



**PROTEKT® 500 LIFT  
POWER PATIENT LIFT  
MODEL: 33500**



**OWNER'S MANUAL**

**270 Washington Street  
Mount Vernon, NY 10553  
855-237-7622  
[www.proactivemedical.com](http://www.proactivemedical.com)**

# Thank you for choosing Protekt® 500 Lift!

To better serve you, please record the following information:

Supplier Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Serial #: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

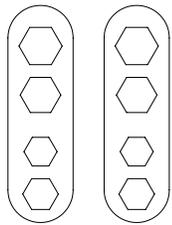
## **INSPECT YOUR MERCHANDISE**

Upon receipt of your patient lift, verify that all merchandise is complete and free from any shipping damage. Refuse delivery if the packaging appears to be badly damaged. If the merchandise is received damaged or is missing components, contact the shipping company immediately and file a claim.

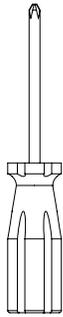
For further assistance, contact your local dealer or Proactive Medical Products at the following:

Proactive Medical Products  
270 Washington Street  
Mount Vernon, NY 10553  
Tel: 855-237-7622  
[www.proactivemedical.com](http://www.proactivemedical.com)

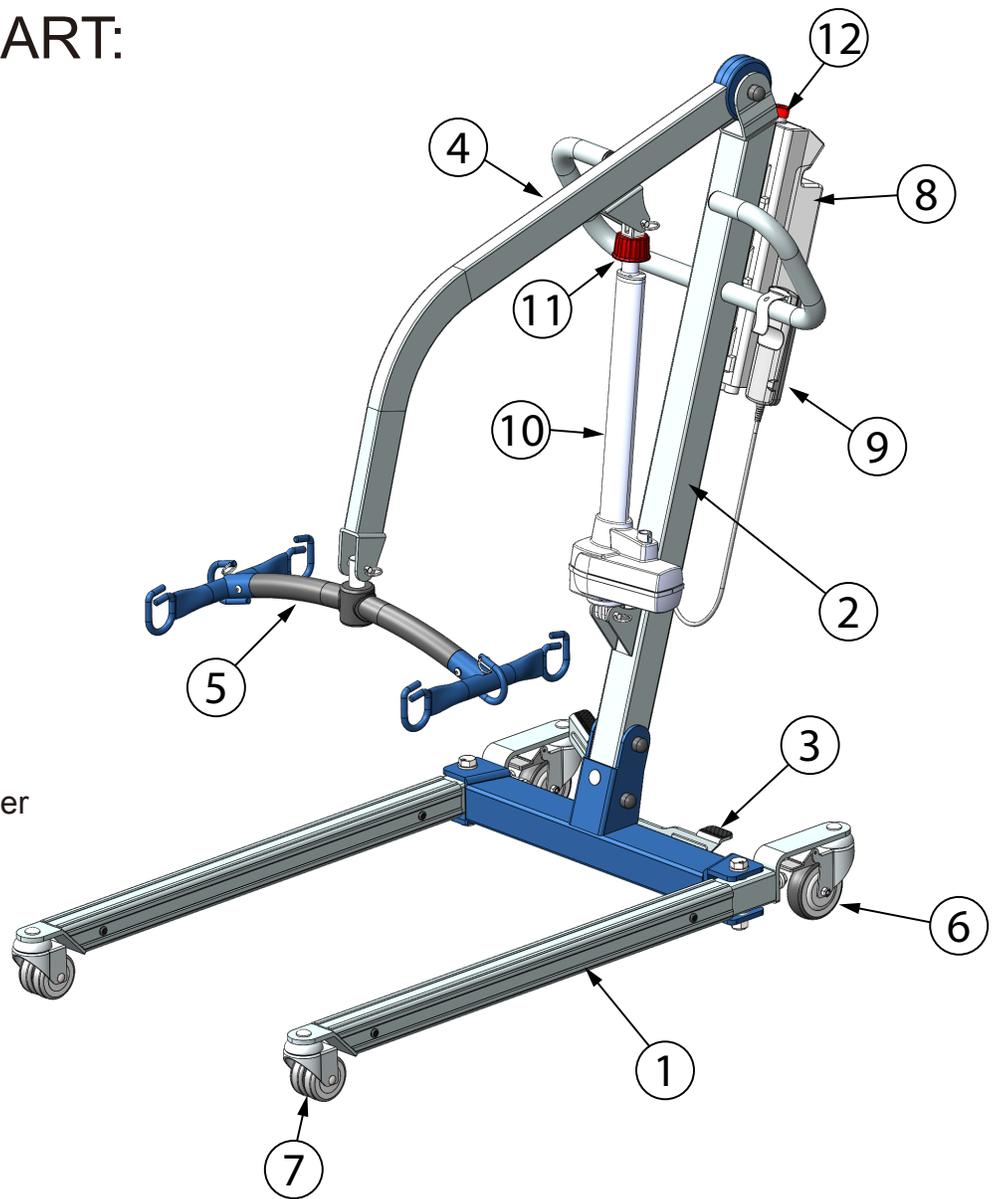
# FEATURES CHART:



Easy Tools



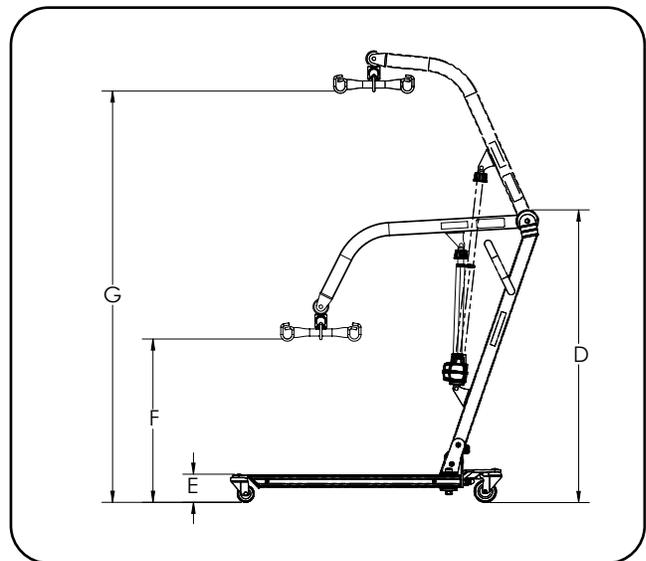
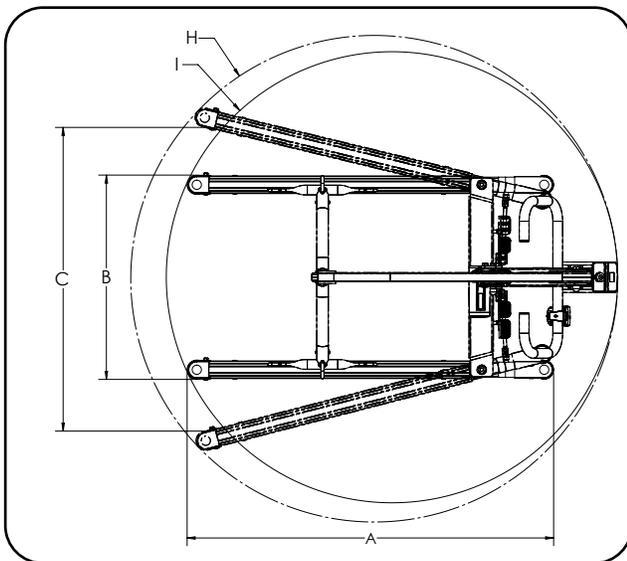
Screw Driver



1. Base
2. Mast
3. Foot Pedal
4. Boom
5. Spreader Bar
6. Caster with Brake
7. Front Caster
8. Control Box
9. Pendant
10. Actuator
11. Emergency Lowering Device
12. Emergency Stop Button

# SPECIFICATIONS & OPTIONS

Specifications of Control Unit	
Input Voltage	220-240VAC 50Hz / 110-120VAC 60Hz
Output Voltage	24 VDC
Battery Pack	24 VDC 5AH
Lift Control	Handset and Panel
Protection Class	IP54 (Protection against dust and splash of water)
Sound Level Under Full Load	16 db
Sound Level Under No Load	11 db
Lift Cycles Per Charge	25 full cycles under full load
Overload Warning	by LCD

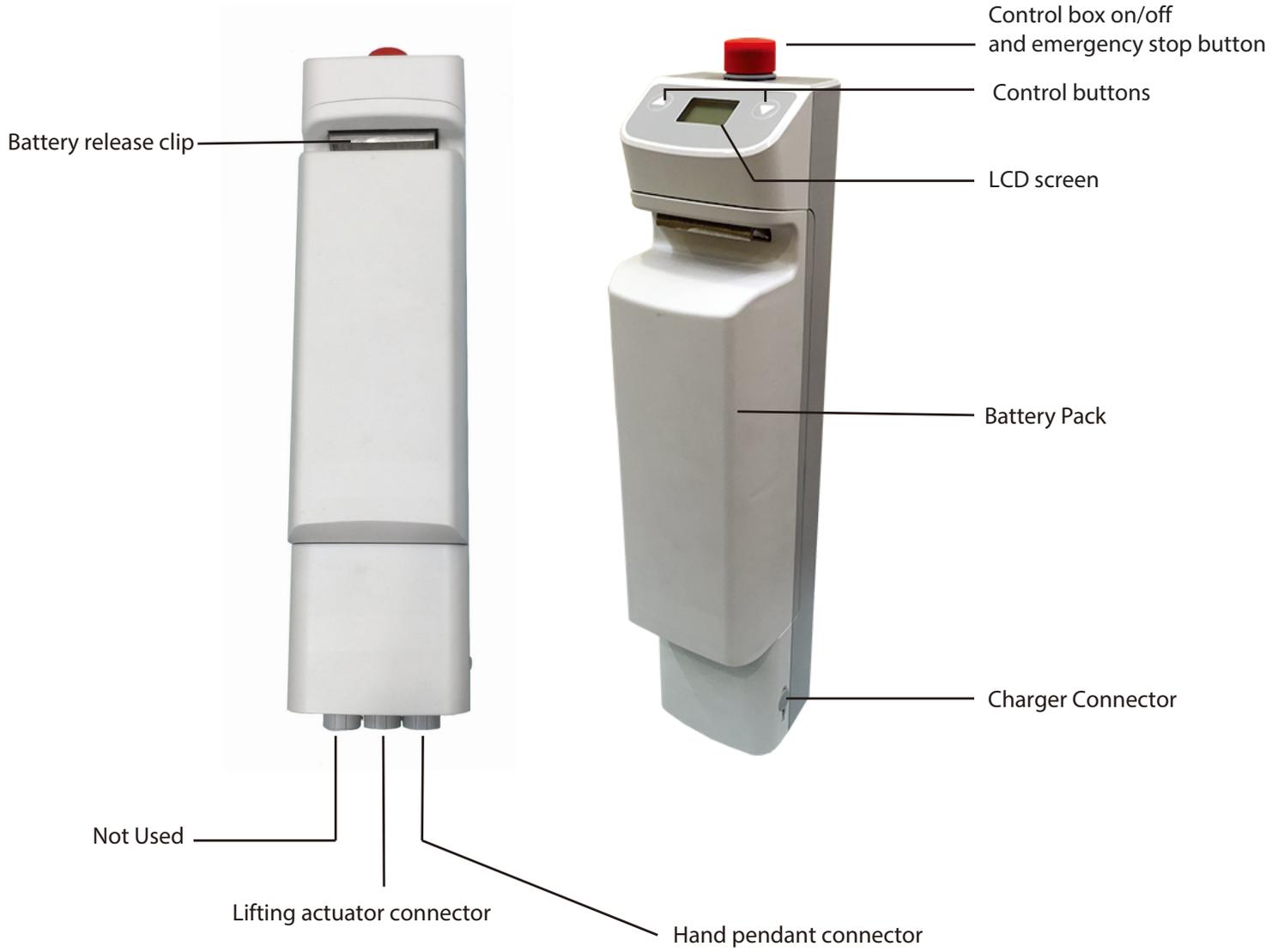


Dimensions & Specifications		
	Model	33500
	Safe Working Load	500 lb / 228 kg
A	Base Length	47.3" / 1202.5 mm
B	Base Ext. Width - Closed	26.4" / 670.8 mm
C	Base Int. Width - Opened	39.3" / 998 mm
D	Mast Height	51.3" / 1304 mm
E	Front Caster Height	4.7" / 119.4 mm
F	Lifting Height - Lowest	21.9" / 556.0 mm
G	Lifting Height - Highest	71.3" / 1809.9 mm
H	Base Opened Turning Diameter	62.8" / 1595.1 mm
I	Base Closed Turning Diameter	58.3" / 1481.5 mm

Standard Features	
1	6-Point Spreader Bar
2	4" Rear Caster with Brake
3	3" Dual Front Caster
4	Power Control Unit
Optional Features	
1	2-Point Spreader Bar
2	Charging Cradle
3	Digital Scale
4	Additional Battery pack

	33500
Lift Weight Unloaded (lb)	109
Lift Weight Unloaded (kg)	49

# Diagram of Control Box



## **SAFETY INSTRUCTIONS**

The Protekt® 500 Power Patient Lift 33500 reflects innovative state of the art design to increase user mobility.

The Protekt® 500 Lift will provide years of service if it is properly maintained as any piece of electrical/mechanical equipment requires.

Please pay careful attention to the following important information regarding the care, maintenance, and operation of the Protekt® 500 Lift. Carefully read these instructions before assembling the lifter, or attempting to lift any user with the device.

### **PLEASE NOTE THE FOLLOWING:**

- Special care must be taken with users/patients who cannot themselves provide assistance while being lifted. (i.e. patients who are comatose, spastic, agitated, or otherwise severely handicapped.)
- The Protekt® 500 Lift should be used solely for transferring a user/patient from one utility (beds, bathtubs, toilets, etc.) to another. The patient lift should not be used for transporting or moving any patient from one location to another location.
- During lifting or lowering, whenever possible, always keep the base of the lift in the widest position.
- The base of the lift should be closed before moving the lift.
- Do not roll casters over any object while the user/patient is in the sling.
- While being lifted in a sling, always keep the user/patient centered over the base and facing the caregiver operating the lifter.
- Maximum weight that can be safely lifted is 500 lbs.

The Protekt® 500 Lift allows a person to be lifted and transferred safely with minimum physical effort provided by the caregiver. Before attempting, practice operating the lift. Also prior to actual lifting, explain the lifting procedure to the user/patient.

## **WARNING!**

Do not attempt to transfer a patient without prior approval of the patient's nurse. Also, do not transfer without having studied the instructions and practiced operating the product several times. Together with the patient's doctor, nurse, or medical attendant, select a Proactive Medical Products sling that is both practical and comfortable. The sling selected should be one that serves the needs of the patient, while providing the patient with optimal safety. Never interfere with the lift, unless instructed by the attendant. Have a doctor, nurse, or medical attendant present during the first few times the lift is used to transfer a new user.

## **WARNING!**

Proactive Medical slings are specially designed to be used in conjunction with Proactive lifts. Do not use slings manufactured by other companies with any of Proactive Medical's equipment. **USING OTHER MANUFACTURER'S SLINGS ON THIS EQUIPMENT IS UNSAFE AND MAY RESULT IN SERIOUS INJURY TO USERS AND CAREGIVERS. PROACTIVE MEDICAL is not responsible for any consequence resulting from the use of non-Proactive slings on this equipment.**

## **WARNING!**

Do not put anything (e.g. cushion, pad, etc.) between the user and the sling. This may cause the user/patient to slide out of the sling and cause injury.

## **WARNING!**

Avoid personal injury by making sure no children or pets are near the Propekt® 500 Lift while it is in motion.

## **WARNING!**

Avoid personal injury by making sure all extremities (such as fingers, arms, legs, or feet) are clear of the lift mechanism while it is in operation.

## **WARNING!**

**Avoid personal injury and possible damage to the Protekt® 500 Lift by making sure the maximum weight limit of 500 lbs. is not exceeded.**

## **WARNING!**

**Replace any worn parts with only genuine Proactive Medical parts. The patient lift parts are not interchangeable with parts from other patient lift brands. Using other patient lift parts on these products is unsafe and may result in serious injury to user and caregiver. Proactive Medical is not responsible for any consequence resulting from the use of non-Proactive parts and components.**

## **WARNING!**

**Avoid personal injury by making sure the electrical connector is disconnected before conducting any electrical inspection. Contact your dealer if any electrical problem is detected.**

## **WARNING!**

**Service and repair of this equipment should be performed only by an authorized dealer. Proactive Medical is not responsible for any consequence resulting from any unauthorized service or repair.**

## **CAUTION**

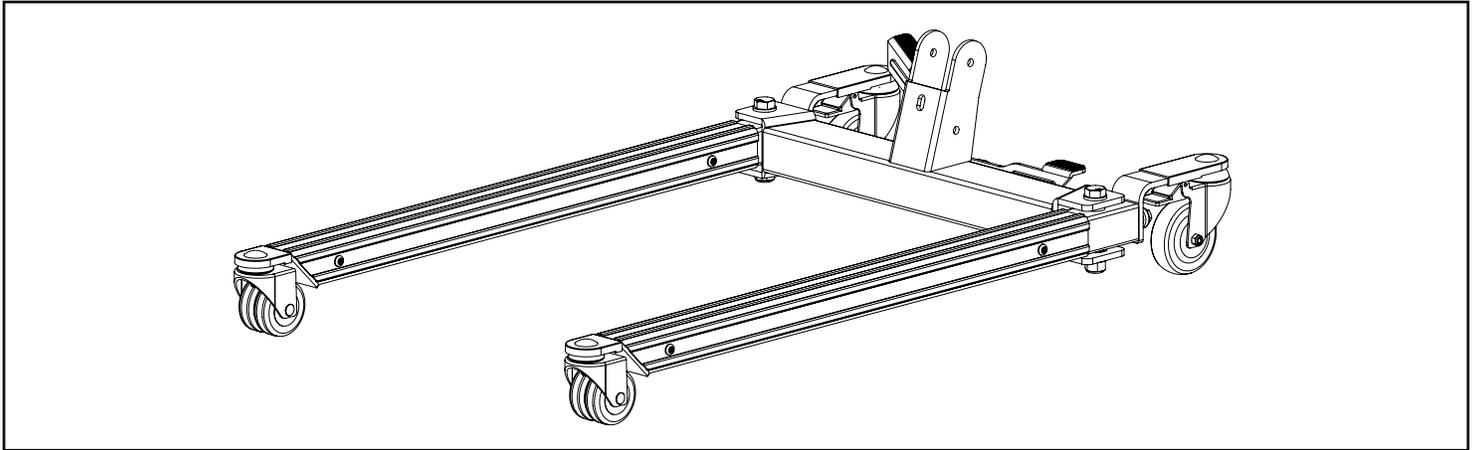
**Avoid damage to the Protekt® 500 Lift by keeping foreign objects from coming into contact with the lift mechanism.**

## **NOTE**

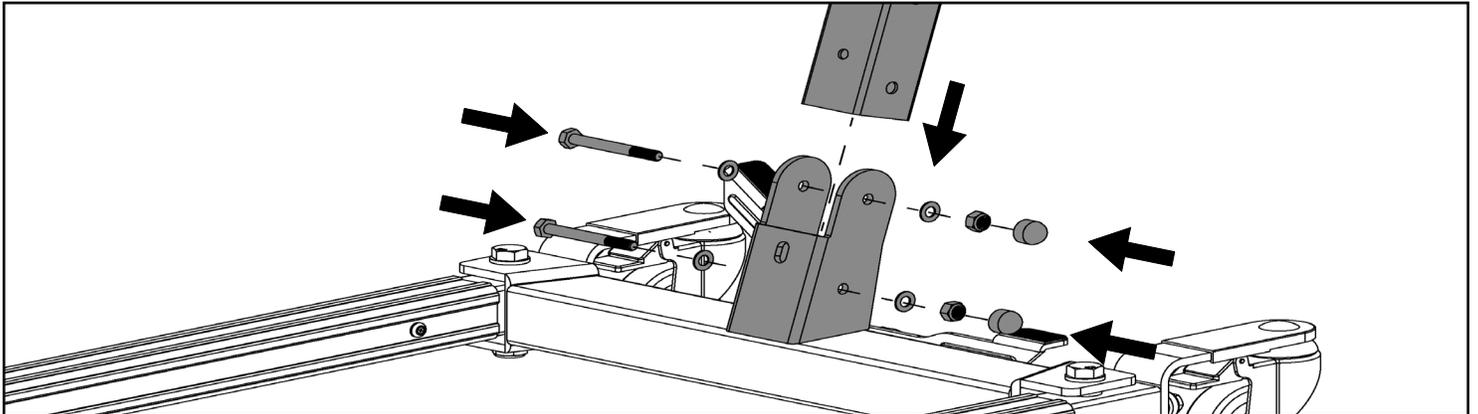
**Arrange all necessary items (lift, slings, commode chair or wheel-chair) for a smooth procedure. The user/patient being transferred should be positioned in the center of the bed before being lifted, as well as when he/she is returned to the bed. Keep lifter base widened and brakes locked during lifting.**

# Installation

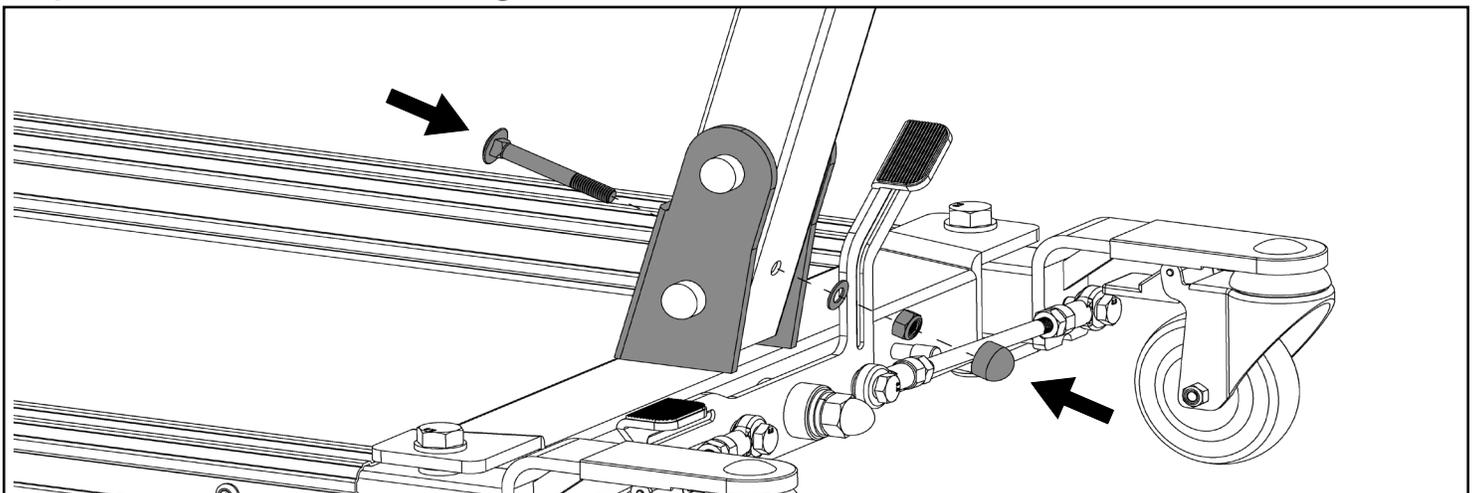
Step 1: Remove the base from the box.



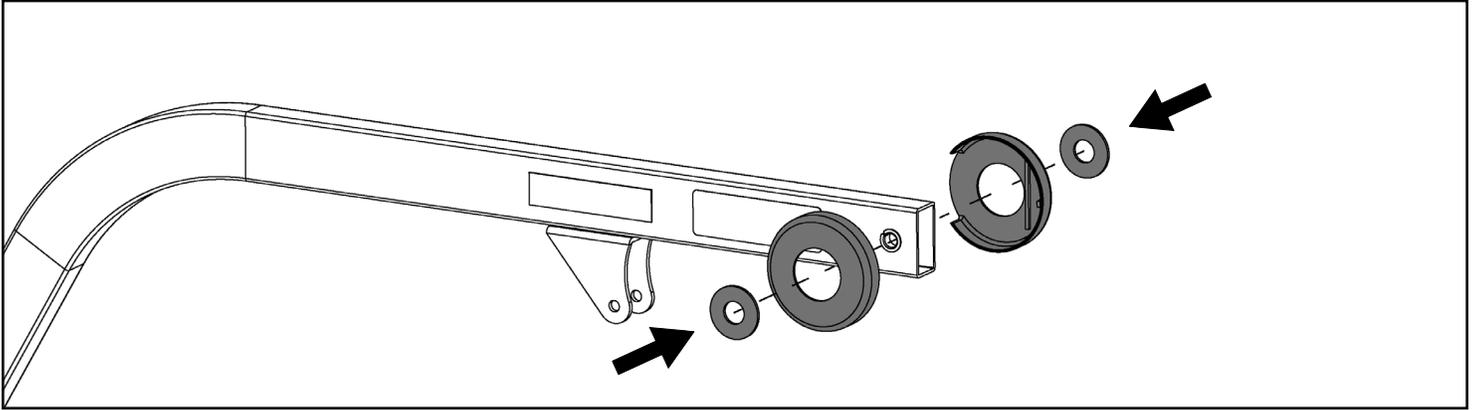
Step 2: Insert the mast and align the side holes on the mast with the holes on the bracket. Secure the mast to the bracket using the side bolts and nuts as follows, reinsert the plastic cap after the screw is tightened.



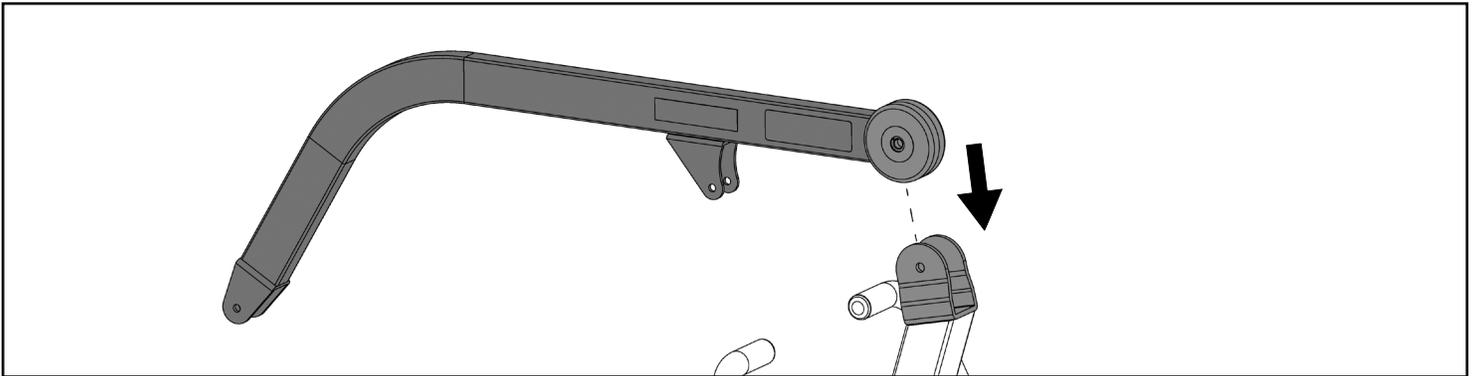
Step 3: Insert the carriage bolt to the front hole of the bracket, and secure the mast using bolts and nuts as follows, reinsert the plastic cap after the screw is tightened.



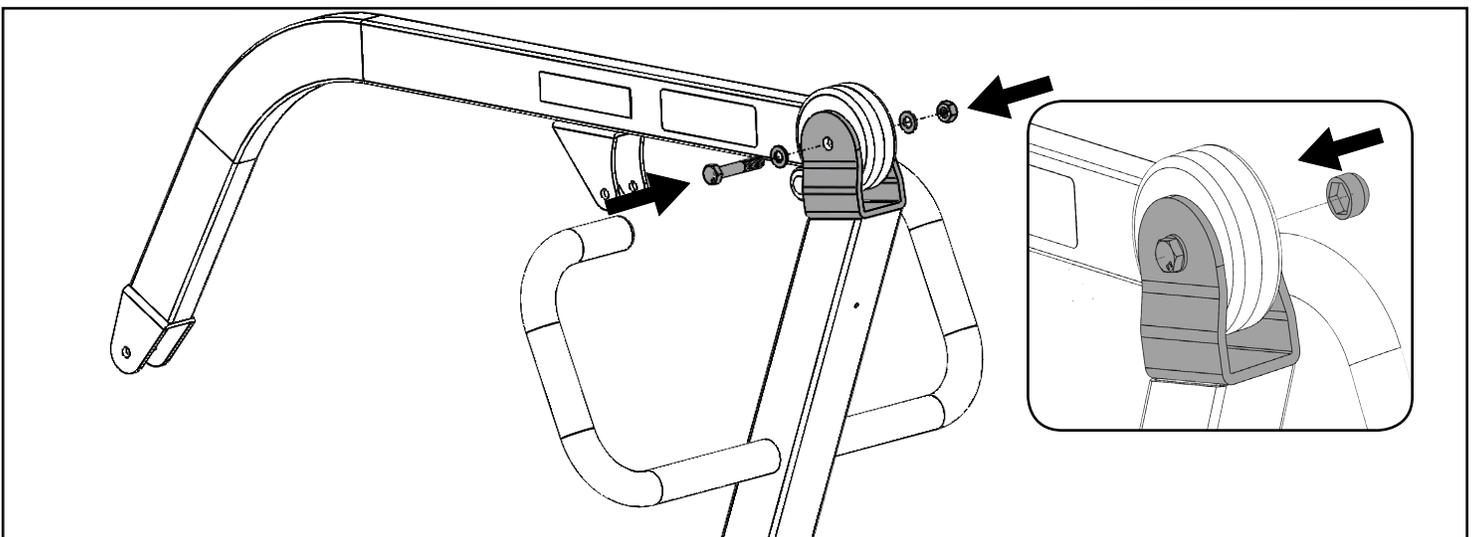
Step 4: Insert the round plastic cover and the large plastic washer to the boom as follows.



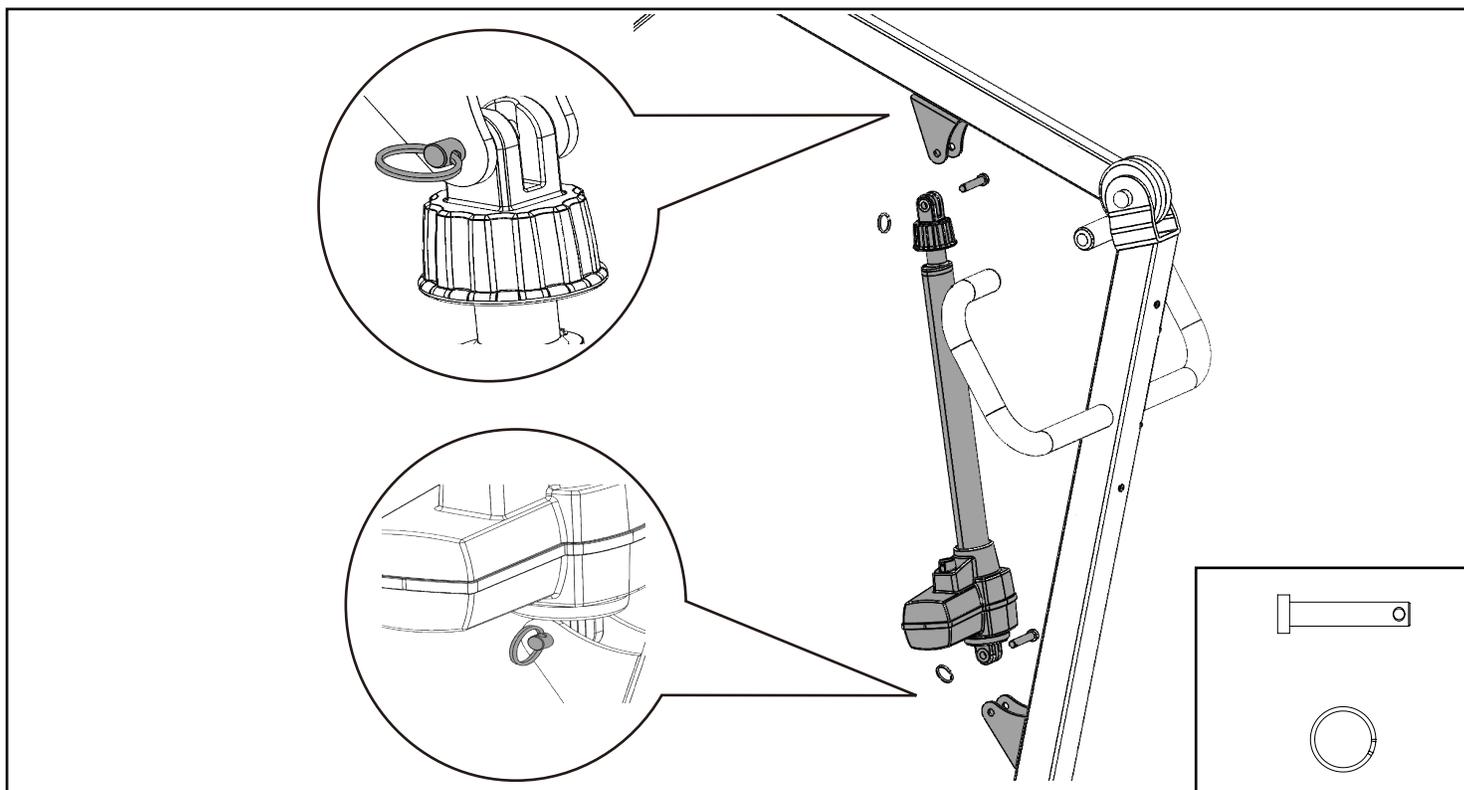
Step 5: Install the boom to the mast bracket, and make sure the plastic cover and plastic washers are still attached to the boom.



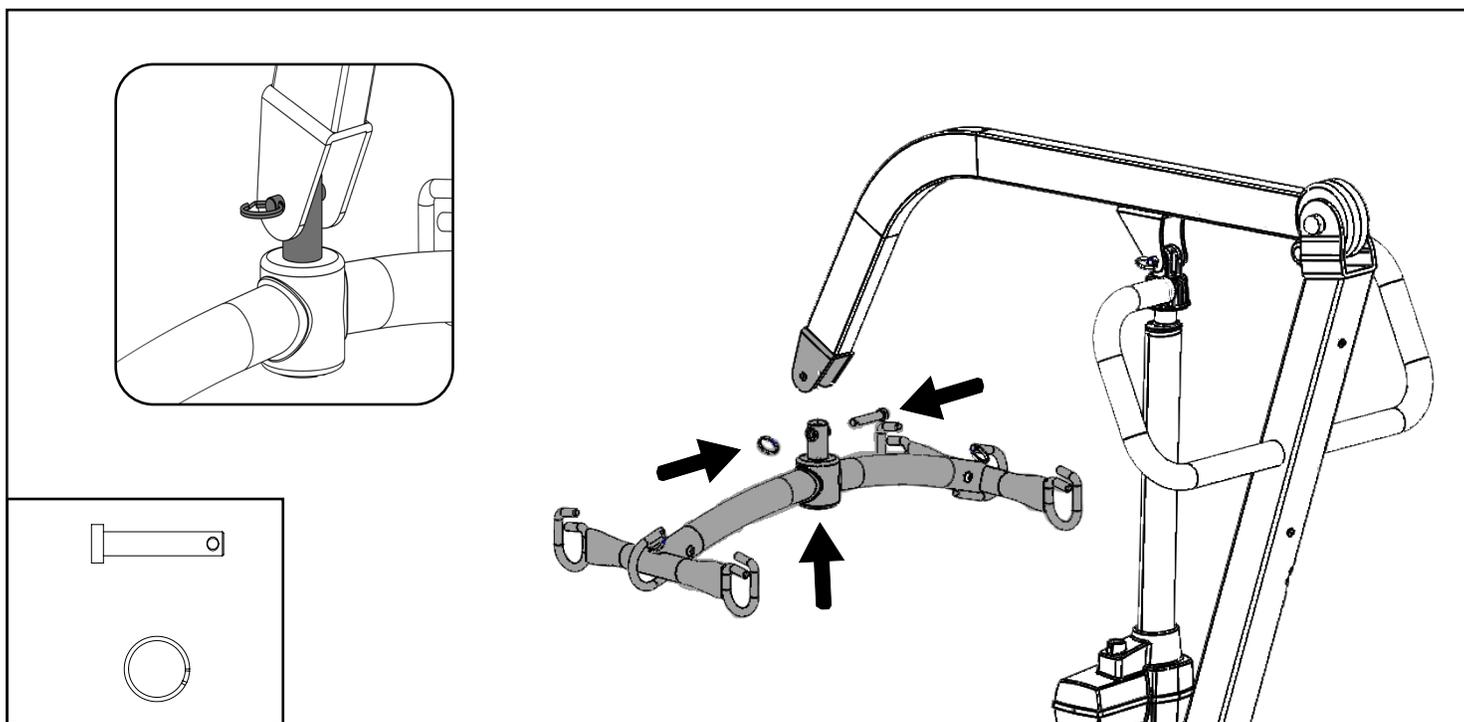
Step 6: Secure the boom to the mast by reinstalling the bolt, washer and nut. Once the screw is tightened, reinsert the plastic cap.



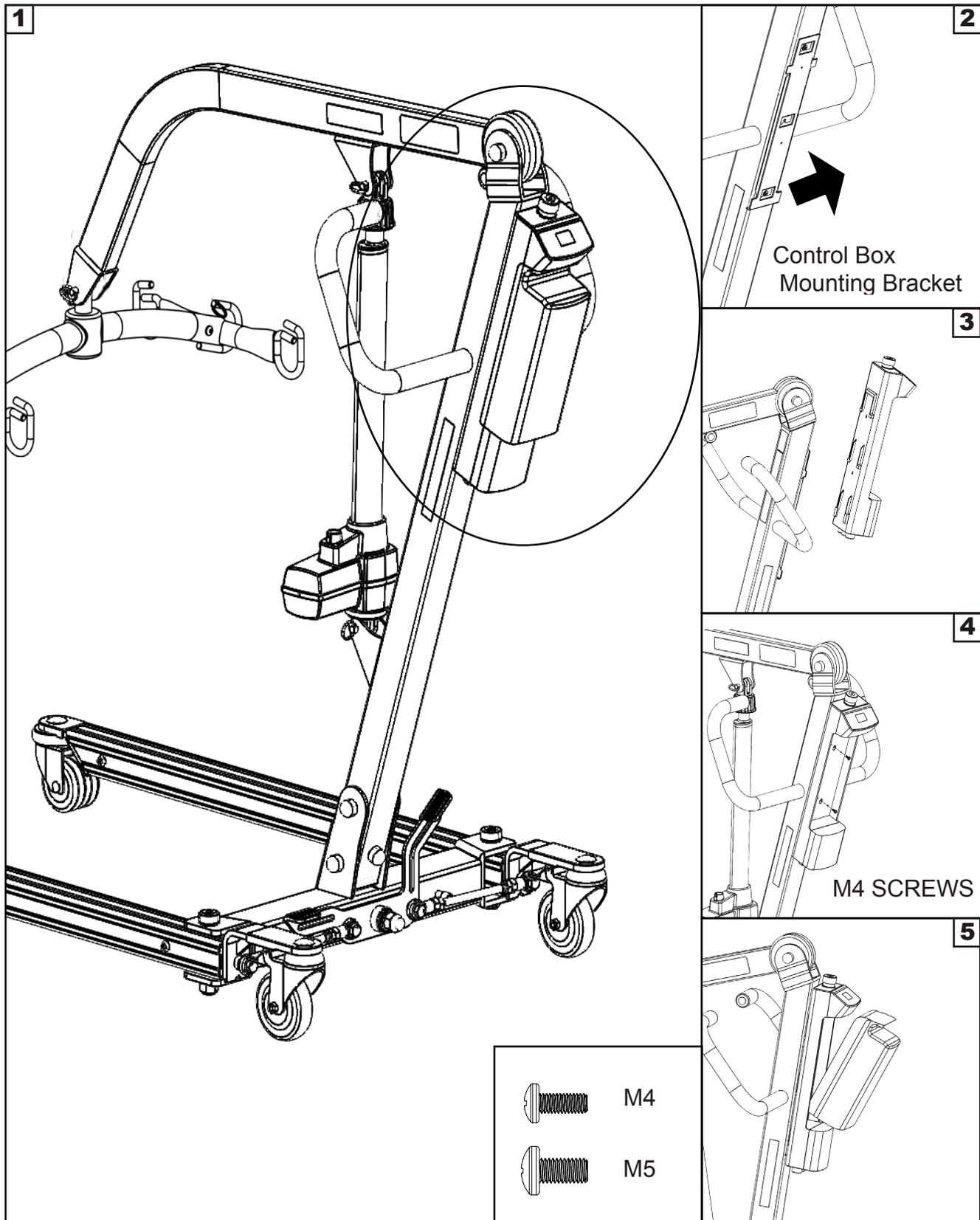
Step 7: First, secure the lower end of the actuator to the bracket on the mast using a pin and retaining ring. Then, secure the upper end of the actuator to the bracket on the boom using a pin and retaining ring as follows.



Step 8: Secure the spreader bar to the boom using a pin and retaining ring as follows.



# Setting Up Power Control Unit



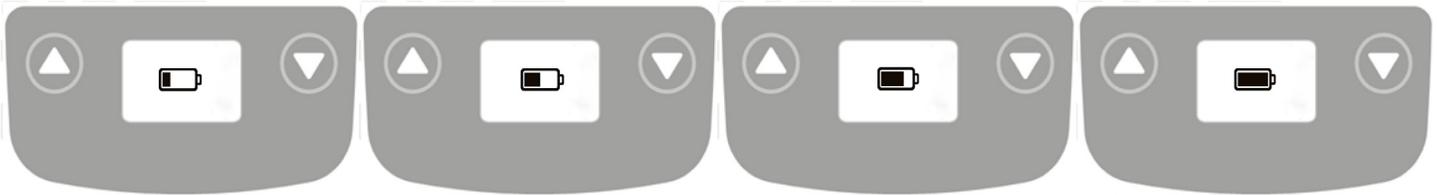
# USER GUIDE



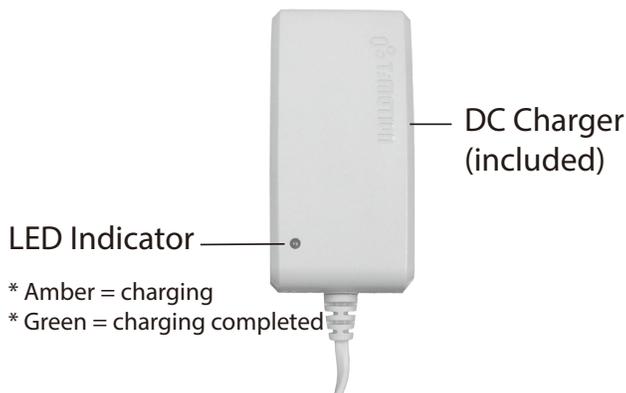
## LCD Display Panel Signs

When the emergency stop button is released, the LCD Display Panel will show one of the four signs below.

- The sign will display for 5 seconds.
- Then the lift will go into standby mode and the sign disappears.
- The lift is ready for use.



## Charging: DC Charger or Charging Cradle



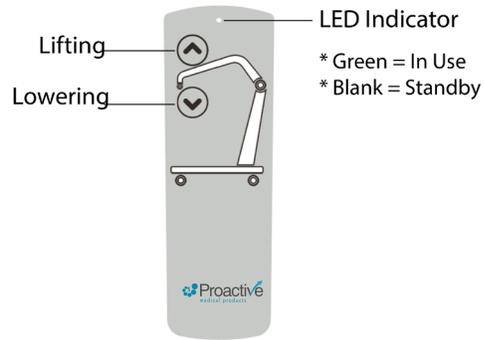
## LCD Display Panel Signs - Charging

During charging, the LCD Display Panel will show one of the four signs below.

- The DC Charger must be connected.
- The emergency stop button must be released.
- The battery will not be charged if the emergency button is pressed in.

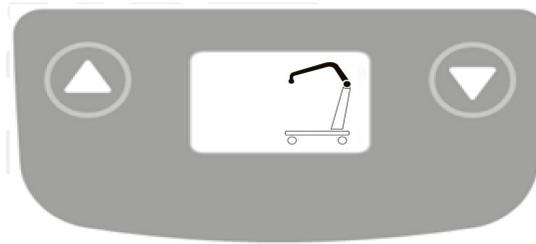


# Operating Lift: Using Hand Control



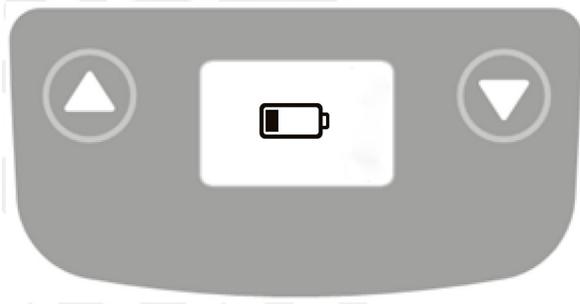
Button	Press Button	Release Button

# Operating Lift: Using LCD Display Panel



Button	Press Button	Release Button

## Warning! - Battery Low and Charging is Needed



If the battery needs to be charged, the LCD Display Panel will show a blinking low battery sign shown on the left either when the emergency stop button is released or when a button on the LCD Display Panel is pressed.

- Lift is still functioning.
- Buzzer will beep every 2 seconds.
- Battery needs to be charged immediately after use.

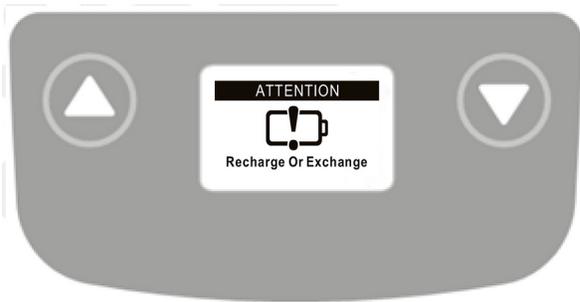
## Warning! - Overloaded



During lifting if the lift is overloaded, the LCD Display Panel will show the sign on the left and lifting will be deactivated immediately.

- The buzzer will beep 3 times.
- Lowering the lift by pressing the DOWN button is still allowed.
- The emergency stop button must be pressed in and then release the button before further lifting.

## Warning! - Charge Battery Immediately



If the battery is critically low, the LCD Display Panel will show the sign on the left either when the emergency stop button is released or when a button on the LCD Display Panel is pressed.

- Lift operation is deactivated.
- Battery needs to be charged immediately before further use.

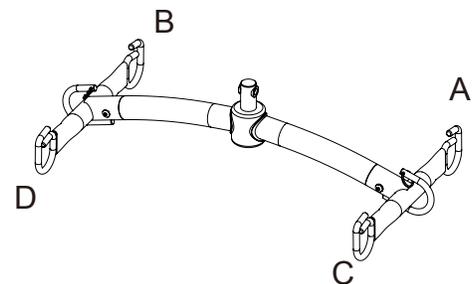
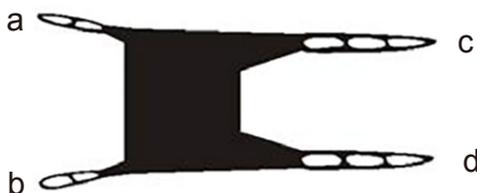
# OPERATING INSTRUCTIONS

**NOTE:** Turn the lift “ON” by turning the red “RESET” button clockwise. Turn the lift “OFF” by pressing down the “RESET” button.

## Transfer From Bed

- User/patient should be in the center of the bed.
- Position user onto his/her side by rolling the user towards you.
- Roll the sling in half, approximately. The handle on the back section should face outward when the sling is fitted.
- Position the sling under the user/patient so the commode aperture aligns with the base of the spine and top of the sling close to the neck.
- Roll user onto the opposite side and position him/her on the flat section of the sling. This will allow you to unroll the remainder of the sling from the other side of the user.
- Once the sling has been positioned centrally, feed the leg sections under the thighs and draw them up between the thighs.
- Raise the head of the bed if this function is available.
- Move the lift slowly towards the user and position the spreader bar over the user’s/patient’s chest.
- Lift the user above the bed by using the hand control.
- Pull lift away from bed. Position user over the wheelchair or chair then lower the patient onto the surface.

**Note:** Reverse the above procedures when returning the user/patient to bed.



## **Transfer From Wheelchair**

- Grasp the sling at each corner of the “U” shape of the commode aperture.
- The sling should be fitted with the handle on the back section facing outward.
- Help the user lean forward slightly, then slide the sling down between the chair and the user’s back.
- Position the commode aperture where the buttocks meets the seat.
- Position the sling equally around both sides of the body.
- Draw the leg sections to the front along the length of the user’s thigh.
- Check the sling’s central positioning by comparing the lengths of the leg sections when they are drawn forward.
- Reposition the sling if the leg sections are not equal in length.
- Feed the leg sections under the thighs.
- From between the legs, gently pull the leg section up the inner thigh.
- Feed as much material as possible under and between the thighs.
- Ensure the leg sections are positioned midway under the thighs to provide good support and greater comfort.
- Move the lift slowly towards the user and position the spreader bar over the user’s chest.
- Attach Loop a of sling to Hook A on Spreader Bar; attach Loop b to Hook B; attach Loop c to Hook C; attach Loop d to Hook D.
- Lift patient above the wheelchair by using the hand control.
- Pull lift away from wheelchair. Position patient over bed and lower patient onto it.

**Note: Reverse the above procedures when returning the user/patient to a wheelchair.**

**Warning!**  
Use **ONLY** Proactive Medical slings/products with this

<b>REPLACEMENT PARTS</b>	
LP-33500-TA36B-ACT	Replacement Actuator f/ Protekt Lift 33500 (500lb Cap.)
LP-TBC2-CRDL	Battery Charger Cradle ONLY (no plug) f/ Protekt Lift/Stand
LP-TBC2-CRDL-PK	Battery Charger Cradle Pack (includes plug) f/ Protekt Lift/Stand
LP-TC12-BPAK	Replacement Battery Pack f/ Protekt Lift/Stand
LP-TC12-CBOX	Replacement Control Box f/ Protekt Lift/Stand
LP-TH10-PEN	Replacement Hand Pendant f/ Protekt Lift/Stand
LP-TP7C-ADP	Replacement Plug f/ Protekt Lift/Stand

### Full Body Mesh Slings

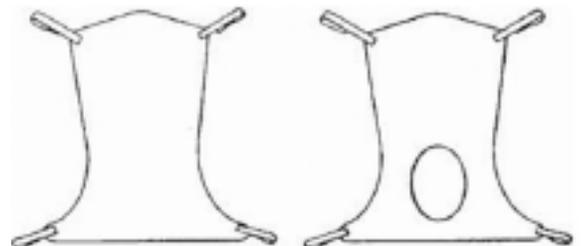
ITEM #	DESCRIPTION
30110 <i>Medium</i>	Mesh full body: medium 600 lb. weight capacity
30111 <i>Large</i>	Mesh full body: large 600lb. weight capacity
30124 <i>X-Large</i>	Mesh full body: X-large 600lb. weight capacity
30118 <i>XX-Large</i>	Mesh full body: XX-large 600lb. weight capacity

### Full Body Mesh Slings w/Commode

ITEM #	DESCRIPTION
30114 <i>Medium</i>	Mesh full body: medium w/ commode opening 600 lb. weight capacity
30115 <i>Large</i>	Mesh full body: large w/ commode opening 600lb. weight capacity
30116 <i>X-Large</i>	Mesh full body: X-large w/ commode opening 600lb. weight capacity
30119 <i>XX-Large</i>	Mesh full body: XX-large w/ commode opening 600lb. weight capacity

### Full Body Solid Slings

ITEM #	DESCRIPTION
30112 <i>Medium</i>	Solid fabric full body: medium 600 lb. weight capacity
30113 <i>Large</i>	Solid fabric full body: large 600lb. weight capacity
30117 <i>X-Large</i>	Solid fabric full body: X-large 600lb. weight capacity
30123 <i>XX-Large</i>	Solid fabric full body: XX-large 600lb. weight capacity



## Divided Leg Slings

Divided leg design is best suited for high level spinal cord injuries or patients where sling removal is more difficult. Support ranges from the upper back to beneath the thighs. Can be positioned with patient seated. Greatly simplifies the use of bathroom facilities.

ITEM #	DESCRIPTION
30100P <i>Small</i>	Solid divided leg: small 450 lb. weight capacity
30100 <i>Medium</i>	Solid divided leg: medium 450 lb. weight capacity
30101 <i>Large</i>	Solid divided leg: large 450 lb. weight capacity
30102 <i>X-Large</i>	Solid divided leg: X-large 450 lb. weight capacity
30103 <i>XX-Large</i>	Solid divided leg: XX-large 600 lb. weight capacity

## Padded Divided Leg Slings w/o Head Support

ITEM #	DESCRIPTION
30100P-NHS <i>Small</i>	Solid padded divided leg w/o head support: small 600 lb. weight capacity
30100-NHS <i>Medium</i>	Solid padded divided leg w/o head support: medium 600 lb. weight capacity
30101-NHS <i>Large</i>	Solid padded divided leg w/o head support: large 600 lb. weight capacity
30102-NHS <i>X-Large</i>	Solid padded divided leg w/o head support: X-large 600 lb. weight capacity

## Padded Divided Leg Slings w/Head Support

ITEM #	DESCRIPTION
30100P-HS <i>Small</i>	Solid padded divided leg w/ head support: small 600 lb. weight capacity
30100-HS <i>Medium</i>	Solid padded divided leg w/ head support: medium 600 lb. weight capacity
30101-HS <i>Large</i>	Solid padded divided leg w/ head support: large 600 lb. weight capacity
30102-HS <i>X-Large</i>	Solid padded divided leg w/ head support: X-large 600 lb. weight capacity



# TROUBLE SHOOTING

<b><i>Symptom:</i></b>	<b><i>Corrective Action:</i></b>
Cannot lift patient up and battery indicator shows no GREEN light.	1. Charge the batteries until all green lights are on.
Lift does not work and the battery indicator shows a full charge.	1. Check connections between the actuator and the control box. 2. Check connection between the pendant & control box. 3. Contact your dealer if problem persists.
Lift does not work and the battery indicator shows no light.	1. Make sure the emergency stop button is released. 2. Check connection of the batteries in the control box. 3. Contact your dealer if problem persists.
Stops-and-Runs while lifting or lowering user.	1. Check socket for pendant plug-in. 2. Check pendant cable. 3. Charge the batteries. Replace bad batteries. 4. Contact your dealer if problem persists.
Battery Indicator shows no light when charger is connected to power supply.	1. Check if emergency stop button is released. 2. Check charger plug for damage. 3. Check charger cable for damage. 4. Replace bad batteries. 5. Contact your dealer if problem persists.

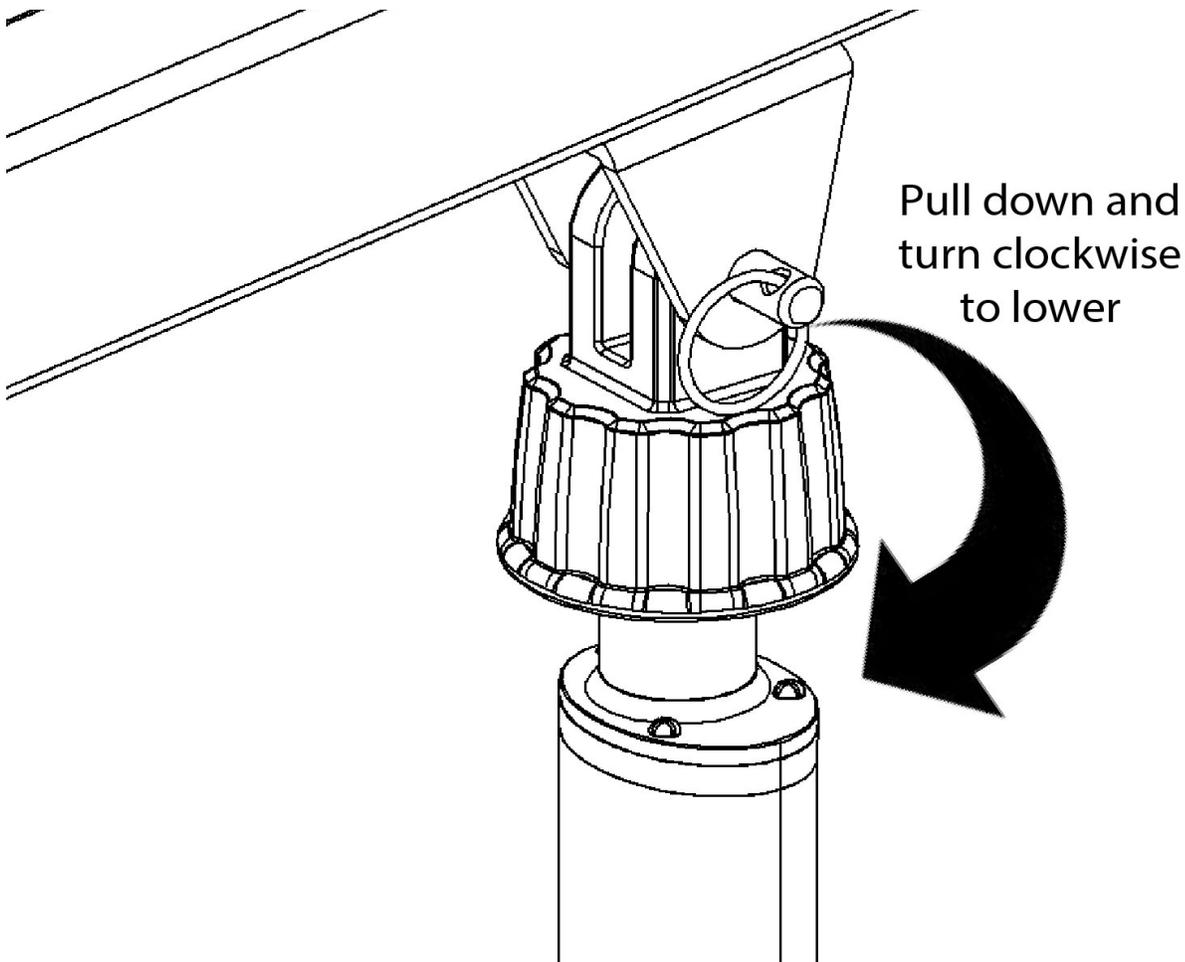
**WARNING:** If you experience a problem with your lift and are unable to service it yourself, contact Proactive Medical or your Proactive authorized distributor.

# Emergency Lowering Mechanism

Contact your dealer immediately if standard troubleshooting techniques do not correct the failure. Do not attempt to lift until all failure and safety issues have been resolved.

In case of lift failure, please follow the procedures below to safely lower the user.

The Emergency Lowering Device is located at the top of the actuator shaft. It is intended for use if the actuator or electronics fail to operate while the patient is suspended in midair. The device consists of a plastic collar ring that should be first pulled down and turned clockwise continually until the patient has been lowered.



**NOTE:**  
THE EMERGENCY LOWERING DEVICE IS INTENDED FOR USE DURING LIFT FAILURE. THIS DEVICE WILL ALLOW LOWERING OF PATIENTS ONLY. PLEASE CONTACT YOUR DEALER IMMEDIATELY IN CASE OF FAILURE.

# MAINTENANCE SCHEDULE

Item	In the Beginning	Monthly	Every 3 Months
<b>Boom &amp; Spreader Bar:</b> - Check connections between 1) Boom and Spreader Bar and 2) Boom and Mast for Improper connection, looseness, or wear.  - Check the Boom for bending and deflection.	<ul style="list-style-type: none"> <li style="text-align: center;">●</li> <li style="text-align: center;">●</li> </ul>	<ul style="list-style-type: none"> <li style="text-align: center;">●</li> <li style="text-align: center;">●</li> </ul>	
<b>Mast:</b> - Check the Mast for bending or deflection.  - Check the steering bar for damage or loose screws.	<ul style="list-style-type: none"> <li style="text-align: center;">●</li> <li style="text-align: center;">●</li> </ul>	<ul style="list-style-type: none"> <li style="text-align: center;">●</li> <li style="text-align: center;">●</li> </ul>	
<b>Base &amp; Foot Peddle:</b> - Check Bolts and nuts for looseness.  - Check casters and axle bolts for tightness.  - Check rubber parts on the casters for deflection.  - Apply grease to caster ball bearings if needed.	<ul style="list-style-type: none"> <li style="text-align: center;">●</li> <li style="text-align: center;">●</li> <li style="text-align: center;">●</li> </ul>	<ul style="list-style-type: none"> <li style="text-align: center;">●</li> <li style="text-align: center;">●</li> </ul>	<ul style="list-style-type: none"> <li style="text-align: center;">●</li> <li style="text-align: center;">●</li> </ul>
<b>Cleaning:</b> As needed.			<ul style="list-style-type: none"> <li style="text-align: center;">●</li> </ul>
<b>Actuator &amp; Control Box</b> - Make sure the control box is firmly affixed to the mast.  - Make sure the pins firmly affix the actuator to the Boom and the Mast.  - Make sure the connecting cable of the actuator and the control box is not loose.  - Make sure the Battery has capacity prior to use.	<ul style="list-style-type: none"> <li style="text-align: center;">●</li> <li style="text-align: center;">●</li> <li style="text-align: center;">●</li> <li style="text-align: center;">●</li> </ul>	<ul style="list-style-type: none"> <li style="text-align: center;">●</li> <li style="text-align: center;">●</li> <li style="text-align: center;">●</li> <li style="text-align: center;">●</li> </ul>	
<b>Slings &amp; Sling Hardware:</b> - Check sling for wear.  - Check sling hardware every time before use.	<ul style="list-style-type: none"> <li style="text-align: center;">●</li> <li style="text-align: center;">●</li> </ul>	<ul style="list-style-type: none"> <li style="text-align: center;">●</li> <li style="text-align: center;">●</li> </ul>	

## MAINTENANCE & INSPECTION CHECK LIST

The operator of the lift is to inspect the Protekt® 500 Lift before each use. Check all bolts for tightness. Make sure the base can be easily widened, and that all lift parts are in place. Make sure all casters turn freely, and that the caster brakes can be engaged. Make certain all necessary items (i.e. slings, wheel chairs, etc.) are accessible and ready for use.

Check the battery capacity.

At least once a month, the lift should be thoroughly inspected by a person qualified to recognize any signs of wear, and looseness of bolts or parts. Replace any worn parts immediately.

To lubricate, place a drop of oil on the following points when the Protekt® 500 Lift is serviced and every month thereafter- Top of Mast, Spreader Hinge, and Caster Axles.

## LIMITED WARRANTY

The Protekt® 500 Lift you purchased is guaranteed to be free from defects in material and workmanship under normal use and service. The warranty period for this product is 2 Years Electronics/3 Years Frame from the date of purchase by the original purchaser. This warranty shall be voided upon transfer of ownership of this product. Proactive Medical agrees to repair or replace this product, at our discretion and at no charge, within the warranty period provided and that Proactive Medical consents the unit is defective. The repaired or replacement unit shall be warranted for a period equal to the balance of the defective unit's warranty period.

This warranty shall not apply to any product which has been repaired or altered in any way so as, in our judgment, to affect its functionality and durability, nor to any product subject to abuse, misuse, negligence or accident, improper maintenance, improper installation, nor to any product used with other parts, components and/or accessories with quality and/or specifications not compatible with this product. This warranty does not cover products that have been impaired by occurrences considered Acts of God over which authorized dealer has no control. This warranty shall also be voided if any required periodic maintenance, if applicable, has not been properly performed on this product.

This warranty and the aforementioned remedies presented are exclusive and in lieu of all other express or implied warranties. No other representations or claims shall be binding or obligate authorized dealer in any way. Any warranty applicable to this product is limited to the aforementioned period indicated. In no event shall authorized dealer be liable for any special, incidental, or consequential damages; loss of revenue; or cost of replacement goods; resulting from the use or malfunction of this product to the associated equipment on which and with which it is used. This warranty gives specific legal rights and you may be entitled to other rights that vary from state to state.

# RETURN PROTOCOL

In the case where a customer wants to return an unwanted product or in the rare case where a product needs to be replaced for warranty reasons;

## Customer Returns

1. Please contact Proactive customer service to arrange a return authorization number (RA#). **This RA# must be written clearly on the box to insure proper timely processing of returns.**
2. The customer will be responsible to arrange and pay for return shipping.
3. Upon successful return of the product, an inspection will be made to determine that the product is new and in working condition.
4. Upon successful determination that the product is new and in working condition a full credit will be issued for the sales price of the returned product.
5. A 25% restock fee will apply to all returns and will be deducted from the credit along with all applicable shipping charges. Exceptions to the restock fee may be requested and will be considered on a case-by-case basis.

## Warranty

Proactive maintains the highest standards in quality control of its manufacturing process. In the unlikely occurrence of a warranty claim Proactive will do its best to resolve the problem as soon as possible.

1. Please contact Proactive customer service as soon as the problem is realized to arrange a return authorization number (RA#). **This RA# must be written clearly on the box to insure proper timely processing of returns.**
2. In order to ensure that the customer receives the replacement part or parts as soon as possible the customer will be required to place an order for the replacement part or parts needed. (this will be credited upon successful return of the item under warranty if there is a manufacturer's defect).
3. The customer will be responsible to arrange and pay for return shipping. (this will be credited upon successful return of the item under warranty if there is a manufacturer's defect).
4. Upon successful return of the product, a warranty inspection will be made to determine that the product is not working because of a manufacture defect.
5. Upon successful determination of a manufacturer's defect a credit will be issued for the replacement part or product order and the shipping costs incurred in its return.

**At Proactive Medical Products discretion, we will either repair or replace any product that does not comply with this warranty. All product warranties are void if the product has been misused or abused, if there have been unauthorized repairs, or if the law tag has been removed or tampered with.**

## Shipping Error

In the unlikely chance that there has been a shipping error Proactive will do its best to immediately rectify the situation.

1. Please contact Proactive customer service as soon as the error is realized to arrange a return authorization number (RA#). **This RA# must be written clearly on the box to insure proper timely processing of returns.**
2. Proactive will email the customer a return shipping label to ship the product back to Proactive.
3. Proactive will ship out the proper product to the proper location either same day or as soon as possible. Correct shipping and tracking information will be transmitted to the customer as soon as it is known.