

Panacea® AIR PRO MATTRESS

Owner's Manual

Please keep and refer to this Owner's Manual.

Thank you for purchasing a Panacea® Air Pro Mattress from Direct Supply Equipment & Furnishings®. 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 Panacea mattress. Share this information with your housekeeping, nursing and maintenance staff to help ensure the mattress system is cared for properly.



Table of Contents

Introduction	3
Definitions & Symbols	3
Product Description	4 - 6
Quick Reference Guide	7
Product Specifications	8
Warnings	9 - 10
Directions for Use	
Transportation & CPR	
Cleaning & Disinfecting	14
Preventative Maintenance	15
Storage	16
Troubleshooting Guide	17
Limited Warranty	18
Customer Service	19

Introduction

Introduction

The Panacea® Air Pro alternating pressure and low air loss mattress is designed to assist in the prevention and treatment of pressure ulcers for Long Term Care residents. The resident support surface fits most standard healthcare beds and consists of 20 air cells that run laterally underneath the entire body and are contained within durable air perimeters. The air flotation system aids in pressure redistribution and relief, and helps maintain low interface pressures throughout the surface.

The Panacea Air Pro is a pump-based system that provides alternating pressure and low air loss therapy. The inflation levels are designed to maintain low interface pressures throughout the mattress, to redistribute peak interface pressures during the alternating cycle and to further relieve peak pressure points as the cycle alternates. The true low air loss feature helps reduce maceration and further skin breakdown by keeping the skin surface cool and dry.

Definitions & Symbols

NOTE: Indicates a tip.

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

DEVICE: Your Panacea Air Pro Mattress.

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

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

Attention Read the instructions



The control unit is certified to E223556, UL60601-1 and CAN/USA C22.2 NO.601.1



Product Description

INDICATIONS FOR USE:

The Panacea Air Pro is a flotation therapy mattress which provides pressure management to assist in the prevention and treatment of pressure ulcers. The alternating pressure and low air loss mode provided with the Panacea Air Pro mattress is indicated for use as a preventive tool against further complications associated with many critically ill residents or immobility.

Air cells:

20 air cells provide alternating pressure by deflating every other air cell by 50% of the air pressure, then reinflating before the next cells deflate. This pattern repeats at user determined cycle times. These air cells inflate to a height of 8".

Side perimeters:

Two air-filled side perimeters help to contain the resident within the mattress system. The Panacea Air Pro Plus Mattress has 3" raised side perimeters to further help minimize resident falls

Safety air base:

A 2"H safety base of static-filled air cells helps to ensure that the resident is safe and comfortable in the event of a power failure.

CPR valve:

Cardiopulmonary Resuscitation (CPR) requires a rapid deflation of the mattress. If CPR is required, twist the CPR Plug on the top right-hand side of the mattress. Also, remove the hoses from the controller by depressing the latch on the connector for each hose to release the hose from the controller. This will allow the mattress to vent the air in the air cells

Cover:

The antimicrobial top fabric is fire resistant, fluid resistant, tear resistant, cleanable and has a replaceable 4-way stretch cover.

Bottom Cover - PVC vinyl bottom for durability and easy cleaning.

Mattress height:

Panacea Air Pro Plus mattress provides a 10" thick pressure management surface and the total mattress height is 13" with raised perimeters.

Friction/shear

The cover reduces both friction and shear.

Replacement mattress:

The mattress should be placed directly on an existing healthcare bed frame of an appropriate size.

Warranty:

The mattress warranty is 2 years against manufacturing defects (see warranty for specific detail). The control unit warranty is 18 months.

Product Description (cont)

Pressure management:

This replacement mattress system is designed as a tool to help you to provide pressure management in the prevention and treatment of pressure ulcers.

Operating instructions:

The Panacea Air Pro System incorporates alternating pressure therapy techniques to reduce interface pressures on the skin surface. When the resident is placed on the mattress surface, the mattress firmness is adjusted automatically after the resident's height and weight are entered on the display panel. This distributes the body weight uniformly across the mattress surface. The Alternating Pressure mode reduces the air pressure in alternate air cells every 5, 10 or 15 minutes to reduce the interface pressure on specific areas of the body even further. The air cells with reduced air pressure are alternated with adjacent air cells to allow a major portion of the body to obtain the therapeutic effect while maintaining the resident in an air flotation state.

Installation of the Panacea Air Pro System

The Panacea Air Pro Mattress can be placed on any conventional bed used in hospitals, nursing homes or a home healthcare bed. The original bed mattress should be removed and stored in an appropriate place. The following steps should be completed in installing the system:

- 1. Roll out mattress onto the bed frame with the air hoses exiting at the foot of the bed.
- 2. Strap the mattress base to the bed frame. Use caution when attaching the straps to make sure there is no strap damage when the bed position is changed.
- 3. Place the Panacea Air Pro System Controller on the foot board as close to the center as possible.
- 4. Make sure the hoses can reach the controller without undue strain.
- 5. Connect the air hoses to the controller.
- 6. Press the hose onto the controller connector until the hose connector clicks.
- 7. Pull back gently on the hose connector to verify the mechanical connection is secure.
- 8. The appropriate connections will be obvious as only certain mattress side connectors will mate properly with the control unit side ports.
- 9. Examine each of the air cells in the mattress. Make sure each air cell is vertical and not twisted in the mattress base.
- 10. Verify positive air connections by gently pulling the air manifold and air cell connections gently apart.
- 11. If the connectors separate, press them back together until a click is heard.
- 12. Loose air cell connectors may prevent the mattress from inflating properly.
- 13. Check the Velcro tabs on the end of each air cell to make sure they are securely fastened to the mattress base.
- 14. Route the power cord in a safe manner to the closest power outlet and plug in the unit.
- 15. When the unit is powered up, set the control unit mode to Max Inflate mode. This will fill the mattress more rapidly in preparation for the resident.



- 16. Note the inflation of the air cells. Make sure all air cells are standing up straight and are not twisted in the mattress base.
- 17. Change the mode from Auto-Firm mode to the desired mode of operation.
- 18. Adjust the firmness level for the resident by pressing the Increase/Decrease Firmness Button. Weights on label are for reference only and are not a substitute for a physical hand check.

SYSTEM FUNCTIONS

Power Button

Toggles between Power On and Standby mode.

- Standby mode: Amber LED on, main power is on but pump is off
- Power On mode: Green LED on, pump is operating
- If no mode is selected, the pump defaults to Static Pressure mode
- Hold the power button down for more than 2 seconds to enter Standby mode

Modes of Therapy Button

Toggles between Static Pressure mode and Alternating Pressure modes programmed into the control unit. The cycle time settings for Alternating Pressure mode are 5-, 10-, 15- and 20-minute periods.

Low Air Loss

Provides airflow to top cover of mattress. Available only in Static Pressure mode.

Auto-Firm Mode

Inflates mattress to maximum firmness.

Alarm Silence Button

This turns off the audible alarm (the LED for the warning still flashes). If the alarm condition is re-triggered, the audible alarm will be turned on again.

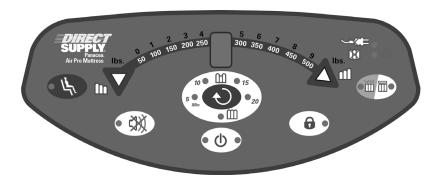
- The Panacea Air Pro top cover is designed for use without a top sheet. If a bottom sheet is desired, place a flat sheet over the top cover and allow it to drape over on all four sides of the bed. Do not tuck in the ends of the sheet under the mattress. The bottom sheet must have the ability to conform to the resident's body profile. This relieves excess pressure and shear on the skin.
- Power Failure Indicator/Alarm This LED blinks and sounds an audible alarm to indicate power has been removed, either because the plug was removed or power to the outlet has been removed.
- Low Pressure Warning If a problem exists with maintaining pressure in the active alternation channel, this LED will blink and an audible alarm will sound.

Lock Button

When the lock button is depressed for 2 seconds this button will disable all of other buttons on the controller to prevent unauthorized or accidental changes from occurring. This function can be disabled by depressing the button for an additional 2 seconds. The audible alarm is sounded to indicate the operation of this function and a yellow LED indicates the locked state.

Quick Reference Guide

Please read the User Manual before operating the system. It contains detailed information on the operation, cleaning and maintenance of the system.





Power Button



Alarm Silence Button



Power Failure Indicator



Increase Firmness Button



Decrease Firmness Button



Lock Button



Modes of Therapy Button



Auto-Firm Mode



Alternating Pressure Mode



Static Pressure Mode



Static Pressure with Low Air Loss



Fowler Mode



Product Specifications

Cover:

4-Way Stretch Top Cover, PVC Bottom Cover Antimicrobial Flame Resistant Fluid Resistant Tear Resistant

Fire ratings:

CA #117

Air cells:

70 Denier Nylon/Polyurethane

Side perimeters:

70 Denier Nylon/Polyurethane

Safety air base:

70 Denier Nylon/Polyurethane

Control unit:

120V, 60 Hz

Surface sizes:

32"W x 10"H x 80"L, 500 lb. weight capacity 35"W x 10"H x 75"L, 500 lb. weight capacity 35"W x 10"H x 80"L, 500 lb. weight capacity 35"W x 10"H x 84"L, 500 lb, weight capacity 39"W x 10"H x 80"L, 500 lb. weight capacity 42"W x 10"H x 80"L, 500 lb. weight capacity 48"W x 10"H x 80"L, 500 lb. weight capacity 54"W x 10"H x 80"L, 500 lb. weight capacity 60"W x 10"H x 80"L, 500 lb. weight capacity



- 1. Resident's body cannot exceed the width of the mattress.
 - 2. Check the weight capacity of the bed to make sure both the mattress and bed are capable of supporting additional weight

Warnings

Read and follow all directions and warnings before using this product.

△ WARNINGS

- Failure to comply with all directions and warnings may result in injury or death; use only as directed.
- 2. This product is not suitable for all individuals. Other devices may be required.
- 3. Inspect the product for damage before each use and do not use it if it appears to be damaged or not functioning properly.
- 4. Never alter the product in any way.
- 5. This product is designed for indoor use only within close proximity to skilled caregivers.
- This device is not designed to operate with residents weighing more than 500 lbs. on mattresses up to 39"W.

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

NOTE: This product is designed to assist in the prevention and treatment of pressure ulcers 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.

△ WARNING – To reduce the risk of electrocution:

- 1. Always unplug this unit immediately after using.
- 2. Do not operate near water.
- 3. Do not place or store product where it can fall or be pulled into a tub or sink.
- 4. Do not place in or drop into water or other liquid.
- 5. Do not reach for a product that has fallen into water. Unplug immediately.
- 6. Do not remove control unit cover. Risk of electrical shock.

△ WARNING – To reduce the risk of burns, fire or injury to persons:

- 1. Use this unit only for its intended use as described in the operating instructions.
- Never operate this product if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the unit for examination and repair.
- 3. Keep the cord away from heated surfaces.
- 4. Never drop or insert any object into any opening or hose.
- 5. Do not use outdoors.



△ WARNING

This device is only a tool to assist with pressure reduction as part of an overall care plan. Failure to comply with all instructions, warnings and precautions or using the product for a purpose other than the recommended use could result in bodily injury or death.

This product is not designed to replace good caregiving practices, including but not limited to:

- · Direct resident supervision.
- Adequate care plans and training for staff personnel for entrapment and fall prevention.
- Inspection and testing before use.

△ WARNING — Risk of Serious Injury or Death.

Bed System Entrapment Information

Use a properly sized mattress in order to minimize the gap between the side of the mattress and bed and accessories. This gap must be small enough to prevent a resident from getting his/her head or neck caught. Make sure raising or lowering the bed, or articulating the sleep surface does not create hazardous gaps. Failure to do so could result in serious injury or death.

An optimal bed system assessment should be conducted on each resident by a qualified clinician or medical provider to ensure maximum safety of the resident. The assessment should be conducted within the context of, and in compliance with, the state and federal guidelines related to the use of restraints and bed system entrapment guidance, including the Clinical Guidance for the Assessment and Implementation of Side Rails published by the Hospital Bed Safety Workgroup of the U.S. Food and Drug Administration.

Directions for Use

Directions for Use

- Place the Panacea Air Pro Mattress on the bed frame with the hoses exiting at the foot
 of the bed
- 2. Secure mattress to the bed deck using the black straps attached to the bottom of the mattress. Be sure to only attach the straps to the parts of the bed that articulate and not to the stationary parts of the frame.
- 3. Hang the control unit on the end of the bed using the hangers, or place on a stable horizontal surface.
- 4. Ensure the air lines are not "kinked" or "twisted." Connect the mattress to the control unit by pushing the connector into the air ports located on the side of the blower until you hear it "click" securely into place.
- 5. Ensure the electrical power source, if switched, is in an OFF position, then plug in the power cord and switch to ON. The POWER ON lamp is now illuminated.
- 6. Set the firmness level to the highest setting and allow approximately 60 minutes for the mattress to fully inflate. A green light next to the Alarm Silence button will indicate when it is fully inflated.
- After preparing the mattress surface with appropriate linens (not included), place the resident on the mattress.

LINEN NOTE: Deep-pocketed sheets are recommended (not included). Multiple layering of linens or under pads beneath the resident can negatively affect the mattress's pressure management capabilities and should be avoided unless recommended by a caregiver.

- 8. Decrease firmness if necessary for resident comfort, support and immersion into the mattress for optimal pressure redistribution.
 - a) A common method for sizing an air mattress is to check to see if suitable pressure is selected by sliding one hand between the air mattress and the air/ foam base under the resident's buttocks. Users should be able to feel the space between their hand and the resident's buttocks with the acceptable range being 25 to 40 mm (1" to 1½"). This hand-check procedure is issued by AHCPR (Agency for Health Care Policy and Research).
 - Adjust the firmness by repeatedly pressing the firmness buttons; Soft button for more immersion (if too much space during hand check) or Firm button for less immersion (not enough space during hand check)
- 9. Once the mattress is inflated, press the Mode key several times to select one of the following:
 - Auto-Firm Mode Blows maximum airflow through both channels in the
 mattress to facilitate inflation time, and is designed to revert into a normal
 operating mode after inflation has been achieved. After a 15-minute period the
 control unit will default to an A/P 5-minute operating cycle. Note: This mode may
 be used to stiffen the mattress surface for resident procedures. However, due
 to the default change to A/P mode after a 15-minute period, it is advisable that
 the pump be put in Immersion mode at maximum pressure or the control unit
 powered down if the procedure is to take more than 15 minutes.
 - Alternating Pressure Mode The mattress cells are alternated according to comfort settings and Cycle time settings set on the front control panel.



- Static Pressure & Low Air Loss Mode Pressure is equalized in the mattress
 cells between both alternating pressure channels to a comfort pressure
 associated with the resident's weight to maximize immersion. After the
 channels have adjusted to their set pressure, the pump then continuously
 feeds air to the LAL manifold and to the advanced microclimate top cover.
- Static Pressure Mode Pressure is equalized in the mattress cells between both alternating pressure channels to a comfort pressure associated with the resident's weight to maximize immersion. The pressure is then regulated and maintained at the selected setting.
- Fowler Mode Pressure in the mattress increases by 15% to 25% when the bed is in Fowler position to avoid resident bottoming out.
- 10. Control unit functions (including power) can be locked out from being accidentally changed, by simply pressing and holding the lock key until the light comes on. Function can be regained by pressing and holding the lock key again until the light goes out.
- 11. An audio-visual alarm is sounded in the event of power failure or when the hose is disconnected from the unit.
- 12. The audio alarm can be muted using alarm silence key.

A WARNING — Only mute the alarm if a caregiver or medical professional will be present with the resident while the alarm is silenced.

△ **CAUTION** – 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.

NOTE: – This product is only one element of care in the prevention and treatment of pressure ulcers by medical professionals and skilled caregivers to assist in the treatment and prevention of decubitus ulcers for residents under their care. This product is not designed to and cannot replace good caregiving practices and treatment including, but not limited to:

- Appropriate nutrition and hydration, frequent positioning, routine skin assessment, wound treatment, infection control, and other generally accepted standards of care and prevention.
- Adequate training for and precautions by staff personnel for bed entrapment.
- Selection of an appropriate bed system to use with the product and proper maintenance and use of the product.
- Testing of the product before each use.

Transportation & CPR

Transportation

NOTE: – This mattress is not designed to hold air if the control unit is not on and connected to the unit. It is recommended to transfer the resident off of the mattress prior to transporting the resident

A WARNING: DO NOT attempt to use the mattress as a carrying device, as it is not designed to carry a resident's weight unsupported.

CPR

The standards for life support recommended by the American Heart Association for performing CPR recommend a hard, level surface for performing CPR, moving the person to the floor if possible. If unable to move the resident to another surface to perform CPR, place a crash board underneath the resident and follow appropriate CPR procedures.

To deflate the mattress for CPR function, disconnect the hoses from the control unit and remove the CPR plug from the hose located at the mattress. To remove the CPR valve, squeeze the gray buttons on the side of the valve and pull gently. The control unit should be turned off and/or removed to prevent the mattress from re-inflating during CPR.

In case of emergency, use a scissors or knife to cut the hose and/or the air cushions in the mattress.



Cleaning & Disinfecting

Cleaning and Disinfecting

Mattress

Only the outer cover requires cleaning and maintenance. Disassembly of the mattress for cleaning of internal components is not recommended. Appropriate products for cleaning the cover include standard hospital-approved tuberculocidal disinfectants such as quaternary ammonia, germicidal phenols, or soap and water (Lysol IC Quaternary Cleaner Disinfectant; Proctor & Gamble Clean Quick Liquid Quaternary Sanitizer; Q-128 Quaternary Disinfectant). Follow all manufacturer's instructions and use products in dilutions as specified on the manufacturer's label. DO NOT USE BLEACH. For soils or stains, wipe fabric clean with neutral suds and lukewarm water. For hard-to-clean spots, use standard liquid household/vinyl cleaners with a soft bristle brush. DO NOT USE HARSH SOLVENTS OR CLEANERS.

Control Unit

△ **WARNING** – Before attempting to clean the control unit, turn off unit and disconnect the power cord from the power source.

DO NOT heat, steam autoclave or immerse the control unit in liquids.

- Follow the preparation instructions provided with the germicidal detergent/ disinfectant solution to prepare the required amount of disinfectant solution or mild detergent solution.
- 2. Pour required amount of the germicidal solution into a spray bottle.
- 3. Using a brush or cloth, wipe off dust. If necessary, spray the exterior of the top and the bottom enclosures, power cord and the cord plug with the prepared disinfectant or detergent solution. Using a damp cloth, wipe down the sprayed surface cleanly.

NOTE: Do not spray excess amount of solution on the control unit.

- 4. Once the control unit is clean, wipe the unit, the power cord and the cord plug down with a clean dry cloth.
- 5. Place the control unit to dry in a cool and dry area for an hour before operating the unit again. If the control unit is not used immediately, place the control unit in a plastic bag and store it in a storage area.

Preventive Maintenance & Storage

Control Unit

The controller contains no user serviceable parts. Any service required on the controller should be referred to your Direct Supply representative.

Mattress

The Panacea Air Pro Mattress requires routine cleaning at least twice a week and maintenance to ensure top performance. The caregiver should familiarize themselves with the following information before maintaining the mattress.

Semi-Permeable Top Cover

The Top Cover must be in place when the resident is on the mattress and should be removed and laundered periodically for sanitary reasons. Laundering instructions are provided below. Additional Top Covers are available for laundry rotation. Please contact your Direct Supply account manager for further information on additional Top Covers.

The Top Cover should be wiped off with an EPA registered disinfectant solution, rinsed with fresh water, and wiped dry to remove stains and body fluids between launderings. Caregivers should take care to make sure the Top Cover is not damaged by abuse. Protect the Top Cover and air cells from cigarette burns, sharp objects, tears from sharp objects and pin holes. DO NOT CLIP OR PIN ITEMS TO THE TOP COVER SUCH AS NURSE CALL CORDS, RESIDENT LINES OR OTHER CABLES.

The advanced microclimate top cover is a performance fabric with a polyurethane barrier on the top side and a stretchable membrane on the underside. The polyurethane coating allows air and water vapor to pass through while stopping liquids from penetrating the cover. The cover has a slick and soft surface to minimize shear forces on the skin. The material is very soft to permit easy conformity to the skin surface.

Laundering the Semi-Permeable Top Cover

The Top Cover should be disinfected prior to washing with an EPA registered disinfectant, washed with a commercial soap in a washing machine with a water temperature of less than 150°F (65°C) with a full rinse cycle. The covers should be immediately placed in a dryer set to low/delicate heat (less than 150°F/65°C) or hung to air dry. Once dry, the covers can be bagged in plastic or immediately returned for resident use.

The Air Cells

Air cells can be replaced easily in the event they become damaged. Immediately replace any damaged air cells as they may prevent the mattress from reaching full inflation. Air cells can be replaced by unsnapping each end of the air cell from the mattress base and detaching the air inlet from the manifold.

Storage

- 1. Always store the support surface flat on a clean, level surface.
- 2. Avoid storage of other equipment on top of the support surface.



Troubleshooting Guide

Mattress will not inflate or if every other cell is not inflating:

- Disconnect the control unit and make sure air is flowing from the open ports. This is done by disconnecting the control unit from the mattress and physically feeling the air blowing out from one port and then the other. It may take several minutes to switch from one port to the other depending on the control unit's cycle time. If the control unit is not blowing air out of the ports, call for service.
- Check to make sure the control unit is on.
- Check to make sure the control unit is properly connected to the mattress.
- Check to make sure the red CPR release valve is closed.
- Open mattress and inspect the internal connections to make sure each individual air cell is properly connected and not leaking. If a defect is discovered, call your Direct Supply account manager for repair or replacement parts.
- Visually inspect each air cell to make sure there are no cuts, punctures or tears in the material with the exception of the low air loss holes designated by the white circles on the air cells. If a defect is discovered, call for repair or replacement of defective component.
- Check to make sure there are no kinks or leaks in the internal and external hoses. If a
 defect is discovered, call for repair or replacement of defective component. Mattress is
 soft and will not get firm, or Low Pressure Alarm is sounding:
- Check control unit to make sure it is on and functioning properly. If the control unit is not functioning, call for service.
- Visually inspect each air cell to make sure there are no cuts, punctures or tears in the material with the exception of the low air loss holes designated by the white circles on the air cells. If a defect is discovered call for repair or replacement of defective component.

△ **NOTE:** The pressure in the mattresses lowers when the weight of the resident is removed from the mattress. The alarm will sound until the pump re-establishes the pressure level. In this situation, wait about 5 minutes and check it again.

Control unit is not working:

- Check to make sure the control unit is plugged into a live electrical socket.
- Make sure the control unit is turned on.
- Check the external fuses to make sure the fuses are in good condition. Make sure the control unit is unplugged from the power source. Locate the fuses on the side of the control unit near the on/off switch. Unscrew the fuse cap and inspect the fuse to see if the filament, the small wire inside of the glass tube, is broken. If the filament is broken, install new fuse and reinsert the fuse cap. Be sure the replacement fuse is of the same voltage and amperage as the previous fuse.

Limited Warranty

We offer to you, as the original purchaser, a warranty for the Panacea® Air Pro mattress. 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, 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 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.

Product/Part	Warranty Period & Coverage (Parts)	Anticipated Usable Device Life
Electrical Components	18 months	3 years
Mattress	2 years	5 years
Cover	1 year	1 year

Anticipated Usable Device Life is based on normal use with proper maintenance, cleaning and storage. You should still inspect, monitor and care for the device as described in this guide, as the device 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. TO THE FULLEST EXTENT ALLOWED BY LAW, DIRECT SUPPLY MANUFACTURING, INC. WILL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, OR LOST PROFITS THAT MAY RESULT FROM THE DEVICE OR YOUR USE OF OR INABILITY TO USE THE DEVICE EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. 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 N. Industrial Road, Milwaukee, WI 53223, SalesSupport@DirectSupply.com



DirectSupply.com

APTURA | EQUIPMENT & FURNISHINGS | DSSI | TELS