



# BED MAINTENANCE GUIDE

Step-by-step instructions and troubleshooting tips for Panacea® 3000, 3250 and 3500 beds.



# INTRODUCTION



Welcome to the Bed Maintenance Guide from Direct Supply®! This resource is designed to help you keep your beds in peak condition. Discover the solutions you need to maintain clean, comfortable beds for your residents.

**CLEANING INSTRUCTIONS..... 3**  
Ensure your beds are well-kept and clean for optimum performance.

**15-POINT INSPECTION ..... 4 - 5**  
A regular inspection of your beds can reduce the need for replacement parts and service calls by catching small issues before they worsen. Follow this routine inspection to keep your equipment safe and fully-functional.

**LOCATE SERIAL NUMBER & MODEL NUMBER..... 6**  
Learn where your serial and model numbers are located should you need them for reference or for service calls.

**TROUBLESHOOTING..... 7**  
Despite preventative maintenance, some issues may arise. Explore a list of the most common problems and learn how they can be easily remedied.

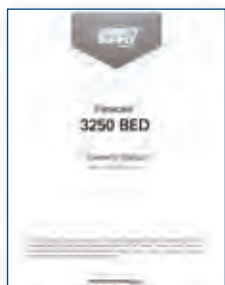
# CLEANING INSTRUCTIONS



**⚠ WARNING:** ALWAYS UNPLUG THE BED FROM THE POWER SUPPLY PRIOR TO CLEANING.

- Make sure all electrical parts (motors, control boxes and pendant) are not broken and all housing components are unplugged. Ensure NO liquids enter electrical components.
- Sanitize and wash all components. DO NOT submerge the bed frame or electrical components.
- DO NOT power wash or steam clean any parts.
- Remove all detergent from components with a damp rag.
- Solvents, alcohol or petroleum should not be used on the bed surface.
- Do not allow water to spill or drip onto any wiring, controls or actuators.
- Make sure all parts are dry before using or storing.

# 15-POINT BED INSPECTION



**STEP 1:** Perform the procedure "STEPS TO PREVENT BED FIRES" listed in the bed manual.

**STEP 2:** Review and inspect for compliance to the "WARNINGS" listed in the bed manual.

**STEP 3:** Review "REDUCING THE RISK OF ENTRAPMENT" listed in the bed manual.



**STEP 4:** Check casters to ensure they lock, if applicable, and roll properly.



**STEP 5:** Inspect all bed components for damage or excessive wear.



**STEP 6:** Visually examine all welds for cracks.



**STEP 7:** Inspect the deck components for bending or damage.



**STEP 8:** Check the motor actuator shaft and its connections for bending, damage or excessive wear.



**STEP 9:** Check actuator ends and its mounting hardware for bending or excessive wear .



# 15-POINT BED INSPECTION

## CONTINUED



**STEP 10:** Inspect all bolts and fasteners. Do not over tighten bolts at pivot points.



**STEP 13:** Make sure all cords are free of moving parts.



**STEP 11:** Check all cords for cuts or other damage.



**STEP 14:** Visually examine all components for damage or excessive wear, cracked or missing brake pads. Make sure retention clips and pins are secure.



**STEP 12:** Make sure all plugs are fully seated.



**STEP 15:** Check that brake pads are intact and offer sufficient resistance to hold the bed securely with a horizontal force of 65 pounds. If this test fails, it is recommended that the brake pads be replaced.

# LOCATE SERIAL NUMBER & MODEL NUMBER



## LOCATING YOUR SERIAL NUMBER

The serial number label is located at the foot end of the bed, on the bed frame under the mattress support deck.



## LOCATING YOUR MODEL NUMBER

The model number is located at the foot end of the bed, on the leg uprights.

# TROUBLESHOOTING GUIDE

SYMPTOM	POSSIBLE CAUSE(S)	ACTION
NO POWER/GREEN POWER INDICATING LIGHT NOT ON	<ol style="list-style-type: none"> <li>1 Bed is not plugged into AC power.</li> <li>2 Power cord is cut/damaged.</li> <li>3 Loose plug for handset. Cut/damaged handset cord.</li> <li>4 Actuator plug not connected.</li> </ol>	<ol style="list-style-type: none"> <li>1 Check plug to receptacle.</li> <li>2 Check power cord for damage.</li> <li>3 Have qualified technician check 115V outlet.</li> </ol>
ACTUATORS OPERATE, BUT THE WRONG MOVEMENT OCCURS	<ol style="list-style-type: none"> <li>1 Cut/damaged handset cord.</li> <li>2 Damaged/defective Y-cable.</li> </ol>	<ol style="list-style-type: none"> <li>1 Inspect handset cord for damage.</li> <li>2 Unplug the Y-cable and plug the handset directly into the control box.</li> </ol>
ONE OR MORE ACTUATORS DO NOT FUNCTION	<ol style="list-style-type: none"> <li>1 Loose or unplugged connection of actuator cord to control box.</li> <li>2 Cut/damaged actuator cord.</li> <li>3 Defective actuator.</li> <li>4 Defective control box.</li> <li>5 Damaged/defective Y-cable.</li> </ol>	<ol style="list-style-type: none"> <li>1 Check actuator plug to control box.</li> <li>2 Inspect actuator cord for damage.</li> <li>3 Replace actuator.</li> <li>4 Replace control box.</li> <li>5 Unplug the Y-cable and plug the handset directly into the control box port.</li> </ol>
BED IS NOT LEVEL WHEN OPERATING HI-LOW FUNCTIONS	<ol style="list-style-type: none"> <li>1 Actuators are out of synchronization.</li> <li>2 Damaged/defective Y-cable.</li> </ol>	<ol style="list-style-type: none"> <li>1 Run bed to full down position and continue to hold button for 3 seconds (after bed reaches full down position).</li> <li>2 Unplug the Y-cable and plug the handset directly into the control box port.</li> </ol>



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