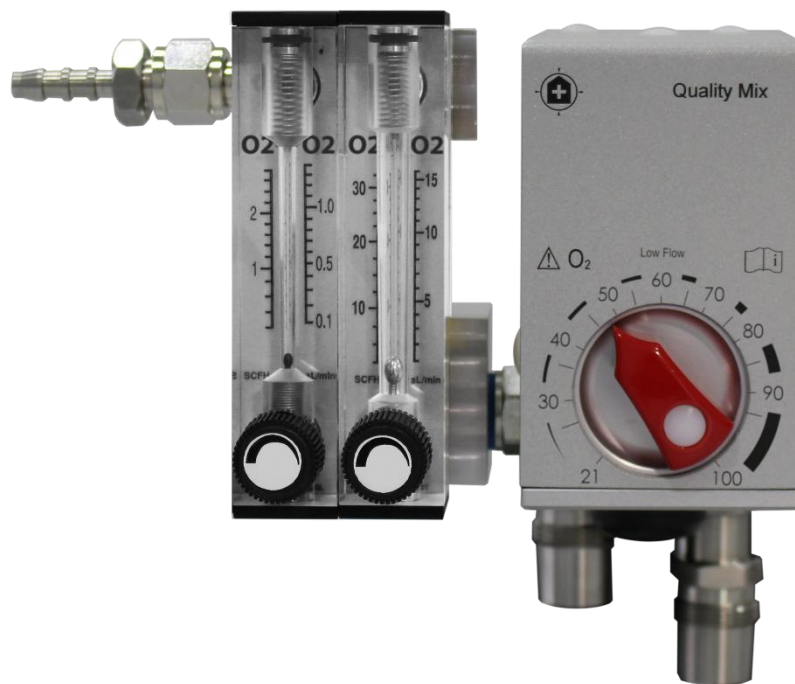


INSTRUCTIONS FOR USE

Quality Mix Combi I

Air-oxygen mixer

Quality Mix Low Flow



Keep these instructions!



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1. Explanation of the most important abbreviations

FIO ₂	Fractional concentration of inspired oxygen
DISS	Diameter Index Safety System (Diameter-coded safety system)
NIST	Non-Interchangeable Screw-Threaded System (Distinctive screw thread, Europe)
Bar	Unit of pressure measurement
l/min	Liters per minute
sl/min	Volume flow in liters per minute (standard pressure and standard temperature)
SCFH	Standard Cubic Feet per Hour (standard pressure and standard temperature)

2. Safety information

Symbol	Description
	The symbol indicates that the device complies with the requirements of Regulation 93/42/EEC concerning medical devices and all applicable international standards.
 WARNING	Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
 ATTENTION	When this symbol is used, it indicates a potentially hazardous situation which, if not avoided, may result in material damage.
 or 	Indicates the need for the user to consult the instructions for use.
	DO NOT USE OIL

SN	Displays the manufacturer's serial number so that a specific medical device can be identified.
UDI	Unique Device Identification
REF	Displays the manufacturer's order number so that the medical device can be identified.
	Indicates the manufacturer of the medical device in accordance with EU Directives 90/385/EEC, 93/42/EEC and 98/79/EC.
	Indicates a medical device that should not be used if the packaging is damaged or opened
	Refers to a medical device that must be protected against moisture.
	Refers to a medical device that can break or be damaged if handled carelessly.
	This refers to the temperature limits to which the medical device can be safely exposed.
	Indicates the humidity range to which the medical device can be safely exposed.
	Designates the range of atmospheric pressure to which the medical device can be safely exposed.
	Mixed gas output
	Non-sterile
Rx ONLY	Federal law (USA) restricts the device to sale by or on order of a physician

3. Scope of delivery and inspection on receipt

Scope of Delivery		
Quantity	Component	Optional
1	Base unit QualityMix Low Flow	
1	Pre-assembled flowmeter block with 2 flowmeters	
1	Instructions for use	

Inspection: Remove the device from the packaging and inspect it for damage. If you detect any damage, DO NOT use the device and contact your dealer.

4. Intended use

Section	Content
Intended use	The Quality Mix oxygen-air mixer is designed to deliver a continuous and accurate blend of medical air and medical oxygen through outlet ports to neonates, children, and adults. The exact fractional inspired oxygen concentration (FIO₂) corresponds to the selected FIO₂ setting on the control knob (rotary switch). This is a medical device intended exclusively for use by qualified, trained personnel in professional medical environments where the administration and monitoring of air/oxygen mixtures are required.
Indication	This device is intended for patients who require supplemental oxygen because they cannot absorb sufficient oxygen from ambient air.
Contraindication	DO NOT use on patients who are unable to breathe spontaneously. DO NOT use for life support or life-saving purposes.
Operator	The oxygen-air mixer may only be operated by medical professionals under the direct supervision of a licensed physician.
Environment of Use	The oxygen-air mixer is intended for use in medical (clinical) environments where precise and reliable gas mixtures are required.
Warnings	• This device is not intended as a life-support or life-saving system. • Oxygen concentration must be prescribed by qualified medical personnel. • Oxygen concentration should be checked regularly with a suitable analyzer. • All connections must be checked for leaks before use. • Do not use the device if the alarm sounds or if malfunctions occur. • Turn off the gas supply (oxygen, air) after use.

5. Before using for the first time

Read all instructions before use!

These instructions for use provide specialist personnel with instructions for installing and operating the Quality Mix with pre-assembled flowmeter block. It is for your safety and protects the appliance from damage. If you do not understand any of the information or instructions in these instructions for use, do not use the appliance and contact your supplier.

 WARNING	
This product is not intended as a life-supporting or life-sustaining device.	
Categorie	WARNING DETAILS
User Responsibility	The air-oxygen mixer may only be operated by medical personnel under the direct supervision of a licensed physician. Use only for the purpose described in these instructions for use.
Dosage & Monitoring	Check the prescribed dose before administering it to the patient and monitor the administration regularly.
Maintenance & Standards	The air-oxygen mixer may only be serviced by a qualified service technician. Always observe the EN and DIN standards for medical gas products, flow meters, and the handling of oxygen.
Monitoring Oxygen Concentration	The oxygen concentration can optionally be confirmed using an oxygen analysis/monitoring device.
Alarm Function	The Air-Oxygen Mixer has a pneumatic alarm function. Do not block or tamper with the alarm. Do not use the device if the alarm sounds. The acoustic alarm may not function if the input pressure is too low.
Environment & Materials	DO NOT use oil or grease in or near the mixer (risk of chemical reaction with oxygen). DO NOT block the vent port on the mixer's auxiliary outlet. DO NOT use the air-oxygen mixer near flames, flammable or explosive substances, vapors, or gases. NEVER smoke in an area where oxygen is being administered.

Mechanical Handling	The oxygen concentration control knob does not rotate 360°. Setting below 21% or above 100% oxygen may damage the mixer.
 WARNING	
Gas Supply & Storage	Shut off the gas supply for all gases when the mixer is not in use. Store the mixer in a clean, dry place when not in use.
MRI Compatibility	The air-oxygen mixer is NOT MRI-compatible. Please note: The O₂ monitor accessory is NOT MRI-compatible.
Connection Safety	Before each use, ensure that all gas connections are secure and tight. Do not use damaged or leaking hoses.
Pressure Requirements	Avoid pressure surges above 6.5 bar to prevent damage to the mixer. The inlet pressure of the gas supply must correspond to the manufacturer's specifications on the device. When using a cylinder or high-pressure gas source, always use a pressure reducer (pressure range 3.2 to 6.5 bar).
Cleaning & Sterilization	NOT suitable for sterilization. DO NOT immerse in liquids. DO NOT sterilize with ethylene oxide (EtO). DO NOT clean with aromatic hydrocarbons, as these can damage the material. Do not use aggressive cleaning agents or solvents.
Contamination & Damage	DO NOT use if contamination or impurities are visible on or near the air-oxygen mixer or the connecting pieces. If cleaning is not sufficient, do not put the mixer into operation and contact the service department.

6. Technical data air-oxygen mixer

Parameter	Low Flow Specification
Main Outlet Flow	3-30 l/min
Bleed Flow	≤ 3 l/min bei 3,4 bar
Maximum Combined Flow	≥ 30 l/min
Emergency Flow (Failure of Air or Oxygen Supply) per Remaining Gas	>15 l/min
Alarm Trigger – Supply Pressure Drop	Alarm ON at a pressure difference of 0.9-1.8 bar between gases. Alarm OFF at a pressure difference of >0.3 bar. Example: If input pressure is 4.2 bar, alarm activates at 3.3-2.4 bar, and turns off at ≤3.9 bar.
Alarm Sound Level	≥ 80 dB at a distance of 30 cm
Adjustable Oxygen Concentration Range	21-100%
Gas Inlet Pressure	3.2-6.5 bar (Air and Oxygen with a maximum pressure difference of 0.7 bar)
Accuracy of Mixed Gas (FIO ₂)*	±3% Oxygen
Connection Types	DISS outlets for mixed gas, NIST inlets for air and oxygen
Dimensions (L x W x H) Blender unit	13 x 16,5 x 12,2 cm
Weight	1600 g
Operating Temperature	+5°C to +50°C

**The accuracy of the oxygen concentration may be affected if the bleed is not activated in accordance with the instructions for use.*

The air-oxygen mixer was degreased for oxygen use before delivery. The reverse gas flow of the air-oxygen mixer complies with point 9 of the ISO 11195 standard. The oxygen analyzer used must comply with the ISO 80601-2-55 standard and meet the CE regulations.

7. Pressure drop

Niedriger Flow	≤ 0.14 bar at inlet pressures of 3.2-6.5 bar and a flow rate of 10 l/min at 60% FIO ₂
Hoher Flow	≤ 0.21 bar at inlet pressures of 3.2-6.5 bar and a flow rate of 30 l/min at 60% FIO ₂

8. Flowmeter Block

Oxygen flowmeter		
0.0 – 30.0 SCFH	0.0 – 15.0 sl/min	Accuracy ± 5% of full-scale value
0.0 – 2.5 SCFH	0.1 – 1.0 sl/min	Accuracy ± 5% of full-scale value
Scale	Directly readable dual scale. Each scale displays both metric and imperial units.	
Flow Measurement	Read values at the center of the spherical float.	
Maximum Operating Pressure: 700 kPa (100 psig)		

9. Transport and storage conditions

Temperature Range	-20 °C to 50 °C
Humidity	Max. 95% non-condensing humidity

10. Dryness and composition of the supply gasses

Air:

The medical air must meet the requirements of national standards.

Oxygen:

The oxygen used must meet all requirements for medical oxygen as per the European Pharmacopoeia. The monograph specifies that oxygen must have a minimum purity of 99.5%.

11. Illustrations and naming of components



ATTENTION

If you follow the instructions regarding reprocessing, the labeling on the devices will remain intact. However, if it becomes illegible or is missing, please contact the manufacturer or your local contact person.

The following illustrations show a variant of the Quality Mix in the version with a flowmeter block with 2 flowmeters.

No.	Component	Description	Photo
①	Outlet Flowmeter Block	Connection for gas outlet from the flowmeter block.	
②	O ₂ /AIR Flowmeter with Flow Control	Regulator for controlling the air-oxygen flow.	
③	O ₂ /AIR Flowmeter with Flow Control (Second)	Second regulator for controlling the air-oxygen flow.	
④	Oxygen Concentration Control Knob	Adjustment knob for regulating the oxygen concentration.	
⑤	O ₂ Concentration Scale	Displays the set oxygen concentration.	
⑥	O ₂ Inlet Connection	Connection for oxygen supply.	
⑦	Pneumatic Alarm	Audible warning signal in case of pressure drop or gas supply failure.	
⑧	AIR Inlet Connection	Connection for air supply.	

No.	Component	Description	Photo
Flowmeter Block Front View			
ATTENTION: The flowmeters have directly readable dual scales. Each scale shows both metric and imperial units. The values are read at the center of the spherical floats.			
①	Outlet Flowmeter Block	Connection for mixed gas output from the flowmeter block.	
②	O ₂ /AIR Flowmeter with Flow Control	Regulator for controlling the air-oxygen flow. Activation: Turn in the direction of the threshold arrow (counterclockwise). Deactivation: Turn opposite the direction of the threshold arrow (clockwise).	
③	O ₂ /AIR Flowmeter with Flow Control (Second)	Second regulator for controlling the air-oxygen flow. Activation: Turn in the direction of the threshold arrow (counterclockwise). Deactivation: Turn opposite the direction of the threshold arrow (clockwise).	

No.	Component	Description	Photo
Oxygen-Air Mixer, Left View (without mounted flowmeter block)			
⑨	AIR Input Connection	Connection for the medical air supply.	
⑧	Pneumatic Alarm	Acoustic warning signal for pressure drop or gas supply failure.	
⑪	Mounting Bracket	Bracket for mounting onto a standard rail.	
⑫	Output Connection for Mixed Gases	Output connection for the mixed gas (O ₂ and AIR), connected to the pre-assembled flowmeter block.	

No.	Component	Description	Photo
Oxygen-Air Mixer, Right View (without outlet)			
⑦	O ₂ Input Connection	Connection for the oxygen supply.	
⑧	Pneumatic Alarm	Acoustic warning signal for pressure drop or gas supply failure.	
⑪	Mounting Bracket	Bracket for mounting onto a standard rail.	

Short Description of components

Component	Description
Oxygen Concentration Dial	Regulator for setting the oxygen concentration between 21% and 100%. The FIO ₂ scale is for reference only. The dial cannot be fully rotated 360° and starts at 21%.
Main Outlet without Bleed	DISS connection with external thread and check valve for gas flow supply. Flowmeter block pre-assembled at the outlet.
O ₂ Connection (bottom of the Oxygen-Air Mixer)	NIST oxygen connection with internal thread and one-way valve for connecting an oxygen supply hose.
AIR Connection (bottom of the Oxygen-Air Mixer)	NIST air connection with internal thread and one-way valve for connecting an air supply hose.
Alarm Indicator (bottom of the Oxygen-Air Mixer)	Acoustic alarm that sounds when there is a significant pressure drop or if the air and/or oxygen supply is interrupted.

12. Installation

 WARNING
Read the operating instructions before installing or using the device.
 ATTENTION
Check the Quality Mix air-oxygen mixer for visible damage before use and do not use it if it is damaged.

Note: Carry out the following test before using the device for the first time:

Preparation for the alarm test

Step	Description	Execution
1. Mounting the Mixer	Secure attachment of the Oxygen-Air Mixer.	Mount the Oxygen-Air Mixer upright on a standard rail or using an appropriate bracket on a stand.
2. Connecting the Oxygen Supply (O ₂)	Connecting the O ₂ line to the mixer.	Connect the oxygen supply line (O ₂) to the corresponding inlet at the bottom of the Oxygen-Air Mixer.
3. Connecting the Air Supply (AIR)	Connecting the AIR line to the mixer.	Connect the air supply line (AIR) to the corresponding inlet at the bottom of the Oxygen-Air Mixer.
4. Connecting the Supply Line	Connecting the Flowmeter block to the additional gas line.	Connect a supply line to the output of the Flowmeter block.

Carrying out the alarm test

Step	Description	Execution
1. Connection to the Oxygen Source	Connect to the O ₂ source.	Connect the O ₂ line attached to the Oxygen-Air Mixer to the central gas supply or an oxygen cylinder.
2. Connection to the Air Source	Connect to the air source.	Connect the AIR line attached to the Oxygen-Air Mixer to the central gas supply or an air cylinder.
3. Pressurization & Flow Adjustment	Activate gas supply and regulate flow.	Pressurize the Oxygen-Air Mixer and set the O ₂ flowmeter to 5 sl/min in the direction of the arrow.
4. Set Oxygen Concentration	Set the desired O ₂ concentration.	Set the rotary switch on the Oxygen-Air Mixer to 60% FIO ₂ .
5. Air Supply Test	Test the alarm function.	Disconnect or turn off the air supply to the Oxygen-Air Mixer. The mixer should emit a loud whistle as an alarm.
6. Reactivate Air Supply	Restore normal operation.	Reconnect the air supply and activate the gas flow. The whistle should stop.

7. Oxygen Supply Test	Test the alarm with interrupted O ₂ supply.	Disconnect or turn off the oxygen supply to the Oxygen-Air Mixer. A loud whistle should sound, confirming the correct alarm function.
8. Reactivate Oxygen Supply	Restore normal operation.	Reconnect the oxygen supply and activate the gas flow. The whistle should stop.
9. Alarm Function Test	Verify the alarm function.	If the alarm does not function properly, DO NOT USE the device.

13. Commissioning

 ATTENTION	
Check the Quality Mix air-oxygen mixer for visible damage before use and do not use it if it is damaged.	

Step	Description	Execution
1. Attach the Mixer	Securely mount the Oxygen-Air Mixer.	Attach the Oxygen-Air Mixer with the pre-mounted flowmeter block to a rail or stand holder securely.
2. Connect Oxygen Supply (O ₂)	Connect to the oxygen source.	Connect the oxygen line (O ₂) to the bottom of the mixer and connect it to the central gas supply or cylinder.
3. Connect Air Supply (AIR)	Connect to the air source.	Connect the air line (AIR) to the bottom of the mixer and connect it to the central gas supply or cylinder.
4. Set Oxygen Concentration	Set the desired concentration.	Adjust the rotary switch on the Oxygen-Air Mixer to the desired value.
5. Check Gas Flow	Ensure that the gas flows properly.	Monitor the flow of the oxygen-air mixture to the patient at the flowmeter block.
6. Measure Oxygen Concentration	Verify the set concentration.	Use an oxygen analyzer or monitoring device to ensure the set concentration is reached.
7. Turn Off the Device After Use	Stop the gas supply.	Close the gas supplies (O ₂ , AIR) or disconnect the device from the gas supply.

14. Cleaning and Disinfection

 ATTENTION
• NOT suitable for sterilization. • NEVER immerse the air-oxygen mixer in liquids. • NEVER immerse the flowmeter block in liquids. • DO NOT use strong solvents or abrasive cleaners. • DO NOT clean with aromatic hydrocarbons.

General notes		
The exterior of the Oxygen-Air Mixer and the flowmeter block should be cleaned and disinfected regularly and at the latest after each use with a patient, according to applicable hygiene standards. The guidelines from the Robert Koch Institute (RKI) and the German Society for Hospital Hygiene (DGKH) must be observed.		
Personal Protective Measures		
Wear disposable gloves before cleaning.		
If necessary, use appropriate protective clothing in accordance with hygiene guidelines.		
Preparation for Cleaning:		
All gas connections, external devices, and accessories must be disconnected from the device before cleaning and disinfection.		
Step	Description	Execution
1. Coarse Cleaning	Remove dust and visible dirt.	Wipe off rough dirt with a soft, lint-free cloth or a non-abrasive sponge.
1a. Use Mild Cleaner	Remove stubborn dirt.	If needed, use a mild cleaner (e.g., water-based).
1b. Dispose of Cleaning Wipes	Dispose of used cleaning wipes safely.	Properly dispose of used cleaning wipes.
2. Disinfection	Kill bacteria, viruses, and fungi.	Use a suitable VAH-listed disinfectant based on ethanol, propanol (isopropanol, n-propanol) Baisi and prepare according to the manufacturer's instructions.
2a. Apply Disinfectant	Apply disinfectant evenly.	Use a clean, soft cloth or ready-to-use disinfectant wipes to thoroughly treat all surfaces, including hard-to-reach areas.
2b. Observe Dwell Time	Allow disinfectant to work effectively.	Wait for the recommended dwell time from the manufacturer.
2c. Dispose of Disinfection Wipes	Dispose of used disinfectant wipes safely.	Properly dispose of used disinfectant wipes.
3. Drying	Remove excess moisture.	After the dwell time, wipe the surfaces with a dry, lint-free cloth.
3a. Dispose of Wipes	Dispose of used wipes.	Properly dispose of used wipes.
4. Inspection & Completion	Check the cleaning and disinfection process.	Perform a visual and functional check to ensure all surfaces have been properly cleaned and disinfected.

4a. Storage	Safe storage of the device.	Store the device in the validated packaging from DEHAS for storage or transport.
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15. Service

The following maintenance and inspection tasks must be carried out:

- Regular inspection of the alarm by the user before using the device.
- The safety technical check (STK) must be performed annually by a trained user or biomedical technician.
- Maintenance by trained personnel must be carried out at least every 2 years. The inspection of the reverse gas flow is part of the maintenance and is therefore carried out every 2 years.

16. Reverse Gas Flow Test

Step	Description	Execution
1. Set oxygen concentration	Set the air-oxygen mixer to the desired concentration.	Turn the knob on the air-oxygen mixer to set the oxygen concentration to 60%.
2. Test AIR connection	Check the connection and seal of the medical air supply.	
2a. Connect AIR	Establish the air connection.	Connect the medical air (AIR) hose to the air-oxygen mixer and the central gas supply or gas cylinder.
2b. Activate AIR supply	Open the air supply.	Turn on the medical air supply.
2c. Measure flow	Check the gas flow at the oxygen inlet	Measure the flow at the oxygen inlet of the mixer with a suitable measuring device.
2d. Check limit value	Ensure no unwanted air is flowing.	The measured flow should not exceed 10 ml/h.
2e. If deviation: Replace duckbill valve	Replace faulty seal.	If the flow is too high, replace the duckbill valve at the oxygen inlet according to the service instructions and repeat the measurement.
3. Test O₂ connection	Check the connection and seal of the oxygen supply.	
3a. Connect O₂	Establish the oxygen connection	Connect the oxygen hose to the mixer and the oxygen supply.
3b. Activate O₂ supply	Open the oxygen supply	Open the medical oxygen supply.
3c. Measure flow	Check the gas flow at the air inlet.	Measure the flow at the air inlet (AIR) of the mixer with a suitable measuring device.
3d. Check limit value	Ensure no unwanted oxygen is flowing	The measured flow should not exceed 10 ml/h.
3e. If deviation: Replace duckbill valve	Replace faulty seal.	If the flow is too high, replace the duckbill valve at the air inlet (AIR) according to the service

		instructions and repeat the measurement.
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17. Return of goods

Please contact your dealer in this regard. They will coordinate the return shipment for you. It is important that you provide a description of the fault so that the return can be processed properly. All returns must be sent in sealed containers to prevent damage. The retailer is not responsible for devices that are damaged during transportation.

18. Disposal

This appliance and its packaging do not contain any hazardous substances. No special precautions are required when disposing of the appliance and/or packaging.

Please recycle.

19. Troubleshooting

If the air/oxygen mixer fails, please refer to the troubleshooting section below. If this does not solve the problem, please contact your local specialist dealer.

Problem	Possible Cause	Solution
Deviation between the set oxygen concentration and the measured value on the analysis/monitoring device (more than $\pm 3\%$)	Analysis/monitoring device is not measuring accurately	Recalibrate the device or verify the measurement with a second device.
	Bleed is blocked at low flow.	Remove the blockage.
	Contaminated gas supply.	Check the gas supply using a calibrated oxygen analyzer. The oxygen content should be 100%, and the air content should be 21%.
	Downstream device causes backpressure or limited flow.	Disconnect the mixer and measure the oxygen concentration directly at the outlets.
No flow at the mixer outlets	Gas supply is turned off.	Turn on the gas supply.
	Gas supply is not connected correctly.	Properly connect the gas supply.
Alarm sounds	The difference between oxygen and air inlet pressures exceeds the specified limits.	Adjust the pressure levels until both match the manufacturer's specifications
	Air supply has been interrupted.	Reactivate the air supply and check the connection.
	Oxygen supply has been interrupted.	Reactivate the oxygen supply and check the connection.
	Duckbill valve is defective or blocked.	Replace the valve according to the service instructions.
If the problem cannot be resolved using the measures above, discontinue use of the mixer and contact technical service. Before each use, ensure that all gas connections are properly secured and leak-free. Regular maintenance and calibration help prevent malfunctions.		

20. Warranty

The supplier guarantees that the mixer is free from defects in workmanship and/or materials for the following period:

One (1) year from the date of shipment.

If a defect occurs within the applicable period, the dealer will, upon written notification and proof that the device has been stored, installed, maintained, and operated in accordance with the instructions and standard industry practices, and that no modifications, substitutions, or alterations have been made to the product, correct these defects by appropriate repair or replacement at its own expense.

ORAL STATEMENTS DO NOT CONSTITUTE A WARRANTY.

The dealer is not authorized to provide oral warranties for the product described in this contract, and such statements are neither binding nor part of the purchase agreement. Therefore, this statement represents the final, complete, and exclusive terms of the contract.

The dealer's currently valid General Terms and Conditions (AGB) and German law shall apply.

21. Part Numbers

Description	Art. No.	GTIN
QualityMix Combi I, QualityMix Modular O ₂ -Air Mixer Base Unit with Mounted Dual Flowmeter Block; 1st Flowmeter 0–1 LPM, 2nd Flowmeter 0–15 LPM	HVS-B-G-LF-2O2-NIST	4251411710255
QualityMix Combi I QualityMix Modular O ₂ -Air Mixer Base Unit with Mounted Dual Flowmeter Block; 1st Flowmeter 0–1 LPM, 2nd Flowmeter 0–15 LPM	D-B-G-LF-2O2-NIST	4251411710170

DECLARATION OF CONFORMITY



DEHAS Medical Systems GmbH
Wesloer Straße 107-109
23568 Lübeck
GERMANY



Quality Mix Series
HVS-B-G-LF-2O2-NIST



Classification: IIb

Classification criteria: Clause 3.2, Rule 11 in Annex IX of the MDD

We hereby declare under sole responsibility that the above-mentioned products comply with the provisions of the following directives and standards of the EC Council. All supporting documents are retained at the premises of the manufacturer and the notified body.

Directives: General Application Directives: Medical Device Directive (MDD), Council Directive 93/42/EEC of June 14, 1993, Annex II, 3 on medical devices of the European Parliament.

Applied Standards:	EN 1041	ISO 11195
	EN ISO 14971	ISO 18562-1
	EN ISO 15001	ISO 18562-2
	EN ISO 15002	ISO 18562-3
	EN ISO 15223-1	ISO 10993-1
	EN ISO 62366-1	

Notified Body: DNV Medcert GmbH /  0482

Address: Pilatuspool 2, 20355 Hamburg; GERMANY

Certificate No: 4153DE410200327 **Expiration Date:** 05/2024

Previously Manufactured Devices: Traceability via serial number
From 27-03-2020 until expiration date

Herstellungvertreter: Jens Mittendorf

Position: CEO

Ausstellungsdatum: 29-04-2020

Your service partner:

A large, empty rectangular box with a thin black border, intended for the user to write the name of their service partner.