



# PRODUCT HANDBOOK

## IC333 HOMECARE BED USER MANUAL AND WARRANTY

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## **RECORD THE SERIAL NUMBER**

For future reference it is a good idea to write the serial number of the bed here. You'll find this at the head of the bed near the control box.

Serial Number: \_\_\_\_\_

# INTRODUCTION

The intended use of this bed is for homecare only, The intended environment for this bed is for residential private homes. We recommend using the bed as directed by the service provider and/or occupational therapist. If you need assistance with this - please discuss with the dealer which supplied the bed to you, or contact Icare Medical Group.

The patient position is adjustable to enhance the quality of care for ultimate comfort. We recommend that the patient and/or carer reads this manual in depth to fully understand the safety precautions and functions for this bed. The patient and/or carer is the intended operator/s.

# SAFE USE RECOMMENDATIONS

We recommend that the user/patient is left unattended with the bed at a height and/or position subject to comply with the recommendations of the service provider and/or occupational therapist. This is subject to the assessed ability of the user and their individual needs and requirements. With falls risk patients, the bed should be left in its lowest position to reduce the risk, if unattended.

Recommended mattress height to reduce entrapment risks is 120-200mm, taking into account mattress compression and density.

Head lift angle 62° | Knee break angle 42°

Max height – 66cm from floor to top of base

Min height – 22cm from floor to top of base

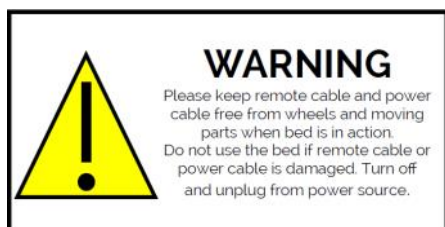
In an emergency, to bring the bed to the flat position, lower head lift, knee break, and height adjust to the lowest positions. Please note, that two functions can be activated at one time.

**Safe Working Load (includes mattress and accessories):** 200kg (Long Single, King Single)

**Safe Working Load (includes mattress and accessories):** 300kg (Long Double, Queen)

**Max User Weight:** 180kg (L/S & K/S), 260kg (L/D & Q)

Warning stickers are attached to the bed:



LABEL: Attached to handpiece cable and power cable connected to the control box.



LABEL: Fixed to head lift and knee break sections on left and right side of bed.

Note: The information contained in this document is subject to change without notice.

# GENERAL GUIDELINES

## OPERATING INFORMATION & SAFETY INSTRUCTIONS

- The product should be stored in a clean room that is: within a temperature 5°C ~ 40°C, lower than 80% humidity, free from corrosive gas and well ventilated. DO NOT use near explosive gases.
- Keep the product a minimum of 30cm away from any direct heat source
- Close supervision is necessary when this product is used by or near children
- Check all parts for shipping damage and test before using. In the case of damage, DO NOT use. Contact a qualified technician for further instructions
- After any adjustments, repair or service and before use, make sure all attaching hardware is tightened securely.
- DO NOT let any individual underneath the bed or in between the raised bed frame components at anytime.
- When the bed is not to be used for an extended period of time, unplug the electric bed from the wall outlets.
- If a liquid is spilled in or around the electric bed, unplug the electric bed before cleaning, clean up the spill and allow the electric bed or the area around the electric beds to dry thoroughly before using the electric controls again.
- Body weight should be evenly distributed over the surface of the bed. DO NOT lie, sit or lean in such a way that your entire body weight is placed only on raised head or foot sections of the bed.
- When operating/moving manual electric beds, always ensure that the individual utilising the bed is positioned properly within the confines of the bed. DO NOT let any extremities protrude over the side or between the bed rails when performing these functions.
- After the electric bed has been assembled, always test to make sure that all sections of the electric bed are properly and securely in place before using.
- If the unit is not working properly, call a qualified technician to examine the unit and repair it.
- **WARNING!** Keep all moving parts, including the main frame, mattress platform (head and foot sections) and all drive shafts, free of obstruction (i.e. blankets/sheets, heating blankets/pads, tubing, wiring, etc. and other medical devices using electric cords which may get tangled around the bed, side rails or legs) during operation of manual/electric bed.
- The electric bed is equipped with locking castors. When transferring into or out of the electric bed, always lock the locking castor(s). Inspect the wheel locks for correct locking action before actual use. Even with castors properly locked, some flooring surfaces such as tile or wood, will allow the bed to move under some conditions. To use on surfaces such as these must be evaluated by the care provider.
- To deactivate all bed functions, disconnect the handpiece from control unit, and/or unplug power source AND external battery backup.
- The bed should be kept away from equipment or devices that generate strong electromagnetic or other interference. Electronic equipment may be influenced by Radio Frequency Interference (RFI), Caution should be exercised with regard to the use of portable communications equipment in the area around such equipment. If RFI causes erratic behaviour, unplug the electric bed IMMEDIATELY. Leave unplugged while transmission is in position.
- We recommend that the user/patient is left unattended with bed at a height and/or position subject to comply with the recommendations of the service provider and/or occupational therapist. This is subject to the assessed ability of the user and their individual needs and requirements. With falls risk patients, the bed should be left in its lowest position to reduce the risk, if unattended.
- Electrical cables including the handpiece cable and power cord must be kept clear from pinch point risk areas. Keep head lift and knee break sections completely clear during use; moving parts can cut or crush.

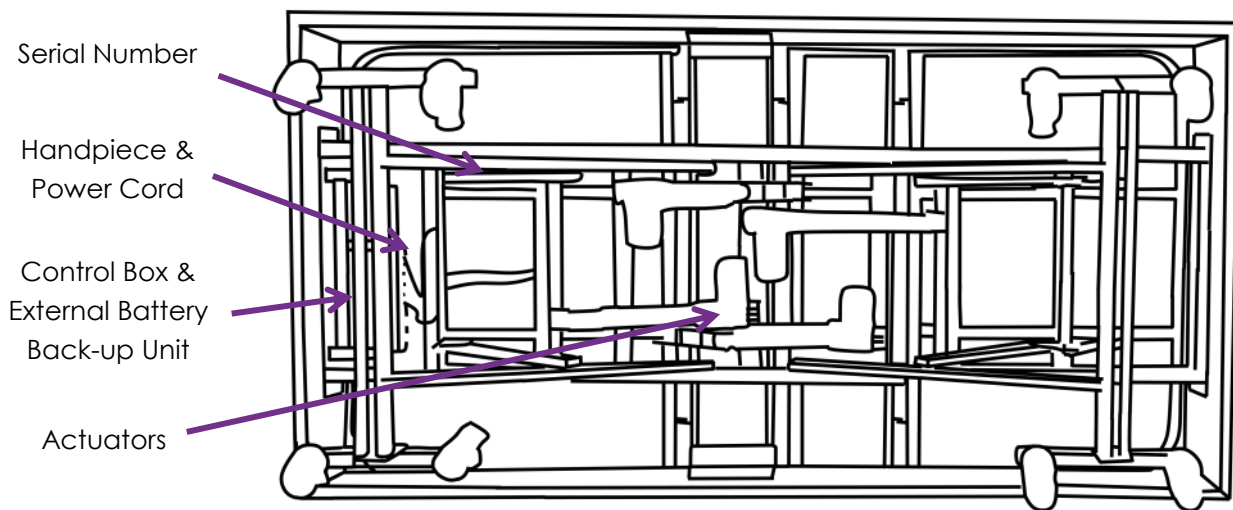
# UNPACKING - RECEIVING

1. Count cartons before signing shipping papers
2. Designate someone at the facility to receive and inspect all merchandise. Use the master order acknowledgement to check off items as they are received.
3. Compare the number of cartons shipped with the number of cartons actually received and note such on the consignee copy of the freight bill. Make sure to have the truck driver sign the copy acknowledging the account.
4. If a shortage occurs, IMMEDIATELY contact Icare Medical Group Customer Service department.

CAUTION: Total bed weight; between 110kg - 180kg (depending on bed size).

**NOTE:** Check all the parts for shipping damage. In the case of shipping damage, DO NOT use. Contact Icare Medical Group for further instructions.

**TIP:** Roll bed out of box on a flat surface and then stand it on its side.



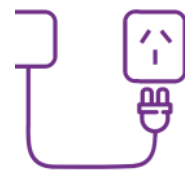
## ASSEMBLY



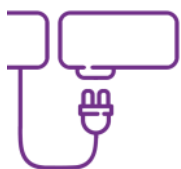
1: Remove power cord, hand piece and retainer bar from underneath the bed.



2: Insert retainer bar into the holes at the end of bed



3: Move bed into desired position, plug into power.



4: Plug in external battery back-up unit.



5: Attach the corner retainer brackets.

- Place the bracket on the bed,
- Push through the first 'bend' in the retainer bar.
- Press the bar right through to secure in the socket. Repeat for all.

*These are optional use only - depending on the mattress size.*

# OPERATION

## IC333 ELECTRIC BED OPERATION

### WARNING!

NEVER operate if the unit has a damaged cord or plug. If it is not working properly, call a qualified technician for examination and repair.

Keep all electrical cords away from heated or hot surfaces.

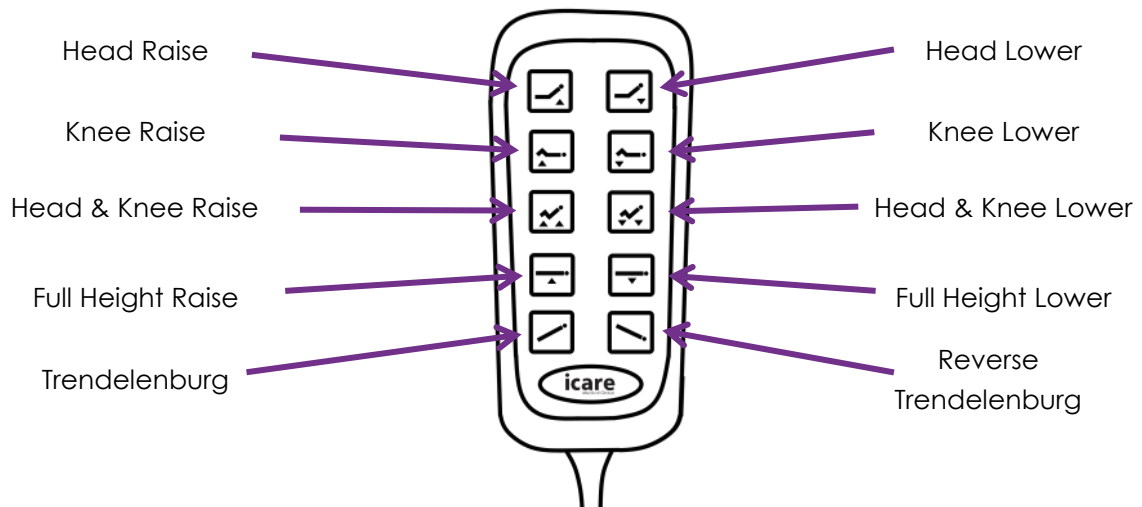
Ensure all cables and cords are routed such that they will not become entangled or pinched. Otherwise damage or injury may result.

### IMPORTANT!

Allow a slight pause between adjustments and avoid pressing multiple buttons at the same time. If buttons are depressed too rapidly or multiple buttons are pressed at the same time, the desired feature may not activate. Simply release the button, permit a slight pause and then activate the next operation.

1. Before placing the bed into use, test it by operating it through all phases of its operation.
2. If any problems arise during the test, recheck all electrical and mechanical connections.
3. IC333 electrical beds use a ten function hand piece for all bed operations

## HAND PIECE



## BATTERY BACK-UP

Auto-response external battery back-up initiates when power supply is restricted.  
The back-up power supply will last for 1-2 days of intermittent use.  
The battery will automatically recharge when power supply is re-established.

**WARNING! NEVER attempt to open or tamper with the control box and/or battery compartment.**

## BED SIDE RAILS AND ACCESSORIES

When using bed rails and side rail attachments with the bed, ensure feet and equipment are kept clear from the upholstered surround, when lowering.

Precaution must be observed when positioning any side rails to the bed, there is no means to restrict lateral positioning correct positioning of these accessories must be considered when any form of headboard is used or the head end of the bed is placed close to or against the wall. Required gaps must be maintained to ensure there is no risk of entrapment of <60 mm OR >318 mm.

Headboards and footboards are not load-bearing accessories. They are not to be used for patient positioning or support.

**WARNING! Incompatible side rails and mattresses may cause an entrapment hazard.**

## CLEANING & DISINFECTION

The metal section of the bed can be washed with neutral soapy water or cleaner. After thoroughly cleaned and dried, the slide shaft should be lubricated with grease. Spot clean the fabric upholstery or if vinyl - wipe with a damp cloth if and when needed. DO NOT use bleach on any upholstery or fabric parts.

Under normal circumstances, the user only needs to clean the bed surface. Most of the micro-organisms can be removed by wiping the bed surface with a clean damp cloth. When the surface is contaminated by pathogens, it must be strictly sterilized by wiping with 250mg/l-500mg/l chlorine disinfectant.

## PRODUCT LIFE & MANUFACTURE DATE

Under normal use, the bed can be adjusted in all movements more than 10,000 times at maximum load. Please read full booklet for all information. For warranty information please see page 11.

Please refer to product label for manufacture date.

# MAINTENANCE

## ROUTINE MAINTAINENCE & INSPECTION

The Icare beds require low maintenance.  
We recommend routine checks every 3 months.

1. Raise bed to highest position to carry out the service tests.
2. Test all functions are working, check all functions are completing their full movement.
3. Check all cords and sockets for damage, damage could include pinches or cuts. Make sure all cords are free of any pinch point, ensure this is test while functions are in movement. Any loose or frayed connections need to be reported to SERVICE PERSONNAL immediately! Remove the safety clip that runs over the connections, and unplug the handpiece from the control box, store safely. DO NOT use the bed until these have been repaired, please remove the power cord so the bed cannot be used.
4. Unplug power cord from wall and again test all functions to ensure the battery back up unit is still functioning. The lights on the handpiece will not light up when the battery back-up unit is being used.
5. Check all sockets going into the control box are inserted correctly, ensure connections are tight, it is recommended that each socket is unplugged and re-inserted during each service, this allows for any dust or foreign items can be removed.
6. Check the mattress platform, ensure there is no damage.
7. Dust down and clean the rails under the bed, if desired.
8. Lubricate all moving parts with 20-30 grade oil, areas that may need lubricating include all framework areas where pins are used, bearings and all castors.
9. Check all metal pins are inserted into frame work and are locked in by the ring clips.
10. Check all bolts are tight into the frame work, this includes all bolts and nuts used to bolt the surround to the metal frame.
11. Make sure all equipment is removed from underneath the bed framework, again test all the functions to ensure nothing is hindering the functions from operating.
12. Lower the bed or place the bed in the desired position.

Contact Icare Medical Group or SERVICE PERSONNAL immediately if there is any issues or repairs needed on the bed. Testing Complete.

**WARNING!** DO NOT tamper or open the control box and/or battery back-up compartment.  
Please contact SERVICE PERSONNAL or Icare Medical Group for assistance.

# TROUBLE SHOOTING

FOR SERVICE PERSONNAL ONLY

<p><b>Power Failure</b></p>	<ul style="list-style-type: none"> <li>• Power unit not connected to Power source or control box unit</li> <li>• Check power cord and Handpiece cord for damage.</li> <li>• Check power cord socket and handpiece socket are inserted correctly and are not damaged.</li> <li>• Check all actuator cords are plugged in correctly to the control box.</li> <li>• Client fuse burnt or insufficient.</li> </ul>
<p><b>Handpiece - backlit fail</b></p>	<ul style="list-style-type: none"> <li>• The handpiece will still work without the backlit buttons, lights may all go out or it may be just one button.</li> <li>• The Hand piece will not be back lit when the functions are running off the battery back-up unit, the battery back-up takes over when the power source is not sufficient</li> <li>• Check power source is sufficient</li> <li>• Check Power cord is connected to power source and Control Unit.</li> </ul>
<p><b>Siren/squeal</b></p>	<ul style="list-style-type: none"> <li>• Battery Back-up Low alert: check power supply connections. Ensure power at wall socket is connected and turned on. Check with another socket, Try a different device in the same plug.</li> <li>• Check power cord is connected to control box,</li> <li>• The noise will stop once power is reconnected, and the battery back-up will begin to recharge.</li> </ul>
<p><b>Actuator Failure</b></p>	<ul style="list-style-type: none"> <li>• Try a new/different handpiece to investigate if it is a handpiece failure.</li> <li>• Unplug and re-insert the actuator socket into the control box unit, this may have come loose during bed movement.</li> <li>• Try switching sockets in the control box to investigate if the control box is faulty.</li> <li>• Check Actuator cords and plug for damage, this includes cut or pinched cord.</li> <li>• Check no foreign items are hindering the movement of the moving framework.</li> <li>• Weight overload, weight is not spread over the bed as per normal, take actuator off bed and test without load. Weight may have exceeded Max user weight.</li> </ul>
<p><b>Grinding/Pinching Noise</b></p>	<ul style="list-style-type: none"> <li>• Identify where noise is coming from.</li> <li>• Lubricate all moving parts, make sure all four bearings are lubricated</li> <li>• Check frame is not bent or moved from its correct position.</li> <li>• Check bearings are still centred on the tracks, make sure the bearings are not touching the inside wall of the bearing track.</li> </ul>

# TROUBLE SHOOTING

CONTINUED

<p><b>Green Light on Control Box</b></p>	<p>When the Green light on the Control box is on it is indicating the power is connected, meaning the actuators are using the power source to function. This is indicating the battery back up is not in use.</p>
<p><b>Green Light on Battery Back-up Unit</b></p>	<p>When the green light on the battery back-up unit is on it is indicating the battery back up is being used as the power source to operate the actuators.</p>
<p><b>Orange Light on Battery Back-up Unit</b></p>	<p>When the Orange light on the battery back up is on it is indicating the Control box is being used, and the battery back-up is being charged.</p>
<p><b>Squealing or Constant Beep</b></p>	<p>This indicates that the battery back-up unit charge is low, you need to check the power source is plugged in and turned on.</p>
<p><b>Please Note</b></p>	<p>When the battery-back up is being used as the power source to the actuators, if you press a button on the hand piece to operate one of the functions the light on the hand piece will first flash orange and will then change to green.</p> <p>The Battery back-up light will flash if the button on the handpiece is not pressed with enough force.</p>

# LIMITED WARRANTY TERMS & CONDITIONS

Icare Medical Group warrants the IC333 Height Adjustable Bed and parts to the Customer against defective materials and defective workmanship, from date of invoice.

- Steel Frame of Bed - 10 Year Limited Warranty
- Actuators - 2 Year Limited Warranty
- Control Box - 2 Year Limited Warranty
- Castor wheels - 2 Year Limited Warranty
- Hand Piece - 2 Year Limited Warranty
- Upholstered Surround and Fabric - 2 Year Limited Warranty

Any warranty does not apply in circumstances where:

- a. The goods or services are not defective;
- b. The goods were used or services required for a purpose other than which they are intended;
- c. The goods were repaired, modified or altered by any person other than Icare Medical Group;
- d. The defect has arisen due to misuse, neglect or accident;
- e. The defect has arisen due to the incorrect installation of the goods;
- f. The goods have not been stored or maintained as recommended by Icare Medical Group or agents;
- g. The defect has arisen due to normal; wear and tear on the goods; or
- h. The Customer is in breach of the conditions.

**In order to make claim under this warranty, a person must:**

- a. Provide written details/pictures of any defect in the products together with documentary proof of the date of purchase of the product within 30 days of identifying the defect;
- b. Allow Icare Medical Group or its employees or agents to inspect the products;
- c. Provide any information requested by Icare Medical Group in relation to the products or installation of the products.

Where Icare Medical Group supplied goods via a third party, the third party's warranty is the only warranty provided to the Customer.

Icare Medical Group will use its best endeavours to meet any estimated dates but will in no circumstances whatsoever be liable for any loss or damage suffered by the customer or third party for failure to meet any estimated date.

The warranty is personal to the purchaser and is not able to transferred or assigned.

# CONDITIONS

This warranty covers products where Icare Medical Group has established there has been a manufacturing or material defect within the warranty period. Icare Medical Group will at its discretion either repair or replace the faulty products. The original warranty expiry date will still apply to the repaired or replaced products. All warranty issues and returns are to be directed to the Original Equipment Manufacturer or Supplier of the original equipment the Icare Medical Group products has been used in. Icare Medical Group obligation is to the original Equipment Manufacturer that has purchased the products and incorporated them into the finished equipment. Fair wear and tear is not covered by warranty. Warranty will be void where the products have been altered, varied, modified, adjusted, repaired or attended to in any way without Icare Medical Group written consent or in the event that the products have been damaged, abused or used improperly or negligently in any way. This statement does not confer, extend or vary any rights to parties or alter or extend any warranties offered by the Original Equipment Manufacturer. Icare Medical Group has sold the products to the Original Equipment Manufacturer subject to our terms and conditions of sale.

# LIABILITY

Except as specifically set out in these conditions, or contained in any warranty statement provided with the goods or services, any term condition or warranty in respect of the quality, merchantability, fitness for purpose, condition, description, assembly, manufacture, design or performance of the goods or services, whether implied by stature, common law, trade usage, custom or otherwise, is expressly excluded.

Replacement or repair of the goods or retroversion of the services is the absolute limit of Icare Medical Group Liability arising under or in connection with the description, quality, condition, performance, assembly, manufacturer, design, merchantability or fitness for purpose of the goods or services or alternatively the sale, use of, storage or any other dealings with the goods or service by the customer or any third party.

Icare Medical Group is not liable for any indirect or consequential losses or expenses suffered by the Customer or any third party, howsoever caused, including but not limited to loss of turnover, profits, business or goodwill or any liability to any other party.

Icare Medical Group will not be liable for any loss or damage suffered by the Customer where Icare Medical Group has failed to meet any delivery date or cancel or suspends the supply of goods or services.

Nothing in these conditions is to be interpreted as excluding, restricting or modifying or having the effect of excluding, restricting or modifying the application of any state or federal legislation applicable to the sale of goods or the provision of services which cannot be excluded, restricted or modified.

The Customer indemnifies Icare Medical Group against all liabilities and cost (including) all legal costs on an indemnity basis, expense, losses, damages or claims in any way as a result of the Customer failure to comply with any part of these conditions.