in each of its two memories. It is suitable for healthy adults and can be used to make comparative measurements in a domestic environment, especially during sporting activities.

This device is intended for use in dry, indoor areas only. The device is only intended for private use and not for industrial or commercial use. Use under extreme environmental



conditions may result in damage to the device.

If the values obtained give you cause to be concerned about your health, take medical advice. Do not take any treatment or medication as a result of the values unless you have discussed this with your doctor! Do not change any treatments or dosage of medication!

Persons with cardiac arrhythmia, diabetes, blood circulation issues or problems with apoplexy should only use the device on the instruction of their doctor.

Blood pressure measurements taken with the device are equivalent to those obtained by a trained examiner using the cuff/stethoscope auscultation method within the limits prescribed by the American national standard for manual, electronic or automated sphygmomanometers.



4.1. Improper use

- Do not use the appliance for medical diagnosis. It cannot replace medical intervention.
- The device is not suitable for measuring the blood pressure of children or newborn babies, pregnant women or incapacitated persons.
- Do not modify the device without our consent and do not use any auxiliary equipment which we have not approved or supplied.
- Use only accessories which we have supplied or approved.
- The manufacturer is not liable for damages that are caused by improper use or operation.

5. Safety instructions

5.1. General information

- This device is not intended for use by people (including children) with reduced physical, sensory or mental abilities or for those without experience and/or knowledge, unless they are supervised by a person responsible for their safety or they have been instructed in its use.
- Children should be supervised to ensure they do not play with this device.
- Keep plastic packaging out of the reach of children. There is a risk of suffocation.
- Keep the device and its accessories out of reach of children.



- Do not start the air supply until the device is correctly in place on the arm.
- Before attaching the cuff to take a measurement, clean your arm with a soft cloth soaked with surgical spirit containing 75% alcohol.
- Protect the device and its accessories against moisture, water in droplet or spray form and sweat. Avoid dust, heat and direct sunlight in order to prevent malfunction.
- Make sure you do not knock the device, do not drop it and do not place objects on top of it.
- Do not fold the cuff and do not store the tube in a kinked or twisted state because the materials could become damaged as a result.
- Clean the device with a soft, dry cloth. Never use thinners, alcohol, benzene or wet wipes to clean the device.

- Clean the cuff with a soft, dry cloth. Do not allow the cuff to become wet.
- Never use the device:
 - in a potentially explosive atmosphere i.e. where flammable gas (such as anaesthetic gas, oxygen or hydrogen) or flammable liquids (e.g. alcohol) are present. The device may not be used in combination with an oxygen therapy device.
 - in a damp environment or near to water.
 - in close proximity to stored chemicals.
 - in a location where the device could easily fall to the ground.
 - in close proximity to large equipment with an ON/OFF switching relay.
- If the cuff does not stop pumping up by itself,

immediately remove it and switch off the device in order to avoid any injuries.

- Environmental conditions such as temperature, air pressure and humidity can influence the measurement results. Always take the measurements under the same, approved environmental conditions (also see the Chapter “Technical data”).
- Do not use a luer lock for the hose connection because it could be inadvertently connected to a system managing intravascular fluids. There is a danger that air could be pumped into a blood vessel with fatal consequences.

5.2. Safe handling of batteries

Batteries may contain combustible materials. If not handled correctly, batteries can leak, become very hot, ignite or

even explode, which could damage your device and/or your health. It is very important that you follow the instructions below:

- Keep batteries away from children. If batteries are mistakenly swallowed, consult your doctor immediately.
- Before inserting the batteries, check that the contacts in the device and on the batteries are clean and, if necessary, clean them.
- Never charge batteries (unless they are designed to be recharged). There is a risk of explosion!
- Never short-circuit the batteries.
- Do not dismantle or deform the batteries. You could injure your hands or fingers, or battery fluid could come into contact with your eyes or skin. If this happens, rinse the affected areas with plenty of clean water and contact

your doctor immediately.

- Never expose the batteries to excessive heat (such as direct sunlight, fire or similar).
- Always observe the correct polarity. Make sure that the plus (+) and minus (–) poles are correctly inserted to avoid short-circuits.
- Remove spent batteries from the device immediately.
- Remove the batteries from the device if you do not intend to use it for an extended period.
- Replace all of the old batteries in a device with new batteries of the same type.
- The battery life depends on the ambient temperature. It is shorter if the temperature is low.

5.3. Repairs

- The device contains no parts requiring maintenance. Have the device checked only by the Medion Service Centre or another suitably qualified repair shop in order to avoid hazards.
- Never try to open or repair the device yourself. If the device is faulty or if it has been dropped, please contact the Medion Service Centre or another suitably qualified repair shop to have it checked in order to avoid hazards.

5.4. Danger of disruption from electrical fields

- Special precautionary measures regarding electromagnetic compatibility must be taken for the model MD 15469.



- The model MD 15469 may be affected by portable or mobile high-frequency communications devices.
- Measurements may be inaccurate in the proximity of strong electrical fields. Do not take any measurements near:
 - High voltage power lines
 - Microwave appliances
 - TV sets
 - Mobile telephones

5.4.1. Accessories:

- The manufacturer does not recommend any accessories for the model MD 15469. The use of accessories other than those specifically recommended can lead to an increase in emissions and a reduction of the stability of the model MD 15469.

- The model MD 15469 should not be used alongside other devices. If operation alongside other devices is unavoidable, the model MD 15469 must be tested in the required configuration to ensure normal operation.



6. About this device

The consequences of having too high blood pressure are a major cause of death these days. Many people are unaware that their blood pressure is too high. This blood pressure monitor helps you to take regular, comparative measurements.

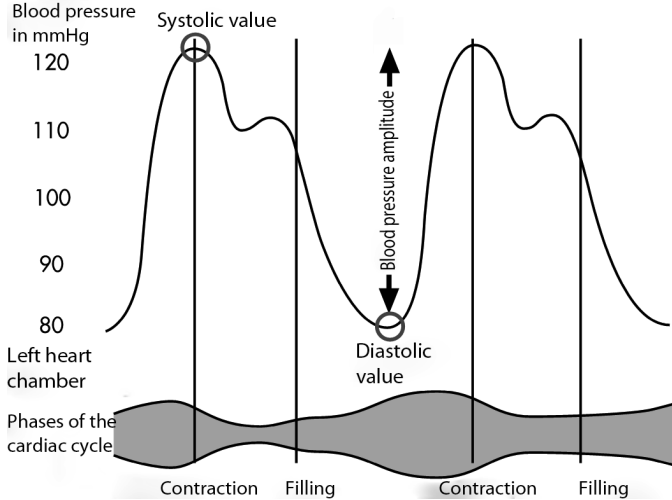
7. What is blood pressure?

Blood pressure is a measurement of the force that the heart has to exert to pump the blood through the circulatory system and vital organs in the body. The higher the pressure, the harder the heart has to work.

7.1. Normal and high blood pressure

With every heartbeat, blood pressure fluctuates between a maximum value (systolic), when the heart pumps blood into the circulatory system and a minimum value (diastolic) when the heart fills up with blood again. Blood pressure is the average of these values.

Blood pressure may be higher than usual if parts of the circulatory system are restricted, diseased or abnormal in other ways. High blood pressure can cause damage to vital organs including the brain and heart.



7.2. Measuring blood pressure

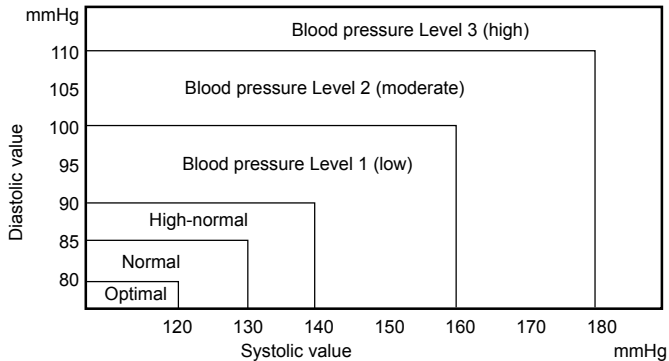
Everybody's blood pressure changes constantly. Fluctuations may be caused by mental and physical factors (such as fear, exertion, smoking, caffeine and stress). Blood pressure can also be affected by the time of day, time of year and temperature.

This blood pressure monitor helps you to take regular, comparative measurements. Individual measurements that are not taken at regular intervals have little significance.

To achieve a precise value, you must take a measurement on both arms at the beginning of each measurement.

If the values differ by ≥ 10 mmHg, use the arm with the higher values for the measurement.

The guidelines for normal and high blood pressure (diastolic and systolic value) have been defined by the World Health Organization "WHO" as shown in the following table.



8. Tips for obtaining accurate measurements

Using your device, you can get an overview of your blood pressure by measuring it regularly and using clear records.

To make sure that the values give a realistic picture of your blood pressure, please follow the instructions below:

- Measure your blood pressure several times a day
- Always measure your blood pressure at the same time of day.
- Always take blood pressure measurements under the same conditions. Always use the same arm.
- Measure your blood pressure when you are relaxed. Try to rest for fifteen minutes before measuring your blood pressure.
- You should wait an hour after a large meal before measuring your blood pressure.
- Do not smoke or drink alcohol before measuring your blood pressure.
- Do not undertake any physical activity an hour before measuring your blood pressure.
- Do not measure your blood pressure if you are under stress or are tense.

- Measure your blood pressure at normal body temperature and not if you are too hot or too cold.
- Wait around five minutes before repeating the measurement.

If you record a value that differs greatly from your normal blood pressure measurement, you should take another measurement around five minutes later. This will allow you to rule out any of the factors mentioned above, which could result in an incorrect measurement.

8.1. Have a doctor diagnose your measurements

After you measure your blood pressure, a doctor should interpret the values and diagnose them. The doctor will tell you which blood pressure level is normal for you, and which peculiarities you should report if they occur.



CAUTION!

Danger from self-treatment or self-medication. Clarify any abnormal values with your doctor.

Only take medication as prescribed by your doctor.



Inaccurate measurement results can occur with patients with the following conditions: high blood pressure, diabetes, liver disease, hardened arteries, heart rhythm disturbances (arrhythmias), poor circulation, etc.

8.2. The measuring technology of the device

Your blood pressure measurement device contains high-quality technical components and materials for measuring pressure, processing the signals and displaying the values on a liquid crystal display. It also measures and displays your pulse rate.

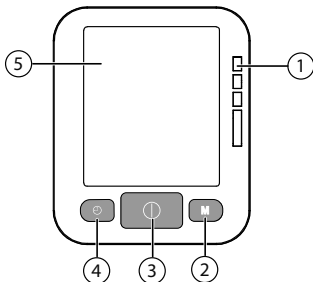
The device measures blood pressure by using a cuff around the arm. Inflating the cuff presses the arteries together so that no more blood can flow through them. The values are determined whilst the pressure rises in the cuff.

The device has electronic step valves that can detect even slight changes during the measurement, which can be evened out using the cuff pressure. By increasing the pressure step-by-step, fluctuations in the cuff are recorded by the device and included in the assessment. If no fluctuations are recorded for a step, the air pressure is increased.

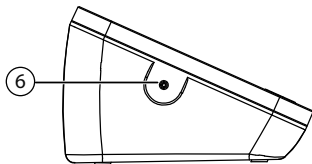
9. Overview of the device

9.1. Measuring device

Top

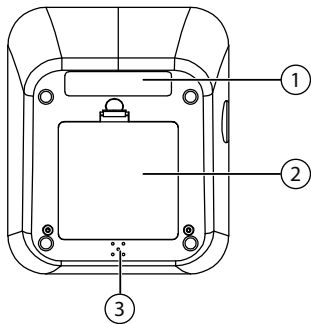


Left side



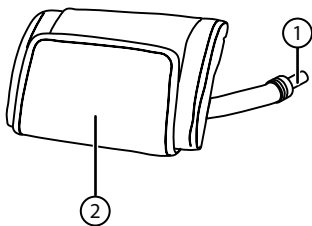
- 1) LED colour scale for blood pressure estimation
- 2) **M** button: call up measured values
- 3) ⓪ button: switch on/off
- 4) Ⓜ button: make basic settings
- 5) Display
- 6) Connection for tube plug on the arm cuff

Bottom



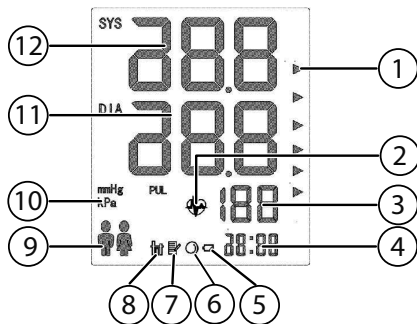
- 1) Identification plate
- 2) Battery compartment
- 3) Loudspeaker

9.2. Arm cuff (applied part)



- 1) Tube connector for the arm cuff
- 2) BC1000 arm cuff

10. Display

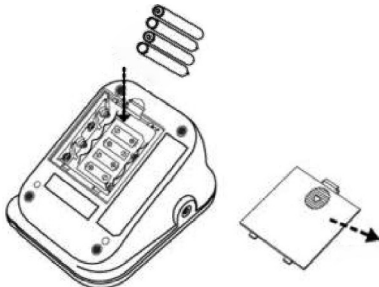


- 1) LED display for blood pressure estimation
- 2) Pulse display with arrhythmia detection
- 3) Pulse rate (heart beats per minute)
- 4) Time/date
- 5) Battery power remaining
- 6) Arm cuff self-test
- 7) Call up measurement values
- 8) Average of the last three measurements
- 9) Memory 1/Memory 2
- 10) Blood pressure unit mmHg/kPa
- 11) Diastolic value
- 12) Systolic value

11. Preparing the device

11.1. Inserting the batteries

- ▶ Open the battery compartment on the underside of the appliance.
- ▶ Insert four 1.5V batteries of type R6/LR6/AA (included), observing the correct polarity.
- ▶ Close the battery compartment.
- ▶ Basic settings must be made after changing the batteries. See page 32.



12. Making basic settings



You must make the following basic settings before using the device for the first time or after changing the batteries:

- Year
- Date (month, day)
- Time (hour, minute).
- Blood pressure unit (mmHg/kPa)
- Language (English, German, Turkish, French)
- Volume (level 0–7)

Proceed as follows:

- ▶ Press the  button.

The digits indicating the year will flash.

- ▶ Use the  and **M** buttons to set the current year.
- ▶ Confirm the entry by pressing the  button.


The digits indicating the month will flash.

- ▶ Use the  and **M** buttons to set the current month.

- ▶ Confirm the entry by pressing the  button.

The digits indicating the day will flash.

- ▶ Use the  and **M** buttons to set the current day.


- ▶ Confirm the entry by pressing the  button.


The digits indicating the time will flash.

- ▶ Use the  and **M** buttons to set first the hour and then the minutes.

- ▶ Confirm the entries by pressing the  button.



The display for the blood pressure unit (mmHg or kPa) flashes.

- ▶ Use the  or the **M** button to set the desired blood pressure unit.



- ▶ Confirm the entry by pressing the  button.

The display for the language setting is shown, e.g. **LA 1**. The following languages are available:

Display	Language
LA 1	English
LA 2	German
LA 3	Turkish
LA 4	French

- ▶ Use the  or the **M** button to set the desired language.
- ▶ Confirm the entry by pressing the  button.


The display for the volume of the voice output is shown, e.g. **ON 1**. The following settings are available: **ON 1** (very quiet) to **ON 7** (loud) or **OF 0** (mute).

- ▶ Use the  or the **M** button to set the desired volume.
- ▶ Confirm the entry by pressing the  button.

13. Switch the device on or off

- ▶ To switch on the device, press the  button.

The measurement starts automatically.

- ▶ To switch the device off, press the  button again.

If you do not press any buttons for around 3 minutes, the device will switch itself off.

14. Measuring blood pressure and pulse

14.1. Putting on the cuff

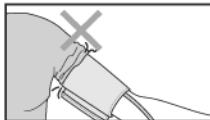
Before attaching the cuff to take a measurement, clean your arm with a soft cloth soaked with surgical spirit containing 75% alcohol.

The BC 1000 cuff is the application part and is suitable for an arm circumference of 22 cm to 36 cm.

- ▶ Remove any watches, jewellery etc.

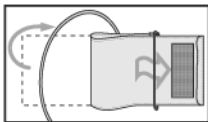
The upper arm must be exposed because the cuff must lie directly on the skin.

- ▶ Do not roll up a tight sleeve, as this will squash the arm.
- ▶ Remove the item of clothing if the sleeve cannot easily be rolled up.



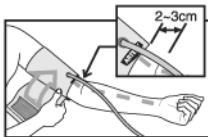
- ▶ Pull the end of the cuff through the frame at the other end.

The velcro fastening must face out.



- ▶ Pull the cuff over the arm so that the tube lies over the top of the upper arm, in the direction of the underarm. The blue mark on the cuff and the inscription **ARTERY** should point towards the hand.

The bottom edge of the cuff must end 2–3cm above the elbow.



- ▶ Pull on the cuff and fold down its ends.
- ▶ Secure the end with the velcro fastening.

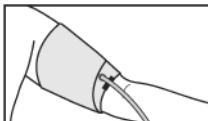
The cuff is in the right position on the arm:

- When there is room for one finger between the cuff and the arm,
- When it sits securely and does not slip.



The cuff must not be too tight because the pressure on the arm will increase further when the cuff is pumped up.

If the shape of the arm does not allow the cuff to be wrapped around it properly, the cuff can sit at a slight diagonal.



- ▶ Plug the tube on the cuff into the connection provided on the device.

14.1.1. Posture

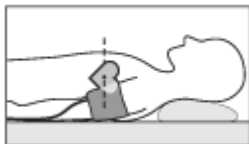
- ▶ To measure your blood pressure you should be sitting comfortably on a chair.
- ▶ Take five or six deep breaths and relax.

- ▶ Rest your elbows on the table or other surface.
- ▶ Hold your arm so that the cuff is level with your heart.
- ▶ Relax your arm and turn up the palm of your hand.



You can also take the measurement lying down:

- ▶ Lie on your back.
- ▶ Rest your arm alongside your body.
- ▶ Have your palm facing up.






14.2. Measuring and storing values

- ▶ Make sure that the air tube is not kinked or squashed.



INFO


You can save 60 measurement values in each of the two memories.

- ▶ To change the memory, press the  button until the desired memory  or  is displayed.
- ▶ If you have activated voice output and set the corresponding volume in the basic settings, you can follow the spoken prompts.
- ▶ Do not move the cuff, your arm or hand muscles during measurement. After a few seconds, the device will pump up the cuff and the measurement




starts.

The current values are shown in the display.

- ▶ Press the  button to abort the measurement.


The cuff deflates.

- ▶ If you want to repeat the measurement, you should wait at least five minutes. The cuff must be fully deflated. To start the measurement, press the  button again.

The device also measures your pulse rate. The value displayed for blood pressure will rise during measurement.



INFO

If the cuff pressure exceeds 300 mmHg (40 kPa), abort the measurement by removing the cuff or pressing the  button.





The cuff deflates when the measurement is complete. Systolic and diastolic blood pressure and the pulse are shown on the display and the pulse symbol flashes.

The values measured will be given verbally if language output is activated. You will be informed as to whether your blood pressure measurement is in the normal or high range:

The measure result is ...


... normal

... abnormal.

The values measured will be automatically stored with the date and time once measuring is complete. When you start a measurement using the  button, 60 storage spaces are available per memory. You can, for example, record the values for two people separately by pressing the  button until the desired memory  or  is displayed.

If there are more than 60 measurements, the oldest value will be overwritten. After the measurement, the device turns off automatically after three minutes.

14.3. Arrhythmia detection

Normally, the pulse beats with a regular rhythm (rhythmically). When the device detects an abnormal pulse rhythm, the  symbol appears on the display.

In this case, repeat the measurement. Abnormal pulse rhythms can have different causes. If the pulse is constantly arrhythmic, please consult your doctor.

14.4. Classifying blood pressure

The coloured LEDs to the right of the display in conjunction with the arrows on the display mean the following:

Red ▶	Very high blood pressure
Orange ▶	High blood pressure
Yellow ▶	Slightly high blood pressure
Green ▶	High to normal blood pressure
Green ▶	Normal blood pressure
Green ▶	Optimum blood pressure

If language output is activated, the following announcements are possible:

According to World Health organization standard ...

- ... **high normal**
- ... **prehypertension**
- ... **mild hypertension**
- ... **moderate hypertension**
- ... **severe hypertension**

15. Retrieving saved values

15.1. Retrieving average values

Proceed as follows to retrieve the average values of the last three measurements:

- ▶ Press the **M** button.

The average values of the last three measurements from the selected memory will be shown in the display.



If you have switched on voice output, these values will also be read out loud.

15.2. Retrieving values of individual measurements


You can have saved measurements displayed.

- ▶ Press the **M** button to start by viewing the latest of the values. Pressing the **M** button again will cause the next value to be displayed (sequence of values 1, 2, 3, ...).




- ▶ Press the  button to start by viewing the oldest of the values. Pressing the  button again will cause the next value to be displayed (sequence of values ..., 3, 2, 1).

15.3. Deleting the saved values

- ▶ Press and hold the **M** button until the display shows "--" for each entry. All the data of the current memory are deleted. Press the  button to exit the memory mode and turn off the device.

16. Error messages and troubleshooting

Error message	Possible cause	Solutions
	The cuff does not inflate sufficiently. The cuff tube is not connected correctly to the device.	Attach the plug on the cuff tube correctly to the device. Tube or cuff leaky. Replace the tube or cuff. Put the cuff on correctly and take the measurement again. See page 35.
Er2	The cuff is not in the right position on the arm.	Put the cuff on correctly and take the measurement again.
Er3	Strong vibration during measurement.	Keep still and do not speak during measurement.
Er5	Measurement has failed because you moved or spoke.	Keep still and do not speak during measurement.
Er7	Measurement failed.	Put the cuff on correctly and take the measurement again.

Error message	Possible cause	Solutions
Lo	The battery charge level is low; the cuff is not inflated.	Insert four new batteries. See page 31.

Audible error messages	Solutions
The cuff is a little bit high, please lower the cuff.	Follow the voice command and take the measurement again.
The cuff is a little bit low, please heighten the cuff.	
Low battery, please replace the batteries.	Follow the voice command.
Error. Please measure again.	Fit the cuff correctly and take the measurement again.

18. Cleaning, storing and servicing the device

- ▶ Only use a dry, soft cloth to clean the device. Do not use chemical solutions and cleaning products because these may damage the surface and/or the inscriptions on the product.
- ▶ Do not wash the cuff. Do not have the cuff dry-cleaned.
- ▶ Clean the cuff with a soft, dry cloth.
- ▶ If the appliance is not going to be used for long periods, remove the batteries.
- ▶ Put the unit in its original box for storage and transport.

It is recommended to check the operability at least every 2 years.



19. Technical data

Measurement method:	Oscillometric
Measurement range, blood pressure:	0 to 280 mmHg
Measurement range, pulse:	40 to 180 beats/minute
Measurement accuracy, blood pressure:	± 3 mmHg
Measurement accuracy, pulse:	$\pm 5\%$ of reading
Number of memory locations:	2 x 60
Cuff for arm circumference:	22 to 36 cm
Environmental conditions for use:	
Ambient temperature:	+5°C to +40°C;
Relative humidity	15% to 93% non-condensing
Storage/transport conditions:	
Ambient temperature	-25°C without control of relative humidity; +70°C at a relative humidity of up to 10–95% without condensation
Power supply:	4 x 1.5 V mignon batteries of type R6/ LR6/AA
Life time:	approx. 5 years or 10,000 times

Life time without battery change

approx. 200 times (at 23 °C/ 73,4 °F
ambient temperature/one daily
measurement)

Subject to technical changes.

20. Compliance information

The product meets the requirements of the Directive 93/42/EEC concerning medical devices. The device complies with the standards for non-invasive blood pressure measuring devices EN 1060-1:1995+A2:2009 and EN 1060-3:1997+A2:2009.

The device meets the requirements of the electromagnetic compatibility standard EN 60601-1-2:2007.



The device is classified according to the type B F.



Year of manufacture: 2014



Shenzhen Pump Medical System Co., Ltd.
2/F, West, M-7 Sinosteel Building,
Maqueling Estate, Hi-Tech Industrial Park,
Nanshan District, 518057, Shenzhen, P.R. China,
Sponsor Medion Australia Pty Ltd.
Status: 09/23/2014





MEDION®

**Upper Arm Blood Pressure Monitor
MD 15469**

21. Repair and Refurbished Goods or Parts Notice

Unfortunately, from time to time, faulty products are manufactured which need to be returned to the Supplier for repair.

Please be aware that if your product is capable of retaining user-generated data (such as files stored on a computer hard drive, telephone numbers stored on a mobile telephone, songs stored on a portable media player, games saved on a games console or files stored on a USB memory stick) during the process of repair, some or all of your stored data may be lost. We recommend you save this data elsewhere prior to sending the product for repair.



You should also be aware that rather than repairing goods, we may replace them with refurbished goods of the same type or use refurbished parts in the repair process.

Please be assured though, refurbished parts or replacements are only used where they meet ALDI's stringent quality specifications.

If at any time you feel your repair is being handled unsatisfactorily, you may escalate your complaint. Please telephone us on 1300 884 987 or write to us at:

MEDION Australia Pty Ltd

St. Leonards, NSW 2065

Australia

MEDION Help Desk 1300 884 987

(Operating Hours: Mon-Fri 8:30AM to 6:00PM EST)

Email: australia@medion.com



Australian Sponsor:
MEDION Australia Pty Ltd
St Leonards, NSW 2065
Australia

helpline: 1300 884 987
Email: australia@medion.com

www.medion.com.au