

Genna




User guide


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Thank you for choosing to buy a Parity Medical cart!

This cart is intended to mobilise clinical information access to bring it to the point of care, wherever and whenever that may be. It was designed for use by medical practitioners and relevant administrative support staff; it should not be used by patients or anyone who has a health condition or disability which would impede their ability to manoeuvre or operate it safely.

This user guide is for users of the cart and instructs how to safely operate the cart, explaining the basic functions, adjustments, troubleshooting, and maintenance procedures to be performed by the user. Various parts of the cart are discussed by means of text, illustrations, photographs, and standard terms.

Parity Medical is dedicated to ensuring the safety, comfort, and convenience of the users as well as the patients under their care. All users should familiarise themselves with the contents of this user guide before operating the cart and store this document in a location where it can be referred to whenever necessary.



Each cart undergoes a thorough quality control inspection prior to despatch, including Portable Appliance Testing (PAT). A PAT label is not applied to the cart, as customers typically install their own equipment such as PCs, scanners and peripherals after delivery. Once the cart has been fully configured, the complete solution should be re-tested by the appropriate personnel on site.

From time to time, we may need to change components, which may incur design updates as well as updates to this user guide. The latest version of this document is always accessible at <https://www.paritymedical.com/carts/genna.html>.

Symbols

Regulatory agencies for health products require the use of symbols, often in place of textual statements, to improve the conspicuousness of required information, such as important safety information.

The symbols used in this guide and on the cart are described below. Be sure to observe the instructions indicated by each symbol to ensure the safe use of your Parity Medical cart.

Symbol	Description
	Indicates instructions to prevent a potentially hazardous situation that may result in injury or equipment damage.
	A reminder that the user should read the user guide before starting work or operating the equipment.

Revision history

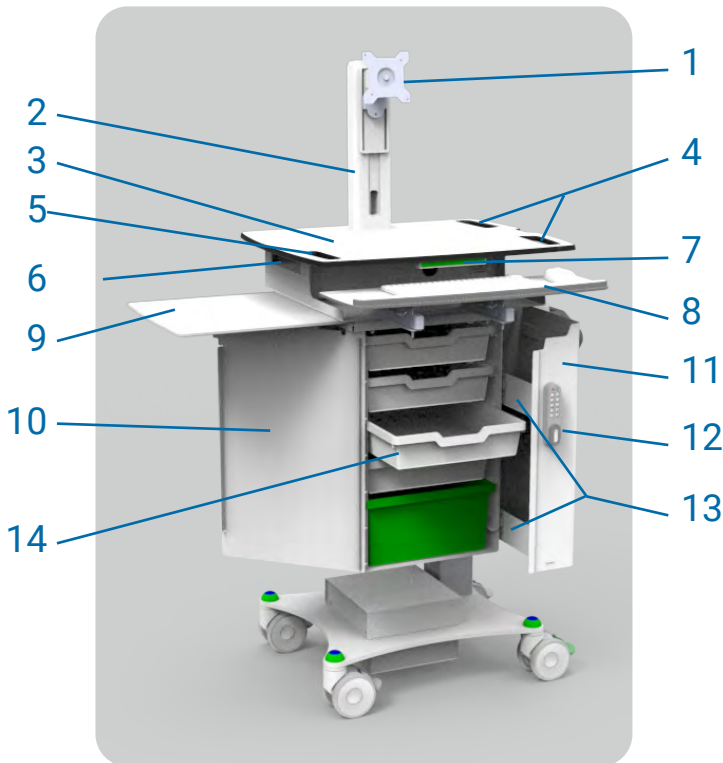
Each page of the user guide provided with your cart has a revision letter on it in the document header. As the document is updated, the revision number is changed.

Version	Date	Comments
1.0	1 st October 2024	Initial release of cart
1.1	15 th January 2025	Updated specifications and height adjustment information
1.2	13 th March 2025	Updated work surface dimensions, AC cable information added, new fault codes/ light sequences added
1.3	10 th April 2025	QC information added, height adjustment warnings amended
1.4	21 st July 2025	Battery life expectancy information updated
1.5	13 th November 2025	Overstretch of mains cables warning added
1.6	27 th February 2026	Charging battery section updated for new IEC connector, legend updated

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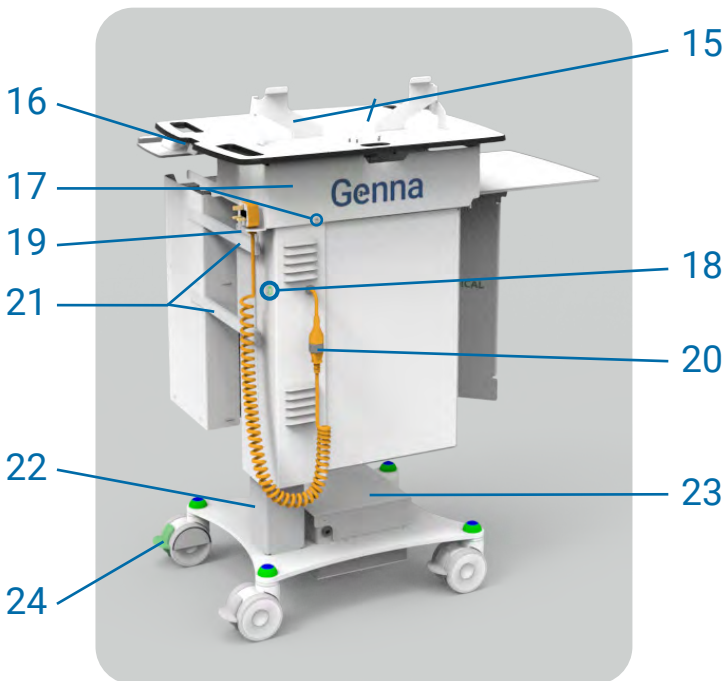
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Cart structure



Legend:

1. VESA mount for monitors (micro PC or all-in-one PC configuration only)
2. Monitor mast (micro PC or all-in-one PC configuration only)
3. Work surface
4. Steering handles
5. Positioning handle
6. PC storage caddy ventilation
7. LED battery status gauge
8. Slide-out keyboard tray
9. Slide-out additional work surface
10. Storage caddy door
11. Bottle storage drawer
12. Security lock
13. Bottle storage shelves
14. Storage drawers
15. Adjustable laptop brackets (laptop configuration only)
16. Height adjustment buttons
17. PC storage caddy with security nut (circled)
18. Inverter power button (circled)
19. Charging plug and cradle
20. Breakaway cable
21. Accessory rails
22. Electric leg
23. Battery
24. Directional wheel castor

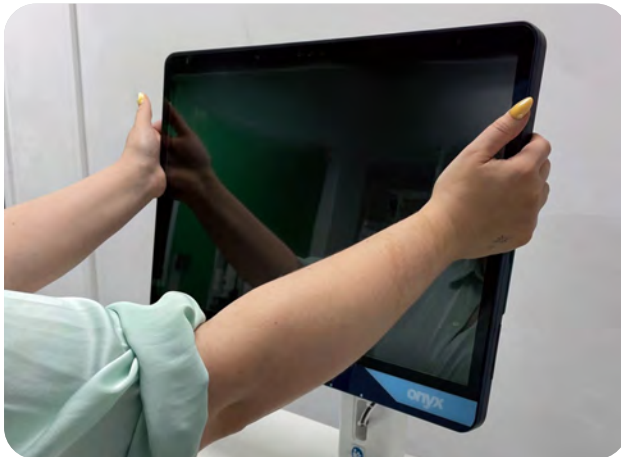


The terms highlighted above will be shown in **bold** throughout this document to help you understand how each feature is intended to be used.

Cart features and instructions

Rotate and adjust monitor (specification dependent)

PC monitors and all-in-one PCs are mounted to the cart with a **VESA mount**. If your cart has **monitor mast** rotation and/or swivel features, you can swivel the monitor up and down, left and right, or rotate it between landscape and portrait formats. You can also raise and lower the monitor height on the mast. Simply hold the monitor firmly in both hands and adjust the position as needed.



Setting up your laptop (specification dependent)

The cart is fitted with **adjustable laptop brackets** that will fit most laptops. If you need to open the brackets to add/remove a laptop, open the PC storage caddy at the back of the cart (instructions for this are on page 8) and locate the metal nuts below the work surface. Use the PM-SECNUTTOOL, which was provided with your cart, to unlock the nuts, add/remove the laptop, and secure the brackets in place by tightening the nuts, as required.

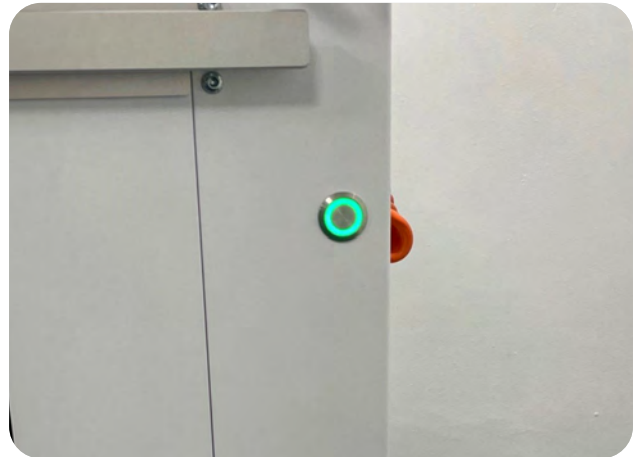
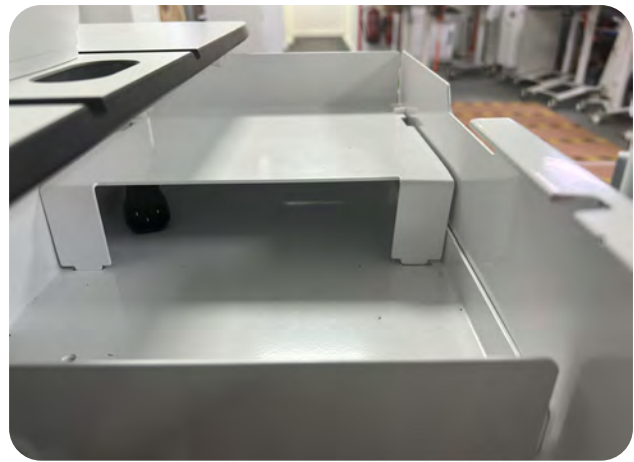


Access the PC storage caddy

Unlock the **PC storage caddy security nut** at the back of the cart. Slide the drawer out and insert your PC on the shelf. Space for the power brick and cable management is provided below the shelf. Re-close the drawer and lock the caddy to secure your equipment whilst the cart is in use.

PC storage caddy ventilation is provided at the side of the cart to improve airflow and also to provide access to turn the PC on and off while the drawer is locked.

The **inverter power button** will need to be turned on to use the cart battery to power your PC. To turn the inverter on, press and hold the button for one second. The button will display a green light when it is turned on.



Manoeuvring the cart



Unplug the cart before moving! There is a risk of injury if the cart is moved when the cart is plugged in at the wall for charging.



For safety, the cart should always be lowered to its lowest position when being moved between hospital areas (e.g., when moving over door thresholds or travelling between floors in a lift). The height adjustment buttons are on the same side of the cart as the steering handles.

If you have a screen mounted to the monitor mast, ensure that the screen is centred (not rotated to the side) and lowered to its lowest position to avoid accidental damage during transit.

The slide-out keyboard tray and slide-out additional work surface should also be stowed before moving.

Use the **steering handles** to push the cart to a new location—you will need to use both hands to move/steer it. Do not pull the cart behind or to the side of you.

The cart features **directional wheel castors** (specification dependent) to help manoeuvre the cart around corners more easily. To enable the directional wheel castor, you will need to be standing at the steering handles side of the cart. Use your foot to push or lift the lever on the left hand wheel to enable/disable the directional wheel castors.

Users may use the **positioning handle** to adjust the cart's position once in place. Once the user is happy with the position, the brakes should be applied to avoid further movement whilst the cart is in use. The brakes are activated by pressing the foot pedal on all wheels.



Height adjustment



Before using the cart's height adjustment buttons, ensure that no body parts, objects, furniture, or cables could prevent its ability to travel up or down. If there is any obstruction, stop pressing the button immediately and remove the obstruction before continuing.

If pressing the buttons doesn't change the cart height, or does not fully raise or lower the cart following a battery discharge, check the "Troubleshooting" on page 22 for more information and actions to take.

The cart features an **electric leg** and you'll find the cart's **height adjustment buttons** on the right hand side of the **work surface**. Simply press and hold the up/down buttons until the cart is at the desired height.



Security lock

The medicines and supplies stored in the cart are protected by a **security lock**, which may be a traditional lock with a key, a digi-lock system or an RFID security lock (dependent on specification). If your lock uses keypad security, enter your 4-digit pin and rotate the lever 90° to unlock. If your lock uses RFID security, tap your card against the screen and then rotate the lever 90° to unlock.

When not in use, the cart's storage doors should be kept closed and the security lock armed.



Storage



The plastic storage drawers are designed to hold a total of 4kg (combined max weight) and the bottle storage drawer is designed to hold up to 4kg (combined max weight). There is a risk of injury or damage if items exceed these weight limits.

Genna offers up to five **storage drawers** and up to six 500ml bottles on two dedicated **bottle storage shelves**. To access, open the security lock and pull the **bottle storage drawer** open. The **storage caddy door** can now also be opened to access the internal drawers. This door has a magnet on it to secure the door in the fully open position to the side of the cart when in use.



Accessory rails (specification dependent)



The accessory rails are designed to hold a max weight of up to 2.5 kg (single rail) or a combined max weight of 3 kg (double rails). There is a risk of injury or damage if items exceed this limit.

The cart can be fitted with one or two **accessory rails** on the side to attach barcode scanners, label printers, sharps bins, and more. The accessories are fitted to the 10 x 25mm rail using their own manufacturer's mountings.



Keyboard tray adjustments



The keyboard tray is designed to hold up to 2kg (max weight). There is a risk of injury or damage if items exceed this limit.

The **slide-out keyboard tray** tilts to provide a more comfortable working experience. To adjust the tray, simply grip the tray firmly with both hands at the sides and tilt it up/down to find the preferred position.



Slide-out additional work surface



The slide-out additional work surface is designed for medication preparation and can hold up to 1.5kg (max weight). There is a risk of injury or damage if items exceed this limit.

The cart features a **slide-out additional work surface** on the left-hand side, which can be extended to provide additional space for paperwork or medicine preparation. This work surface may be completely removed for cleaning. Instructions on how to do this are provided in the “Cleaning” section on page 16.



Charging the battery



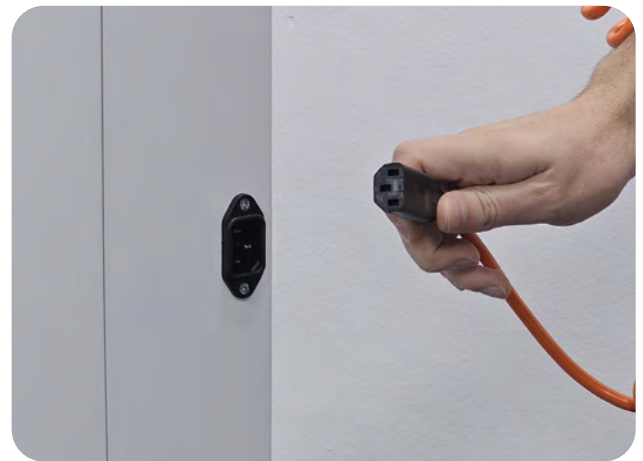
The cart's battery should be plugged in to charge when not in use to ensure a full charge when the cart is being utilised. If batteries are left for an extended period of time without charge, it will result in permanent damage to the battery. Carts should be unplugged when the battery reaches 100% to reduce unnecessary battery degradation from constant charging.

To charge, unhook the orange **charging plug** from the **cradle** on the right-hand side of the cart, plug in and switch on the power. We've installed a **power cable with IEC connector*** on the cart to avoid the risk of damage to equipment if someone accidentally moves the cart whilst it's plugged in. Once charged, stow the plug back in its cradle to reduce tripping hazards.

For a faster charge time, it is recommended that accessory devices are powered-down and the **inverter power button** is turned off while charging the battery.

- Press and hold the button for 1 second to turn the power on. The button will display a green light when it is turned on.
- Press and hold the button for 1.5 seconds to turn the power off.

The inverter power button can also be used to mute the audible alarm when the battery is running between 5% and 0%. This is done with a quick press of the button. If the battery has been allowed to fully discharge, the height adjustment reset procedure will need to be followed before using the cart again. For more details on muting the battery alert alarm or to follow the height adjustment reset procedure, check the "Troubleshooting" on page 22.



*Relevant to carts manufactured starting April 2025. For carts purchased before April 2025, please contact us for the most accurate user guide for your model.








LED battery gauge

An **LED battery status gauge** is included at the front of the cart, below the work surface, to provide an at-a-glance view of battery status from across the room.

The battery charge percentage is indicated by blinking or solid colours in the LED gauge (shown in the chart below).

- When the battery is charging, the display will cycle through each LED light and then flash up the current charge state for 1 second.
- If the battery is on a slow charge, the display will go blank between each step in the cycle.
- If the battery is experiencing a slow discharge, the display will show a reversed cycle with a blank step between each step in the cycle.

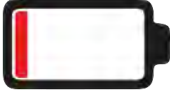
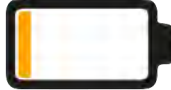










If your LED battery gauge is showing red lights which are not shown below, check the “Troubleshooting” on page 22 for information on the error occurring and actions to take.

LED light bar display	Battery %
 (blinking red + 5 beeps + inverter OFF)	0%
 (blinking red + beeping)	1–5%
 (blinking green)	6–10%
 (solid green)	11–25%
 (solid green)	26–50%
 (solid green)	51–94%
 (solid green)	95–100%



On-screen battery gauge (specification dependent)

An **on-screen battery status gauge** is accessible via the system tray on your computer. It provides a more detailed view of battery status for your convenience (shown below).

On-screen display and corresponding battery charge value					
					
5%	10%	20%	30%	40%	50%
					
60%	70%	80%	90%	100%	Charging

A pop-out message will display on your screen if the battery is at 10%, 5%, and at 0% (when plugged into mains power only). A message will also display if the battery is experiencing a slow charge, slow discharge, or a power unit error.

Serial number location

The cart's serial number label is located on the left-hand side of the cart, below the PC storage caddy ventilation

The label contains the model name and code and the serial number. You will need this information to contact our customer support team to report an issue or check the warranty status of your cart.



Cleaning



The cart contains electrical components, so extra care should be taken to avoid getting water on the electrical systems or power cable to avoid injury or equipment damage.

Always use a damp cloth to clean your cart (not a wet cloth)—and never use a mop to clean any part of the cart, including the base.

1. Disconnect the cart from any AC outlet before cleaning.
2. Spray the cleaning solution onto the cloth—not directly onto the cart
3. Clear the main work surface of any items and wipe the surface, including handles and the monitor mast or laptop brackets.
4. Extend the slide-out keyboard tray and clean the tray and the area behind it. Note that the keyboard tray tilts, so you may wish to adjust the angle of the tray to get a better angle for cleaning.
5. Clean the storage area doors and the exterior of the storage caddy.
6. Unlock the storage area and open the bottle drawer fully for cleaning. For a deep clean, this drawer can be completely removed by pushing up the black plastic tabs in the drawer runners and pulling the drawer out completely. To re-insert, line up the drawer with its runners and slide the drawer back into place. You will need to use a little extra pressure to push the drawer completely closed.
7. Open the storage caddy door and remove all items inside, including the drawers, and clean all surfaces. After cleaning, insert all drawers except the top one – you'll need to keep that drawer out to complete step 8 below.
8. Remove the slide-out additional work surface for a deep clean. To do this, the top plastic drawer will need to be removed for easy access to the pull-down black release knob at the top of the storage caddy. Pull down the release knob with your right hand and—at the same time—pull out the slide-out additional work surface with your left hand. Once the item has been cleaned, pull the knob down again with one hand and slide the additional work surface back into place with your other hand.
9. Re-insert the top drawer into the by inserting it at an angle around the pull-down black release knob at the top left corner of the caddy.
10. If your cart has accessory rails, remove all items and wipe down the rails.
11. Clean the white, top portion of the adjustable leg. Do not clean the static (silver) section of the leg. Clean the height-adjustment buttons too.
12. Clean the cart base, battery case and wheels.



Approved cart cleaning solutions

- Quaternary ammonium chloride compounds (such as AirX109)
- Bleach-Household strength (1:10 minimum dilution strength)
- Ethyl or Isopropyl alcohol- 70%
- Hydrogen Peroxide
- Phenolic disinfectants (such as Lysol, WexCide)
- Ovation
- Fantastik
- Formula 409
- 1.6% Aqueous Ammonia "Green Soap" USP (United States Pharmacopoeia)
- Clinell Wipes

Health and safety



There is a risk of injury if the cart is moved whilst the cable is plugged in at the wall. Always unplug before moving.

Your cart includes a lithium-ion battery. These batteries are safe during normal use, but present risks in the following circumstances. **In the unlikely event that you smell burning or notice smoke, immediately discontinue use and follow your site's fire safety protocols.**

1. Mechanical risks

This includes anything that damages the structure of the battery, such as dropping, piercing, crushing, or exposing the battery to harsh conditions.

2. Electrical risks

This includes over-charging or short-circuiting the battery. Do not tamper with any internal circuitry, electrical systems, or wiring. Never use a wet cloth or mop to clean the battery, inverter or LED battery status gauge casings.

3. Thermal risks

These risks occur when the battery is exposed to extremely high temperatures, such as in direct sunlight.

If any of the following situations arises, immediately discontinue use and contact your IT department.



- The power cord or plug is damaged.
- Liquid has penetrated into the PC storage caddy, height-adjustment buttons, electric leg or battery case.
- The equipment does not work well or if you cannot get it to work after consulting the user manual.
- The cart has been dropped or damaged.
- The cart has obvious signs of breakage.
- Grinding noises from the cart leg.

If your IT department is unable to resolve the issue, contact Parity Medical's customer support team on +44 (0)151 343 0500 (option 2) for further assistance.

Please note the following instructions for the health and safety of the user and others nearby:

- Do not lean on the cart or allow the cart to support your body weight. This can place undue stress on the height adjustment mechanism, potentially leading to damage or malfunction.
- Avoid pulling yourself up from a seated position using the cart. Using the cart as an aid to stand can exert excessive force on components not designed to bear such loads.
- Do not stand or kneel on the cart. The cart is not designed to withstand such forces, which could compromise its structural integrity and lead to potential hazards.
- Never force the cart down. If the height adjustment lever is stiff or difficult to operate, do not force it down; continuing to apply force may cause permanent damage. Discontinue using the cart and contact Parity Medical on 0151 343 0500 to report the issue and arrange for an inspection or repair.

Overstretch of mains cables



Take care not to overstretch the mains cables. This can damage the cable and cause tripping/injury hazards to nearby people.

Damaged mains cables that are a result of overstretching are one of the most frequent reasons that customers contact Parity Medical's customer services team.

To prevent overstretching the mains cable, move the cart closer to the plug socket and avoid wrapping it around other furniture.

The picture shown on the right is an example of what not to do!



Cart warranty and specifications

Cart warranty information

Our carts come with a 5-year warranty as standard. Please note that the cart's orange power cable is covered under separate warranty, which is valid for 1 year.

Performing any repairs or modifications which are not listed in this user guide will invalidate the warranty.

Cart specifications

Height extended	1283 mm (to top of work surface)
Height compressed	883 mm (to top of work surface)
Height adjustment difference	400 mm
Work surface	646 (w) x 514 mm (d)
Net weight (cart base only)	74.6 kg
Gross weight (max. load)	91.6 kg
PC caddy dimensions	386 mm (w) x 234 mm (d) x 103 mm (h)
PC shelf dimensions	198 mm (w) x 234 mm (d) x 49 mm (h)

Weight capacities

Maximum weight held	Monitor mast with left/right swivel capacity	6 kg
	Monitor mast (no swivel)	8 kg or 12 kg (specification dependent)
	Work surface	5 kg
	Slide-out additional work surface	2 kg
	Slide-out keyboard tray	2 kg

Electrical specifications

AC input and output power (contact Parity Medical for guidance if using outside of the UK)	Wall AC input range	100 to 250VAC, 50/60Hz
	Inverter output power (powers PC and accessories)	200W maximum

Battery	Chemistry	LiFePo4 (Lithium Iron Phosphate Battery)
	Battery nominal voltage	12.8V
	Battery nominal capacity	>= 43.2 Ah
		>=553 Wh
	Battery dimension	209 x 137 x 185 mm
	Operating temperature	0 to 45°C for charging -20 to 60°C for discharging
	Max battery life on an average 25W PC	19.9 hours
	Max battery life on an average 50W PC	10 hours
	Max battery life on an average 100W PC	5 hours
	Max battery life on an average 150W PC	3.3 hours
	Max battery life on an average 200W PC	2.5 hours
	Typical charging time from empty 0% to 100%	5 hours
	Life expectation* <small>*carts built after 01/01/25 - for older models, contact us for further details</small>	>=80% of rated capacity, 2000 cycles

Standby time	From 100% battery status with all LEDs on	Up to 17.1 days
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AC cable information	Standard IEC cable with 5A fuse	
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Troubleshooting

This section is provided to help you troubleshoot issues quickly onsite. If the issue you're experiencing persists or the problem isn't covered here—or if you're unsure about anything—please contact us directly on 0151 343 0500 or raise a support ticket with our customer support team at <https://www.paritymedical.com/customer-services>.

Height adjustment buttons not working

If the height adjustment buttons don't appear to be working and charging the battery doesn't fix the issue, you will need to reset the cart leg.

If charging the battery and turning on the power inverter button doesn't fix the issue, you will need to reset the cart leg.

To do this, follow these steps:

1. Press and hold both buttons at the same time. You'll hear an audible beep and the cart will start to be lowered.
2. Keep both buttons pressed as the cart descends. Once it has reached the lowest position, the cart will beep again.
3. The cart leg has now been reset and the height adjustment buttons should now work correctly.



Noises from cart leg

If your cart is making an unusual sound whilst being raised or lowered, please contact Parity Medical on 0151 343 0500 for further assistance.

Low battery alarm/complete battery discharge



If the battery power is allowed to drop to 0%, the height adjustment button rest procedure outlined above will need to be followed, as the cart's leg will have lost its 'home' position.

If the battery has less than 5% power remaining, a continuous beeping alarm will be heard.










- To stop the alarm and fix the problem, charge the cart battery.
- To temporarily mute the alarm, do a quick press of the inverter button. Note that the battery will beep five times when the battery reaches 0% and will immediately switch off. The cart is now completely drained of power and will need to be plugged in to charge when this happens.

Note: if the alarm has previously been muted, users will only hear five beeps when the battery reaches 5% and it will not beep again until its imminent shut-down at 0%.

Weight overload alarm

If the cart is experiencing a weight overload, an audible beep will sound and the cart will raise or lower slightly in the opposite direction to the height adjustment button pressed. This alarm can not be muted. The excess weight will need to be removed to recalibrate the cart for safe operation.

Red lights on the LED gauge

Flashing bars on the gauge	Error information	Action to take
	Battery low or flat	Plug the cart into the mains. Mute the alarm with a short press of the inverter power button .
	Collision detection	An obstacle is blocking the cart from being raised or lowered. Remove obstacle before continuing.
	Over load [†]	Ask your IT department to unplug and check IEC devices (auto reset after 30 seconds)
	Over voltage [†]	Ask your IT department to unplug and check IEC devices (auto reset after 30 seconds)
	Over heat [†]	Ask your IT department to unplug and check IEC devices (auto reset after 30 seconds)
	Battery comms loss [‡]	Contact Parity Medical on 0151 343 0500 for service/repairs
	Permanent fail [‡]	Contact Parity Medical on 0151 343 0500 for service/repairs
	Underheat [‡]	Contact Parity Medical on 0151 343 0500 for service/repairs
	No current detected; leg disconnected	Contact Parity Medical on 0151 343 0500 for service/repairs

[†] These lights will display while the error is actively occurring and for 30 seconds after the issue

has been resolved. Always wait for 30 seconds after taking remedial action to check that the error light is no longer displaying.

‡ These lights will only be displayed on the LED gauge when the cart is plugged in to charge.

If you encounter any of the above major faults or have any questions, contact Parity Medical for further assistance.

No lights on the LED gauge

If your battery has been charged, there should always be at least one LED showing on the cart. If no lights are present, it suggests that the battery is drained of power or it has shut down because of a fault with the electrics. If charging the battery does not resolve the issue, contact Parity Medical for further assistance.

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Genna




Thank you for choosing to use a Parity Medical solution.
If you have any further questions or require clarification on maintaining
or operating this product, please contact us for further assistance.
Our contact details are provided below.



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