



Panacea® FOAM MATTRESS

Owner's Manual

Please keep and refer to this Owner's Manual.

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

READ THIS MANUAL THOROUGHLY BEFORE PROCEEDING.

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Introduction and Definitions & Symbols

Introduction

Thank you for purchasing this Panacea Foam Mattress. In this owner's manual, you'll find important information you should read before assembling or using this product. Please keep this manual in a safe place 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

NOTE: Indicates a tip.

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

⚠ CAUTION: Means correct operating or maintenance procedures must be followed in order to prevent damage to or destruction of the product or other property.

Attention. Read the instructions.

PRODUCT OR DEVICE: Your Direct Supply Panacea Foam Mattress. Direct Supply foam mattresses are distributed by Direct Supply Manufacturing, Inc. ("We", "Us" or "Our").

"You": Means the User, Caregiver and any other individuals who will be using or servicing the product.

"Distributor": Means 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 at all times to provide the User with physical and cognitive assistance and provide supervision as needed.

User: The individual who uses the device.

Warnings

Read and follow all directions and warnings before use or assembly. Do not use or assemble if you do not understand the contents of this manual – contact your distributor for assistance. Damage, injury or even death may result from improper use of this product, or not following directions and warnings. This product is intended for use in normal, indoor conditions. This product may not be appropriate for all individuals.

⚠ WARNING: Prior to use of this product, the User's medical professional should be consulted to ensure this product is appropriate for the User's specific needs based upon his or her overall medical condition and limitations.

⚠ WARNINGS – GENERAL:

1. Failure to comply with all directions and warnings may result in injury or death; use only as directed.
2. This device is not suitable for all individuals. Other devices may be required.
3. Inspect the device 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 device is designed for indoor use only.
6. No part or component of a Panacea mattress should be used with non-Panacea parts or components.

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

1. Bedrails for repositioning and fall prevention
2. User-monitoring devices for elopement prevention
3. Other devices as specified by the User's medical professional

⚠ WARNING – This mattress is not intended for stage III or IV pressure ulcers. Mattress wound stage ratings are general usage guidelines. A User-specific assessment performed by a medical professional could alter your particular usage of this mattress.

⚠ WARNING: Reducing the Risk of Entrapment

The Hospital Bed Safety Workgroup (HBSW), in partnership with the FDA, has recognized potential entrapment zones in hospital bed systems and has developed dimensional guidance to reduce the risk of entrapment. The FDA considers the term "hospital bed system" to encompass the bed frame and its components, including the mattress, bed siderails, headboard and footboard, and any accessories to the bed.

The entrapment zones involve the relationship of components controlled by the healthcare community or individual User. Compliance to the dimensional guidelines for reducing the risk of entrapment is primarily the responsibility of the healthcare community or the individual User.

Anyone having any involvement with hospital bed systems should review and understand the FDA guidelines. These guidelines, titled "Hospital Bed System Dimensional and Assessment Guidance to Reduce Entrapment – Guidance for Industry and FDA Staff," are available at the FDA website.

⚠ WARNING: This mattress will not prevent entrapment or falls. This mattress will not replace good caregiving practices, including, but not limited to:

- Direct User supervision
- Following FDA entrapment guidelines
- Adequate care plans and training for caregivers regarding diet, hydration, cleanliness, range of motion, entrapment, fall prevention and repositioning
- Inspection and testing before use

⚠ WARNING – The mattress is recommended for use with bed systems that feature mattress retainers.

Product Description

Panacea® Simple Sleep Mattress

The Panacea Simple Sleep Mattress has a supportive single layer foam design with convoluted cut top pattern. This mattress has a two-way stretch cover.

Panacea® Prime Mattress

The Panacea Prime Mattress features a 2" soft foam layer in the head and torso area to provide pressure redistribution. A super-soft foam heel area increases User comfort and helps protect vulnerable heels. A supportive foam base layer provides a firm foundation. Built-in 3" firm foam side perimeters help ease caregiver-aided transfers and reduce the risk of falls. This mattress has a two-way stretch cover.

Panacea® Original Mattress

The Panacea Original Mattress features a die-cut, high-density foam top layer in the head and torso area to provide pressure redistribution. 4" high-resiliency, super-soft foam heel area protects heels. Built-in 3" firm foam side perimeters help ease caregiver-aided transfers and reduce the risk of falls. This mattress has a four-way stretch cover.

Panacea® Support Mattress

The Panacea Support Mattress features four layers of foam to create an advanced pressure redistribution system. The die-cut top layer provides comfort and additional airflow to help reduce heat buildup on the skin. Convoluted cut middle layers provide suspension-like support while improving immersion, increasing the amount of support area and lowering average pressures. Super-soft foam helps protect heels, and the sloped heel section redistributes weight to the calf area to provide further protection. Built-in 3" firm foam side perimeters help ease caregiver-aided transfers and reduce the risk of falls. This mattress has a four-way stretch cover.

Panacea® Flip™ Mattress

Patent Pending

The Panacea Flip Mattress is an innovative mattress specially designed to provide different levels of comfort on the two opposing sides of the mattress. The soft side of the mattress features super-soft foam with three support layers underneath, while the firm side of the mattress provides a more unyielding feel while still allowing for comfort and pressure redistribution. A super-soft heel section is featured on both sides of the mattress, as well as built-in firm foam side perimeters to help ease caregiver-aided transfers and reduce the risk of falls. This mattress has a four-way stretch cover.

Panacea® Memory Foam Flip Mattress

Patent Pending

The Panacea Memory Foam Flip Mattress is designed to provide different levels of comfort on the two opposing sides of the mattress. The memory foam side of the mattress features a soft viscoelastic foam top layer with three support layers underneath. The traditional foam side of the mattress has a firmer feel while still providing comfort

Product Description *(cont.)*

and pressure redistribution. A super-soft heel section is featured on both sides of the mattress, as well as built-in firm foam side perimeters to help ease caregiver-aided transfers and reduce the risk of falls. This mattress has a four-way stretch cover.

Panacea® Immerse™ Mattress

The Panacea Immerse Mattress is a premium foam mattress proven to be an effective part of a care plan to help prevent pressure ulcers. This mattress features a zoned top layer with a unique pattern to provide superb pressure redistribution and shear reduction. The top layer is constructed of open-cell visco to help ensure comfort, while the built-in 3" firm foam side perimeters help ease caregiver-aided transfers and reduce the risk of falls. This mattress has a four-way stretch cover.

Panacea® ImmersaGel™ Mattress

The Panacea ImmersaGel Mattress takes the proven platform of the Panacea Immerse Mattress and infuses gel throughout the top layer to help create a cool-feeling top surface and further enhance comfort. Built-in 3" firm foam side perimeters help ease caregiver-aided transfers and reduce the risk of falls. This mattress has a four-way stretch cover.

Panacea® Embrace Mattress

The Panacea Embrace Mattress is a memory foam mattress designed to provide pressure redistribution and immersion. The top layer is constructed of die-cut, open-cell viscoelastic foam, while the built-in 3" firm foam side perimeters help ease caregiver-aided transfers and reduce the risk of falls. This mattress has a four-way stretch cover.

Panacea® Original Bariatric Mattress

The Panacea Original Bariatric Mattress features a die-cut, high-density foam top layer in the head and torso area to provide pressure redistribution. A channel-cut middle layer and a high-resiliency, super-soft foam heel area helps protect vulnerable heels. Built-in 3" firm foam side perimeters help ease caregiver-aided transfers and reduce the risk of falls. This mattress has a four-way stretch cover.

Product Specifications

Cover:

- Four-way stretch polyester knit top cover with polyurethane backing
- Two-way stretch nylon top cover with PVC backing: Panacea Simple Sleep and Prime Mattresses
- Four-way stretch fabric comprises bottom cover of Panacea Flip and Memory Foam Flip Mattresses.
- Heavy-duty, vinyl bottom cover (not available on the Panacea Flip and Memory Foam Flip Mattresses)
- Antimicrobial, breathable, fluid-resistant, low-shear, tear-resistant, $\frac{3}{4}$ concealed zipper

Fire Ratings:

16 CFR 1633 – All Panacea foam mattresses meet this requirement.

Side Perimeters:

Firm perimeters provide support when exiting the bed and help minimize the risk of falls and entrapment (not available on Panacea Simple Sleep Mattress).

Raised Side Perimeters:

Optional 3"H one-piece raised side perimeters on Panacea Plus Mattresses may reduce risk of falls from bed (not available on the Panacea Simple Sleep, Flip or Memory Foam Flip Mattresses).

Weight Capacities

Product/Part	Weight Capacity (lbs.)	Weight Capacity (kg)
Panacea Simple Sleep Mattress	300 lbs.	136 kg
Panacea Prime Mattress & Panacea Prime Plus Mattress	300 lbs.	136 kg
Panacea Original Mattress & Panacea Original Plus Mattress	500 lbs.	227 kg
Panacea Support Mattress & Panacea Support Plus Mattress	500 lbs.	227 kg
Panacea Flip Mattress	500 lbs.	227 kg
Panacea Memory Foam Flip Mattress	400 lbs.	181 kg
Panacea Immerse Mattress	350 lbs.	159 kg
Panacea ImmersaGel Mattress	350 lbs.	159 kg
Panacea Embrace Mattress & Panacea Embrace Plus Mattress	500 lbs.	227 kg
Panacea Original & Panacea Original Plus Bariatric Mattress	800 lbs.	363 kg

⚠ WARNING: The User's body cannot exceed the width of the mattress at any weight capacity.

Directions for Use

1. 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.**
2. Unpack the mattress in an area with sufficient room to work. Do not allow children, animals or individuals with impaired cognitive or physical abilities near the product until it has been completely set up and the work area has been cleared of all debris.

NOTE: Do not remove product tag, cleaning instruction tag or law tag from the mattress. Removal of tags will void the warranty.

3. Inspect the mattress for shipping damage. If the mattress is damaged, **DO NOT USE MATTRESS** and immediately contact the distributor for further instruction.
4. Verify the proper mattress model and size was shipped. If you feel there was a mistake, **DO NOT USE MATTRESS** and immediately contact the distributor.
5. After verifying you've received the correct product without damage, properly discard all shipping materials.
6. Place the mattress on the bed frame and secure as necessary.
7. Compressed mattresses need time to properly recover. Allow the mattress to recover for 24 hours before using.
8. After 24 hours, the mattress is ready to use. If after 24 hours the mattress does not appear to have properly recovered, **DO NOT USE MATTRESS** and immediately contact the distributor.

Additional Directions for the Panacea Flip and Memory Foam Flip Mattresses Only

The Panacea Flip and Memory Foam Flip Mattresses are specially designed to provide different levels of comfort on the two opposing sides of the mattress. Both sides are appropriate for pressure redistribution and comfort. The mattress may be flipped to either the soft side or firm side based on the comfort preferences of the user.

To flip your Panacea Flip or Memory Foam Flip mattress, simply turn the mattress so the desired side is facing up. For a softer feel, ensure the side labeled "Soft" or "Memory Foam" is visible on top of the mattress. For users who prefer a firmer feel, ensure the side labeled "Firm" or "Traditional Foam" is visible on top of the mattress.

NOTE: Always make sure the "Head End" label of the mattress is positioned at the head end of the bed.

Maintenance, Storage & Cleaning

Maintenance

Cover:

Inspect the mattress cover during every linen change for cuts, rips, tears or cracks. Do not use the mattress if the cover is damaged. During each cover inspection, also check to ensure the bed platform is not damaging the bottom of the mattress. This is most common on link-spring style bed platforms. When replacing the cover on the Panacea Flip Mattress, ensure the soft side and firm side of the mattress match the “Soft” and “Firm” labels on the cover. For your reference, a label on the foot section of the foam core of the Panacea Flip Mattress indicates which side is soft and firm.

Fire Barrier:

At least every 3 months, unzip the mattress cover and inspect the fire barrier for holes, tears or openings exposing the foam. If any punctures exist, IMMEDIATELY DISCONTINUE USE OF THE MATTRESS and call the distributor, as it may lose some of its flammability resistance and may no longer pass the 16 CFR 1633 Flammability Standard.

Core:

At least every 3 months, unzip the mattress cover and inspect the foam core by looking through the fabric barrier. DO NOT ATTEMPT TO REMOVE FABRIC FIRE BARRIER. It is natural for foam to discolor over time, turning slightly yellow in color.

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

Storage

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

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

Cleaning

We recommend using the following properly diluted cleaning chemicals on your Panacea mattress:

- Lysol® IC Quaternary Cleaner Disinfectant
- Q-128 Quaternary Disinfectant

Other disinfectants may cause staining or damage to the mattress and void the warranty. Be sure to follow the manufacturer's recommended procedures when using these chemicals (trademarks and service marks used in this section are the property of their respective owners).

Limited Warranty

Direct Supply Manufacturing offers to the original purchaser a warranty for the cover and foam of your Panacea 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 wood grain or 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.

Mattress	Warranty Period	
	Foam Components (Parts)	Cover (Parts)
Panacea Simple Sleep Mattress	3 years	1 year
Panacea Prime Mattress & Panacea Prime Plus Mattress	5 years	1 year
Panacea Original Mattress & Panacea Original Plus Mattress	7 years	1 year
Panacea Support Mattress & Panacea Support Plus Mattress	7 years	1 year
Panacea Flip Mattress	5 years	1 year
Panacea Memory Foam Flip Mattress	5 years	1 year
Panacea Immerse Mattress	5 years	1 year
Panacea ImmersaGel Mattress	5 years	1 year
Panacea Embrace Mattress & Panacea Embrace Plus Mattress	7 years	1 year
Panacea Original Bariatric Mattress & Panacea Original Bariatric Plus Mattress	5 years	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

If you have any questions about the Panacea Foam Mattress you have purchased or would like to request warranty service, please contact your distributor.



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