



PressureGuard®

Custom Care® Convertible

Non-Powered Therapy Surface
with Add-On Powered Control Unit

OWNER'S MANUAL



FOREWORD

Savaria Patient Care provides products designed for safe patient movement and positive outcomes for long-term care, hospital settings and homecare environments. The company's research and clinically based product line-up includes therapeutic surfaces for pressure management and positioning, medical beds and a complete portfolio of innovative ceiling lifts and slings.

Built from a heritage of brands including Span, Handicare and Silvalea, Savaria Patient Care is a division of Savaria Corporation (TSX:SIS), a global leader in accessibility.

BEFORE YOU BEGIN

This instruction manual covers only the features that are included with the standard PressureGuard® Custom Care® Convertible Non-Powered Therapy Surface with Add-On Powered Control Unit (Model 6500). Installation and use instructions for any accessories are provided with each kit. Before operating your PressureGuard® Custom Care® Convertible Non-Powered Therapy Surface with Add-On Powered Control Unit, be sure that you have completely read and understand the instructions and warnings contained within this manual and included with the accessories.

IMPORTANT

To avoid injury, read this manual before using the bed.

The information in this manual is subject to change without notice. Users must be aware that updates and amendments may be made from time to time.

NOTE

If a serious incident occurs in relation to the device, it should be reported to the manufacturer or distributor of the device. In the European Union (EU), the incident shall be reported as well to the competent authority of the Member State in which the user and/or patient is established.

Legal Manufacturer:

 Span-America Medical Systems, Inc.
70 Commerce Center
Greenville, South Carolina 29615 USA
1-800-888-6752

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STANDARD NOTATIONS

The following notations may be used throughout this manual to emphasize important safety information, mechanical concerns, and other important information. Please review and follow all of these messages.

	Danger messages indicate an imminently hazardous situation, which, if not avoided, results in death or serious injury. All danger messages feature a standard ISO safety alert symbol followed by the signal word DANGER in capitalized black lettering on a red background
	Warning messages indicate a potentially hazardous situation, which, if not avoided, could result in death or serious injury. All warning messages feature a standard ISO safety alert symbol followed by the signal word WARNING in capitalized black lettering on a dark yellow background.
	Caution messages indicate a potentially hazardous situation, which, if not avoided, could result in minor injuries. All caution messages feature a standard ISO safety alert symbol followed by the signal word CAUTION in capitalized black lettering on a yellow background.
	Note messages provide information, such as reminders, general information about a previous statement, or additional guidelines that do not fit into the flow of the preceding text. All note messages include the signal word NOTE in capitalized white lettering on a blue background.

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1. CLASSIFICATIONS AND ICONS

The International Electrotechnical Commission (IEC) requires the use of symbols to improve readability and increase understanding of the content.

	SITUATIONS OR ACTIONS THAT MAY INFLUENCE PATIENT OR USER SAFETY. IGNORING A WARNING COULD CAUSE PATIENT OR USER INJURY		POINTS OUT SPECIAL PROCEDURES OR PRECAUTIONS THAT PEOPLE MUST OBEY TO AVOID EQUIPMENT DAMAGE
	SEE THE USER MANUAL FOR USE INSTRUCTIONS		POTENTIAL TRIP HAZARDS
	ELECTRICAL SHOCK HAZARD WARNING		MANUFACTURER
	WASTE DISPOSAL		DOUBLE INSULATED SYSTEM
	TYPE BF APPLIED PART	ISO 15223 3.8 	KEEP DRY OR DO NOT WET
	FOOT END		NOT MADE WITH NATURAL RUBBER LATEX
	ALTERNATING CURRENT		QUANTITY
	SERIAL NUMBER		CATALOGUE NUMBER
	NON-STERILE		BATCH CODE
	HUMIDITY LIMITATION		TEMPERATURE LIMITATION
IEC 60601-1-2	ELECTROMAGNETIC EMISSIONS	IEC 60601-1	ELECTRICAL SAFETY
	DIRECT CURRENT		

2. OVERVIEW

Introduction

The PressureGuard® Custom Care® Convertible Non-Powered Therapy Surface with Add-On Powered Control Unit is a non-powered treatment surface featuring a patented air therapy design that automatically adjusts a network of interconnected air cylinders and elasticized reservoirs to the appropriate, therapeutic level, regardless of the user's weight or position. It is intended for use as a non-powered reactive therapy surface, or as a powered active therapy surface via the addition of a powered air control unit.

Description

The system consists of a foam shell with a high-density, zoned foam topper serving as the support surface underneath the patient. The foam shell also includes contoured foam bolsters at the sides and ends of the mattress, providing added patient stability and positioning. The system also includes the unique Heel Slope® feature, designed to further reduce pressure for the sensitive heel area. Within the foam shell is housed the inflation system, consisting of air cylinders which run lengthwise within the mattress. The optional, add-on powered control unit connects to the mattress at the patient foot-end and provides alternating pressure and rotation therapy modes. The system also includes an auto firm mode to provide a firm support surface to use while providing patient care and to assist in patient transfer. A disconnect feature resets the inflation level back to an ideal therapeutic setting for use of the support surface without the control unit.

Intended Use

A pressure management system used for the prevention and treatment of pressure injuries.

Intended User

This device is designed for patients who need to prevent and treat pressure injuries, sores. However, it cannot be used by individuals with contraindications, such as unstable spinal cord injury.

The system can operate in two modes: a non-powered mode for patients weighing no more than 500 pounds, and a powered mode for patients weighing no more than 300 pounds.

This device must be operated only by healthcare professionals or caregivers and should not be used by patients themselves.

Indications for Use

Custom Care® Convertible models are intended for the prevention and treatment of pressure injuries. Powered modes are intended for active wound treatment and may be indicated for use as a preventive tool against further complications associated with critically ill patients or immobility.



Contraindication: The PressureGuard® Custom Care® Convertible Non-Powered Therapy Surface with Add-On Powered Control Unit is not for use by those with unstable spinal cords. Patient injury could occur.



To reduce the risk of burns, electrocution, fire or injury to persons: READ ALL INSTRUCTIONS BEFORE USING THIS UNIT.

- Use this unit only for its intended use and with recognized accessories which are described in the operating instructions; use of other accessories or materials may degrade minimum safety level.
- Never operate the product's powered control unit if it has a damaged cord or plug, is not working properly, has been dropped or damaged, or has been exposed to water. Return the unit to Span-America Medical Systems, Inc. for examination and repair.
- Keep the cord away from heated surfaces. Discontinue use if power cord is damaged or worn.
- Never drop or insert any object into any opening or hose. Keep away from sharp objects.
- Do not use outdoors.
- Do not place or store product where it can fall or be pulled into a tub or sink.
- Do not place in or drop into water or other liquid.
- Do not reach for a product that has fallen into water. Unplug immediately.
- Possible explosion hazard if used in the immediate proximity of flammable gases or oxygen-rich environments (risk of explosion).
- Use only original spare parts and consumables.
- Plug this product into an outlet rated for this product.
- Before cleaning, unplug the unit from its power source. Failure to do so could result in personal injury or equipment damage.
- Do not use harsh cleansers, solvents, or detergents. Do not expose the unit to excessive moisture. Equipment damage could occur.
- The device should only be repaired by a qualified and authorized professional. The product has no user/operator serviceable parts.

- Do not modify the product without the authorization of the manufacturer. Failure to do so may exposure to hazards.
- Maintain the device regularly. When the device needs repair or maintenance, please turn off the power first, keep empty mattress, and do not use the device.
- If pain, irritation, numbness, swelling, or redness occurs discontinue use and contact a healthcare professional.
- This device can be used only in professional healthcare environments.
- During DIP or power interruption the device would stop functioning and cannot achieve expected effect. Please ensure the device is used with stable power supply to prevent this scenario. In the case of a power outage, follow the power outage procedure located on page 23. Do not obstruct the mains plug or position the equipment where the connection to the mains line can be accidentally disconnected.



This product contains/may contain chemicals known to the state of California to cause cancer and/or birth defects or other reproductive harm.

3. COMPONENT PARTS AND DESIGN FEATURES



Design Features Descriptions

LifeSpan® Stretch Cover with Shear Transfer Zones®

Standard cover features a bi-directional stretch fabric designed to allow full integration of the user into the surface. Top is made from proprietary LifeSpan® polycarbonate-fortified healthcare fabric, which provides unsurpassed resistance to the damaging effects of diluted bleach and other aggressive cleaners and disinfectants. It wipes clean easily with standard, hospital-grade cleaners. It has an ultra-low moisture vapor transmission rate (MVTR) and is fully radiolucent.

Patented “Shear Transfer Zones®” incorporated beneath top fabric creates shear-minimizing bands beneath heels, sacrum and scapula. Zones help prevent these bony prominences from digging into the surface, while protecting against the damaging effects of micro shear, macro shear, and rotational (pivot-induced) shear. The design also helps “glide” the user back to their original position following Head of Bed (HOB) elevation (see the [Head of Bed \(HOB\) Elevation section](#)). Exclusive split bottom design helps reduce sliding of mattress while also reducing the “gatching noise” typical of non-slip fabrics.

Foam Shell with Geo-Matt® Topper

The clinically proven Geo-Matt® segmented design incorporated into the top surface of the mattress is a high-density, medical grade foam. The unique geometric design consists of over 800 individual cells, each of which acts individually to redistribute pressure, to reduce heat and moisture buildup on the skin, and to reduce shear to underlying tissues. This foam topper is approximately 2" in height and tapered at the foot end of the mattress.

The unique Heel Slope® feature helps further reduce interface pressures on vulnerable heels.

Safety Edge™ Bolster System

The supportive Safety Edge™ consists of engineered inner and outer foam bolsters for added patient stability in sitting and lying down.

Star Chamber™ Air Cylinder System

The core of the system consists of four “Star Chamber™” air cylinders and two pairs of elasticized reservoirs arranged longitudinally (head-to-foot) and constructed from RF- (radio frequency) welded urethane. The system is designed to provide and maintain low interface pressures throughout the mattress in the non-powered mode. In the powered mode, it provides active therapy in the alternating pressure or lateral rotation modes via inflation and deflation in a fixed 15-minute cycle. In lateral rotation, the user typically achieves a rotation arc of approximately 40°—roughly 20° in each direction. The system is pre-inflated at the factory to the ideal pressure setting for the elevation to which it is being shipped. Once set, it requires no adjustment or maintenance for the five-year duration of its warranty. If desired, the powered control unit can be used to reset the system at any time.

Control Unit

Model 6500 PressureGuard® Custom Care® Control Unit

With respect to electric shock, fire and mechanical hazards only in accordance with IEC 60601-1, ANSI/AAMI ES60601-1, and CAN/CSA C22.2 NO. 601.1

6500CE-G (UK) or 6500CE-I (Australia) or 6500CE-C (Ger/EU)

4. MATTRESS SET-UP

Mattress Initialization

Mattress Initialization is one-time procedure that must be completed when receiving the mattress from the factory. The air pressure of the mattress must be properly adjusted to the air pressure of the local environment for the mattress to be put into non-powered use.

NOTE

If the mattress is immediately put into use with a power control unit, then no initialization is required. The power control unit will automatically initialize the mattress.

Most models ship with an Initialization Kit contained within a packet that is directly attached to the air lines with a zip tie. The kit must be used before fitting the mattress to the bed frame and setting the mattress up for patient use.

NOTE

If an Initialization Kit is present, then the mattress must first be initialized before use. If there is no Initialization Kit, then the mattress was already initialized pre-shipment and doesn't require initialization.

Using the Initialization Kit

The mattress must be initialized if there is an Initialization Kit packet attached to the air lines.

1. Remove the zip tie of the Initialization Kit packet and then open the packet.



2. Expose the four air lines that extend from the mattress by unzipping the flap nearest to the foot end of the mattress.



3. Connect the color-coded air line male connectors from the mattress to the color-coded air line female connectors of the Initialization Kit.



4. Using a counterclockwise motion, unscrew the initialization cap of the Initialization Kit.



5. Wait two minutes while the air system equalizes to the local environment air pressure.
6. Disconnect and discard the Initialization Kit. The mattress is ready to be fitted to the frame.

Fitting the Mattress to the Flat Deck Frame

1. Confirm that the bed frame is appropriate for use with the mattress, and that the length and width of the mattress is appropriate for the frame. Place directly on a healthcare bed frame only; and never on top of another mattress.

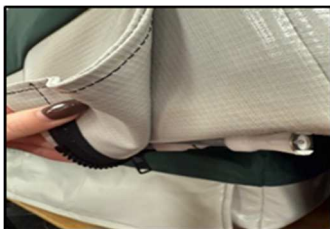


The fitting of the mattress to the bed frame is important. Minimizing spaces or gaps between the mattress and frame will help prevent patient entrapment issues.

2. The mattress should be placed onto the bed frame with the green side facing up and the screen-printed feet facing towards the foot end.
3. The surface is now ready for use in the non-powered mode (that is, without the powered control unit attached) by patients who are within the 500 lbs. (226.8 kg) weight limit for the product.
4. The surface is designed to be used with appropriate linens in place. See the [Bed Linens section](#).

Connecting the Control Unit to the Mattress

1. Expose the four air lines that extend from the mattress by unzipping the flap nearest to the foot end of the mattress.



2. Bring the four air lines from the pump around to the four air lines extending from the mattress. Ensure that the airlines are not kinked or twisted.



3. Zip the flap closed to hold the air lines in place.



**Never thread an air line through mechanical parts of the bed or bed rails where normal bed movement may damage the air lines or the air control unit itself.
Confirm that the motion of the bed does not interfere with the air lines.**

4. Click each of the four male connectors into place in its corresponding, color-coded female fitting.



5. Go to the [Powered Use Directions section](#).

5. POWERED USE DIRECTIONS

All Models



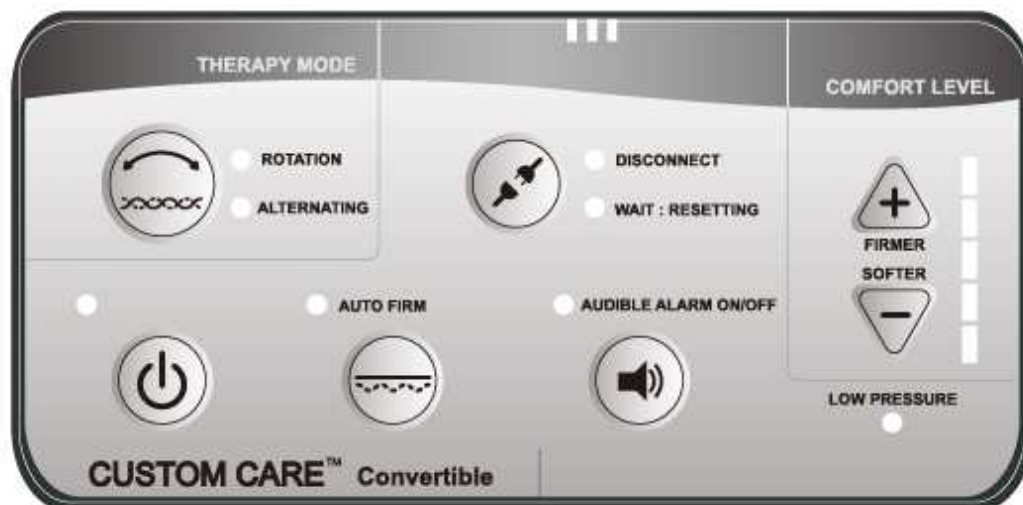
 Always plug the power cable securely into the wall outlet. Verify that the wall-mounted outlet will accommodate a plug; and that the outlet is in good working order. The plug of the power cord should fit tightly into the wall outlet. The plug body, the wall outlet, and the wall plate should not be cracked or chipped. The plug blades should be securely retained in the plug body.

Do not connect the power cord to an extension cord or to a multiple outlet strip. If the use of extension cords or multiple outlet strips cannot be avoided, use only heavy duty or hospital-grade connectors that are approved by the facility. Multiple outlet strips should be mounted on a fixed object to reduce the risk of liquid spills and physical damage. In addition, if multiple-receptacle outlet boxes are used, they also should be protected from the risk of liquid spills and physical damage.

All extension cords and multiple outlet strips should be tagged and inspected routinely.

Do not cover the power cord with a rug or carpet. Rugs or carpets can prevent normal air flow, which can lead to greater heat build-up. Place the cord in a low traffic or no traffic area. Confirm that the motion of the bed does not interfere with the bed's power cord or plug.

Keep the cord away from heated surfaces and anywhere hard to unplug with the device like on the shelves, in a wardrobe or the socket on the ceiling .



Control Unit

Functions

POWER



To power on, plug the power cord into a wall outlet. The **Power** indicator light will illuminate in amber to show that it is in standby mode, indicating that the unit is connected to power but has not yet fully powered up.



To turn on the device, press the **Power** button. The indicator light will turn green, and other lights on the control panel will also illuminate in green to show that the unit is powered on. The device will automatically return to the previous settings used before it was turned off.

COMFORT LEVEL



The default Comfort Level is set to the third level. Use the “Softer” and “Firmer” buttons to adjust the setting to the desired comfort level. The indicator lights will remain green, reflecting the current selected comfort level.

NOTE

In powered mode, elevating the HOB may require adjusting the comfort level to ensure appropriate support; especially if elevated beyond 30° (see the [Head of Bed \(HOB\) Elevation section](#)). With HOB elevated in this way, caregivers may find the following body mass index (BMI) setting suggestions helpful in determining an ideal comfort setting.

Suggestions for comfort setting with HOB elevated:

- BMI 12-20 - setting 1
- BMI 21-35 - setting 2
- BMI 36-50 - setting 3
- BMI 51-70 - setting 4
- BMI 71-100 - setting 5

A simple hand check can be used to verify adequate seat support.

THERAPY MODE



Press the **Therapy Mode** button to toggle between “Alternating” and “Rotation” modes. The corresponding indicator light will glow green to show the currently selected mode.

The use of **ROTATION** should be viewed only as an adjunct to manual repositioning of the patient for whom this repositioning is possible; and never as a replacement for it. “Frequent repositioning of the patient has long been recommended as a means for preventing pressure ulcers.”¹ “All patients at risk for pressure ulcers continue to require regular manual repositioning (turning), even those who are benefitting from the use of a specialty lateral rotation surface.”¹ Routine manual repositioning should be used to provide opportunities for total offloading of pressure from the sacrum, assessing skin conditions, and maintaining proper alignment and position on the support surface.

NOTE

*When using wedges or pillows for manual repositioning (turning), discontinue **ROTATION** and activate either **FLOAT** or **ALTERNATING**.*

¹Krapfl, LA, Gray, M; Does Regular Repositioning Prevent Pressure Ulcers? JWOCN. 2008; 35(6):571-57

LOW PRESSURE



If the **LOW PRESSURE** indicator light comes on after initial set-up or when moving the mattress or control unit, first check that all air lines are properly connected and that they are not kinked. The amber indicator light will automatically turn off once the issue is resolved. If the amber light is still on after 30 minutes, call for service.

AUTO FIRM



Select the **AUTO FIRM** mode to stop the alternating or rotation movement of the mattress. When activated, the **AUTO FIRM** indicator light will illuminate green, and the mattress will achieve uniform support. The mattress will remain in the **AUTO FIRM** mode for 20 minutes.

During this time, all five **COMFORT LEVEL** setting indicator lights will be illuminated in amber, and the **COMFORT LEVEL**, **THERAPY MODE**, **DISCONNECT**, and **POWER** selectors will be inactive. The **AUDIBLE ALARM** is not affected.



After 20 minutes, the system will automatically resume the **COMFORT LEVEL** and **THERAPY MODE** settings that had been previously selected.

Pressing the **AUTO FIRM** selector at any time prior to the elapsing of 20 minutes will immediately return the system to the **COMFORT LEVEL** and **THERAPY MODE** settings prior to the selection of the **AUTO FIRM** mode.

NOTE

Caregivers should check the control unit setting and the patient condition every two hours.

AUDIBLE ALARM ON/OFF



When the **AUDIBLE ALARM ON** illuminates green, the alarm system is active. If the **LOW PRESSURE** indicator light illuminates amber, an audible alarm will sound to alert the user. To silence the alarm, press the **AUDIBLE ALARM ON/OFF** button. Once pressed, the alarm will stop, and the indicator light will dim.

DISCONNECT/WAIT RESETTING



The Disconnect function resets the system to the ideal inflation level required for use of the mattress in the non- powered therapy mode without an attached, powered control unit. To maximize pressure redistribution, the disconnect procedure should be performed at a time when no patient is on the mattress.

Press the **DISCONNECT** button. The amber **WAIT: RESETTING** indicator will illuminate while the mattress air system is being reset to the ideal inflation level.

During this time, the selector buttons and indicator lights of the **COMFORT LEVEL**, **THERAPY MODE**, **AUDIBLE** alarm, and **AUTO FIRM** will be inactive. The **POWER** selector will also be inactive, but its green indicator light will remain illuminated.

Once the system has reached its ideal setting, the **WAIT: RESETTING** light will turn off and be replaced by the green **DISCONNECT** light. The green **POWER** light will change to amber, indicating that the unit is no longer powered up but is still plugged in and drawing a current. The control unit can now be disconnected from the mattress.

Pressing the **DISCONNECT/WAIT: RESETTING** button again while the **WAIT: RESETTING** indicator light is on will return the unit to the settings it was in prior to the **DISCONNECT/WAIT: RESETTING** button being pressed.



Do not remove the control unit before it has properly reset the air system through use of the DISCONNECT function. Failure to wait for completion of the DISCONNECT function—or attempting to set the mattress at a particular inflation level by disconnecting the control unit while it is in another mode—can result in a pressure management profile that is inappropriately high or low for a particular patient. This can have a negative impact on pressure injury prevention, wound healing, and patient support.

NOTE

If circumstances make it necessary to disconnect the control unit before the patient can be removed from the mattress:

- *Lower the HOB to a flat position.*
- *Verify the patient is in the center, supine position.*
- *Place the surface in **AUTO FIRM** mode for 3-5 minutes prior to performing the **DISCONNECT** function.*

*While the resulting air level will be safe for non-powered use, the system may not be at the ideal non-powered setting. Therefore, the control unit should be reattached and the **DISCONNECT** procedure performed at the first opportunity with the patient off the mattress.*

Other Considerations

Electromagnetic or Other Interference

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to other devices in the vicinity. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to other devices, which can be determined by turning the equipment off and on, then the user is encouraged to try to correct the interference by one or more of the following actions:

- Reorient or relocate the receiving device.
- Increase the separation between the equipment.
- Connect the equipment into an outlet on a circuit different from that to which the other device(s) are connected.
- Consult the manufacturer for help.

See the [EMC \(Electromagnetic Compatibility\): User Information and Guidance section](#).

Power Loss

In the case of a power outage, the system will equalize and maintain the air within the support cylinders. When power is restored, the control unit will resume the settings it was in when power was interrupted.

Patient Transport

While transporting a patient on the mattress when the powered mode has been in use, it is recommended to perform the **DISCONNECT** function prior to powering down the control unit. This will ensure that the system provides level, even support during transport.

Head of Bed (HOB) Elevation

All support surfaces using air as a support medium are designed for distributing pressures over the body in a flat, horizontal position. According to the guidelines of the National Pressure Injury Advisory Panel (NPIAP), caregivers should limit the HOB elevation to 30° or less for a patient on bed rest, unless contraindicated by a medical condition.

Caregivers should encourage patients to sleep in a 30 to 40° side-lying position or flat in bed if not contraindicated and avoid prolonged HOB elevation that can result in a slouched position that places pressure and shear on the sacrum and coccyx.

The PressureGuard® Custom Care® Convertible Non-Powered Therapy Surface with Add-On Powered Control Unit will maintain its support and therapeutic capabilities up to, and including, 70° HOB. In accordance with NPIAP guidelines, **any support surface should be used with the HOB elevated as little as possible and for limited periods at a time.** If HOB is elevated at 30° or beyond, a regular pattern of pressure relief in the form of a return to non-elevated position is warranted. Adjustment of comfort level setting may also be required.

See the [COMFORT LEVEL section](#).



To minimize the possibility of patient falls, the Lateral Rotation mode should not be used with the HOB elevated beyond 30°.

NOTE

*In Powered mode, elevating the HOB may require adjusting the **COMFORT LEVEL** to ensure appropriate support; especially if elevated beyond 30°. Caregivers may find the following BMI recommendations helpful in determining an ideal comfort setting with HOB elevated:*

- *BMI 12-20 - setting 1*
- *BMI 21-35 - setting 2*
- *BMI 36-50 - setting 3*
- *BMI 51-70 - setting 4*
- *BMI 71-100 - setting 5*

Troubleshooting/Patient Complaints

Occasionally a patient may complain of feeling as if he/she is “sinking into a hole”.

- Sometimes this occurs when the HOB is elevated, and the mattress is in either lateral rotation or alternating pressure.
 - This sensation is a combination of the deflation of the cylinders during their cycle and the increased weight of the patient on the sacrum and pelvis when the HOB is elevated.
 - This demonstrates the need to minimize elevation of the HOB, or to select alternating pressure mode if HOB elevation is necessary.
- A patient may complain when he/she is supine or side-lying and is not used to the changing pressures within the air system.
 - Reassure the patient that this is normal functioning, as the cylinders alternately inflate and vent.
 - The vented tubes are not fully deflated. Some air is always maintained in them to prevent bottoming out. After reassurance, patients typically become acclimated to the changing pressures.

6. GENERAL DIRECTIONS AND BEST PRACTICES

Bed Linens

Seven-inch deep fitted sheets are recommended. Multiple layering of linens or underpads beneath the patient should be avoided for the prevention and treatment of pressure injuries.



Be careful not to puncture the mattress with needles or sharp instruments. This may result in loss of integrity of the cover or internal air system. Regularly inspect the mattress cover for cuts, rips, cracks or tears. Do not use the mattress if the cover is damaged.

Bed Rails

Due to concerns over the possibility of patient entrapment, Span-America recognizes that the use of rails of any length is a matter currently addressed by federal and state laws/guidelines, and by individual facility protocol. It is the responsibility of the facility to be compliant with these laws, which typically require that decisions on the use of bed rails of any type are based on assessment of the physical and mental status of each patient individually. If bedrails are required by the patient to prevent fall-related injury, as determined by this facility assessment, we recommend that the bedrails be locked in the up position at all times. We do not require use of bedrails unless the patient is deemed to be safer with them than without them.

CPR

The Standards for Life Support recommended by the American Heart Association suggests a hard level surface for performing CPR. This means moving the person to the floor if possible. If that is not possible, do the following when performing CPR:

1. Press the **AUTO FIRM** button.
2. Place a crash board beneath the patient.
3. Follow CPR procedures.

Storage and Transportation

Store the mattresses in a clean, dry place. Once the mattress is removed from the box, store in a flat position if possible. Protect from damage. Avoid temperature extremes (below freezing or above 120°F). Allow to acclimate to room temperature before use. Do not stack more than 10 high. Do not stack other equipment on top of the mattresses.

Store and transport controllers in a clean, dry place, protected from accidental damage or falls. Avoid temperature extremes (below freezing or above 120°F); suggested storage and transportation temperature 15~50°C, humidity 40%~80%. Do not stack other equipment on top of the controller. For transportation, secure to prevent damage or falls. For shipment, use boxes and packaging as provided by the manufacturer.

Environmental Conditions for Use

- Indoor Use
- Altitude up to 3000 meters
- Atmospheric Pressure Range 700 hPa to 1060 hPa
- Temperature 5°C to 35°C
- Maximum relative humidity 80% for temperatures up to 31°C, decreasing linearly by 50 per cent relative humidity at 40°C
- Mains Supply Voltage Fluctuation up to 10 +/- % of the nominal voltage
- Overvoltage Category II
- Pollution Degree 2

Service

Return the control unit for repair or service to Span-America Medical Systems. Repairs to be performed by the manufacturer only.

Call 800-888-6752, 8 am – 5 pm EST M-F.

Expected Service Life

For maintaining basic safety and essential performance in regard to EMC, the 6500 has an expected service life of 2 years and mattress has an expected service life of 1 year. To maintain the condition of the alternating mattress system, service the system regularly according to the schedule recommended by Span-America Medical Systems, Inc.

Medical electrical equipment needs special precautions regarding EMC. Shall the device be used within one mile distance from AM, FM, or TV broadcast antennas, it needs to be installed according to the EMC information provided.

Do NOT use unapproved accessories or attempt to modify, disassemble or otherwise misuse the system or any of its components

Warranty

The PressureGuard® Custom Care® Convertible Non-Powered Therapy Surface with Add-On Powered Control Unit is unconditionally guaranteed against failure due to manufacturing defects under normal use for 24 months for the controller and 5 years for the mattress. See the [Warranty section](#).

Usage in Wound Care

Use of PressureGuard® Custom Care® Convertible Non-Powered Therapy Surface with Add-On Powered Control Unit models is only one element of care in the prevention and treatment of pressure injuries. Frequent repositioning, proper care, routine skin assessment, wound treatment and proper nutrition are but a few of the elements required in the prevention and treatment of pressure injuries. As there are many factors that may influence the development of a pressure injury for each individual, the ultimate responsibility in the prevention and treatment of pressure injuries is with the health care professional.

Cleaning

Clean and Disinfect Mattress Covers

The PressureGuard® Custom Care® Convertible Non-Powered Therapy Surface with Add-On Powered Control Unit must be cleaned and disinfected following instances of contamination with bodily fluids and in-between patient utilization. The cover can be cleaned in place by wiping with neutral suds and lukewarm water. Rinse and allow to air dry for approximately 20-30 minutes before use. For hard-to-clean spots, use liquid cleaner with a soft sponge in the concentration recommended by the manufacturer. **DO NOT USE HARSH CLEANERS OR SOLVENTS.** See the [Additional Cleaning Information section](#).

Additional Cleaning Information

For long-term incontinent applications, clean and disinfect the cover daily. A scented cleaner/disinfectant is recommended.

NOTE

Iodophor type disinfectants such as Betadine will stain the fabric.

For disinfection, phenolic or quaternary type disinfectants are recommended. Disinfectants should be hospital grade (tuberculocidal). Follow manufacturer's instructions for use concentrations, contact times and rinsing.

Site Decontamination of Blood or Other Potentially Infectious Materials (OPIM)

US Centers for Disease Control and Prevention (CDC) guidelines recommendations (<https://www.cdc.gov/infectioncontrol/guidelines/disinfection/recommendations.html>) include two non-bleach options:

- Use of an EPA-registered tuberculocidal agent. See: List B (<https://www.epa.gov/pesticide-registration/epas-registered-antimicrobial-products-effective-against-mycobacterium>).
- Use of a registered germicide on EPA Lists D and E.

Surveillance and Epidemiology Indicating Ongoing Transmission of C. Difficile

CDC directs providers to use products on EPA List K (for effectiveness against *Clostridium difficile* spores for disinfection of environmental surfaces. See: List K ([LIST K: EPA's Registered Antimicrobial Products Effective against Clostridium difficile Spores | Pesticide Registration | US EPA](#)).

Do not puncture the mattress with needles or sharp instruments. This may result in loss of integrity of the mattress air system or top surface low air loss bladder and will void the warranty. Inspect the covers and zipper area for signs of damage, puncture, or wear that could result in fluid pass-through. If the cover is stained, soiled, or torn, inspect the internal components for signs of contamination. If contamination is evident, quarantine the mattress and remove it from service following infection control procedures.

Cleaning the Air Control Unit

If required, the air control unit can be cleaned weekly.

1. Turn the unit off.
2. Unplug the unit from the wall outlet.



Best practices mandate unplugging the unit from the wall outlet before cleaning.



The mattress will maintain air with the unit unplugged. The unit will resume the previous setting when powered back up.

3. Wipe down the mattress using a damp sponge or cloth that has been thoroughly wrung out to remove excess liquid.



Do not allow liquids to penetrate the user panel.

Neutral Suds Cleansing

For cleaning, use neutral suds and lukewarm water. For disinfection, phenolic or quaternary type disinfectants are recommended. Disinfectants should be hospital grade (tuberculocidal). Follow the manufacturer's instructions for disinfectant concentration levels and contact times.

Waste Disposal

This Product has been supplied from an environmentally aware manufacturer that complies with the WEEE.

This Product may contain substances that could be harmful to the environment if disposed of in locations (landfills) that are not appropriate according to legislation. Please be environmentally responsible and recycle this product through your recycling facility at its end of life.

Maintenance

To maintain the function of the system, maintenance and a safety check by qualified personnel is required every year at the latest.

Air Filter Preventative Maintenance

The air filter for the control unit should be checked routinely for signs of dirt or contamination. The frequency for cleaning depends on the air quality. The air filter is accessible from the backside of the control unit. As the filter is white, the need to clean is obvious. Simply turn the controller off and remove the plastic cover, remove the filter, and hand wash using warm water and mild detergent. Rinse thoroughly and allow to air dry. Replace the filter and the plastic cover.

Routine Inspection of Power Cords and Safety Tips to Prevent Fires

1. Ensure the system is used with stable power or in connection with an Uninterruptible Power Supply.
2. Check all electrical outlets, including accessory outlets for cleanliness, physical integrity and functionality.
3. Check the power cord to assure that contact pins are straight and secure.
4. Routinely inspect the power cord for damage sustained from crushing, pinching, shearing, cutting, or from being worn through. Power cords can be damaged by bed movement, deterioration from use or aging, or human or equipment traffic. The cord's insulation should be intact and there should be no evidence of bulging, stretching, crimping, cracking, or discoloration; especially at the ends where the cord is attached to the plug body and the control unit.
5. Regularly inspect the parts of the bed frame, motor, mattress and controller, and the floor beneath and near the bed for build-up of dust and lint.
6. Inspect the cover of the control panel to assure that the covering is not cracked or damaged, allowing liquids or other conductive material to penetrate to the switches.
7. Report any unusual sounds, burning odors, or anything unusual to maintenance personnel. Discontinue use of the power cord immediately and contact Span-America Medical Systems for replacement.

Mattress Inspection

Inspect the covers and zipper area for signs of damage, puncture, or wear that could result in fluid pass-through. If the cover is stained, soiled, or torn, inspect the internal components for signs of contamination. If contamination is evident, quarantine the mattress and remove from service following infection control procedures.

You may use the Preventive Maintenance Log provided in the [Preventative Maintenance Log section](#) to monitor and document regular inspection and maintenance of your PressureGuard® Custom Care® Convertible Non-Powered Therapy Surface with Add-On Powered Control Unit surfaces.

7. EMC (ELECTROMAGNETIC COMPATIBILITY): USER INFORMATION AND GUIDANCE

That portable RF communications equipment can affect medical electrical equipment. We recommend a safety distance no closer than 30 cm (12 inches) to any part of the system and at least one (1) meter for sensitive equipment.



Medical electrical equipment needs special precautions regarding EMC and needs to be installed according to the EMC information provided. Careful consideration of this information is essential when stacking or collocating equipment and when routing cables and accessories.



Household electronic devices such as humidifiers, heaters or microwaves may cause interference with the device.



X-rays, electric cauterizers, high-frequency, or high-energy devices may cause interference with the device.



If abnormal behavior is observed due to EM disturbances, please relocate the device accordingly.



Please do not use any other cables or accessories not approved by the manufacturer in this manual to avoid negative influence on electromagnetic compatibility.



This equipment is not intended for use in residential environments and may not provide adequate protection to radio reception in such environments.

Manufacturer's Declaration-Electromagnetic Emissions

The 6500 is intended for use in the electromagnetic environment (for professional healthcare) specified below.

The customer or the user of the 6500 should ensure that it is used in such an environment.

Emission Test	Compliance	Electromagnetic environment-guidance (for professional healthcare environment)
RF emissions CISPR 11	Group 1	The 6500 uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF emissions CISPR 11	Class A	The 6500 is suitable for use in all establishments other than domestic and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Harmonic emissions IEC 61000-3-2	Not applicable	
Voltage fluctuations /flicker emissions IEC 61000-3-3	Not applicable	

Manufacturer's Declaration-Electromagnetic Immunity

The 6500 is intended for use in the electromagnetic environment (for professional healthcare) specified below.

The customer or the user of the 6500 should ensure that it is used in such an environment.

Immunity Test	IEC 60601 Test Level	Compliance Level	Electromagnetic Environment-Guidance (For Professional Healthcare Environment)
Electrostatic discharge (ESD) IEC 61000-4-2	Contact: ± 8 kV Air: ± 2 kV, ± 4 kV, ± 8 kV, ± 15 kV	Contact: ± 8 kV Air: ± 2 kV, ± 4 kV, ± 8 kV, ± 15 kV	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%
Electrical fast transient/burst IEC 61000-4-4	± 2 kV for power supply lines ± 1 kV for input/output lines	± 2 kV for power supply lines Not applicable	Mains power quality should be that of the typical professional healthcare environment.
Surge IEC 61000-4-5	± 0.5 kV, ± 1 kV line(s) to line(s) ± 0.5 kV, ± 1 kV, ± 2 kV line(s) to earth	± 0.5 kV, ± 1 kV line(s) to line(s) Not applicable	Mains power quality should be that of the typical professional healthcare environment.
Voltage Dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	Voltage dips: 0 % UT; 0,5 cycle 0 % UT; 1 cycle 70 % UT; 25/30 cycles Voltage interruptions: 0 % UT; 250/300 cycle	Voltage dips: 0 % UT; 0,5 cycle 0 % UT; 1 cycle 70 % UT; 30 cycles Voltage interruptions: 0 % UT; 300 cycle	Mains quality of power should be that of a typical professional healthcare environment. If the user of the 6500 requires continued operation during power mains interruptions, it is recommended that the 6500 be powered from an uninterruptible power supply.
Power frequency (50, 60 Hz) magnetic field IEC 61000-4-8	30 A/m 50 Hz or 60 Hz	30 A/m 60 Hz	The 6500 power frequency magnetic fields should be at levels characteristic of a typical location in a typical professional healthcare environment.
NOTE: UT is the a.c. mains voltage prior to application of the test level.			

Manufacturer's Declaration-Electromagnetic Immunity (continued)

The 6500 is intended for use in the electromagnetic environment (for professional healthcare) specified below.

The customer or the user of the 6500 should ensure that it is used in such an environment.

Immunity Test	IEC 60601 Test Level	Compliance Level	Electromagnetic Environment-Guidance (For Professional Healthcare Environment)
Conducted RF IEC 61000-4-6	3 Vrms: 0,15 MHz – 80 MHz 6 Vrms: in ISM bands between 0,15 MHz and 80 MHz	3 Vrms: 0,15 MHz – 80 MHz 6 Vrms: in ISM bands between 0,15 MHz and 80 MHz	Portable and mobile RF communications equipment should be used no closer to any part of the 6500 including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter.
	80 % AM at 1 kHz	80 % AM at 1 kHz	
Radiated RF IEC 61000-4-3	3V/m 80 MHz – 2,7 GHz 80 % AM at 1 kHz	3V/m 80 MHz – 2,7 GHz 80 % AM at 1 kHz	Recommended separation distance: $d = 1,2 \sqrt{P}$ $d = 1,2 \sqrt{P}$ 80 MHz to 800 MHz $d = 2,3 \sqrt{P}$ 800 MHz to 2.7 GHz Where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in metres (m). Interference may occur in the vicinity of equipment marked with the following symbol: 
NOTE1: At 80 MHz and 800 MHz, the higher frequency range applies. NOTE2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.			

Manufacturer's Declaration-Electromagnetic Immunity (continued)

Test specifications for ENCLOSURE PORT IMMUNITY to RF wireless communications equipment

The 6500 is intended for use in the electromagnetic environment (for professional healthcare) specified below.

The customer or the user of the 6500 should ensure that it is used in such an environment.

Test Frequency (MHz)	Band ^{a)} (MHz)	Service ^{a)}	Modulation ^{b)}	Maximum Power (W)	Distance (m)	IMMUNITY TEST LEVEL (V/m)	Compliance LEVEL (V/m) (For Professional Healthcare)
385	380 – 390	TETRA 400	Pulse modulation b) 18 Hz	1,8	0,3	27	27
450	430 – 470	GMRS 460, FRS 460	FM c) ±5 kHz deviation 1 kHz sine	2	0,3	28	28
710	704 – 787	LTE Band 13, 17	Pulse modulation b) 217 Hz	0,2	0,3	9	9
745							
780							
810	800 – 960	GSM 800/900, TETRA 800, iDEN 820, CDMA 850, LTE Band 5	Pulse modulation b) 18 Hz	2	0,3	28	28
870							
930							
1720	1,700 – 1,990	GSM 1800; CDMA 1900; GSM 1900; DECT; LTE Band 1, 3, 4, 25; UMTS	Pulse modulation b) 217 Hz	2	0,3	28	28
1845							
1970							
2450	2,400 – 2,570	Bluetooth, WLAN, 802.11 b/g/n, RFID 2450, LTE Band 7	Pulse modulation b) 217 Hz	2	0,3	28	28
5240	5,100 –		Pulse	0,2	0,3	9	9

5500	5,800	WLAN 802.11 a/n	modulation b) 217 Hz				
5785							

NOTE: If necessary to achieve the IMMUNITY TEST LEVEL, the distance between the transmitting antenna and the ME EQUIPMENT or ME SYSTEM may be reduced to 1 m. The 1 m test distance is permitted by IEC 61000-4-3.

- a) For some services, only the uplink frequencies are included.
- b) The carrier shall be modulated using a 50 % duty cycle square wave signal.
- c) As an alternative to FM modulation, 50 % pulse modulation at 18 Hz may be used because while it does not represent actual modulation, it would be worst case.

Manufacturer's Declaration-Electromagnetic Immunity (continued)

Test specifications for ENCLOSURE PORT IMMUNITY to proximity magnetic fields

The 6500 is intended for use in the electromagnetic environment (for professional healthcare) specified below.

The customer or the user of the 6500 should ensure that it is used in such an environment.

Frequencies	Test Level [A/m]	Modulation	Dwell time [s]	Compliance LEVEL [A/m] (for professional healthcare)
30 kHz (a)	8	CW	3	8
134,2 kHz	65	Pulse modulation (b) 2,1 kHz	3	65 (c)
13,56 MHz	7,5	Pulse modulation (b) 50 kHz	3	7,5 (c)

NOTE:

- (a) This test is applicable only to ME EQUIPMENT and ME SYSTEMS intended for use in the PROFESSIONAL HEALTHCARE ENVIRONMENT.
- (b) The carrier shall be modulated using a 50 % duty cycle square wave signal.
- (c) r.m.s., before modulation is applied.

Recommended Separation Distance Between portable and Mobile RF Communications Equipment and the 6500

The 6500 is intended for use in an electromagnetic environment (for professional healthcare) in which radiated RF disturbances are controlled. The customer or the user of the 6500 can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the 6500 as recommended below, according to the maximum output power of the communications equipment.

Rated maximum output power of transmitter W	Separation distance according to frequency of transmitter m		
	150 kHz to 80 MHz $d = 1,2\sqrt{P}$	80 MHz to 800 MHz $d = 1,2\sqrt{P}$	800 MHz to 2,7 GHz $d = 2,3\sqrt{P}$
0,01	0,12	0,12	0,23
0,1	0,38	0,38	0,73
1	1,2	1,2	2,3
10	3,8	3,8	7,3
100	12	12	23
For transmitters rated at a maximum output power not listed above, the recommended separation distance d in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where p is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.			
NOTE1: At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.			
NOTE2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.			

8. SPECIFICATIONS

COVER	Bacteriostatic, flame resistant, fluid-proof, tear resistant
FOAM	High-density open-cell polyurethane. "THIS PRODUCT MEETS THE REQUIREMENTS OF BUREAU OF ELECTRONIC AND APPLIANCE REPAIR, HOME FURNISHINGS AND THERMAL INSULATION TECHNICAL BULLETIN 117-013."
AIR CYLINDERS	Urethane (main cylinders), and urethane-coated nylon (reservoirs)
CONTROL UNIT	Model No.: 6500 Dimensions: 14.5 x 10 x 5 inches (37 x 25 x 13 cm) Weight: 8.8 lbs. (4 kg) 6500 Rated Spec: AC 110-120V / 60Hz / 0.4A MAX Fuse Rating: T1AH 250VAC Power Cable: 15ft, non-shielding, AC powered Comfort level pressure range: 0.66~1.06 +/- 0.05 psi Auto firm function pressure range: 1.35 +/- 0.05psi Classification: Type BF/ Class II Not AP or APG equipment
MATTRESS IS AN APPLIED PART	
STANDARD SURFACE SIZES	84"L X 42"W 84"L X 36"W 80"L X 42"W 80"L X 36"W 75"L X 36"W
MATTRESS HEIGHT	7" for all models
WEIGHT LIMIT	500 lbs. non-powered mode 350 lbs. powered modes
CYCLE TIME	15 minutes
PLACEMENT	Models available for placement on typical hospital/medical facility flat or recessed deck bed frames.
WARRANTY	Mattress: 5 years Cover: 2 years Control Unit: 2 years
FLAMMABILITY	All models comply with 2000 NFPA 101 (Life Safety Code), Cal. TB # 129 and 16 CFR 1632 and 1633.

9. ORDERING INFORMATION

Product Name	Catalog Number	Description	Reorder #, Cover only	Reorder #, air line set	Reorder #, inflation system only
PressureGuard® Custom Care® Convertible mattress	CJ753629	75"L X 36 "W X 7"H flat deck	C1-CJ7536	P09862	P09608
	CJ803629	80"L X 36"W X 7"H flat deck	C1-CJ8036		P09605
	CJ843629	84"L X 36"W X 7"H flat deck	C1-CJ8436		P09605
	CJ80CA29	80"L for CareAssist®	C1-CJCA80		
	CJ84CA29	84"L for CareAssist®	C1-CJCA84	P09810	P09410
	CJ85V29	For recessed deck frames (includes mattress component # MCJ8JV, and base insert component #38910)	C1-CJ85V		
Custom Care® Convertible Control Unit ¹	6500				

¹- Custom Care® Convertible control unit model 6500 can also be connected to Custom Care® Convertible LAL surfaces. Unit will not supply air to the air delivery cover but will provide alternating pressure and lateral rotation when control unit 8400 or 8400V is not available.

P10068	Power Cord/US only
P10493	Feet
P09769	White Male On Mattress
P09770	Black Male On Mattress
P00919	White Female On Mattress
P02811	Black Female On Mattress
74586	Set of pump airlines with instructions
P10503	Hooks
P10504	Air filter
P10610	Air filter cover

10. TROUBLESHOOTING

Technical Service: (800) 888-6752

Issue	Possible Cause	Solution
In non-powered mode, air system appears to be underinflated, overinflated, or stuck in a lateral rotation/ alternating pressure inflation pattern (two air cylinders inflated, two cylinders deflated).	Powered control unit was disconnected from mattress in mid-cycle, without first resetting the system via the “disconnect” function.	Attach powered control unit and perform resetting function to return system to ideal, non-powered inflation level. See the Resetting section .
System will not power up. NOTE: Always plug power supply into proper receptacle.	The system is not plugged in.	Plug power cord into wall receptacle.
	There is no power at outlet.	Restore power.
	Power cord is damaged.	Call for service.
	Blown fuse.	Call for service.
Patient not rotating /alternating properly.	System is not turned ON.	Plug power cord into wall receptacle.
	Patient not centered on mattress.	Reposition the patient.
	Patient has severe contractures.	Rotating can be difficult to observe in patients with severe contractures. Observe someone without contractures lying on the bed for 30 minutes (approximately 2 cycles) to confirm turning is functioning properly.
	HOB is elevated, or knees are gatched.	The degree of patient turn achieved is reduced with elevation of the HOB or gatching of the knees . If HOB must be elevated, alternating pressure is the more appropriate mode.
	Defective control unit	Call for Service.
	Patient exceeds weight limit.	Call Span-America for assistance with product selection.
Mattress not inflating or patient reports a feeling of “sinking” into surface.	Control unit is not turned on.	Turn control unit on.
	Air lines not connected.	Ensure secure connection of air lines at control unit and mattress.
	Air lines or quick disconnect connectors are damaged.	Call for replacement.
	HOB elevated.	Lower HOB and allow air to equalize. Return HOB to elevated position that is comfortable for patient.
	Defective control unit (mattress fills without patient, sinks with patient weight).	Call for service.
Low pressure indicator illuminated.	Air lines not connected.	Disconnect and reconnect air lines to verify they have all locked into place.
	Airlines or quick disconnect connectors are damaged.	Call for replacement.
	Defective control unit.	Call for service.
	Leaking inflation system.	Call for replacement.

Issue	Possible Cause	Solution
		To replace, turn mattress upside down and unzip cover. Remove inflation system, install new system, zip cover and restore mattress to upright position.
Interference produced to electronic equipment/devices in surrounding area.	Electromagnetic interference caused by the unintentional emission of electromagnetic waves of energy. These waves are transmitted through the air at various frequencies which may produce interference such as abnormal functioning to nearby electronic equipment.	Determine if emissions are causing the interference by turning the equipment off and on. If the interference in the affected device subsides when control unit is off, proceed with the following steps. - Reorient or relocate the affected device. - Increase the distance between the equipment. - Connect the equipment into an outlet on a circuit different than that of the affected device. - Consult the field service technician or manufacturer of the affected device.

11. WARRANTY

PRESSUREGUARD®

Custom Care®

Custom Care® Convertible Series

Support Surface (Excluding Cover and Control Units)

5 Years

Span-America Medical Systems, Inc. (the "Company"), warrants to the original purchaser that the PressureGuard® Custom Care®, Custom Care® Convertible, or Custom Care® Convertible LAL therapeutic support surface will be free from defects in materials and workmanship for a period of 5 years from the date of purchase. During the warranty period, the Company will repair, or replace, with a new product which is identical or reasonably equivalent to the warranted product shown to be defective in materials or workmanship. During the full 5 years of the warranty period, such repair or replacement will be made without charge to the original purchaser.

All claims must be submitted in writing and must be accompanied by the Company's original sewn-in label and by the original invoice for the product or a copy of the original invoice. All transportation and handling costs incurred in returning the system or any component at any time throughout the warranty period will be paid by the Company when accompanied by a return authorization number.

Cover and Control Units

2-Years

Span-America Medical Systems, Inc. (the "Company"), warrants to the original purchaser that the PressureGuard® Custom Care® Convertible control unit, or Custom Care® Convertible LAL control unit will be free from defects in materials and workmanship for a period of 2 years from the date of purchase. During the warranty period applicable to the control unit for either PressureGuard® Custom Care® Convertible, or Custom Care® Convertible LAL, the Company will repair, or replace, with a new product which is identical or reasonably equivalent to the warranted product shown to be defective in materials or workmanship. During the full 2 years of the warranty period, such repair or replacement will be made without charge to the original purchaser.

All claims must be submitted in writing and must be accompanied by the product's serial number and by the original invoice for the product or a copy of the original invoice. All transportation and handling costs incurred in returning the unit or any component at any time throughout the warranty period will be paid by the Company when accompanied by a return authorization number.

This warranty specifically excludes liability for defects caused by improper use of the system and use of the system without the cover or otherwise contrary to the approved instructions provided by the Company.

Other than the warranties set out above, the Company makes no other warranties of any kind, expressed or implied, as to merchantability, fitness for any particular purpose, or any other matter with respect to the goods.

In no event, including, but not limited to, cases of claims of negligence or strict liability, shall the Company be liable for indirect, incidental, special or consequential damages, nor shall the Company, in any event, be liable for damages in excess of the purchase price of the products claimed to be defective.

With regard to questions relating to the WARRANTY, contact:

Span-America Medical Systems, Inc., Post Office Box 5231, Greenville, South Carolina 29606

12. PRESSUREGUARD® CUSTOM CARE® PREVENTIVE MAINTENANCE LOG

Date	Air Filter	Power Cord	Mattress	Repair
Manufacturer: Span-America Date Purchased:		Serial #:		C=Cleaned OK=Okay R=Repaired/Replaced

Authorized Seller/Installer

PressureGuard®

Custom Care® Convertible

Non-Powered Therapy Surface with Add-On Powered Control Unit

THIS PRODUCT IS PROTECTED BY ONE OR MORE OF THE FOLLOWING U.S. PATENTS: 8,438,682 • 8,893,340

Part # P09588 CC-6737-EN

Rev: 14.0

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 Span-America Medical Systems, Inc.

70 Commerce Center

Greenville, SC 29615 USA

Tel: 1-800-888-6752

Website: www.savariapatientcare.com

For service or questions about this product, please contact:

AUTHORIZED SELLER/INSTALLER: _____

PHONE NUMBER: _____

