



## SUPERNAL 5 HI/LOW ADJUSTABLE BEDS OPERATING MANUAL

**SAVE THIS MANUAL FOR FUTURE USE.**

# 1 SAFETY

The safety statements presented in this chapter refer to the basic safety information that the operator of the Supernal 5 Bed shall pay attention to and abide by. There are additional safety statements in other chapters or sections, which may be the same as or similar to the following, or specific to the operations. Please note the following special statements, used throughout this manual, and their significance:

- ⚠ WARNING:** Indicates a potential hazard situation or unsafe practice that, if not avoided, could result in death or serious personal injury.
- ⚠ CAUTION:** Indicates a potential hazard situation or unsafe practice that, if not avoided, could result in moderate or minor personal injury.
- ▲ NOTICE:** Indicates a potential hazard or unsafe practice that, if not avoided, could result in product or property damage.

*Info:* Provides application recommendations or other useful information to ensure that you get the most from your product.

## WARNING / CAUTION / NOTICE SUMMARY

### **WARNING: To Reduce the Risk of Burns, Fire, Electric Shock, or Personal Injury:**

- ⚠ WARNING:** Keep hands and feet clear of all moving parts.
- ⚠ WARNING:** Do not allow small children on or near bed during operation.
- ⚠ WARNING:** Do not allow this device to be operated by small children.
- ⚠ WARNING:** When operating the hi/lo, knee, or back function of the bed, **ALWAYS** ensure that the individual confined to the bed is positioned properly within the confines of the bed. **DO NOT** let any extremities protrude over the side or between the bed rails when performing any functions.
- ⚠ WARNING:** Under normal operating conditions, this product has a maximum weight capacity of 400 lb (180 kg), **EVENLY DISTRIBUTED**, including mattress, accessories, rails, etc.  
Ensure that body weight is evenly distributed over the surface of the bed. Do not lie, sit or lean in such a way that your entire body weight is placed only on the raised head or foot sections of the bed. This includes when assisting the user in repositioning or transferring in or out of bed.
- ⚠ WARNING:** In order not to invalidate the warranty or create a hazardous condition resulting in serious personal injury, GF Health Products, Inc. (“GF”) recommends the use of only Supernal replacement parts.
- ⚠ WARNING:** Ensure that the power cord **DOES NOT** get tangled around the bed, bed rail or legs during normal operation of the bed.
- ⚠ WARNING:** GF Health Products, Inc. assumes no responsibility for any damage or injury caused by improper assembly or use of this product.
- ⚠ WARNING:** GF Health Products, Inc. specifically disclaims responsibility for any bodily injury or property damage which may occur during any use which does not comply with federal, state or local laws or ordinances.

### **NOTICE: To Reduce the Risk of Product or Property Damage:**

- ▲ NOTICE:** The pendant hand control cord must be routed and secured properly to ensure that the cord does **NOT** become entangled and eventually severed during use.
- ▲ NOTICE:** When using nasal or masked type administering equipment, oxygen or air tubing **MUST** be routed and secured properly to ensure that tubing does **NOT** become entangled and eventually severed during normal operation of bed.

## 2 INTRODUCTION, SUPERNAL 5 BED USER MANUAL

This manual contains assembly and maintenance instructions for your Supernal 5 Hi/Low Adjustable Bed System. Read the entire manual carefully before using your bed, and refer to it during use if you have questions.

### FORWARD

Congratulations on your purchase of a Supernal 5 Adjustable Bed! This thoughtfully designed product is built on the foundation of over twenty years experience in design and manufacturing of specialty bedding. We create custom solutions for thousands of individuals. We took our experience and the most sought after features and designed the Supernal Sleep System.

The Supernal Sleep System provides tremendous freedom and independence with style and comfort.

We wish you many nights of pleasant rest and thanks again for making the Supernal Adjustable Bed a part of your home.

## 3 SAFETY NOTES

This product complies with all relevant safety regulations.

Please read this documents carefully before using the bed for the first time. It contains important information on the use and safety of the bed.

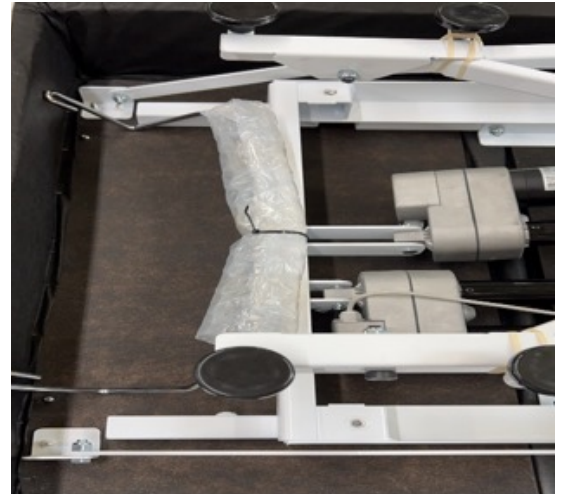
- ⚠ **WARNING: The manufacturer does not accept liability if these instructions are not followed.**
- ⚠ **WARNING: This base is designed for in-home use ONLY. It is not approved for hospital use and does not comply with hospital standards. DO NOT use this base with tent type oxygen therapies or near the use of explosive gasses.**
- ▲ **NOTICE: The duty cycle for the motors is 2 Min. ON / 18 Min. OFF. In the event that the motors are operated excessively, they will automatically shut off. They should restart again normally after 20 minutes. This is a safety mechanism that is built into the motors.**
- ⚠ **WARNING: Sitting on the head of the bed or on the foot of the bed and elevating either section will damage the bed and void the warranty.**
- ⚠ **WARNING: Fastening any item to this bed, that was not provided by the manufacturer, may damage the bed and void the warranty.**
- ⚠ **WARNING: The motors, control box and Hand Control (except to replace batteries) are NOT to be opened or serviced except by those authorized by the manufacturer.**
- ▲ **NOTICE: Be careful that the power cord is not left in a place where the mechanism or any other factor can cause it to be damaged.**

## 4 UNPACKING THE BED

The Supernal 5 Hi/Low Adjustable bed arrives mostly assembled in 1 box.

### Before you unpack the bed:

- Ensure all parts/components are included.
- Check all bed components for obvious damage.
- Inspect the Power Cord for cuts or damage.
- Ensure all actuator motor cables are routed and connected properly to the control box.



### Discard:

- Foam Block
- Bubble Wrap
- Shipping Board
- Cable Tie - Cut and Discard
- Delivery Box

### Keep:

- Mattress Retainer
- Hand Pendant (and Batteries)
- Retainer Bracket
- Mounting Hardware
- Mattress Cover
- Any Accessories Ordered

## 5 ASSEMBLY

When handling components of the bed, use work gloves to protect your hands. Keep mattress off of the bed while you are assembling the bed. Remove base from box and place it upside down on the floor. Make sure hand pendant is in safe area so as to not get damaged when turning base deck over. Attach retainer bar and half rails (if applicable). Turn bed over and place mattress on top.

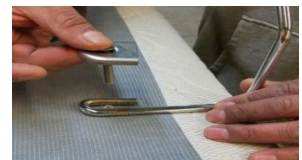
### Retainer Bar Assembly

There is one mattress retainer bar on each bed. This retainer bar keeps the mattress in place when adjusting bed positions. Locate the mattress retainer bar (zip-tied to the bed deck in delivery).

#### Packed Retainer Bar



1. Using Phillips-head screwdriver, remove the (pre-installed) bolts from the deck boards.
2. Position retainer bar over pre-existing holes and place mounting hardware through retainer into holes.
3. Place bolts (provided) into mounting hardware and tighten with screwdriver.
4. Flip bed deck over and you are now ready to place mattress on the bed.



**The assembly of the Supernal 5 Bed System is now complete.** Connect the powercord to a nearby outlet and enjoy your new bed!

## 6 ACCESSORIES (OPTIONAL):

### Bed Rails

⚠ **WARNING:** Please read the following bed rail safety information before attaching and using your rails.

### Bed Rail Safety

⚠ **WARNING:** If bed rails are not properly installed and adjusted, personal injury and / or damage to the bed rail could result.

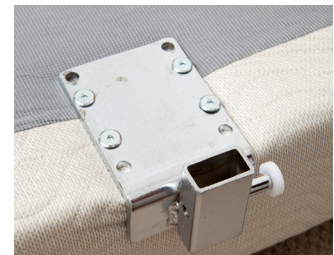
Please read and understand the following bed rail decal before use:

 <b>WARNING/ SAFETY ALERT</b>	<b>BEWARE OF SIDE-RAIL ENTRAPMENT</b> Patient Entrapment with bed side rails may result in serious injury or death. ALWAYS evaluate patients for and guard against bed rail entrapment in accordance with medical protocols. Monitor patient frequently. Mattress MUST fit bed frame and side rails snugly to prevent entrapment. There may be an increased risk of entrapment when bed rails are used in conjunction with low air loss products. Follow the Safety Warnings and Operating Instructions in the Service/User's manual.
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For information on Bed Rail safety, please see the FDA's brochure concerning Bed Safety and Bed Rails on the FDA website, at:

### Bed Rail Installation

1. Bed base deck must be flipped upside down. Locate the 4 pre-drilled holes on the bed deck.
2. Remove all 4 pre-threaded bolts. Carefully align the bracket over the pre-drilled holes (as shown right).
3. Tighten all four bolts.
4. Place half rail into bracket and clip into holding place.



Down Position



Up Position

- ⚠ **WARNING:** Patient entrapment with bed side rails may result in serious injury or death. Use only with coherent patients capable of avoiding entrapment. Patients at risk of entrapment include those who have problems with memory, sleeping, incontinence, pain, uncontrolled body movement or who get out of bed and walk unsafely without assistance. For at-risk patients, use only with proper bed side rail protective barriers. There is also an increased risk of entrapment when bed rails are used in conjunction with a low air loss product.
- ⚠ **WARNING:** Bed side rails are not restraining devices. If restraint is required, use only proper protective restraints. Follow the manufacturer's instructions and applicable regulations. Monitor patient frequently.
- ⚠ **WARNING:** DO NOT push or pull the bed by the bed rails.
- ⚠ **WARNING:** GF Health Products, Inc. assumes no responsibility for any damage or injury caused by improper installation of bed rails or unauthorized bed rail use. Only Supernal bed rails are recommended for use with Supernal beds. Please consult the instructions that accompany your Supernal bed rails for complete rail assembly and installation instructions.

## 7 OPERATION

⚠ **WARNING: Ensure that bed is secure and assembled as instructed on previous pages before operating.**

Plug the power cord into any grounded outlet.

⚠ **WARNING: Do not leave the bed unattended when plugged in.**

### SUPERNAL 5 HAND PENDANT

All motorized functions of the bed are controlled by the remote control hand pendant.

Supernal 5 Hand Pendant



#### Backrest Tilt

▲ Press this button to lift up the backrest. Keep the button pressed and release when the desired tilt is achieved.

▼ Press this button to lower the backrest. Keep the button pressed and release when the desired tilt is achieved.

#### Trendelenburg/Reverse Trendelenburg

▲ Press this button on left side of hand pendant to raise the foot bed end. The head end will remain in the low position (**Trendelenburg Position**).

▲ Press this button on right side of hand pendant to lower the foot end of bed. The head end will remain in the high position (**Reverse Trendelenburg Position**).

#### Footrest Tilt

▲ Press this button to lift up the footrest. Keep the button pressed and release when the desired tilt is achieved.

▼ Press this button to lower the footrest. Keep the button pressed and release when the desired tilt is achieved.

#### Bed Lift

▲ Press this button to lift up the bed. Keep the button pressed and release when the desired height is achieved.

▼ Press this button to lower the bed. Keep the button pressed and release when the desired height is achieved.

#### Vibrate Function

Press this button once to start vibrations. Second and third press increases the intensity of the massage in two steps.

To stop the massage, press multiple times until the massage comes to an end.

▲ **NOTICE: The vibrate function will automatically shut off after 30 minutes to prevent unintended long term operation of the motors.**

## 8 TROUBLESHOOTING

### **IF the bed does not operate at all.**

- Ensure the bed is connected to power and the green indicator light on the top of the power supply is on.
- Ensure the batteries in the remote control are charged. If the batteries are discharged, they need to be replaced (see below).

### **IF a single function of the bed does not work.**

- Ensure all cable connections are firmly attached.

### **IF the remote control does not work.**

- Ensure the protective plastic strip is removed from the battery compartment.

**⚠ WARNING: The bed's electronic system contains no serviceable parts. Do not open the motors, cables, or pendant hand control. Only a Graham-Field authorized distributor or factory-trained personnel may perform service or adjustments on these components.**



## 9 LIMITED WARRANTY

### SCOPE OF WARRANTY

GF Health Products, Inc. ("GF") warrants to the Original Purchaser only that it will replace or repair components, at GF's sole discretion, that are defective in material or workmanship under normal use and service. All warranties are conditioned upon the proper use of the products strictly in accordance with good commercial practice and applicable GF instructions and manuals, including proper use and maintenance. To the extent that a third party warrants a component, GF conveys all of its rights under that warranty to the Original Purchaser, to the extent permitted. Original Purchaser is one who purchases this product new and unused from GF or a Certified GF Dealer/Distributor.

This limited warranty shall only apply to defects that are reported in accordance with the provisions set forth in this warranty document, within the applicable warranty period and which, upon examination by GF or its authorized representative, prove to be a warranty item. (See Obtaining Warranty Service below) This limited warranty is not transferable.

The warranted components and time periods are set forth below:

#### Supernal 5 Bed Package

Frame: .....	1 (one) Year
Electronic Components.....	1 (one) Year
Upholstered Components†.....	1 (one) Year
Replacement Parts††.....	90 (ninety) Days
Mattress Cores.....	1 (one) Year

\* Labor for the first year is included if the product is sold to an original consumer purchaser only. In all other situations, the warranty is for parts only.

† Upholstery is only warranted on material supplied by GF.

†† If a part is replaced under warranty, the original warranty period will not be affected. All other replacement parts will be subject to the 90-day warranty period specified.

The applicable warranty period shall commence from date of shipment to the Original Purchaser, unless there is an expiration date on the component in which case the warranty shall expire on the earlier of warranty period or the expiration date.

### OBTAINING WARRANTY SERVICE

Contact the Dealer/Distributor from whom the product was purchased. If there is not a Dealer/Distributor, you must contact GF directly

com. The Customer Service Representative will provide specific directions. Failure to abide by the specific directions will result in denial of the warranty claim.

The warranty does not cover and GF shall not be liable for the following:

- 1) Defects, damage, or other conditions caused, in whole or in part, by misuse, abuse, negligence, alteration, accident, freight damage, tampering or failure to seek and obtain repair or replacement in a timely manner;
- 2) Products which are not installed, used, or properly cleaned and maintained as required in the official manual for the applicable product;
- 3) Products considered to be of a non-durable nature including, but not limited to: filters, fuses, gaskets, lubricants, and charts;
- 4) Accessories or parts not provided by GF;
- 5) Matching of color, grain or texture except to commercially acceptable standards;
- 6) Changes in color caused by natural or artificial light;
- 7) Charges by anyone for adjustments, repairs, replacement parts, installation or other work performed upon or in connection with such products which are not expressly authorized in writing, in advance, by GF;
- 8) Any labor or shipping charges incurred in the replacement part installation or repair;
- 9) Costs and expenses of regular maintenance and cleaning; and
- 10) Representations and warranties made by any person or entity other than GF.

## **ENTIRE WARRANTY, EXCLUSIVE REMEDY AND CONSEQUENTIAL DAMAGES DISCLAIMER**

TO THE GREATEST EXTENT PERMITTED BY LAW, THIS WARRANTY IS GF'S ONLY WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. EXCEPT IN CASES WHERE IMPLIED WARRANTIES MAY NOT BE VALIDLY WAIVED, GF MAKES NO IMPLIED WARRANTIES OF ANY KIND INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IF ANY MODEL OR SAMPLE WAS SHOWN TO THE CUSTOMER, SUCH MODEL OR SAMPLE WAS USED MERELY TO ILLUSTRATE THE GENERAL TYPE AND QUALITY OF THE PRODUCT AND NOT TO REPRESENT THAT THE PRODUCT WOULD NECESSARILY CONFORM TO THE MODEL OR SAMPLE IN ALL RESPECTS. THIS WARRANTY IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PARTS. GF SHALL NOT BE LIABLE FOR AND HEREBY DISCLAIMS ANY DIRECT, SPECIAL, INDIRECT, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO: DAMAGES FOR LOSS OF PROFITS OR INCOME, LOSS OF USE, DOWNTIME, COVER, OR EMPLOYEE OR INDEPENDENT CONTRACTOR WAGES, PAYMENTS AND BENEFITS. CERTAIN STATES AND COUNTRIES MAY CONFER ADDITIONAL RIGHTS REGARDING WARRANTIES AND IN THOSE INSTANCES, GF'S LIABILITY AND THE LIABILITY OF GF'S SUPPLIERS, SHALL BE LIMITED TO THE FULLEST EXTENT PERMITTED BY LAW. The warranties contained herein, together with GF's current Terms and Conditions, contain all the representations and warranties with respect to the subject matter of this document, and supersede all prior negotiations, agreements and understandings with respect thereto. The recipient of this document hereby acknowledges and represents that it has not relied on any representation, assertion, guarantee, warranty, collateral contract or other assurance, except those set out in this document. For additional information on this product or this warranty, please contact a GF Customer Service Representative.

### **NOTES:**

1. Additional terms and conditions may apply. See GF's General Terms and Conditions
2. Freight claims must be notated on the appropriate shipping documents and must be made with immediacy. International, federal and state regulations govern specific requirements for freight claims. Failure to abide by those regulations may result in a denial of the freight claim. GF will assist you in filing the freight claim.
3. Claims for any short shipment must be made within three (3) days of the invoice date.