

use of inappropriate cleaning compounds and failure to ensure that any product is thoroughly dried before turning or flipping it over; damage resulting from contamination following damage to the cover and failure to replace it, contamination due to incorrect storage or failure to inspect the interior of the mattress as stated herein, or damage due to unusual contamination or infection, spillage or staining, or use of abrasive, corrosive or any such similar damaging substance; damage due to undertaking any action or procedure using the product outside its normal and intended use; damage resulting from failure to replace damaged parts promptly or damage due to interior parts being used without the cover, being used with a damaged cover, or with the cover being incorrectly fitted; damage when any parts of the mattress are used as part of, or in conjunction with, any other product or piece of equipment except as specifically intended for use by the manufacturer; damage not proven to the satisfaction of the manufacturer to be due to defective materials, workmanship or assembly; or products modified without the manufacturer's express written consent including, but not limited to modification through the use of unauthorized parts or attachments or products damaged by reason of repairs made to any component without the specific consent of the manufacturer. It is a condition of this warranty that the following is complied with:

1. All instructions for cleaning and maintenance of the mattress are adhered to.
  2. The internal and external parts of any product are inspected at least once every three (3) months for any damage and wear. All damaged parts are replaced immediately with the appropriate replacement part, or the mattress is immediately taken out of service until the replacement part has been obtained and the damaged part has been replaced.
  3. The measurement of compression of the mattress or (compression test) beyond 25% will be determined by laying a straight edge over the compressed area and measuring the depth of the area. If the foam is determined to be compressed beyond 25%, the mattress will be replaced.
- The foregoing express warranty is exclusive and in lieu of any other express warranties whatsoever, whether express or implied, including the implied warranties of merchantability and fitness for a particular purpose and the sole remedy for violations of any warranty whatsoever, shall be limited to repair, replacement, or refund of the defective product pursuant to the terms contained herein. The application of any implied warranty whatsoever shall not extend beyond the duration of the express warranty provided herein. The manufacturer shall not be liable for any consequential or incidental damages whatsoever and disclaims any liability beyond the initial purchase price of the mattress. This warranty shall be extended to comply with state/provincial laws and requirements.

# THERAPEUTIC SUPPORT MATTRESSES

## User Information Manual & Warranty



**ALX**

**DLX**

**RLX**

**VLX**

# THERAPEUTIC SUPPORT MATTRESSES

## General Information

Nursing care is essential in pressure ulcer prevention. These mattresses will positively contribute to the outcome of a pressure ulcer prevention and management care plan.

Education, clinical judgement and action based planning based on risk factors are fundamental in the treatment and prevention of pressure ulcers.

A range of assessment scales can be used as a formal method of assessing risk for pressure ulcer development, and should be used in conjunction with an informal assessment (informed nursing judgement). In some cases, informal assessment is considered to be of greater importance and clinical value.

Please heed all the notes, particularly the safety information, and act accordingly when using this product under the guidance of a formal medically supervised care plan.

## Intended Use

This pressure redistribution mattress is intended to be used in conjunction with an appropriately sized bed frame, as part of an overall pressure ulcer prevention program of care. Any other use is prohibited.

This product has been designed to deliver effective pressure reduction to users, when the product is in normal use which is defined as when the support surface is covered with a cotton, cotton combination or linen bed sheet, and any one of these would be the only item used between the support surface and the user.

## Cleaning and Care

All cleaning agents and disinfectants used must be effective, compatible with one another and must protect the materials they are used to clean. For further information on decontamination in health care environments, please refer to your local infection control policies and procedures as defined in the patients medically supervised care plan.

To avoid fabric breakdown and loss of waterproofing, use only these types of properly diluted standard cleaning solutions (Quaternary wipe down, Phenolic wipe down or 8 – 10 % bleach/water wipe down). Iodophor type disinfectants (Betadine®, etc.) are not recommended and will stain fabrics. Do not use phenols, alcohols, bleaches, or other abrasive materials.

### Wiping Down Covers

(Removal of contaminants such as dust and organic matter)

1. Remove the bedding.
2. Clean the top and bottom covers with diluted detergent solution or soapy water.

### Light Soilage

1. Wipe down the cover with a 0.1% Chlorine Solution (1,000 ppm).
2. Rinse the cover with clean water using a single use nonabrasive cloth.
3. Dry the cover thoroughly.

### Heavy Soilage

Where the mattress is badly soiled, we recommend cleaning with a dilute cleaning solution. Large spillages of blood should be absorbed and removed with paper towels first, followed by:

1. Clean up all spillages of bodily fluids i.e. blood, urine, feces, sputum, wound exudate and all other bodily secretions as soon as possible using a 1% Chlorine Solution (10,000 ppm).
2. Rinse the cover with clean water using a single use nonabrasive cloth.

Please be sure that any residual detergent has been removed prior to disinfection.

Large spillages of blood should be absorbed and removed with paper towels first, followed by:

1. Clean up all spillages of bodily fluids i.e. blood, urine, feces, sputum, wound exudate and all other bodily secretions as soon as possible using a 1% Chlorine Solution (10,000 ppm).
2. Rinse the cover with clean water using a single use nonabrasive cloth.

Please be sure that any residual detergent has been removed prior to disinfection.

## Limited Warranty

This warranty is extended only to the original purchaser/user of our products. This warranty gives you specific legal rights and you may also have other legal rights which vary from state to state.

The Manufacturer warrants the mattress and cover when purchased new and unused to be free from defects in materials, workmanship, and assembly for the following time periods:

Product	Foam	Cover
ALX	2 Years	1 Year
DLX	3 Years	1 Year
RLX	5 Years	1 Year
VLX	5 Years	1 Year

If within such warranty period any such product shall be proven to be defective, such product shall be repaired or replaced with new or refurbished product components, at the manufacturer's option. This warranty does not include any labor or shipping charges incurred in replacement part installation or repair of any such product. Moreover, the warranty period of the repaired or replaced product shall terminate with the termination of the warranty period for the original product component. The manufacturer's sole obligation and your exclusive remedy under this warranty shall be limited to such repair or replacement. For warranty service, please contact the dealer from whom you purchased your product. If in fact, the product was purchased from a dealer, the dealer must arrange for the manufacturer to issue a return authorization. The defective unit or parts shall be cleaned using disinfectant prior to return and must be returned for warranty inspection using the return authorization number, when applicable, as identification within thirty days of return authorization date. Do not return products to any of our facilities without our prior consent. C.O.D. Shipments will be refused; please prepay shipping charges. Limitations and exclusions: the foregoing warranty shall not apply to serial products subjected to negligence, accident, improper operation, maintenance or storage; damage caused by any events outside the control of the manufacturer including, but not limited to: damage from carelessness, accidental damage, damage from sharp objects, tears, negligence (whether wilful or not), tampering, damage from fire, damage occurring in transit after delivery or excessive wear and tear including but not limited to the failure to follow cleaning instructions,