



S500 HI-LO AGED CARE BED

OWNER'S MANUAL



HILO100 & HILO200 SERIES

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Thank you for making the decision to purchase our Aged Care Hi-Lo beds.

Wentworth Care Furniture (WCF) has a fundamental commitment to ensure that your expectations with regard to the equipment purchased are met or exceeded.

In the event of a service issue our Company will apply all necessary resources to ensure that a suitable resolution is affected in the shortest possible time frame and to the full satisfaction of our client.

The following pages cover safety, operational and service matters.

It is important to read and understand the information prior to placing the beds into service.

In line with our Company's philosophy of continual improvement, specifications may change from time to time in the interests of product improvement.

Should there be any question regarding the safety or performance of this equipment such questions should immediately be directed to our Company via the contact details shown below.

Thank you again for selecting our beds, we are confident will provide you with excellent performance and reliability throughout their long service life.

CONTACT INFORMATION

Wentworth Care Furniture Pty Ltd

ABN: 30 613 921 154

Telephone: 03 9408 9710

Email: info@wentworthcare.com.au

Postal: 5/27 Fullarton Drive, Epping Vic 3076

STANDARD WARRANTY

General Warranty

For a period as specified below after equipment receipt, Wentworth Care Furniture Pty Ltd (WCF) warrants the S500 Hi-Lo Aged Care Bed shall be free from defects in material and workmanship.

- Three years electrical, and
- Five years frame

Remedies

WCF sole obligations and the buyer's exclusive remedies with respect to goods determined to be defective shall be limited to repair, replacement or refund of the purchase price, at Seller's option. Replacement may constitute, at Seller's option, a new, refurbished or functionally equivalent item. Seller will reimburse the buyer for the cost of returning to Seller the item covered under this Warranty.

All remedies are expressly conditional upon the buyer's compliance with its obligations herein to comply with the provisions of the Owner's Manual for the S500Hi-Lo Aged Care Bed. If the buyer fails to comply with these instructions, the buyer shall bear the full cost of any service, including but not limited to repair, replacement and return.

Your Obligations

This warranty is expressly conditioned on the buyer's obligation to perform regular maintenance on and care for any equipment in accordance with Maintenance Schedule specified in the Owner's Manual, a copy of which the buyer acknowledges receiving and to which the buyer agrees to be bound. If the buyer does not comply with such instructions, and that failure results in the need for replacement parts, the buyer shall bear the full cost of such replacement parts.

WCF'S WARRANTY IS EXCLUSIVE, AND WCF DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PURPOSE.

**ELECTRICALLY OPERATED AGED CARE BED
NOT INTENDED FOR HOSPITAL USE**

MODEL S500

SPECIFICATIONS:

Overall length:	2010mm
Overall width:	925mm Single / 1070mm King Single
Safe Working Load:	225kg
Minimum height:	310
Maximum height:	740
Minimum under bed clearance:	160mm
Back rest angle:	0°- 80°
Knee lift angle:	0° - 40°
Mattress support surface:	Removable/washable ABS plastic panels
Actuator power:	24V D.C
Input voltage:	230V 50 Hz
Battery back-up:	No
Noise test:	below 45 db.
Castor diameter:	125mm (100mm optional)
Central locking:	Available option
Surface coating:	Epoxy polyester powder coat
Cycle time:	10% Maximum 2-minute continuous use then 18-minute rest
Compliance:	HS/NZ5 3200.2.38 1997
Warranty*	Electrical - 3 years
	Frame - 5 years

***Extended Warranty arrangements are available**

1. IMPORTANT SAFETY INFORMATION***MUST BE READ AND UNDERSTOOD BEFORE BED(S) PLACED INTO SERVICE***

- 1.1 Prior to operating bed after installation ensure that all power cords and control cables are positioned to eliminate the risk of damage by moving frame parts.
- 1.2 S500 Aged Care beds are specifically designed for internal use only.
- 1.3 During routine service or cleaning where liquids are involved, equipment must be switched off and power cable plug removed from wall socket.
- 1.4 Always ensure that power cords and plugs are in sound condition. In the event of damage, the equipment should immediately be isolated from power source. A report should be made to a WCF approved service consultant who will recommend a safe, appropriate and speedy resolution. Only when corrective service has been completed should bed be returned to service.
- 1.5 Do not allow bed to be operated in moist conditions or in the proximity of free liquids.
- 1.6 Do not allow bed to be loaded beyond specified safe working load. Overloading bed can result in damaged electrical and framework components resulting in serious personal injury.
- 1.7 Hand set should only be operated by fully competent persons.
- 1.8 Electrical cords, bed frame, castors, mattress and bedding must be kept away from concentrated heat sources (radiators, light globes etc.).
- 1.9 If bed is required to be repositioned power cord must be switched off, cable plug removed from wall socket and placed safely on bed prior to repositioning.
- 1.10 Due to the high power of the actuators fitted to S500 Aged Care beds it is imperative that before lowering the bed the normal clearance be checked for pets, children, disorientated adults and miscellaneous obstructions. The power of the equipment has the potential to inflict serious injuries or death.
- 1.11 It is strongly recommended that when the bed is in a stationary position the brakes be in "lock" position. Care must be taken to release brakes if the bed requires repositioning.
- 1.12 Ensure that mattresses placed on bed have appropriate clearance to reduce risk of limbs or light torsos becoming jammed between mattress and bed parts.
- 1.13 Do not fit accessories to bed which have not been approved by WCF. If in any doubt contact WCF for advice.
- 1.14 Ensure that side rails if fitted:
 - Meet manufacturer's approval.
 - Are correctly fitted.

2. INSTALLATION AND OPERATION

2.1 WCF S500 beds are delivered packed in cartons ready for use.

2.2 On receipt of carton containing S500 bed:

- Ensure that carton is in sound condition and displays no external signs of damage.
- Cut and remove plastic banding securing the carton.
- Lay the carton flat on ground ensuring that outer cover of the two-piece carton is facing upwards.
- Remove top section of carton exposing S500 bed.
- Lift bed from carton and place on suitable floor surface. Where bed may be unpacked in an outside environment it is not appropriate for bed to traverse rough surfaces (gravel, sand, stone etc.) to access building.
- Inspect bed for any signs of damage.
- When satisfied that bed appears in sound condition unwind power lead and remove plastic sleeve covering coiled section of hand piece lead.
- Plug power lead into wall socket.
- Check bed mechanism for any obstructions.
- If bed appears clear of obstruction switch power on at wall socket.
- Test functions as displayed on handset.
- If there is any anomaly in function switch off power, disconnect plug from wall socket and report circumstances to WCF immediately.
- If bed functions correctly attend to the fitment of any options ordered by client.

2.3 Options – If specified:

Option

Knee Lift	Pre-fitted
Central Locking	Pre-fitted
Head end wall buffer	Where supplied – follow instructions refer 2.3.1

2.3.1 Fitting head end wall buffer

- A. Remove buffer from packaging, packing will contain:
 - 1 x buffer bar (optional)
 - 2 sets 10mm bolts, nuts, washers.
- B. After connecting power cable raise bed to highest position
- C. Locate predrilled holes in head end of lower frame.
- D. Align predrilled buffer holes to those in end frame and fit bolts as supplied.
- E. Fit and tighten nuts. (see figure 1.)



FIGURE 1.

2. INSTALLATION AND OPERATION (Continued)

2.4 Operation

All electric high low bed functions are controlled by the handset. To avoid damage to handsets it is imperative that they are not left on the floor and that regular checks are undertaken to ensure cables are not caught in the bed operating mechanism.

Basic Functions

Buttons raise/lower back rest



Buttons raise/lower top frame



Buttons raise/lower knee lift



(refer Figure 2)



FIGURE 2

The bed operations will correspond with the icon on the button pressed.

NOTE: The cycle time for the electrical system is 10% Or 2 minutes per 18 minutes

Castors

- S500 beds come fitted with 125mm ezi-roll castors and dust hoods
- In standard form the castors are locked individually by pressing the brake lever located above the castor wheel
- Release the brake by pressing the lever above the brake application lever
- When optioned with central locking a single bar at the foot of the bed operates all four brakes in one operation, by pressing the bar to the full extent of its travel all four castors are locked, by raising the same bar the brakes on four castors are released.

Moving Beds

- S500 bed can be moved by disengaging the central locking or locking castors, using the steel frame of the bed to reposition or move the bed.
- **Do not** move the bed using the furniture attached to the bed i.e. head and foot or bedframe

3. CLEANING

Prior to cleaning the bed particularly where fluids are involved it is imperative that the power be switched off and the power cord removed from wall socket.

A. In general terms cleaning processes should exclude the following:

- The use of solvent based cleaners
- The use of acid based cleaners
- The use of abrasive cleaners and cleaning instruments. (a scourer etc.)
- The use of corrosive or caustic cleaning materials.
- The use of high pressure steam and high-pressure water cleaning systems

In acute circumstances where steam cleaning may be considered necessary it is essential that all electrical componentry be removed from the bed leaving only the bedframe, castors and mattress support panels subjected to steam application.

Failure to heed this requirement would result in electrical damage and possible death resulting from electrocution.

B. It is recommended that standard household type detergents be used. However, in extreme cases where stronger detergents with antibacterial qualities are used care should be taken to rinse areas that have been in contact with such detergents with clean water and wipe dry.

It is imperative that electrical components are not subjected to free liquid in any form. Electrical components may be wiped with damp cloths containing suitable cleaning agents but must be wiped dry afterwards.

The removable ABS plastic panels allow excellent access for cleaning both the bed frame and the ABS panels themselves.

If in doubt regarding cleaning procedures and the potential effect on the bed components it is important to seek advice from WCF.

4. SERVICE AND MAINTENANCE

Service falls into two distinct categories

- a) Breakdown service requirement
- b) Preventative service

4.1 Breakdown

In the event of failure WCF will respond as a matter of urgency to return a failed unit back to a full safe and serviceable condition. It is likely that any potential problem will relate to either:

- handset
 - actuator
 - control box
 - castors
- (see Figure A)

Replacement components are readily available from WCF or their appointed agents.

The above components can all be changed over on site by competent maintenance personnel or by a WCF approved technician if required.

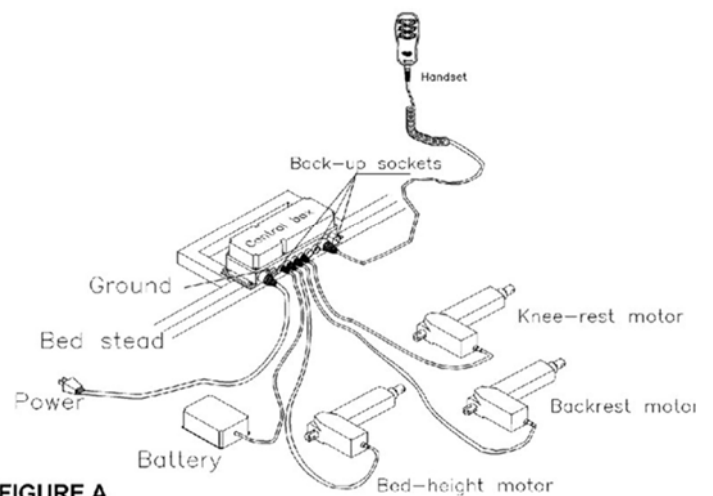


FIGURE A.

Actuators	(see figure B)
Control box	(see figure C)
Castors	(see figure D)

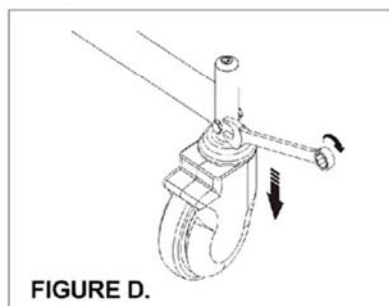
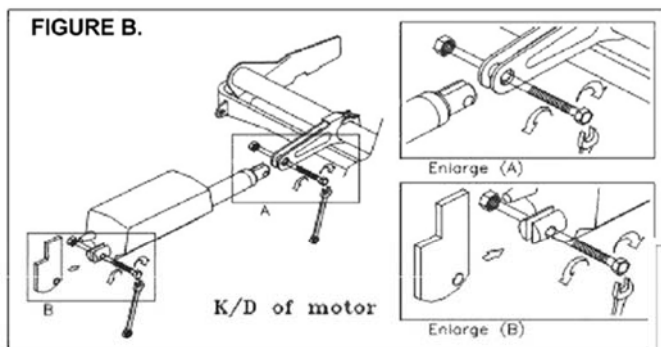


FIGURE D.

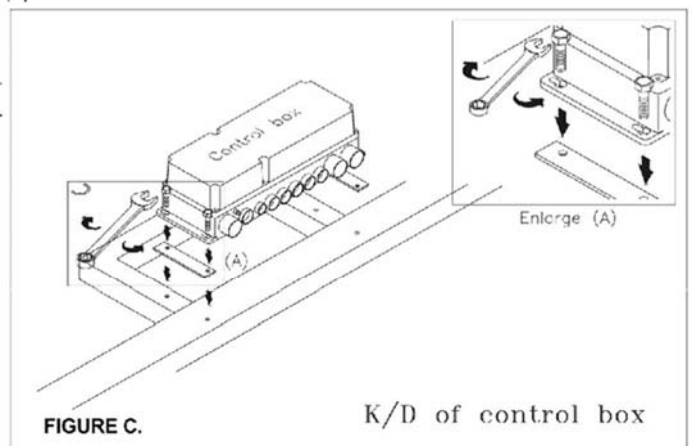


FIGURE C.

4. SERVICE AND MAINTENANCE (Continued)

Spare part	Order Code	Item No.
Handset – 4 Button	S5LIN102	HB7260103=60600
Handset – 6 Button	S5LIN101	HB7360005=60600
Actuator – Main Lift	S5LIN201	274100A11200040
Actuator – Back Lift	S5LIN202	272100A21150040
Actuator – Knee Lift	S5LIN203	272100A21100040
Control box	S5LIN204	CB6404+10019
Castors	BHILOCAST101	-

IT IS CRITICALLY IMPORTANT that no attempt is made to open electrically controlled components. They must be returned intact to WCF for technical analysis. Failure to adhere to this requirement can result in personal injury or death and will render warranties void.

4.2 Preventative Maintenance

The maintenance schedule detailed below details recommended service initiatives. Many of these initiatives can be undertaken by a competent service person. WCF offers service agreements that can be tailored to meet client needs and circumstances. Failure to inspect equipment will void the standard warranty.

EVERY SIX MONTHS:

- ✓ Check all electrical components and fittings to ensure they are not interfering with bed movement
- ✓ Check power cord for damage and or exposed cables
- ✓ Check for hot spots associated with electrical connections, control box and battery, if supplied with battery back-up
- ✓ Where battery back-up has been supplied, check terminals are free of corrosion and operation of battery ensuring that during operation voltage does not drop more than 10% of the rated battery voltage
- ✓ Check all buttons on the handset are functioning
- ✓ Check all pneumatic struts are operating
- ✓ Fully operate all bed movements are operational with smooth noiseless transition
- ✓ Check all moving parts for wear
- ✓ Check all anchor points are securely fixed and not showing signs of incorrect movement
- ✓ Check that all wheels / castors move freely in all possible directions and wheel brakes or central wheel locking is functioning
- ✓ Check that any fitted accessories are not showing signs of wear and are fully functional
- ✓ Check brackets holding timber bed frame onto Hi-Lo frame are secure, not bent, screws have not loosened
- ✓ Check there is no damage to the timber on the head and foot or bedframe and that head and foot is still firmly attached to timber side rails, tighten if necessary
- ✓ Check all safety labels are attached and legible
- ✓ Complete service records
- ✓ Inform on-site maintenance personnel on any defects

Checklist and Service Chart provided - see Pages 12 and 13

Preventative Maintenance Checklist

Customer/Site Name: _____

Room No.: _____

Bed Serial No.: _____

Bed Model: _____

Inspection Date: _____

- All bed repairs to be reported to the facility Maintenance Manager
- Completed Bed Service Chart must be attached to this checklist with both parties to sign

Inspection point	Pass	Fail	Comments
Check all electrical components and fittings, ensure they are not interfering with bed movement			
Check power cord for damage and or exposed cables			
Check for hot spots associated with electrical connections, control box and battery (if supplied)			
Where battery back-up supplied, check terminals are free of corrosion and operation of battery ensuring that during operation voltage does not drop more than 10% of the rated battery voltage			
Check all buttons on the handset are functioning			
Check all pneumatic struts are operating			
Fully operate all bed movements are operational with smooth noiseless transition			
Check all moving parts for wear			
Check all anchor points are securely fixed and not showing signs of incorrect movement			
Check that all wheels / castors move freely in all possible directions and wheel brakes or central wheel locking is functioning			
Check that any fitted accessories are not showing signs of wear and are fully functional			
Check brackets holding timber bed frame onto Hi-Lo frame are secure, not bent, screws have not loosened			
Check there is no damage to the timber on the head and foot or bedframe and that head and foot is still firmly attached to timber side rails, tighten if necessary			
Check all safety labels are attached and legible			
Complete service records			
Inform on-site maintenance personnel on any defects			

Bed Service Chart

Customer/
Site Name/
Address: _____

Inspection Date _____

Room No.	Bed Serial No.	Bed Make/Model	Fault	Corrective action taken/notes

All beds have been serviced and repaired by an authorised technician with completed works checked by facility staff:

Repairer Name: _____	Facility Maintenance Manager Name: _____
Signature: _____	Signature: _____
Date: _____	Date: _____