



Panacea®

CONVERTIBLE WHEELCHAIR CUSHION SYSTEM

Owner's Manual

Please keep and refer to this Owner's Manual.

Thank you for purchasing a Panacea® Convertible Wheelchair Cushion System 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 wheelchair cushion system. Share this information with your housekeeping, nursing and maintenance staff to help ensure the seat cushion system is cared for properly.

Table of Contents

Important Safeguards	3
Definitions & Symbols	4
Introduction	4
General Information	4
Intended Use	4
Device Description	5
Pump and Seat Cushion System	5
Installation	6 - 8
Unpacking	6
Setting Up	6 - 7
Battery Status Indicator	8
Operation	9 - 11
Function Description	9
Operating Instruction	10
Comfort Range and Operation Mode Setup	10
Low Pressure	11
Cleaning	11
Pump Unit	11
Seat Cushion	11
Storage	12
Maintenance	12
General	12
Battery Pack Replacement	12
Troubleshooting	13
Technical Description	14
Specifications	14
Limited Warranty	15
Customer Service	16



The optional pump is in conformity with the Medical Devices Directive (93/42/EEC) and has been subject to the conformity assurance procedures set by the Council Directive.

Important Safeguards

⚠ WARNING – To reduce the risk of electrocution:

1. Always unplug this device immediately after using.
2. Do not use while bathing.
3. Do not place or store this device 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 device that has fallen into water. Unplug immediately.

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

1. This device should never be left unattended when plugged in.
2. Close supervision is necessary when this device is used by, on or near children or invalids.
3. Use this device only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
4. Never operate this device if it has a damaged cord or plug, if it is not working properly, or if it has been dropped, damaged or dropped into water. Contact Direct Supply Equipment & Furnishings for technical support or to arrange repair.
5. Keep the cord away from heated surfaces.
6. Never block the air openings of this device or place it on a soft surface, such as a bed or couch, where its openings may be blocked. Keep the air openings free of lint, hair and other similar particles.
7. Never drop or insert any object into any opening or hose on this device.

⚠ 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 patient and resident supervision
- Adequate care plans and training for staff personnel for entrapment and fall prevention
- Inspection and testing before use

Definitions & Symbols and Introduction

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 practices in order to prevent personal injury.
- DEVICE:** Your Panacea® Convertible Wheelchair Cushion System.
- YOU and YOUR:** The facility, community or other entity that has purchased the device.
- WE, US and OUR:** Direct Supply® Manufacturing™, Inc.

Symbols



"BF" symbol: indicates this device meets the standards of protection against electric shock for type BF equipment.



Attention. Read the instructions.



Disposal of Electrical & Electronic Equipment (WEEE):
This device should be handed over to an applicable collection point for the recycling of electronic equipment. For more detailed information about the recycling of this device, please contact your local city office or household waste disposal service.



Manufacturer

Introduction

This manual should be used for initial setup of the system and for reference purposes.

General Information

The device is a high quality pressure redistribution seat cushion system for wheelchair users. It helps decrease the concentrated pressure on an area by distributing the pressure over the entire contact surface and stimulating capillary blood flow for pressure ulcer prevention. The system has been tested and successfully approved to the following standards:



EN 60601-1
EN 60601-1-2

Intended Use with and without Pump

The device is intended to lessen the likelihood of pressure ulcers while optimizing patient and resident comfort. **NOTE:** The pump has no AP or APG protection.

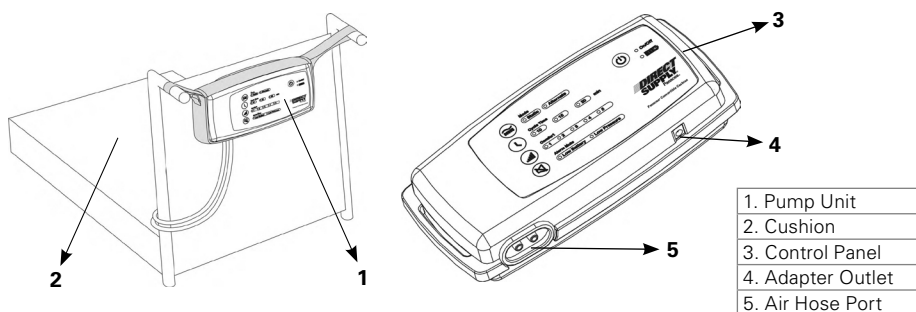
⚠ NOTE: Device with pump is not suitable for use in the presence of flammable anesthetic mixture with air or with oxygen or nitrous oxide.

Device Description

Without Pump – The device is meant to be used as a closed air system designed to transfer areas of high pressure to lower-pressure areas, decreasing the peak pressures. The seat cushion can be adjusted by manually opening a valve, releasing air to provide additional support and comfort.

With Pump – The device is an active alternating pressure seat cushion system and consists of a pump and seat cushion. It is equipped with a fully digitalized pump, and each function mode (such as cycle time and comfort range) can be adjusted individually. It provides pressure management control and runs on AC power supply or a Li-ion rechargeable battery.

Pump and Seat Cushion System



Standard Parts

Pump Unit	1 PCS
Seat Cushion	1 PCS
Carry Bag	1 PCS
User Manual	1 PCS

Accessory Parts

Power Adapters	2 PCS (DC Plug, AC/DC Adapter)
Battery Pack	1 PCS (Li-ion)

⚠ CAUTION:

1. Do not drop water on the device.
2. Do not apply shock to the device.
3. Do not disassemble or modify the device.
4. Do not obstruct the air outlet.
5. Do not use a power adapter and battery pack not provided with the device.
6. To prevent battery pack damage, please remove the battery pack from the battery compartment when not using the device for a long period.

Installation

Unpacking

Check for any damage which may have occurred during shipping. If there is any damage, do not use the device and contact Direct Supply Equipment & Furnishings immediately.

Setting Up

1a. Without Pump:

Place the seat cushion on the seat of the wheelchair. The slip-resistant mat found at the bottom of the cushion will help reduce the likelihood of slipping.

1b. With optional alternating pressure pump:

Place the seat cushion on the seat of the wheelchair. The slip-resistant mat found at the bottom of the cushion will help reduce the likelihood of slipping.

⚠ CAUTION: The pump can only be used for the wheelchair cushion. Do not use it for any other purpose.

Place the pump in the carry bag included with the device. Use the straps on the bag to securely hang the device from the wheelchair's handle or

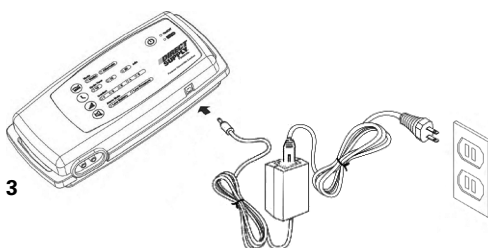
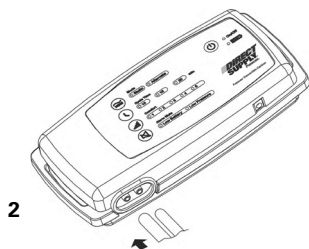
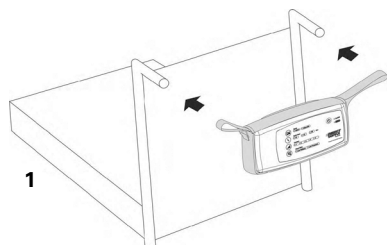
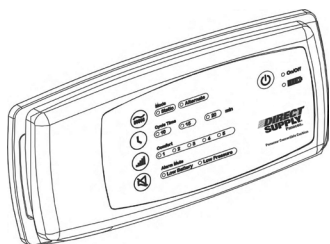
2. Connect air hose from the seat cushion to the pump unit.

⚠ NOTE: Check to ensure the air tubes are not kinked or tucked under the cushion.

3. Plug the power adapter into a 110V electrical outlet to charge the battery (not for normal operation, since they'll be on the move in a wheelchair).

⚠ NOTE: The unit's main power source will switch to the battery pack only when the adapter is disconnected from the outlet AND from the pump. Use only the original adapter. Improper use of adapter or charging the pump with adapters other than the one supplied will not be covered under the warranty.

⚠ NOTE: Remove the AC power adapter for use on mobile devices.



4. Press the power button to start the machine. When the pump unit is turned on, the ON/OFF indicator will light.

5. Battery Pack:

- Fully charge the battery until the battery charge indicator light turns off. For the initial charge, it is suggested that the battery be charged for 4.5 hours (although the battery charge indicator light might turn off during the process). After the initial charge, the typical charging period is 12 hours for daily use.
- Do not use this device while charging, as it may extend the charging time of the battery or prevent the battery from fully charging.
- After the battery is fully charged, the pump has approximately 12 hours of continuous operation time.
- The cycle life of the rechargeable battery is about six months.

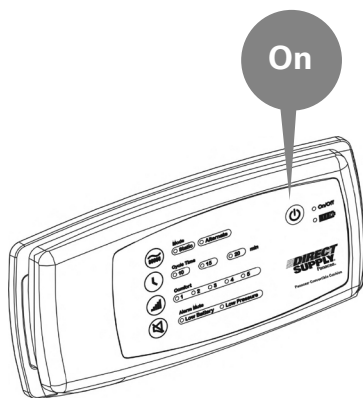
6. Replace the battery pack if the battery performance has become undesirable.

- It is suggested that you charge the battery pack fully at night and use the pump the next day.
- When the power in the battery pack becomes low, the Low Battery indicator flashes to indicate approximately 1 hour of battery power remains. You must recharge battery pack or use AC power source.

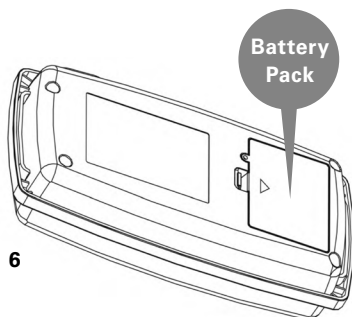
⚠ CAUTION: The pump will automatically turn off if the adapter is plugged in or unplugged during use.

⚠ CAUTION: If the battery has been charging for more than 5 hours but the battery charge indicator still lights up, do NOT continue to charge the battery. Disconnect the adapter.

⚠ CAUTION: It is important to avoid charging your device in temperatures higher than 104°F (40°C), which can permanently damage the device.



5



6

Battery Status Indicator

Regularly check the battery indicator on the control panel to determine the status of the rechargeable battery. Note the following indicators of the battery status:

- Low Battery indicator (Orange) light on: Battery charging is required
- Battery Charge indicator light on: AC power is charging the battery

⚠ NOTE: During operation, it is normal for the Low Battery indicator to temporarily flash when the device is inflating.

⚠ NOTE: When a low battery condition occurs, the Low Battery indicator will light up. If the low battery condition is not resolved in 60 seconds, the pump will initiate the audible alarm. To mute the alarm, simply press the alarm mute button. The user must recharge the battery pack or use an AC power source immediately.

⚠ NOTE: Turn off the pump to fully charge the battery.









⚠ CAUTION:

1. Please keep the battery pack out of the reach of children.
2. The battery pack contains a Li-ion rechargeable battery, which can explode if not properly replaced, used, handled or disposed of.
3. Dispose of the battery as required by local ordinances or regulations.
4. If you plan to use your device for longer than 6 months, charge the battery to 50% every 6 months.

Directions for Use

NOTE: Always read the operating instructions before use.

Function Description

Control Button & Indicator	Function Description
Power 	Turns control unit on or off.
Alarm Mute 	Enables and disables the audible alarm feature. Press this button to silence the audible alarm.
Therapy 	Switches the therapy mode between alternating and static modes.
Cycle Time 	Adjusts the pressure alternating cycle time to 10, 15 or 20 minutes.
Comfort 	Adjusts the comfort level according to user's preference or physician's suggestion. There are 5 different comfort levels: 1 is the softest and 5 is the firmest. The default setting is level 1.
Low Battery Indicator 	Orange light indicates the battery power is low. When the power in the battery pack becomes low, the Low Battery indicator flashes to indicate only a few minutes of battery power remain. Recharge the battery pack or use an AC power source immediately.
Low Pressure Indicator 	Indicates the pressure has not reached the preset setting.
Battery Charge Indicator 	Orange light indicates the internal rechargeable battery pack is being charged. The typical charging period is approximately 4.5 hours. The light will turn off once the battery is fully charged.

Directions For Use *(cont.)*

Operating Instructions Without Pump

With the seat cushion properly positioned on the wheelchair, place the resident on the cushion. You can change the comfort setting according to the resident's preference or physician's recommendations.

To decrease firmness:

- a. Locate the plastic cap at the end of the hoses positioned at the back of the seat cushion. While the resident is seated on the cushion, remove the plastic cap by squeezing the sides of the cap and gently pulling it off. Release the appropriate amount of air for the resident's optimal support and comfort and then replace the plastic cap by pushing it firmly onto the hoses.

To increase firmness:

- a. Help the resident off the cushion so there is no pressure on the device. Locate the plastic cap at the end of the hoses positioned at the back of the seat cushion. Remove the plastic cap by squeezing the sides of the cap and gently pulling it off. Allow the cushion to fully reinflate. Replace the plastic cap by pushing it firmly onto the hoses.
- b. Return the resident to the seat cushion. While the resident is seated on the cushion, remove the plastic cap by squeezing the sides of the cap and gently pulling it off. Release the appropriate amount of air for the resident's optimal support and comfort and then replace the plastic cap by pushing it firmly onto the hoses.

Operating Instructions With Pump

1. Press the POWER button on the display panel to start the system.
2. Before cushion is fully inflated, you can change the comfort setting according to the user's preference or physician's recommendations. If the cushion is over-inflated for the user, change the comfort selected on the pump to a lower setting. Then momentarily disconnect the hoses from the pump until the pressure has been reduced. Reconnect the hoses to the pump for use, making sure the pump is on.

Comfort Range and Operation Mode Setup

You can adjust the comfort range according to the user's preference or physician's suggestion. During each startup and setup, the Low Pressure indicator will light up. This means the preset pressure has not been reached. The indicator light will go off after the system reaches the desired pressure. The unit provides two optional operation modes: alternating and static pressure mode. The alternating pressure cycle time is also adjustable to 10, 15 or 20 minutes.

Cleaning

Directions For Use *(cont.)*

Low pressure

When an abnormal low pressure condition occurs, the Low Pressure indicator will light up and flash. If the low pressure condition is not solved in 30 seconds, the pump will initiate the audible alarm. To mute the alarm, simply press the alarm mute button. However, the Low Pressure indicator will remain on. The alarm will restart in three minutes if the pump is still under the low pressure condition. Low pressure may be caused by loose connection of air tubing. Check that all connections are securely and correctly in position. Check connectors between air cushion and pump. If they are disconnected, please reconnect securely.

⚠ NOTE: Examine if there are any air leakages between pump and the cushion connections or between air tubing of the cushion. If the pressure level is consistently low, check for leakage in the tubes and connecting hoses. If necessary, replace any damaged tubes or hoses. Contact Direct Supply Equipment & Furnishings for assistance.

⚠ NOTE: Sometimes the Low Pressure indicator will light up and flash temporarily when users get up from the cushion. This is a normal condition that is caused by the inner pressure of the bladder suddenly changing.

⚠ NOTE: Should the battery not sustain a charge for eight hours, check for air leakage or tubing connections as this may considerably reduce the performance of the battery.

Cleaning

This section describes the procedures to clean the system. It is important to follow these procedures to thoroughly clean a used system and help lower the risk of residents getting infections.

⚠ CAUTION: Do not use phenolic-based solutions for cleaning.

Pump Unit

Wipe the pump unit with a damp cloth and a mild detergent. Choose a detergent that will have no chemical effects on the surface or the plastic case of the pump unit. All parts should be air dried thoroughly before use. Store the pump unit away from dust.

⚠ CAUTION: Ensure the pump unit is disconnected from the AC power supply before cleaning.

Seat Cushion

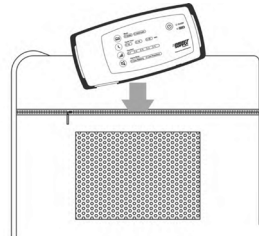
The carrying bag should be turned inside out and completely wiped down using a disinfectant solution. Allow it to air dry thoroughly. Once the inside of the seat cushion is dry, turn it right-side-out and wipe down the outside of the bag with disinfectant solutions.

⚠ CAUTION: Dry the seat cushion in any area where it is not exposed to direct sunlight.

Storage & Preventive Maintenance

Storage

1. Disconnect the air hose from the pump.
2. Protect the air tube coupler by putting it inside the seat cushion.
3. For temporary storage, put the pump unit and accessories in the cushion pocket.
4. For storage periods of more than three months, disconnect the Ni-MH battery pack from the pump and make sure the battery has been fully charged and discharged four to five times. This will help ensure the performance and life of the battery.



Preventive Maintenance

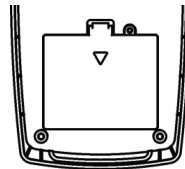
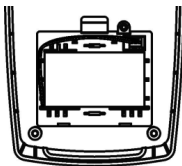
General

1. Check the main power cord and plug for any abrasions or excessive wear.
2. Check the cover of the seat cushion for signs of wear or damage. Ensure all tubing is connected properly.
3. Check the air hoses for kinks or broken parts. For replacement parts, please contact Direct Supply Equipment & Furnishings.

Battery Pack Replacement

To replace the battery pack:

1. Unplug the AC power source and disconnect the DC plug.
2. Open the battery cover by removing the screw on the back of the pump unit.
3. Take out the battery pack by pulling the cable connector.
4. Plug in the new battery pack connector and insert the battery pack.
5. Replace the cover and screw.
6. Connect the pump to a power outlet using the included cable and power adapter to recharge the battery.



⚠ CAUTION: It is prohibited to use a battery pack from any other device. The charging function of the pump is designed for this battery pack only. The damage caused by other battery packs may not be covered by the device's warranty.

⚠ NOTE: Do not remove the plastic covering that surrounds the battery pack, as it will void the warranty and could cause damage to the pump.

⚠ NOTE: High temperatures will shorten the life of the battery pack. The battery should be maintained at room temperature and kept out of direct sunlight.

⚠ NOTE: The Velcro serves to secure the battery and provide stability of the battery pack. It is recommended to ensure the Velcro is secured before putting the cover back.

⚠ WARNING: Lithium-ion battery; DO NOT disassemble or remove outer casing, short circuit or puncture, crush, incinerate or expose to heat source due to risk of fire and combustion.

Troubleshooting Guide

Problem	Possible Solution(s)
Power is not on	<p>If operating with power cord:</p> <ul style="list-style-type: none">• Check if the plug is properly connected to outlet.• Check if the power cord is well connected to the pump. <p>If operating with battery:</p> <ul style="list-style-type: none">• Check that the plug is disconnected from the outlet and the power cord is completely disconnected from the pump.• Battery is dead. Charge using power cord.
Alarm is on (audible & visual)	<ul style="list-style-type: none">• Check if the connection between cushion air tube and the pump unit is tightly secured.• Check if all tubing connections are secured.• Check if there is any leakage of air cells.• Check if the battery is low.
Cushion becomes too firm and pressure can't be decreased	<ul style="list-style-type: none">• Release some air by disconnecting the air tube connector and change to your preferred setting.
No air is produced from one air outlet of the pump	<ul style="list-style-type: none">• This is normal for an alternating mode device. Air outlets take turns producing air during their preset cycle time.
Low pressure, unable to resolve	<ul style="list-style-type: none">• Check each air cell. First, select the static operation mode so all the air cells will be inflated. Then ensure each individual cell is not broken.• Examine tubes for air leakage.• If any leakage occurs, please contact Direct Supply.• Plug in the pump unit and check the airflow from the hose connection port. The airflow should alternate between ports every half-cycle time.
Battery unable to obtain full charge	<ul style="list-style-type: none">• After the battery is fully charged (about 4.5 hours), the pump has 12 hours of continuous operation time. If the battery is unable to last for 12 hours, the battery pack might need to be replaced.• If the Low Battery indicator still lights up after it has been properly recharged, the battery pack might need to be replaced. Replacement required after about six months.

If you are unable to successfully troubleshoot the problem, contact Direct Supply Equipment & Furnishings.

Technical Description

Specifications:

Power Source	DC12V, 1250 mA by Adapter
Power Consumption	12V DC, 1150 mA
Device Dimension (L x W x H)	9.8" x 4.7" x 2.2" or 25 x 12.2 x 5.7 cm
Device Weight	1.0 kg or 2.2 lbs. <i>(battery and adapter included)</i>
Environment	Temperature Operation: 41° to 104°F (5° to 40°C) <i>(See the below note)</i> Storage: 14° to 113°F (-10° to 45°C) Shipping: 14° to 113°F (-10° to 45°C)
	Humidity Operation: 30% to 75% non-condensing Storage: 10% to 75% non-condensing Shipping: 10% to 90% non-condensing
Classification	Type BF, Class II, IPX2 Applied part: Air Seat Cushion Not suitable for use in the presence of a flammable anesthetic mixture <i>(No AP or APG protection)</i>
Pressure Range	Five selectable settings
Cycle Time	10, 15, 20 minutes
Battery Pack	Rechargeable Li-ion battery pack DC7.2V 3400mAh <i>(recommended type Hovanox Metal, SDI-35E-2S1P)</i>

Cushion	Specification
Dimension (L x W x H)	17" x 17" x 4" or 43 x 43 x 10 cm
Weight	1.1 kg or 2.4 lbs.
Weight Capacity	120 kg or 250 lbs.

NOTE:

1. The battery performance may be reduced if the device is used in a cold environment.
2. Consult Direct Supply Equipment & Furnishings for other technical documents.
3. Please follow federal and local requirements to properly dispose of the unit.
4. We reserve the right to change device specifications without prior notice.

Limited Warranty

We offer to you, as the original purchaser, a warranty for the Panacea Convertible Wheelchair Cushion System. 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	1 year	3 years
Cushion	1 year	3 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 seat cushion system and enjoy outrageous customer service. If you have any questions about the cushion you have purchased or would like to request warranty service, please contact: **Direct Supply Equipment & Furnishings**, 1-800-634-7328, 6767 W. Champions Way, Milwaukee, WI 53223, SalesSupport@DirectSupply.net.



DirectSupply.com

APTURA / EQUIPMENT & FURNISHINGS / DSSI / TELS

Direct Supply® Panacea® products are available to purchase exclusively through Direct Supply Equipment & Furnishings®, a division of Direct Supply®, Inc. Distributed by Direct Supply® Manufacturing™, Inc. 6635 W. Champions Way, Milwaukee, WI 53223.

© 2020 Direct Supply Manufacturing, Inc. All Rights Reserved. Direct Supply® Panacea®, and all associated logos are the registered trademarks of Direct Supply, Inc., used under license.