



Panacea®

# SEMI-ELECTRIC HOME CARE BED FULL-ELECTRIC HOME CARE BED

## Owner's Manual

*Please keep and refer to this Owner's Manual.*

Thank you for purchasing a Direct Supply® Panacea® Home Care Bed. Please read this entire guide carefully and keep it for future reference. This guide will provide you with instructions, warnings, warranty information, and other important information about your bed. Share this information with those individuals who will be assembling, using, servicing, and/or cleaning the product to help ensure it is cared for properly.

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# Introduction

Thank you for purchasing a Panacea® Home Care Bed. Please read this manual completely for warnings, proper assembly, maintenance, and safe usage instructions before using your bed. Please keep this manual for future reference.


If at any time you do not understand how to use this product, or you suspect it may be damaged, DO NOT USE and immediately contact the distributor that sold this product to you.


This owner's manual is compiled from the latest specifications and product information available at the time of publication. Changes may be made to this manual at any time. Contact your distributor for a current copy of this owner's manual.



# Definitions & Symbols

 **DANGER SHOCK WARNING:** Calls attention to protection of personnel from possible hazards related to electrical shock.

 **FIRE HAZARD:** Calls attention to protection of personnel from possible hazards related to fire and flammability.

 **WARNING:** Calls attention to a potential danger that requires correct procedures or practices in order to prevent personal injury.

 **CAUTION:** Indicates correct operating or maintenance procedures in order to prevent damage to or destruction of the equipment or other property.

  **CRUSH HAZARD:** Calls attention to protection of personnel from possible hazards related to equipment clearances and pinch points.

**NOTE:** Indicates a tip.

**PRODUCT or DEVICE:** Your Panacea® Home Care Bed

**“You”:** The user, caregiver or any other individuals who will be using or servicing the product.

**“Distributor”:** The reseller or other entity from whom you purchased this product.

**“Medical Professional”:** The physician or other healthcare professional who is familiar with the user’s medical history and current medical condition and is responsible for determining if this product is medically appropriate for the user.

**Caregiver:** The individual(s) responsible for the care and needs of the user, such as a spouse, adult family member or home health aide. The caregiver must be available to provide the user with physical and cognitive assistance and provide supervision as needed.

**User:** The individual who uses the device.

# Intended Use

The Panacea® Semi-Electric Home Care Bed (Model #SL12L2) and Full-Electric Home Care Bed (Model #SL12L3) are intended for use within a homecare environment, Application Environment 4 (care provided in a domestic area where ME Equipment is used to alleviate or compensate for an injury, disability, or disease). It is NOT intended for use in a hospital environment.

This bed is NOT intended for patient/resident transport. Casters are intended to allow movement within the resident room for cleaning or resident access.

## **CONTRAINDICATIONS**

This bed should not be operated by persons who do not have the cognitive skills to understand the information in the owner's manual or cannot understand and perform the proper operation of the bed. This bed should not be used or operated by children.

# Warnings & Cautions

**NOTE:** In this manual, the terms “patient” and “resident” refer to a resident in a homecare environment.

## Safety Guidelines

### **WARNING**

- This bed is for HOME use only. It is NOT for hospital use and was not designed to meet hospital application environment standards.
- DO NOT operate this product or any available optional equipment without first reading and understanding this user manual. If you are unable to understand the warnings, cautions, and instructions, contact your distributor or technical personnel, if applicable, before attempting to use this equipment. Damage or injury may result from improper use of this product.
- Check all parts for shipping damage and test before using. In case of damage, DO NOT use the bed and contact your distributor or qualified technician for further instructions.
- Close supervision is necessary when this bed used by or near children or physically challenged individuals.
- After any adjustments, repair, or service and before use, ensure all attaching hardware is tightened securely.
- After the bed has been assembled, always test to ensure that all sections of the bed are properly and securely in place before using.
- ALWAYS use caster locks except when moving the bed.
- The bed may be equipped with locking casters. When transferring into or out of the bed, always lock the locking caster(s). Inspect for correct locking action on caster locks before using bed.
- DO NOT let any individual underneath the bed or in between the raised bed frame components at any time.
- When operating/moving the bed, ALWAYS ensure the resident is properly positioned within the confines of the bed. DO NOT let any extremities or body parts protrude over the side or between the bed rails when performing these functions.
- DO NOT use the equipment outdoors.
- The bed is not designed to be used as a patient transport. When transporting a patient, use an approved patient transport. Otherwise, injury or damage may result.
- The initial set up of this bed must be performed by a qualified technician.
- Use this bed only for its intended use as described in these instructions. DO NOT use attachments not recommended by the manufacturer.
- Do not modify this bed without authorization of the manufacturer. If unauthorized service is performed on any components, the warranty is void.
- Only use replacement parts and accessories authorized by the manufacturer. If service is performed using unauthorized parts, the warranty is void.

### **FIRE HAZARD**

- DO NOT use near open flame or explosive gases.
- This bed should NOT be placed in an oxygen enriched environment.
- Keep the product a minimum of 12 inches away from any direct heat source.
- Use masked or nasal type oxygen administering equipment ONLY in conjunction with this bed. ANY other type of oxygen administering equipment can result in a fire hazard.
- When using nasal or masked type oxygen administering equipment, the tubing MUST be routed and secured properly to ensure that the tubing does not become entangled and/or severed during normal operation of the bed.

### **CRUSH HAZARD**

- Possible crush hazard exists between the bed deck and frame. Keep hands and feet out from under the bed deck while operating the bed.
- Possible Injury may occur when lowering or raising the bed. Keep feet and hands clear of bed frame.
- Do not put your hands/fingers into the opening of head or thigh deck edges, crush point may cause injury.

## Electrical Safety

### **DANGER SHOCK WARNING** **ELECTRICAL SAFETY WARNINGS**

- The bed MUST be connected to an appropriate power source. Unless equipped with the optional battery backup, this bed will not operate when not plugged in. Power cord and proper function must be checked regularly.

- Inappropriate handling of power supply cords can create a shock hazard.
- DO NOT operate the bed if any electrical component such as the power cord, electrical outlet, cables, motor, or mechanical component has malfunctioned or has been damaged in any way.
- If you must use an extension cord, use ONLY a three-wire cord having at least 16 AWG (American Wire Gauge) wire and the same or higher electrical rating as the device being connected. Use of improper extension cord could result in risk of fire and electric shock. Three-to-two prong adapters should not be used. Use of three-prong adapters can result in improper grounding and risk of electric shock.
- DO NOT cut or remove the grounding prong from any plug used with this product.
- DO NOT open any motor housings or pendants. Service and repair must only be performed by authorized service personnel.
- DO NOT plug anything into the control box of bed (i.e., pendants) while the power cord is plugged into the wall outlet.
- Use caution when disconnecting the hand pendant from the control box. DO NOT press pendant buttons.
- Keep all electrical cords away from heated or hot surfaces.
- When bed is not to be used for an extended period of time, unplug the bed from the wall outlet.
- Unplug the bed from its power source before performing any maintenance or service on the bed. DO NOT unplug the power cord from the junction box. Damage to cord will result.
- DO NOT roll the bed over any power or pendant cords.
- DO NOT allow the cord, electrical outlets, and electrical control box or hand pendant to become wet or submerged.
- When using liquids in or around the bed, caution should be taken to ensure liquids are not spilled. If liquid is spilled in or around the bed, UNPLUG the bed immediately. Clean up the spill and allow the bed to dry thoroughly before using the electric controls again.
- Ensure all cables and cords are routed such that they will not become entangled or pinched. Otherwise, damage or injury may occur.
- DO NOT place the hand pendant under or between objects on the sleep surface. This may cause an unintentional button-press and cause injury or damage.
- Possible injury or Death may occur due to pendant cord being a source for entangling the resident. Residents with decreased mental acuity should NOT have access to pendant.
- On Full-Electric Home Care Bed, manual hi/lo crank MUST be removed from the bed before use. Failure to remove may cause damage or injury.

## Radio Frequency Interference

**⚠ WARNING:** Most electronic equipment is influenced by Radio Frequency Interference (RFI). CAUTION should be exercised with regard to the use of portable communication equipment in the area around such equipment. If RFI causes erratic behavior, unplug the bed's power cord from the wall outlet IMMEDIATELY. DO NOT turn the power back on while transmission is in progress.

## Operation Guidelines

### **⚠ WARNING**

- Never exceed the weight capacity of this bed. The WEIGHT CAPACITY of this bed is 450 lbs. (205 kg) including all accessories, such as bed rails, mattress, occupant, and any other person/object positioned on the bed. PATIENT WEIGHT CAPACITY is 350 lbs. (158 kg).
- DO NOT permit more than one person in/on the bed at any time.
- Body weight should be evenly distributed over the surface of the bed. DO NOT lay, sit, or lean in such a way that your 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.
- The head and foot sections on the sleep surface must be lowered to the flat position for entry into the bed. Residents should be slowly lowered onto the sleep surface.
- DO NOT attempt to raise the Head section of the sleep surface while the patient or any other individual is seated or positioned with their weight entirely on the Head section.
- DO NOT sit on the Head section and attempt to raise yourself to a standing position with the hand pendant.
- DO NOT attempt to raise the Foot section of the sleep surface while the patient or any other individual is seated or positioned with their weight entirely on the Foot section.
- DO NOT attempt to raise the Head or Foot section of the sleep surface while more than one person is lying in the bed, or the bed weight limitations have been exceeded.

# Warnings & Cautions *(cont.)*

## **CAUTION**

- Keep all moving parts, including the main frame, mattress deck (head and foot springs/sections) and all drive shafts free of obstruction (i.e., blankets, sheets, heating blankets/pads, tubing, wiring, etc. and other types of products using electric cords which may get tangled around the bed, side rails or legs) during operation of the bed.
- DO NOT place video equipment such as televisions or computer monitors on bed.
- NEVER allow patients to use trapeze or traction units as a total individual weight support.
- Trapeze units are to be used only for assisting the patient in repositioning or transferring into or out of bed.
- Trapeze units must be positioned on a universal bed end as near as possible to the center point of the bed end.

## **ENTRAPMENT WARNINGS**

- Possible entrapment hazard may occur if a properly sized mattress is not used with this bed. It is recommended that a standard 35"W / 36"W, 80"L mattress is used.
- Proper patient assessment and monitoring, and proper maintenance and use of equipment is required to reduce the risk of entrapment. Variations in bed rail dimensions and mattress thickness, size, or density could increase risk of entrapment. Visit <http://www.fda.gov> to learn about the risks of entrapment.
- Once patient assessment concludes that the patient's condition increases the chance of entrapment, the bed **MUST** be in the flat position when left unattended.
- Replacement mattresses and bed side rails with dimensions different than the original equipment supplied or specified by the bed frame manufacturer are not interchangeable. Variations in bed side rail design, width and thickness or firmness of the mattress could cause/contribute to entrapment. Use only authorized replacement parts and/or accessories.
- To reduce the risk of entrapment, ensure the bed rail cross braces **DO NOT** exceed the width of the mattress. Mattress **MUST** fit bed frame and side rails snugly to reduce the risk of entrapment.
- When operating/moving the bed, **ALWAYS** ensure the resident is properly positioned within the confines of the bed. **DO NOT** let any extremities or body parts protrude over the side or between the bed rails when performing these functions.

## **BED RAIL WARNINGS**

- **DO NOT** install the optional bed rails without reading and understanding all the associated instructions.
- Always test to make sure the side rails are properly and securely in place before use.
- **DO NOT** use the side rails as push handles when moving the bed.
- These bed rails are intended to prevent an individual from inadvertently rolling out of bed. **DO NOT** use for restraint purposes.
- When used with the Home Care Bed, the bed rails are not rated to a specific weight limitation. Bed rails can be deformed or broken if excessive force is exerted on the rails. The bed rails are **NOT** intended as an assist for getting into or out of bed.



# Technical Specifications

Weight Capacity	450 lbs. (includes all accessories) 350 lbs. Patient Weight
Overall Length	87"
Overall Width without Rails	35.75"
Overall Width with Rails	38.25"
Length and Width of Mattress Deck	34.5" W x 79.25" L
Height Range	15.5" to 23.0"
Head Deck Angle	0° to 62°
Foot Deck Angle	0° to 34°
Under Bed Clearance	8.5"
Electrical Requirements	100V - 240VAC, 50/60 Hz, 3.15A Duty Cycle: 10%: 2 min ON / 18 min OFF
Electrical Safety Compliance	Conforms to UL Standard 962 Certified to CSA C.22.2 NO. 68
Battery Backup	9V
Fluid Ingress Rating	IPX4
Recommended Operating Temperature & Humidity	40°F to 104°F 15% to 93% relative humidity, non-condensing
Recommended Storage & Shipping Temperature	-20°F to +150°F

# Assembly Instructions

## Unpacking

### CAUTION

Unpack the bed in an area with sufficient room to work. Do not allow residents/patients near the bed until it has been completely set up and the work area has been cleared of all debris.

### TOOLS REQUIRED:

Wire Cutters    Utility Knife

1. Check cartons for any obvious damage to packaging or contents. If damage is evident, contact your distributor.
2. Remove any loose packaging from the cartons.
3. Carefully remove all components from the cartons.

Component Description	Shipping Weight	Carton Length	Carton Width	Carton Height
Panacea® Semi-Electric Head/Foot Frame with Motor and Hand Pendant	110 lbs.	45"	9"	36"
Panacea® Semi-Electric Bed Ends, 1 Pair	58 lbs.	38"	6"	26"
Panacea® Full-Electric Head/Foot Frame with Motor and Hand Pendant	114 lbs.	45"	9"	36"
Panacea® Full-Electric Bed Ends, 1 Pair	58 lbs.	38"	6"	26"
Half Rail, 1 Pair	17.5 lbs.	34"	3.75"	19"

### INSPECTION:

1. Examine each component carefully for damage, scratches, dents, or any other visual damage.
2. Carefully remove ties holding power cord, hand pendant and drive shaft.
3. Inspect power cord and plug for cuts or damage.
4. Inspect the motors and wires for damage, loose connections, or cuts.
5. Ensure motor connection to pendant is secure.

### STORAGE:

1. If the bed is not assembled immediately, retain cartons and packaging for storage until assembly is completed.
2. Store the packaged bed in a dry area.
3. DO NOT place other objects on top of the packaged bed cartons.

## Parts Identification

Confirm that all parts are present:

- A. Foot Deck Section
- B. Head Deck Section
- C. Headboard & Footboard
- D. Casters (4): 2 locking, 2 non-locking
- E. Hand Crank
- F. Hi/Low Drive Shaft
- G. Head/Foot Deck Section Motors with Hand Control



## Assembly Instructions *(cont.)*

### Frame Assembly

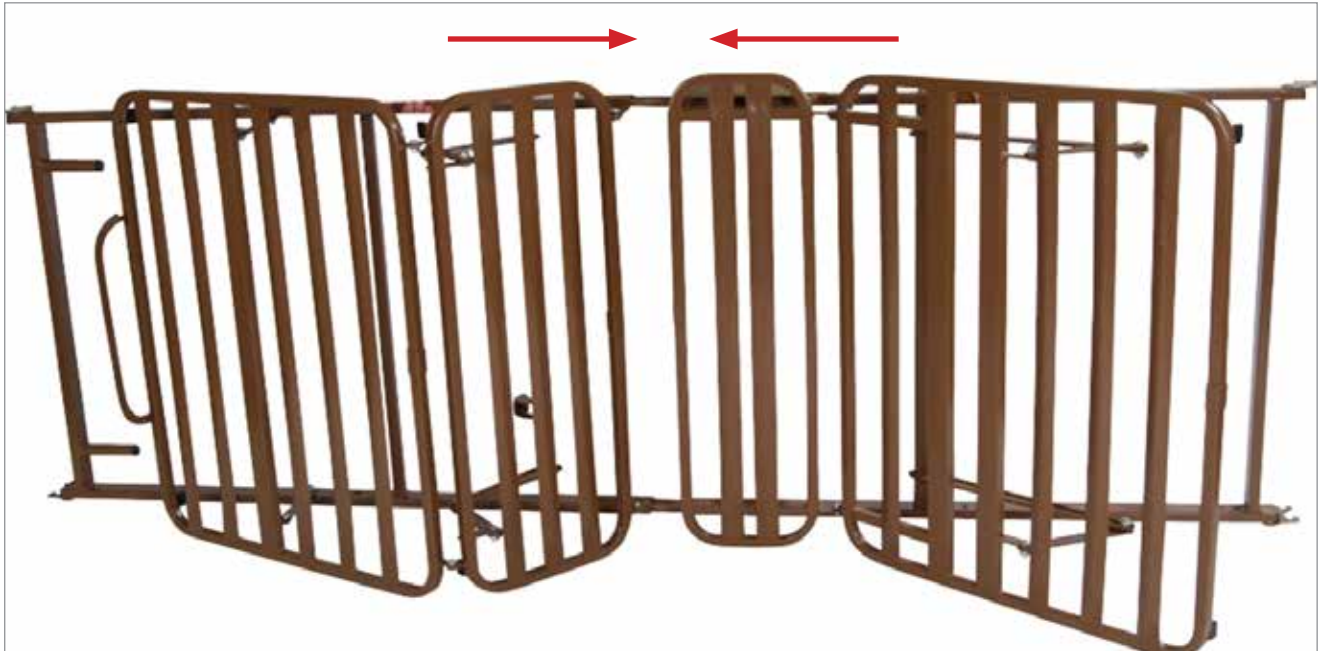
#### Head/Foot Frames

1. Place both ends of the frame/sleep surface on their side and align the flange with the receptacle as shown.



2. To attach the head and foot sections, slide the two sides together and lock into position with cotter pin.

**NOTE:** To disassemble the head and foot section, remove cotter pin and clasp and separate sections



## Assembly Instructions *(cont.)*

- Secure the frame/sleep surface with the cotter pin as shown. Lock the cotter pin with the attached clasp. Repeat on the opposite side of the frame.



### **Assemble Bed Ends to Frame**

- Install casters onto bed ends by inserting the stem of the caster into the leg receptacle. It is recommended to install one locking caster and one non-locking caster on each bed end. The locking casters should be installed diagonally from each other. Install casters to both bed ends. To engage the caster, press down on the locking tab; lift up to release.



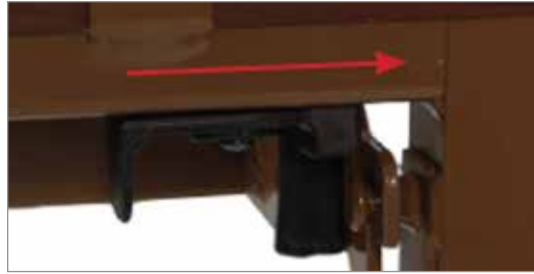


## Assembly Instructions *(cont.)*

5. Attach the Head and Foot Boards to the frame by aligning the frame mounting hooks over bed end mounting pins and push frame down to secure in place.

**NOTE:** Note position of the embossed "HEAD" and "FOOT" labels on top of bed ends for proper assembly. The foot end of the bed frame has the mattress retainer. The hand crank connection will always face outward away from the bed deck.

Push the plastic slide locks over the frame hooks on both bed ends to help prevent frame separation from the bed ends. Insert the hand crank into the port on the footboard.



### Install Motor

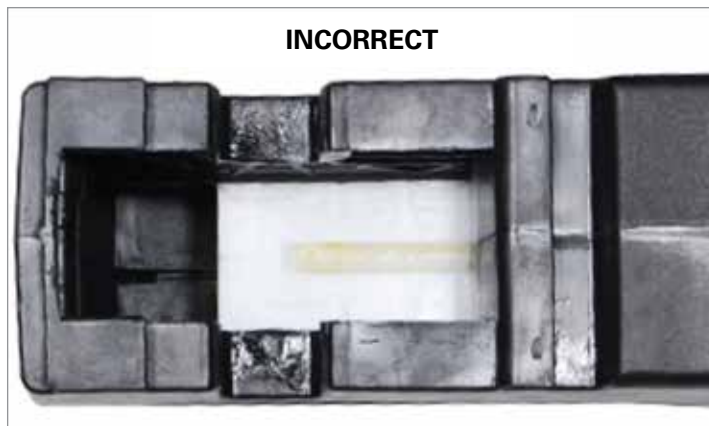
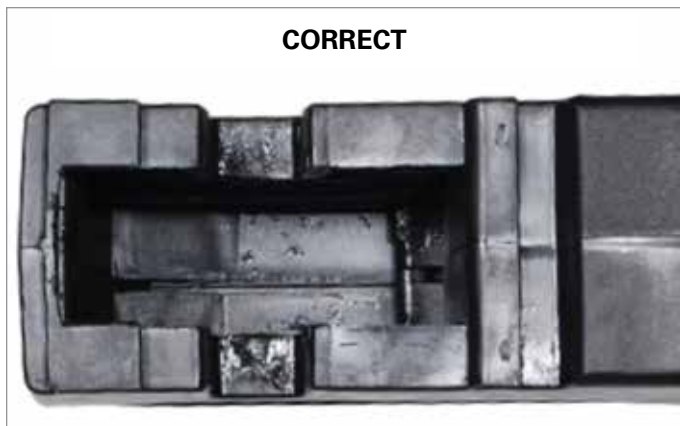
6. Before installing motor, ensure plug hand pendant cable is plugged into motor as shown.



## Assembly Instructions *(cont.)*

7. Remove locking caps from top of motor by sliding them off.

Prior to installation, verify the 2 white motor blocks are in the retracted position. If the white motor block is not in the retracted position, plug power cord into power outlet and retract motor block by depressing the down buttons on hand pendant until motor block is fully retracted.



8. Place the motor under the bed, aligned with the flange mounts on the actuator bars. Labels on the motor will indicate direction for head and foot sections.

**NOTE:** Figure B below shows the bed frame tipped on its side to better illustrate motor mounting location.



Figure A

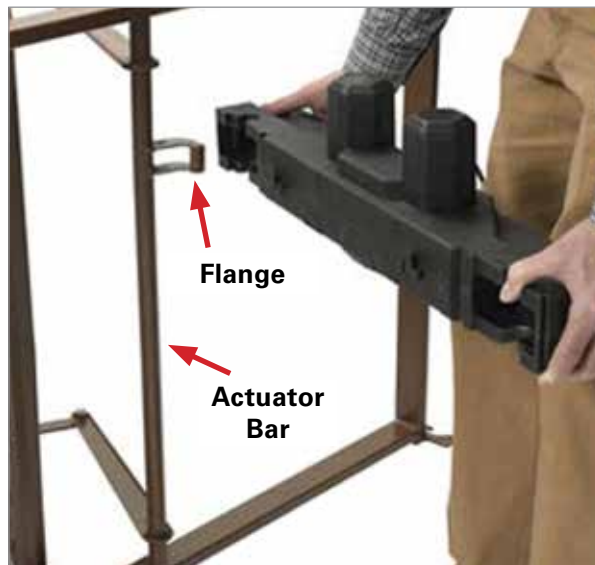


Figure B



9. With both hands, lift the motor and align the opening of the head end of the motor with the flange on the head section of the bed. Insert the flange into the motor compartment. With the palm of your hand, snap the motor flush to the actuator bar.

Align the opening of foot end of the motor with the flange on the foot section of the bed. Insert the flange into the motor compartment. With the palm of your hand, snap the motor flush to the actuator bar.

**NOTE:** Figure B below shows the bed frame tipped on its side to better illustrate flange location.



Figure A



Figure B

10. Once installed, slide the locking covers back on the motor to secure in place.



## Assembly Instructions *(cont.)*

### Install Hi/Lo Drive Shaft

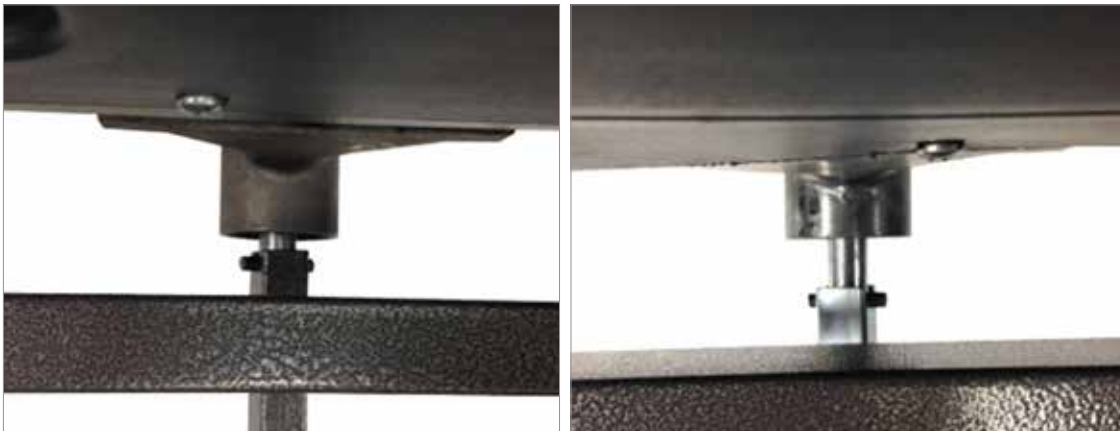
#### SEMI-ELECTRIC HOME CARE BED

11. The Hi/Lo drive shaft comes in 3 sections. Assemble the three sections together as shown.



12. Slide the Hi/Lo drive shaft under length of the bed. Install the spring-loaded end of the drive shaft to the footboard drive pin, then install head end of the drive shaft to the headboard drive pin. Adjust length of Hi/Lo drive shaft if it is too long or too short.

**NOTE:** The Hi/Lo drive shaft will fit securely between the Head and Foot Board drive pins when installed correctly.



13. Before the mattress is placed on the bed deck, flip up the mattress retainer at the foot end to reduce mattress movement.



## FULL-ELECTRIC HOME CARE BED

14. The Hi/Lo drive shaft comes in 4 sections. Assemble the two sections labeled "FOOT-1" and "FOOT-2" together. Assemble the two sections labeled "HEAD-1" and "HEAD-2" together.
15. Slide the Head section of the Hi/Lo drive shaft under the head section of the bed.  
Install the spring-loaded end of the drive shaft to the headboard drive pin, then install the other end of the drive shaft to the elevation motor drive pin under the center of the bed frame.



16. Slide the Foot section of the Hi/Lo drive shaft under the foot section of the bed.  
Install the spring-loaded end of the drive shaft to the footboard drive pin, then install the other end of the drive shaft to the elevation motor drive pin under the center of the bed frame.



## Optional Fixed Height Bed

17. The 4 cotter and clevis pins are used to lock the bed at a set height. Adjust and set the position so the hole in the leg is aligned with the hole in the bed end outer leg. Insert the cotter pin through each of the four legs and secure with the clevis pin.



# Operation

## **CRUSH HAZARD**

Crush point exists due to LOW BED CLEARANCE. Do NOT place feet or other limbs under the frame when lowering the bed. When lowering the bed, be aware this may cause INJURY if limbs or personal items interfere with bed movement. Stay clear of the frame and ensure children and/or pets are not under the bed before lowering.

## **WARNING**

- It is critically important to lock all casters to prevent unintended bed movement.
- Possible injury or Death may occur due to pendant cord being a source for entangling patients. Patients with decreased mental acuity should NOT have access to pendant.
- When routing cables from other equipment in the medical bed, precautions shall be taken to avoid squeezing between parts of the medical bed.

## Semi-Electric Operation

### Head Deck:

1. HEAD UP: Press and hold on the hand pendant to raise the head section only.
2. HEAD DOWN: Press and hold on the hand pendant to lower the head section only.
5. AUTO-CONTOUR UP: Press and hold to raise the head and foot sections simultaneously.
6. AUTO-CONTOUR DOWN: Press and hold to lower the head and foot sections simultaneously.

### Foot Deck:

3. FOOT UP: Press and hold on the hand pendant to raise the foot section only.
4. FOOT DOWN: Press and hold on the hand pendant to lower the foot section only.
5. AUTO-CONTOUR UP: Press and hold to raise the head and foot sections simultaneously.
6. AUTO-CONTOUR DOWN: Press and hold to lower the head and foot sections simultaneously.





### Hi/Lo Elevation:

Insert the hand crank into the port on the footboard. Rotate clockwise to lower the bed deck. Rotate counterclockwise to raise the bed deck.



## Full-Electric Operation

<b>Head Deck:</b> 1. HEAD UP: Press and hold on the hand pendant to raise the head section only. 2. HEAD DOWN: Press and hold on the hand pendant to lower the head section only.	
<b>Foot Deck:</b> 3. FOOT UP: Press and hold on the hand pendant to raise the foot section only. 4. FOOT DOWN: Press and hold on the hand pendant to lower the foot section only.	
<b>Hi/Lo Elevation:</b> 5. Press and hold the ELEVATION UP button on the hand pendant. This will raise the bed deck. 6. Press and hold the ELEVATION DOWN button on the hand pendant. This will lower the bed deck.	

## BATTERY BACKUP

### WARNING

- The battery backup should be used for EMERGENCY PURPOSES ONLY.
- DO NOT use the battery backup to demonstrate or display a bed. With battery installed, the motor can be operated to return the sleep surface to the horizontal position at a very slow speed in the event of a power failure.
- Battery function should be checked periodically to insure battery health. The battery should be removed if it no longer has a charge or if leakage from battery occurs.
- Batteries must be properly disposed of in accordance to local regulations.



# Bed Rails

**⚠ NOTE:** Bed rails may be purchased as a bundle with the bed frame or separately as an accessory.

**⚠ WARNING**

- DO NOT install the optional side rails without reading and understanding all the instructions.
- DO NOT use the side rails as push handles when moving the bed. Always test to make sure that the side rails are properly and securely in place before using the bed.
- Side rails are intended to prevent an individual from inadvertently rolling out of bed. DO NOT use for restraint purposes.
- Although side rails are not rated to any specific weight limitation, the side rails may become deformed or broken if excessive side pressure is exerted on the bed rails. The side rail is not an assist device for getting into or out of bed.

**⚠ ENTRAPMENT WARNING**

- Other manufacturers side rails/bars may not be compatible and can lead to entrapment issues or harm to patients/ residents. Only compatible side rails/bars may be used on this bed. Make sure bed frame is adjusted correctly for mattress size being used and side rails/bars are properly secured to frame to decrease the risk of entrapment.
- The risks associated with these devices used in conjunction with specialty mattresses and mattress overlays have not been evaluated. When these specialty mattresses or mattress overlays are used, the end user facility must take steps to ensure that the therapeutic benefit outweighs the risk of entrapment.

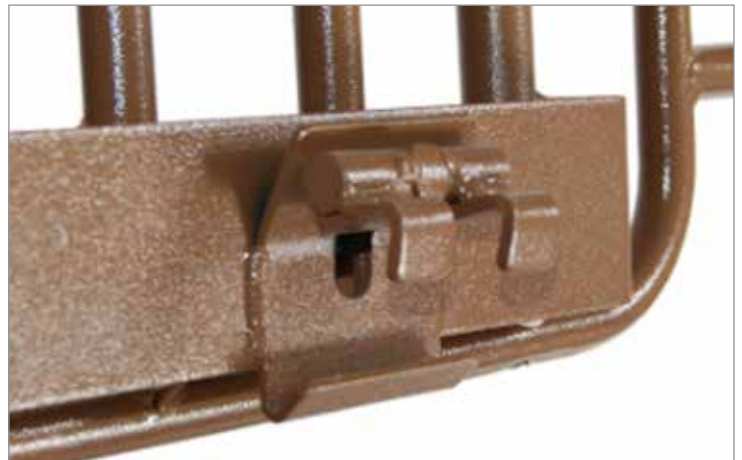
**⚠ CRUSH HAZARD**

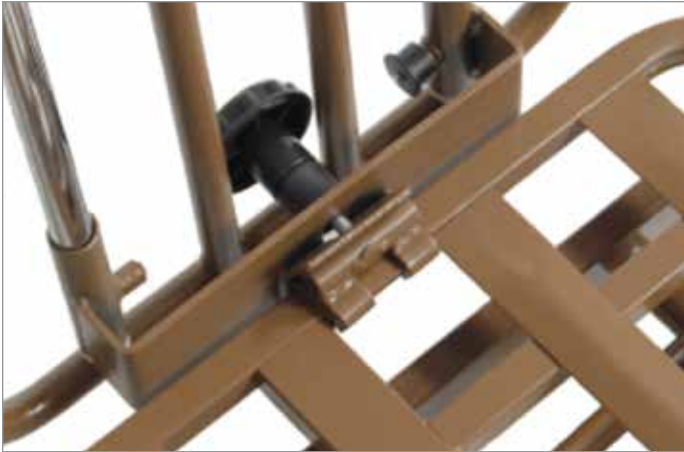
- Crush hazard exists between the side rails/bars and the floor when in the lowest position which may cause injury to oneself or others. Do NOT place feet beneath the side rails/bars.

## Half Bed Rails

### INSTALLATION

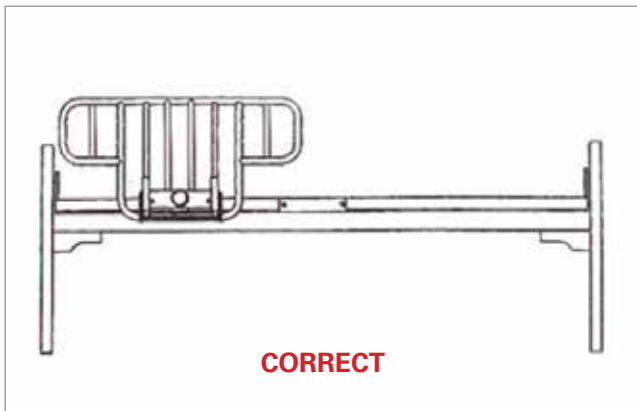
1. Locate the label on the head section of the frame. The half rail clamp should be installed over this label.
2. Align the fixed clamp jaw in front of bed frame rail. Align movable clamp jaw on top of bed frame rail, and turn knob clockwise until clamp is tight, securing safety rail to bed frame rail.





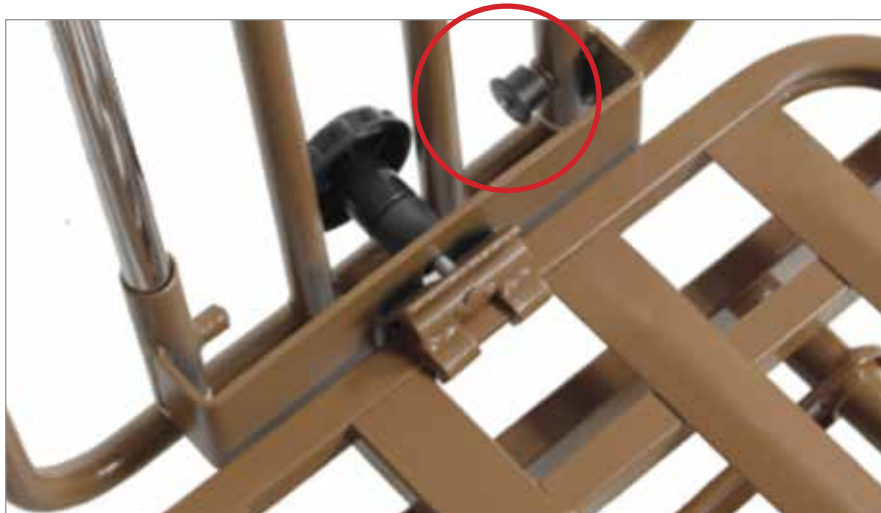
### **⚠ WARNING**

When installing bed rail, only place one (1) rail on bed per side. DO NOT place 2 bed rails on the same side of the bed. Incorrect mounting may cause injury or death.



### **OPERATION**

Pull out spring pin on each bracket to raise or lower rail. Ensure spring pin is properly engaged to lock rail in position.



# Maintenance & Cleaning

**ELECTRONICS:** Inspect every 6 months or with each new user.

- Check all controls to make sure all functions work properly.
  - Foot Deck Control
  - Head Deck Control
  - Hi/Lo Elevation (Full-Electric model)
- Check all cables for damaged or frayed wires.
  - Power cord
  - Pendant cord
- Check to make sure all plugs are fully inserted or attached.
- Check 9V battery on pendant and motor and replace annually.

**BED FRAME & SLEEPING SURFACE:** Inspect annually or with each new user.

- Visually check all welds.
  - Head section
  - Foot section
  - Main Frame
- Check joints between sleeping surface sections for loose fasteners.

**LUBRICATION & MECHANICAL:** Inspect every 6 months or with each new user.

- Lubricate all caster roller and swivel bearings with light machine oil.
- Check all bolts and tighten as needed.

**CLEANING:** Recommended with each new user

- If possible, remove patient/resident before cleaning bed.
- Prior to cleaning unplug power supply cord
- Ensure all electrical parts (motors, control boxes, wires, and pendant) are not broken. Ensure that NO liquids enter electrical components.
- The metal parts of the bed are covered with a powder coating. Clean all coated parts with mild detergent and warm water.
- Raise head and foot sections of the bed to remove dust from frame.
- Remove mattress and clean mattress deck.
- Remove all solid contaminants, then wash and sanitize all components. DO NOT submerge the bed frame or electrical components.
- Solvents, alcohol, bleach, caustic agents, high acid or alkaline solutions or petroleum-based products should not be used on the bed.
- Use standard water pressure. DO NOT power wash or steam clean any parts.
- Rinse completely with water (Maximum temperature 110°F or 43°C). Do not rinse with cold water.
- Ensure all parts are dry before using or storing.

**NOTE:** This bed is NOT compatible with wash down tunnels.



# Troubleshooting

Problem	Possible Cause / Solution
Bed movement does not occur when pendant control button is pushed.	<ol style="list-style-type: none"> <li>1. Adjustment may already be at maximum or minimum level.</li> <li>2. Bed is not plugged into wall outlet and backup 9V battery has not been installed or no longer holds charge. Plug bed into wall outlet.</li> <li>3. Repeated adjustments or use of multiple adjustments simultaneously may trip thermal protection overload. Allow bed to sit for several minutes to reset. This can take up to 30 minutes depending on overload severity.</li> <li>4. Pendant cord may be damaged. Check cord for damage. If cord is damaged, discontinue bed usage until cord is replaced.</li> <li>5. Pendant connection may be loose or damaged. Reconnect the pendant to the connection on motor housing.</li> <li>6. Bed may be overloaded or constrained from moving. Determine load and check for obstructions.</li> </ol>
Semi-Electric Bed: Bed will not raise or lower (hi/lo)	<ol style="list-style-type: none"> <li>1. Ensure Gear Box Crank connections on both Bed Ends are facing outward so accessible to hand crank.</li> <li>2. Ensure Hand Crank is properly engaged into bed end gear box.</li> <li>3. Drive Shaft may not be installed or is incorrectly installed. Ensure Drive Shaft is properly connected to both Bed End gear boxes.</li> <li>4. To work properly, Bed Ends must be installed as a set: Bed End at Head Section will say "HEAD" on the top and sides and at the Foot Section will say "FOOT" on the top and sides.</li> </ol>
Motor cannot be installed onto bed deck	Make sure both white motor blocks are in the fully retracted position. Plug in power cord, depress down buttons on hand pendant until motor blocks are full retracted.

# Warranty

We offer to you, as the original purchaser, a warranty for the Panacea® Semi-Electric Home Care Bed and Full-Electric Home Care Bed. Our warranty applies for the limited warranty period stated below. If any device or device part listed below is defective in material or workmanship during the applicable limited warranty period, we will repair or replace it at our cost. Please note that the decision to repair or replace a device or device part will be at our discretion. Our warranty applies only if the device is properly maintained by the original purchaser for normal, indoor use and does not cover normal wear and tear, modification of the device, or damage caused by abuse, improper use, failure to maintain, use which exceeds the published device limitations, or the combination of any device with another product. In addition, our warranty does not cover fading, colorfastness, stains, spills or exposure to chemicals, odors, heat, or light. In certain cases, we may provide you repair or adjustment instructions and/or replacement parts and ask you to perform a repair or adjustment or replace a defective part.

Our warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Please note that our limited warranty period begins when we ship the device to you. The limited warranty period and our obligations under the warranty end once you transfer the device to someone else or at the end of the applicable limited warranty period identified below, whichever is earlier.

Device(s)	Warranty Period (Parts)
Panacea® Semi-Electric Home Care Bed	Frame, Welds: 3 years
Panacea® Full-Electric Home Care Bed	Motor, Electrical Components: 2 years
	Parts: 1 year
Half-Rail Assist	Frame, Welds: 3 years
	Parts: 1 year

Anticipated Usable Product Life is based on normal use with proper maintenance, cleaning and storage. You should still inspect, monitor and care for the product as described in this guide, as the product may need to be replaced sooner than anticipated in particular situations.

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# Customer Service

If you have any questions about the Panacea® Semi-Electric Home Care Bed or Full-Electric Home Care Bed you have purchased or would like to request warranty service, please contact your distributor.



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