

AccessMount™ ICLU

Workstations and Equipment Mounting Systems

Enhance patient care with TouchPoint Medical's workstation and equipment mounts. Designed for durability, flexibility, and seamless integration, our solutions optimize your workspace while ensuring reliability, organization, and effortless adjustability in any clinical environment.



Optimized Equipment Mounting for Healthcare

TouchPoint Medical's workstation and equipment mounts are designed to enhance workflow efficiency, securely positioning your equipment so you can focus on patient care. Optimize your workspace with mounting solutions built for reliability and performance, ensuring seamless integration with various clinical environments.

- Versatile & Adaptable Seamlessly integrates with various clinical settings.
- Flexible Configurations Supports simple documentation, telehealth, and high-load applications.
- Concealed Cable Management Keeps cables secure, organized, and easy to access.
- Easy to Clean Smooth surfaces and durable coatings ensure compliance with healthcare standards.







KEY BENEFITS



Concealed Cable Management



Easy Cleaning



Easy Mounting Wall Track Options



Variety of Configurations



Reliable Position Technology



Extension Arm Options

Quick Reference	4-5
Workstations	6-15
AccessMount™ 180 ICW and 182 ICW	8-9
AccessMount™ 5216 ICW and 5220 ICW	10-11
AccessMount™ 6220 ICW	12-13
AccessMount™ VT21 Series	14-15
Equipment Mounting Systems	16-29
AccessMount™ T2EQ ICW	18-19
AccessMount™ 5120 ICW	20-21
AccessMount™ 560i ICW	22-23
AccessMount™ 182iOH ICW	24-25
AccessMount™ Desk Clamp	26
AccessMount™ Tablet	27
AccessMount™ EV Series	28
AccessMount™ GX Series	29
Accessories and Add-Ons	30-38
Warranty	39

Wall Mounts







18210H ICW

5220 ICW

5216 ICW

Max Reach	77.5" (196.9 cm)	69" (175.3 cm)	59" (149.9 cm)
Load Capacity	28 lbs (12.7 kg)	28 lbs (12.7 kg)	28 lbs (12.7 kg)
Vertical Adjust. Range	24" (61 cm)	38" (96.5cm)	28" (71.1cm)
Arm Swivel at Wall	180°	180°	180°
Arm Swivel at Mount	360°	270°	270°
Stowed Depth	4" (10.2 cm)	10" (25.4 cm)	10.5" (26.7 cm)
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Page Ref. 24-25 10-11 10-11







180 ICW

182H ICW

VT21HDMR ICW

Max Reach	47" (119.4 cm)	47" (119.4 cm)	23" (58.4 cm)
Load Capacity	32 lbs (14.5 kg)	45 lbs (20.4 kg)	25 lbs (11.3 kg)
Vertical Adjust. Range	16" (40.6 cm)	24" (61 cm)	21" (53.3 cm)
Arm Swivel at Wall	180°	180°	N/A
Arm Swivel at Mount	270°	270°	N/A
Stowed Depth	10" (25.4 cm)	10" (25.4 cm)	5.5" (14 cm)
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Page Ref. 8-9 8-9 14-15

Ceiling Mounts







6220 ICW

T2EQ ICW

5120 ICW

Max Reach	42" (106.7 cm)	44" (111.8 cm)	27" (68.6 cm)
Load Capacity	22 lbs (10 kg)	28 lbs (12.7 kg)	28 lbs (12.7 kg)
Vertical Adjust. Range	38" (96.5 cm)	19" (48.3 cm)	19" (48.3 cm)
Arm Swivel at Mount	270°	360°	360°
Page Ref.	12-13	18-19	20-21

Desk Mounts







710 ICW

TABLET ICW

180 ICW

Max Reach	N/A	17.5" (44.5 cm)	47" (119.4 cm)
Load Capacity	18 lbs (8.2 kg)	8 lbs (3.6 kg)	32 lbs (14.5 kg)
Vertical Adjust. Range	9.5" (24.1 cm)	8" (20.3 cm)	16" (40.6 cm)
Arm Swivel at Wall	N/A	N/A	180°
Arm Swivel at Mount	Up to 360°	360°	270°
Stowed Depth	N/A	N/A	10" (25.4 cm)
Dogo Dof	20	27	0.0

29

8-9



Workstations

Customize Your Workstation for Any Healthcare Environment.

TouchPoint Medical's mounted workstations provide flexible, space-saving solutions purposefully designed to improve clinical workflow and support high-quality patient care. With options from wall mounting to seamless integration into medical carts, these workstations ensure caregivers have secure, ergonomic access to vital technology at the point of care. Built for durability and ease of use, they help streamline tasks, reduce clutter, and create more efficient, responsive care environments.



AccessMountTM 180 ICW and 182 ICW

Ergonomically superior. Articulate. Built for clinical excellence.

Maximize your clinical workspace with the most versatile and ergonomic short-arm mounting solution in healthcare.

- Full articulation for maximum flexibility
- Ergonomic design for caregiver comfort
- · Compact and space-saving
- 360° horizontal & 180° vertical rotation.
- · Clean, integrated cable management
- Quiet, durable operation
- Protected by U.S. Patent 9,243,743

Mounting Location

Wall

Cabinet

Desk

Pole

- Headwall
- Cart

Length Comparison



182 ICW 17.5" (44.5 cm)

Specifications	180 ICW	182 ICW
1 10	0-32 lbs (0-14.5 kg)	0-32 lbs (0-14.5 kg)
Load Capacity	0-42 lbs (0-19.1 kg) heavy duty	7-45 lbs (3.2-20.4 kg) heavy duty
Maximum Horizontal Reach	43.5" (110.5 cm)	47" (119.4 cm)
Vertical Adjustment Range	16" (40.6 cm)	24" (61 cm)
Stowed Depth	10" (25.4 cm)	10" (25.4 cm)
Horizontal Rotation at Wall	180° at mount	180° at mount

Monitor, keyboard, and mouse not included.

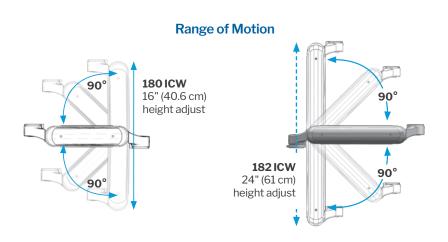
Stowed View



10" (25.4 cm)

Product Shown UL180EV7-W3-KUB-A1





AccessMountTM 5216 ICW and 5220 ICW

Our best-selling true sit-stand workstation.

The AccessMount 5216 ICW and 5220 ICW desk mounts offer the longest reach in its class—pairing effortless articulation with rocksolid support and a space-saving design.

- Supports a wide range of user heights and preferences with smooth, easy height adjustment.
- Industry-leading horizontal and vertical reach with fluid articulation at every joint.
- Helps minimize the effects of prolonged sitting and reduces strain on the neck, back, and wrists.
- Folds into a low-profile position to free up space for patients, families, and care teams.
- Powder-coated finish and internal cable management simplify cleaning and support infection control protocols.

Mounting Location

Wall

Cabinet

Headwall

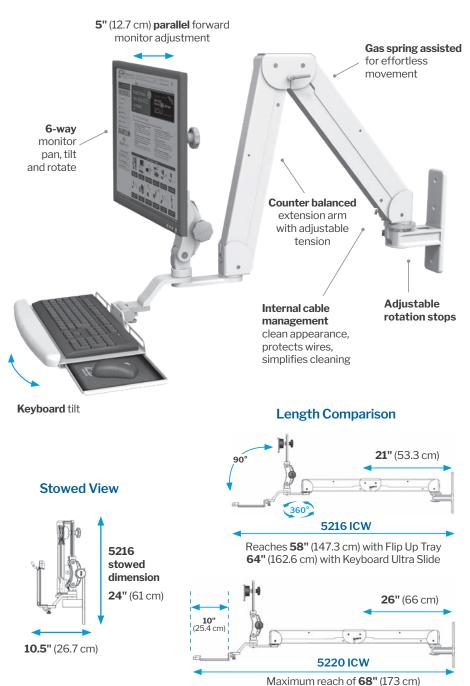
Pole

Cart

Specifications	5216 ICW	5220 ICW
	28 lbs (12.7 kg) with LCD only	28 lbs (12.7 kg) with LCD only
Load Capacity	22 lbs (9.9 kg) with LCD and keyboard	22 lbs (9.9 kg) with LCD and keyboard
	43" (109.2 cm) with LCD only	56.25" (142.9 cm) with LCD only
Maximum	58" (147.3 cm) with LCD and Keyboard	58" (147.3 cm) with LCD and Keyboard
Reach	64" (162.6 cm) with LCD and Keyboard Ultra Slide	68" (173 cm) with LCD and Keyboard Ultra Slide
Vert. Adjustment Range	30" (76.2 cm)	42" (106.7 cm)
Stowed Depth	10.5" (26.7 cm)	10.5" (26.7 cm)
Arm Swivel at Mount	180°	180°

Monitor, keyboard, and mouse not included.

Product Shown ELP5220-WT-KUB



AccessMount™ 6220 ICW

ELP6220-XT24-KUB

The perfect ceiling mount with LCD and keyboard.

- Sleek and sturdy construction and engineered for years of reliable service.
- Popular workstation stows conveniently overhead.
- Fully concealed internal cable management protects cabling.
- Removable stop pin prevents mount from turning 360° and twisting cables internally.
- Adjustable drop pole has two retracting options — 19" to 26" (48.3 cm to 66 cm) and 26" to 37" (66 cm to 94 cm).
- Stows safely out of the way, overhead above the user at 6'6".

Mounting Location

Ceiling



90°



5"

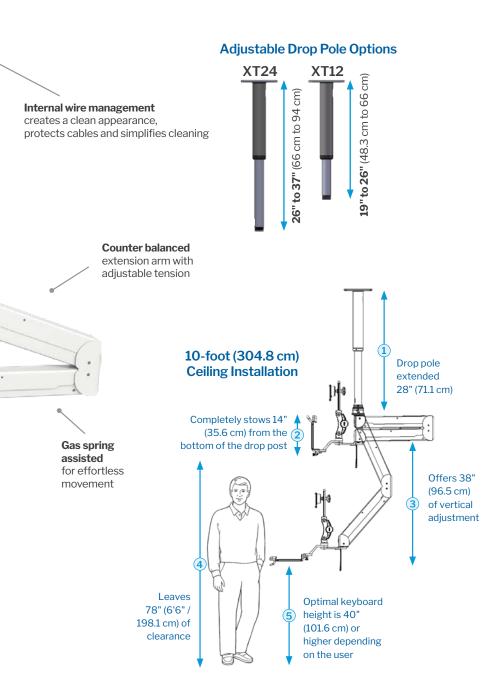
(12.7 cm)

vertical monitor

adjustment

Specifications	6220 ICW
Load Capacity	28 lbs (12.7 kg) with LCD only
Load Capacity	22 lbs (10 kg) with LCD and keyboard
Vertical Movement	38" (96.5 cm)
Diameter of Motion	68" (172.7 cm)
Arm Swivel	180° at mount (stop pins provided)

Monitor, keyboard, and mouse not included.



All lengths in this diagram are approximate.

AccessMountTM VT21 Series

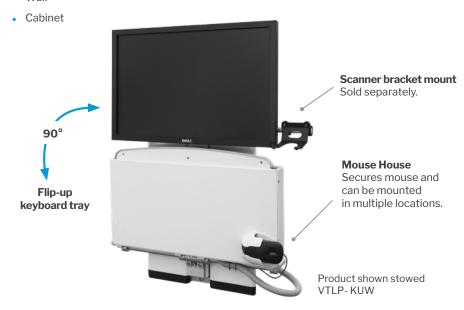
Available in three models

Slim, smart, and built for high-traffic clinical spaces.

- Low-profile design with only 4" of stowed depth ideal for high-traffic healthcare environments.
- VESA compatible mount supports a wide range of flat-panel displays.
- Offers 21" of vertical movement to support sit-stand flexibility.
- Provides 15° of total keyboard tilt for personalized comfort.
- Built-in, secure cable management keeps workspaces organized and easy to clean.
- Load capacity: 25 lbs (11.3 kg)—ideal for monitors, small devices, or lightweight peripherals.

Mounting Location

Wall



Single Monitor

VT21-KUW



Specifications	VT21-KUW
Extended Depth	17" (43.2 cm)
Stowed Depth (Monitor Swivel and Tilt)	5.5" (14 cm)

Monitor and keyboard not included.

Dual Monitor VT21HDMR-KUW



Specifications	VT21HDMR-KUW
Extended Depth	17" (43.2 cm)
Stowed Depth (Monitor Swivel and Tilt)	6.5' (16.5 cm)

Monitor, keyboard, and mouse not included.

Low Profile

VTLP- KUW



Specifications	VTLP- KUW
Extended Depth	17" (43.2 cm)
Stowed Depth (Mounts Flat Against Wall)	4" (10.2 cm)

Monitor, keyboard, and mouse not included.



Equipment Mounting Systems

Optimize Workflow with Reliable, Space-Saving Solutions

TouchPoint Medical's equipment mounting systems provide secure, ergonomic solutions for mounting medical devices, monitors, and accessories. Designed for stability and flexibility, these mounts enhance efficiency, maximize workspace, and support seamless patient care in any clinical setting.



AccessMountTM T2EQ ICW

T2EQ-C8X5

Ideal for emergency departments, operating rooms and just about any healthcare setting, this monitor mount provides effortless positioning.

The T2EQ ICW ceiling mount allows a monitor to be securely mounted from the ceiling or headwall shelf, pulled down when needed, then stowed up and out of the way. With multiple pivot points, this arm enables vertical and horizontal adjustments along with 360° of rotation.



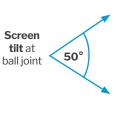
Ceiling

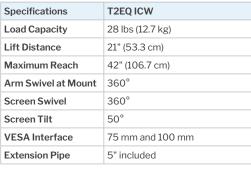




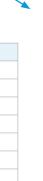
Counter-balanced

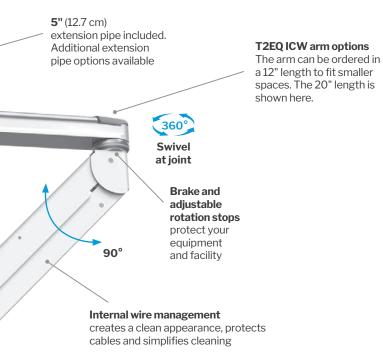
extension arm with adjustable arm tension





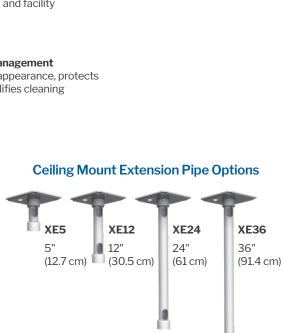
Monitor not included.





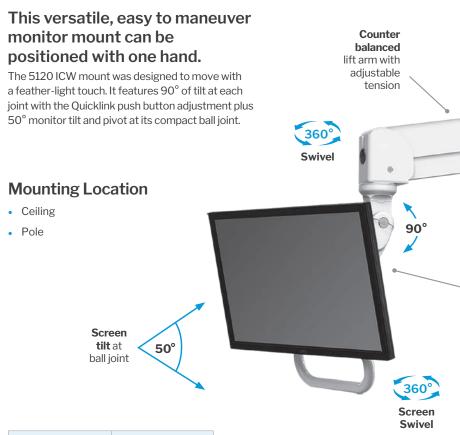
Monitor

Swivel



AccessMount™ 5120 ICW

ELQ5120-C8X5

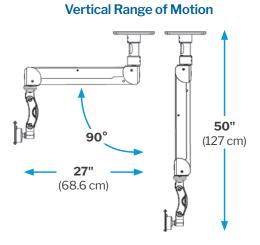


Specifications	5120 ICW
Load Capacity	28 lbs (12.7 kg)
Lift Distance	21" (53.3 cm)
Maximum Reach	27" (68.6 cm)
Arm Swivel at Mount	360°
Screen Swivel	360°
Screen Tilt	50°
VESA Interface	75 mm and 100 mm

Monitor not included.



Quicklink push button tilt adjustment provides 90° of tilt at two joints



AccessMount™ 560i ICW

UL560i-C8X12-MW

Flexible positioning. Strong, sleek performance.

The 560i ICW arm delivers smooth, full-range articulation for enhanced visibility and user comfort. Featuring a 6-inch vertical adjustment via the integrated Quicklink adjustor, this arm makes it easy to position your monitor exactly where it's needed—effortlessly and securely.

Engineered for durability, it mounts 24 inches (61 cm) from the ceiling using a robust $8" \times 8"$ (20.3 cm \times 20.3 cm) ceiling plate, providing enhanced strength and stability for demanding healthcare or technical environments.

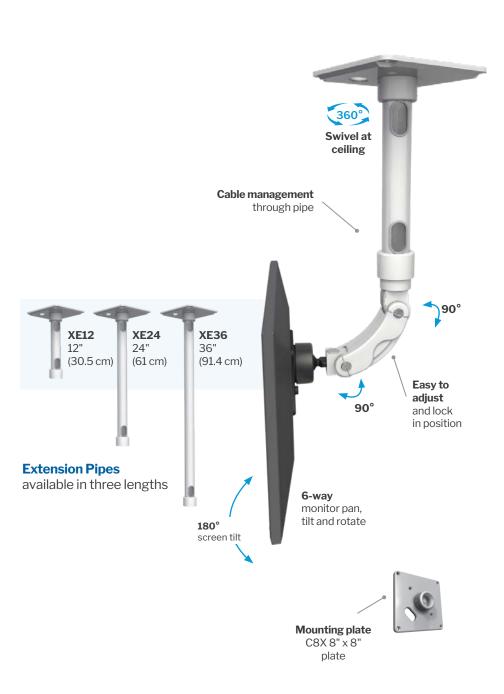
Crafted from solid billet aluminum and finished in a high-gloss white powder coat, the 560i ICW mount resists wear while blending seamlessly into clinical or clean-room settings. Each unit is hand-assembled to ensure the highest level of quality and performance—right out of the box.

Mounting Location

Ceiling

Specifications	560i ICW	
Monitor capacity	28 lbs (12.7 kg)	
Mounting surface	Ceiling 8" x 8" (20.3cm x 20.3cm) plate	
Screen Swivel	360°	
Screen tilt	50°	
VESA interface	75 mm and 100 mm	

Monitor not included.



AccessMountTM Overhead Arm

UL182i-OHAT

Exceptional reach for a monitor.

TouchPoint Medical's unique overhead mounting arm is built for demanding healthcare environments—delivering extended reach and smooth, flexible motion for monitors in patient rooms, procedure areas, and workstations. It can be mounted to a wall using a track or plate, or securely installed within or above cabinetry to meet the specific needs of your clinical space.

- Attaches to the wall or above a cabinet, providing 180° of horizontal rotation at the mount.
- Provides up to 360° of horizontal rotation for a monitor.
- Conveniently stows just 4" (10.2 cm) from the wall and monitor can be pulled out when needed.
- Internal wire management for regular or low voltage.
- Power coated for durability in your choice of 10 color options.



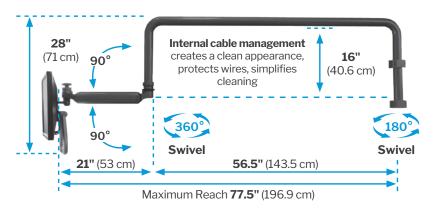
Mounting Location

Wall

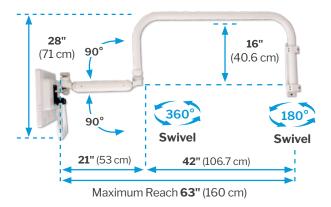
Specifications	Standard Overhead Arm UL182i-OHAT/OHAP	Short Overhead Arm UL182i-OHATS/OHAPS
Load Capacity	28 lbs (12.7 kg)	28 lbs (12.7 kg)
Maximum	77.5" (196.9 cm) with UL182	63" (160 cm) with UL182
Horizontal Reach	56.5" (143.5 cm)	42" (106.7 cm)
Vertical Adjustment Range	24" (61 cm)	24" (61 cm)
Horizontal Swivel	180° at mount	180° at mount
Stowed Depth	4" (10.2 cm)	4" (10.2 cm)
182 ICW Arm Swivel	360°	360°
Monitor Swivel	360°	360°
Monitor Tilt	90°	90°
VESA Interface	75 mm and 100 mm	75 mm and 100 mm

Monitor, keyboard, and mouse not included.

Standard Overhead Arm



Short Overhead Arm



AccessMountTM

Desk Clamp

ELP5216-CT2-KDB

Strong vice-style clamp can mount workstation or monitors.

- Desk Mount Heights available for most TouchPoint Medical mount configurations.
- Rubber Pads protect work surfaces from damage during desk mount clamp placement or location readjustment.
- User-friendly vice-style clamp makes workstation easy to remove, reattach or readjust along the desk's surface.
- Solid Support for workstations with dual monitors.
- Ideal Mount for offices and temporary workstations.
- Load capacity depends on the capacity of the components mounted on the clamp. The clamp does not decrease or increase the mount's load capacity.





 Rubber pads protect desk's surface

Vice-style clamp offers solid support and easy adjustability

Mounting Location

Desk

Specifications	Desk Clamp
Load Capacity	28 lbs (12.7 kg)*
Available Riser Heights	1.25" (3.2 cm), 5" (12.7 cm), 7.5" (19.1 cm)
Minimum Surface Edge Depth	4" (10.2 cm)

Computer, monitors, keyboard and mouse not included

AccessMountTM **Tablet**

Adjustable. Theft-resistant fastener.

Securely holds tablets and provides exceptional range of motion. Tilts to any viewing angle.

- Spring loaded cradle expands and contracts to fit many tablet sizes. Attaches to a counter or desk with either a clamp or desk mount.
- Theft resistant TABSDM secures tablet to plate. Requires custom TouchPoint Medical key for tablet removal.
- All tablet mounts have a 100 mm x 100 mm VESA pattern and can be added to any TouchPoint Medical mount.
- Optional, TAB12 Series will hold larger tablets such as the iPad Pro and Surface 4.



(42.2 cm) vertically

Product shown TABCC

Mounting Location

Desk

- Cahinet
- Reception counter

Specifications	Tablet Mounts
"TAB Series" Tablet Size	Min: 6.5" x 9.5" (16.5 cm x 24.1 cm)
	Max: 8" x 11.5" (20.3 cm x 29.2 cm)
"TAB12 Series" Tablet Size	Min: 7.5" x 11.5" (19.1 cm x 29.2 cm)
	Max: 9" x 13.5" (22.9 cm x 34.3 cm)
"TABV12 Series" Tablet Size	Min: 7.5" x 11.5" (19.1 cm x 29.2 cm)
	Max: 9" x 13.5" (22.9 cm x 34.3 cm)

Tablet not included.

Product	Part Numbers
Theft Resistant Desk Mount	TABSDM
Clamp Mount	TABCC
Larger Tablets such as iPad Pro and Surface 4	TABV12
Tablet Mount Plate with 100 mm VESA compatibility	TABV



Undercabinet **Tablet Mount**

AccessMountTM EV Series

Available in two models

Optimize your workspace with adjustable, durable, and ergonomic mounts.

The EV Series offers strong, adjustable mounting solutions enhancing comfort and flexibility. Designed for ergonomic efficiency, these mounts provide smooth rotation, tilt, and height adjustability, reducing strain while securing your monitors in any environment.

Mounting Location

Wall

Pole

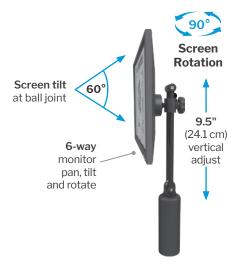
Desk

710 ICW Desk Mount

EV710-DV75

Specifications	710 ICW
Load Capacity	18 lbs (8.2 kg)
Vertical Adjust	9.5" (24.1 cm)
Screen Swivel	360°
Screen Tilt	60°
VESA Interface	75 mm and 100 mm

Monitor not included.



65 ICW Wall Mount

EV65-W2

Specifications	65 ICW
Load Capacity	30 lbs (13.6 kg)
Distance from Wall	9.5" (24.1 cm)
Screen Swivel	90°
Screen Tilt	75°
VESA Interface	75 mm and 100 mm

Monitor not included.



AccessMountTM **GX Series**

Available in three models

Streamline your space with the compact, secure, and versatile GX series mounts.

The GX Series delivers space-saving LCD monitor mounts designed for clinical environments. With secure, ergonomic designs, these mounts provide flexibility, durability, and easy installation—enhancing workflow efficiency without compromising valuable space.

Mounting Location

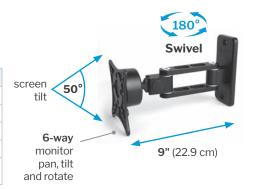
Wall

270 ICW

GX270-WM

Specifications	
Load Capacity	28 lbs (12.7 kg)
Distance from Wall	9" (22.9 cm)
Stowed Profile	4" (10.2 cm)
Arm Swivel at Mount	180°
VESA Interface	75 mm and 100 mm

Monitor not included.



170 ICW

GX170-WM

Specifications	
Load Capacity	28 lbs (12.7 kg)
Distance from Wall	4" (10.2 cm)
Arm Swivel at Mount	180°
VESA Interface	75 mm and 100 mm

Monitor not included.

VESA Interface 75 mm and Screen tilt 60 100 mm at ball ioint 6-wav monitor pan, tilt 4" (10.2 cm) and rotate

Fixed Wall Mount

FM25, FM26, FM30, FM31

MODEL # DISTANCE FROM WALL

FM25 2" FROM WALL WITH VESA 75 PLATE FM26 1" FROM WALL WITH VESA 75 PLATE FM30 2" FROM WALL WITH VESA 100 PLATE FM31 1" FROM WALL WITH VESA 100 PLATE



45 lbs (20.4 kg)load capacity



Accessories and Add-Ons

Enhance Your Setup with Versatile Mounting Accessories.

TouchPoint Medical's wide range of accessories ensures your equipment mounting solutions meet your exact needs. From keyboard trays and CPU holders to cable management and power solutions, these add-ons improve organization, functionality, and overall efficiency in any workspace.



For a full list of accessories, please visit our website or call our support team.

Device Mounts and Brackets

Philips



UL180H-DBGE3-DBPH2-W5-MW



DBGE3-DBPH2-W5-A1-MW

GE



DBGE1-W5-A1-MW with optional hook and handle (not shown)



UL180H-DBGE3-W5-CH1-THBVD-MW with optional hook and handle

Nihon Kohden



ULBV-DBNK2-W5-A1-MW



UL180HBV-DBNK2-W5-A1-MW

Welch Allyn



DBWA1-W5-AS1-CH1-MW with optional hook

Articulating Arms



Articulating arm with 13.5" of reach



Articulating arm with 17.5" of reach

Extension Arms



AS1 Rigid arm with 6" of reach



A1 Rigid arm with 10.5" of reach

Channel / Wall Brackets



Mount ears will mount to walls and anesthesia machines.

The parts listed on this page are not compatible with all mounts.

VESA Quick Connect (VQC) Plate









Monitor shown sliding from VQC plate base.

- Mounts vertically or horizontally.
- Device or monitor must have flat mounting surface to mount quick release plate or a recessed area that must be at least 5" x 5½8".
- Easy access to remove monitor or device.
- Enhances TouchPoint Medical mounts.
- Locking set screen to prevent tampering.
- Attachable to all TouchPoint Medical monitor mounts.

Specifications	
Load Capacity	30 lbs (13.6 kg)
Dimensions	5" x 5½" x½" (12.7 cm x 13 cm x 1.3 cm)
VESA Interface	75 mm and 100 mm

Monitor and computer not included.

Optional Amenities



CH1 Device Cable Hook



THBVD Small Triangle Handle



Optional handle bar grip available

Wall Tracks

Tracks for MD, EV and T2EQ Series

The load of all your wall mounted workstation can be distributed along the length of the track.

Tracks include wire management covers, mounting hardware and track end caps. Most TouchPoint

Medical wall mounts can connect.



TMD19
Wall track

19"



TMD26 Wall track 26"



TMD36 Wall track 36"



TMD50 Wall track 50"

Track Style & Adapter Part Number		
Product	Ultra	Vertical MD
Ultra arm on W2	-	TAW2KIT
Ultra arm on W3	-	TAW3KIT
T2 & Elite arms	-	TAT2KIT
Frame CPU mount	TAICWCPUKIT	TACPUKIT
Clamp CPU mount	TAICWCPUKIT	TAEZMTKIT

Track adapter kits are available to fit most tracks from other major suppliers.

Track Adapters





TAW2KIT Universal Flat Adapter



TAWD18KIT Raised Track Adapter



TAW2
Draeger Kit



DODT Channel Track Adapter



AMDT Track Adapter

Behind-the-Monitor Mounts







Shown mounted to back of monitor.

Behind the Monitor Scanner Mount and Mini PC Mount

Attaches small form factor computers and scanners to all standard VESA mounts, Expands, contracts, tilts and mounts where you need it.

Small Form Factor Computer Mount

Sleek and sturdy case protects and neatly stores a wide range of small form factor computers (SFFC) and their components. Fits SFFCs up to 7.8" high and 1"-3" deep (2.5-19.7 cm x 7.6 cm). Mounts to back of monitor, track or wall.

CPU12

- Exterior dimensions: 13" wide x 14" tall x 3" deep (33 cm x 35.6 cm x 7.6 cm)
- Fits small form factor computers up to 8" wide x 9" high x 2" deep (20.3 cm x 22.9 cm x 5.1 cm).
- Compatible with 75 mm or 100 mm VESA patterns.
- · Cover lifts off for easy access to interior components.
- Ventilation ports on each side prevent overheating of internal components.
- Cables are neatly stowed inside the case.



CPU and Device Mounts

AccessMount™ Computer Clamp

Designed for large and small form factor CPUs, these units are constructed from heavy-duty aluminum, with neoprene padding for protection. Multiple mounting capabilities.







Large CPU-FF 4.6" to 8" wide

Specifications	AccessMount™ Computer Clamp
Load Capacity	30 lbs (13.6 kg)
CPU-SF Horiz. Adjust.	2" - 4.7" (5.1-11.9 cm)
CPU-FF Horiz. Adjust.	4.6" - 8" (11.7-20.3 cm)

AccessMount™ Computer Frame

The CPU Mini, CPU 2.8, CPU 5 and CPU 7 mounts were designed with a keyhole wall plate that makes it easy to take the CPU off the wall mount for maintenance. Includes security set screw.

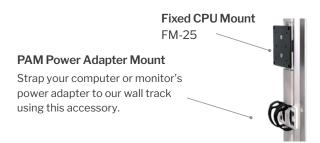


Mini-T CPU-MINI 1.0" - 2.2" wide



Large CPU-7 7" - 11" wide

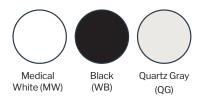
Specifications	AccessMount™ Computer Frame
Load Capacity	45 lbs (20.4 kg)
Mini-T CPU-MINI	1" - 2.2"
Horiz. Adjust.	(2.5-5.6 cm)
Mini CPU-MINI	1.9" - 3.2"
Horiz. Adjust.	(4.8-8.1 cm)
Small CPU-2.8	2.8" - 5"
Horiz. Adjust.	(7.1-12.7 cm)
Medium CPU-5	5" - 7"
Horiz. Adjust.	(12.7-17.8 cm)
Large CPU-7	7" - 11"
Horiz. Adjust.	(17.8-27.9 cm)



Color Options

Match or complement your decor with our selection of standard and premium custom colors.

Standard Colors



Custom Colors***



Color swatches are not an exact match due to variations in printing. Please ask your representative for a paint chip sample.

^{***} Subject to custom color fee and longer lead time.

Product Warranty

What the Warranty Covers:

TouchPoint Medical warrants our product, under normal use, is free from any defects in materials and workmanship during the warranty period. TouchPoint Medical, will, at its sole discretion, repair or replace the product with the same or like product.

How Long the Warranty is Effective:

All TouchPoint Medical components are warranted for 5 years from the original date of purchase, unless otherwise noted.

Who the Warranty Covers:

TouchPoint Medical extends the warranty to the first consumer purchaser when sold by TouchPoint Medical, or an authorized dealer or distributor.

What the Warranty Does Not Cover:

- Damage, deterioration, or malfunction resulting from any of the following:
 - Accident, misuse, neglect, fire, water, lightning, or other acts of nature; unauthorized product modification, or failure to follow instructions supplied with the product
 - Repair or attempted repair by anyone not authorized by TouchPoint Medical.
 - · Removal or installation of the product

- Use of supplies or parts not meeting TouchPoint Medical's specifications
- · Normal wear and tear
- 2. Any products used for rental purposes
- 3. Any TouchPoint Medical product that has been custom modified by anyone other than TouchPoint Medical
- 4. Removal, installation, or set up service charges.
- Freight charges to return the product to TouchPoint Medical are the customer's responsibility.
 - On warranty repairs, TouchPoint Medical will return product to the customer via ground freight. International customers are responsible for the freight charges both ways, including customs, duties and taxes.

How to Get Service:

To obtain service warranty, you will be required to provide the following:

- 1. The original dated invoice
- 2. Your name
- 3. Your address
- 4. A description of the problem
- 5. The part number and color

For information about receiving service under warranty, contact our Customer Support at 1-800-558-4435 or sales@icwusa.com.

Return Policy

Thank you for purchasing your TouchPoint Medical mounting products. If you are not satisfied with your order, you may return the product(s) within 90 days of the date of invoice with a minimum 20% restocking fee.

Orders over 10 mounts are not returnable unless approved on an order by order basis. All returns are subject to a repair fee based on the condition of the returned product.

No returns on custom modified products or OEM (original equipment manufacturers) units.

Customers must request a Return Merchandise Authorization (RMA) from TouchPoint Medical by phone. Please call 800-558-4435 between the hours of 6:00 a.m. - 4:00 p.m. Pacific Time.

Be prepared with the following information:

- Invoice number, sales order number or Purchase Order number
- · Part number(s) and product(s) being returned
- · Detailed explanation of reason for return
- Name of the person who ordered the product, their phone number and email address
- Name of a user of the product, their phone number and email address

Please follow these instructions to return your product:

- RMAs must be obtained within 90 days of the date of invoice.
 - No return requests will be granted for discontinued products or custom modified products, including custom paint or coating without

- prior approval.
- Return authorization will be confirmed by e-mail and will include a Return Merchandise Authorization label provided by TouchPoint Medical that is to be inserted into the packaging and attached to the outside of the packaging.
 - Merchandise must be returned in the original packaging
 - Merchandise must prominently display the RMA number on the outside of the packaging
 - Package must contain a signed copy of the RMA with the product
 - Customer is responsible for return freight costs and any damages caused in shipping
 - TouchPoint Medical must receive the product within 15 days from the issue date of the RMA to ensure proper credit
- Unauthorized returns or any returned merchandise that does not have an RMA number will be quarantined. Quarantined product will be returned to the customer at the customer's expense. Quarantined product not picked up within 15 days of notification will be recycled, no credit will be issued.
- 4. Regularly stocked TouchPoint Medical products that are returned after 90 days from the date of invoice will be charged a minimum 20% restocking fee. No returns for products over 90 days. Additional fees for damaged product or parts that need rework may also apply.



A Global Business with a Local Touch

TouchPoint Medical brings a global network of manufacturing, quality, and engineering to the forefront of the medical industry. From quality and performance, to aesthetics and ergonomics, we know small touches make a big difference to our customers. We provide customer-driven medical technology and service solutions to thousands of hospitals and health care facilities around the world.



BRINGING CARE FORWARD.™

Global Headquarters & Americas Customer and Technical Support Office

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European Headquarters Customer and Technical Support Office Kruibeke, Belgium

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