



# ***Direct Supply®*** ***Panacea® Home Comfort Mattress*** *Owner's Manual*

Thank you for purchasing a Direct Supply® Panacea® Home Comfort Mattress. 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 Direct Supply Panacea Home Comfort Mattress. Share this information with your housekeeping, nursing and maintenance staff to help ensure the mattress is cared for properly.

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



# Introduction

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## Introduction

Thank you for purchasing the Direct Supply® Panacea® Home Comfort mattress. You can expect years of resident comfort using this mattress.

## Definitions and Symbols

**NOTE:** Indicates a tip. Sets apart special information or important instruction clarification.

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

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

 **Attention.** Read the instructions.


**PRODUCT:** Your Direct Supply Panacea Home Comfort mattress.

**YOU and YOUR:** The facility, community or other person or entity that has purchased the product.

**WE, US, and OUR:** Direct Supply Manufacturing, Inc.

## Product Description

Direct Supply Panacea Home Comfort mattresses are made from a Visco elastic, temperature-sensitive foam that conforms to your body, reduces motion transfer and provides more even temperatures. The Direct Supply Panacea Home Comfort mattress is a residential, non-medical mattress and is not intended to cure, mitigate, treat or prevent decubitus ulcers or any other disease or medical condition. Because the Direct Supply Panacea Home Comfort mattress is different from other Panacea mattresses, there are some special care instructions you'll need to follow.

 **Warning** – The mattress is designed to provide comfort and may require other equipment. This may include, but is not limited to:

1. Bed rails for repositioning and fall prevention.
2. Resident monitoring devices for elopement prevention.
3. Other devices as specified by the caregiver.

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

# Product Specifications

<b>COVER:</b>	Cleanable, removable and replaceable
<b>MATTRESS:</b>	$\frac{3}{4}$ "H top quilting 3" Visco elastic top layer, 5" urethane bottom layer
<b>FOUNDATION:</b>	Top cover is non-skid Wood construction
<b>FIRE RATINGS:</b>	Panacea Home Comfort Mattresses meet the requirements of 16 CFR 1633 – Federal Flammability (open-flame) Standard for Mattresses used without foundations or used with foundation supplied by Direct Supply, Inc.

## SURFACE SIZES:

Size	Height (inches)	Lengths (inches)	Widths (inches)
Twin	8"	75"	39"
Full	8"	75"	54"
Queen	8"	80"	60"
King	8"	80"	76"

## WEIGHT CAPACITIES:

Product	Weight Capacity (lbs)	Weight Capacity (Kgs)
Foundation for Panacea Home Comfort	350 lbs.	159 Kgs


 **WARNING:** Resident's body cannot exceed the width of the mattress at any weight capacity.


# Warnings


## **Warnings – General**


1. Failure to comply with all directions and warnings may result in injury or death; use only as directed.
2. Inspect the product for damage before each use and do not use it if it appears to be damaged.
3. Never alter the product in any way.
4. This product is designed for indoor use only.
5. The Direct Supply Panacea Home Comfort Mattress should not be used with a non-Panacea foundation or cover.


 **WARNING:** This mattress is not intended to be used with medical beds, bed rails or other medical devices.

 **WARNING:** This mattress is a residential, nonmedical mattress intended to provide comfort. It is not a medical mattress and is not intended to cure, mitigate, treat or prevent decubitus ulcers. A skilled healthcare provider should determine if this mattress is appropriate for each individual resident.

 **WARNING:** Do not remove the white law label or the model name label. These labels serve as a means of identification to establish your warranty rights. This product meets 16 CFR 1633 when used with Transitional Mattress foundation from Direct Supply Equipment & Furnishings.

 **WARNING:** DO NOT smoke in bed or use an open flame within close proximity to the mattress. DO NOT route electrical cords or other conductors through or under the mattress.


 **CAUTION:** Keep out of direct sunlight. Prolonged exposure will cause the foam to break down and reduce the comfort of the mattress. DO NOT store in temperatures below 40° or greater than 95° Fahrenheit (5-35° Celsius). DO NOT expose to moisture or areas of extreme humidity.


 **CAUTION:** DO NOT use bleach or any other harsh chemicals to clean the mattress or cover. DO NOT saturate the mattress during cleaning.

# Directions for Use

To ensure full mattress expansion, the mattress must be unpackaged within 48 hours of receipt. **Do not use razor blades to cut packaging away from mattress.**

1. Unpack the mattress in an area with sufficient room to work. Do not allow residents near the mattress until it has been completely set up and the work area has been cleared of all debris.
  - Note: Do not remove white law label or the model name label from the mattress. Removal of tags will void the warranty.
2. Inspect the mattress for shipping damage. If the mattress is damaged, **DO NOT USE MATTRESS** and immediately contact Direct Supply Equipment & Furnishings for further instruction.
3. Verify the proper mattress model and size was shipped. If you feel there was a mistake, **DO NOT USE MATTRESS** and immediately contact Direct Supply Equipment & Furnishings.
4. After verifying you've received the correct product without damage, lay product box on its side and slide the mattress out onto the floor.
5. Remove the poly film by carefully using a pair of scissors and cut **ONLY** the poly material.
6. Mattress will start to expand when exposed to the air. Gently remove the rest of the poly film and allow the mattress to fully recover. Keep packaging materials away from residents, children and pets. Properly discard of all packaging materials.
7. Place the fully expanded mattress on your Panacea foundation.

 **WARNING:** Due to the size and weight of these products, we recommend a minimum of two people to handle and maneuver the mattress into position.

 **CAUTION:** The Direct Supply Panacea Home Comfort mattress should always be used with a Panacea foundation. Notwithstanding the following, the Direct Supply Panacea Home Comfort mattress **SHOULD NOT BE USED** on a waterbed frame or futon frame. Further, an old foundation may not provide sufficient support and may cause your mattress to appear to be sagging or indented. Placing the mattress on an unapproved surface may void your warranty.

8. Compressed mattresses need time to properly recover. Allow the mattress to recover for 24 hours before using.

Note: Your mattress arrives in a compressed state. After packaging has been removed, allow the mattress to unfold naturally, especially in weather below 50°F, as it will unfold as it warms up in a few hours.

Note: The materials are temperature sensitive, so warm and humid weather may make the mattress feel soft, while cold weather may make it feel firmer.

9. After 24 hours, the mattress is ready to use. Always follow your standards and procedures for bed dressing. If after 24 hours the mattress does not appear to have properly recovered, **DO NOT USE MATTRESS** and immediately contact Direct Supply Equipment & Furnishings.

# *Cleaning, Maintenance & Storage*


## **Cleaning**

Due to the temperature sensitivity of the mattress, it is not recommend to use an electric blanket or heating pad with your mattress. Your mattress should also never be flipped, as it has a one-sided design.

If your mattress becomes stained, DO NOT drench, soak or wash the actual mattress, and DO NOT USE bleach or harsh stain removers.

### **Cover Care:**

Should your mattress cover get soiled or dirty, you can “spot clean” with a damp towel and a mild soap or detergent. You can remove the mattress cover by unzipping it and hand washing it with cold water and a mild bleach-free detergent. Allow cover to fully “air” dry or use a very low dryer cycle before re-applying your bedding.

 **CAUTION: Do Not Use Bleach**, fabric softeners, wash additives or chemicals other than mild soap and cold water.

## **Maintenance**

**Covers:** Inspect the mattress cover during every linen change and/or resident change for cuts, rips or tears. Do not use the mattress if the cover is damaged. During each cover inspection, also check to ensure that the foundation is not damaging the bottom of the mattress.

**Core:** At least every 3 months, unzip the mattress cover and inspect the foam core. It is natural for foam to discolor (turning slightly yellow) over time.

A replacement mattress should be considered if during the core inspection any of the following are found:

1. Stains (other than natural coloring) caused by extended periods of exposure to chemicals or bodily fluids.
2. Noticeable pieces of foam missing or torn from the core.
3. Any other noticeable damage.

## **Storage**

If the mattress is not to be used immediately, it must still be removed from the box within 48 hours of arrival. When the mattress is going to be stored:

1. Store the product flat. Never store the mattress folded up, rolled or bent.
2. Store in a cool dry place out of direct sunlight. Avoid storage areas that are not temperature or humidity controlled.
3. Do not store near heaters or other devices that could physically damage the product.
4. Do not place objects on the mattress during storage.

# Limited Warranty

We offer to you, as the original purchaser, a warranty for the cover and foam of your Direct Supply Panacea mattress. Our warranty applies for the limited warranty period stated below. If any product or product 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 product or product part will be at our discretion. Our warranty applies only if the product is properly maintained by the original purchaser for normal, indoor use and does not cover normal wear and tear, modification of the product, or damage caused by abuse, improper use, failure to maintain, use which exceeds the published product limitations, or the combination of any product with another product. In addition, our warranty does not cover fading, characteristics or natural variations in fabric, texture, 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 product to you. The limited warranty period and our obligations under the warranty end once you transfer the product to someone else, or at the end of the applicable limited warranty period identified below, whichever is earlier.

Mattress	Foam Components	Cover	Anticipated Useable Product Life
Direct Supply Panacea Home Comfort	10 years	1 year	10 years

## Coverage Period

We warrant the covered product for a period not to exceed 10 years with the following parameters:

- First year, replacement will be at 100% of original purchase price.
- For years two through ten, replacement value is prorated as follows:
  - Year 2 90% of original purchase price
  - Year 3 80% of original purchase price
  - Year 4 70% of original purchase price
  - Year 5 60% of original purchase price
  - Year 6 50% of original purchase price
  - Year 7 40% of original purchase price
  - Year 8 30% of original purchase price
  - Year 9 20% of original purchase price
  - Year 10 10% of original purchase price



## Details of our Limited Warranty

Our warranty applies for the warranty period stated above. Direct Supply Manufacturing, Inc warrants that the covered product will retain 90% of the original height through year 5, and 80% of the original height through year 10. Please note that softening is a normal characteristic of foam constructions and is not considered to be a defect. We do not warrant softening of the foam. We warrant the cover to be free of material and workmanship defects.

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.

DIRECT SUPPLY MANUFACTURING, INC. MAKES NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE; THESE AND ALL OTHER IMPLIED WARRANTIES ARE SPECIFICALLY DISCLAIMED. DIRECT SUPPLY MANUFACTURING, INC. WILL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES THAT MAY RESULT FROM THE DEVICE OR YOUR USE OF OR INABILITY TO USE THE DEVICE. TO THE EXTENT ALLOWED BY LAW, OUR TOTAL LIABILITY TO YOU, IF ANY, IS LIMITED TO THE PRICE OF THE DEVICE OR SERVICE GIVING RISE TO YOUR CLAIM. Some states do not allow an exclusion or limitation of incidental or consequential damages or how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. If implied warranties are not excluded, and to the extent allowed by law, we limit any and all implied warranties to the applicable warranty period identified above. Except for rights under any applicable state law, the remedies provided under this warranty are your sole and exclusive remedy for any breach of our warranty and state the entire limit of our responsibilities.

## *Customer Service*

Our promise to you is that you will have a convenient and easy ordering experience, receive a quality mattress and enjoy outrageous customer service. If you have any questions about the mattress you have purchased or would like to request warranty service, please contact: Direct Supply Equipment & Furnishings, 1-800-634-7328, 6767 North Industrial Road, Milwaukee, WI 53223, [deardirect@directsupply.net](mailto:deardirect@directsupply.net)





1-800-634-7328 • [directsupply.com](http://directsupply.com)

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