



User-Service Manual

Joerns® Bed Frames

Care 100

To avoid injury, read user's manual before using.



Roll in low



Roll at any height

Important Precautions

- ⚠ **Warning: Possible Injury Or Death.** This product is intended for use as an adjustable mattress support platform that contours for resident/patient comfort with adjustable height for resident/patient and caregiver convenience. Use of this product in a manner for which it was not designed could result in unproven or unsafe configuration, potentially resulting in injury or death.
- ⚠ **Warning: Possible Injury.** Before adjusting bed, ensure that area under and near bed perimeter is free of people and obstructions. Failure to do so could result in injury.
- ⚠ **Warning: Possible Injury.** Keep bed in lowest position except when providing care (bathing, clothing changes, etc.). Bed should be at lowest convenient height for entry or exit. Failure to do so could result in injury.
- ⚠ **Warning: Possible Injury Or Death.** Floor locks increase bed stability and resident/patient safety. Floor and caster swivel locks must be locked prior to any resident/patient transfer or resident/patient use of the bed. Failure to do so could result in injury or death.
- ⚠ **Warning: Possible Injury Or Death.** Resident/patients may become entangled in pendant cord. Resident/patients with reduced mental acuity should not be allowed access to pendant. Unsupervised use of pendant could result in injury or death.
- ⚠ **Warning: Possible Injury Or Death.** Bed safe working load is 450 pounds, evenly distributed. This is total weight counting resident/patient, mattress, bedding, and any other equipment or persons likely to be on bed. Do not exceed 450-pound safe working load. Exceeding the safe working load could result in property damage, injury or death.
- ⚠ **Warning: Possible Injury Or Death.** Do not roll bed over abrupt thresholds with resident/patient in bed. Bed is not designed for transporting resident/patient. Transporting resident/patient in the bed could result in injury or death.

⚠ **Warning: Possible Fire Hazard.** Use nasal mask or ½ bed tent oxygen administering equipment. Oxygen tent should not extend below mattress support platform. Pendant should not be placed in an oxygen-enriched environment such as an oxygen tent. Use of electrical circuits in an oxygen-enriched environment could result in a fire hazard.

⚠ **Warning: Possible Shock Hazard.** Unplug power cord from wall outlet before performing any maintenance, cleaning, or service to the bed. Failure to do so could result in injury or death. **Note:** In case of unexpected movement, unplug bed from any outlet.

⚠ **Warning: Possible Shock Hazard.** Injury may result from improper routing of the power cord. Always follow the proper factory-installed routing configuration. Failure to do so could result in injury or death.

⚠ **Warning:** An optimal bed system assessment should be conducted on each resident by a qualified clinician or medical provider to ensure maximum safety of the resident. The assessment should be conducted within the context of, and in compliance with, the state and federal guidelines related to the use of restraints and bed system entrapment guidance, including the Clinical Guidance for the Assessment and Implementation of Side Rails published by the Hospital Bed Safety Workgroup of the U.S. Food and Drug Administration. Further information can be obtained at the following web address: <http://www.fda.gov/MedicalDevices/ProductsandMedicalProcedures/GeneralHospitalDevicesandSupplies/HospitalBeds/default.htm>.

Important Note: When using the mattress system, always ensure that the resident is positioned properly within the confines of the bed. Do not let any extremities protrude over the side or between the bed rails when the mattress is being used.

⚠ **Warning: Possible Injury Or Death.** Use a mattress that is properly sized to fit mattress support platform, that will remain centered on mattress support platform relative to State and Federal guidelines. Joerns Healthcare recommends the use of a mattress with minimum dimensions of 35" width and 6" height. Length should match mattress support platform. Use of an improperly fitted mattress could result in injury or death. If using Comfort Extension, see Comfort Extension manual for proper mattress size.

- ⚠ Warning: Possible Injury Or Death.** If a resident/patient's mental or physical condition could lead to resident/patient entrapment, the mattress support platform should be left in the flat position when unattended. Failure to do so could result in injury or death.
- ⚠ Warning: Possible Injury Or Death.** Use a properly sized mattress in order to minimize the gap between the side of the mattress and assist device. This gap must be small enough to prevent resident/patient from getting his/her head or neck caught in this location. Make sure that raising or lowering bed, or contouring the mattress support platform, does not create any hazardous gaps. Excessive gaps may result in injury or death.
- ⚠ Warning: Possible Injury Or Death.** Locate mounting brackets for assist devices strictly according to instructions. Gap between head/foot panel and assist device must be small enough or large enough to prevent resident/patient from getting his/her head or neck caught in this location (see specific Assist Device Installation Instructions for more information). If multiple assist devices are used, position each so that gap between them is large enough for trunk and hips to pass through easily. Make sure raising or lowering bed, or contouring mattress support platform does not create any hazardous gaps. Failure to do so could result in injury or death. **Important Note:** Powered air mattress surfaces may pose a risk of entrapment. Prior to use, ensure the therapeutic benefits outweigh the risk of entrapment.
- ⚠ Warning: Possible Injury Or Death.** Do not use an assist device if any openings within assist device body allow resident/patient to get his/her head or neck lodged within these openings. Use of assist devices with large openings, may result in injury or death.
- ⚠ Warning: Possible Injury Or Death.** Do not use any Joerns® assist device until you verify it is locked in place. Failure to lock assist devices may result in injury or death.

⚠ Warning: Possible Injury Or Death. Do not use any replacement parts not manufactured, marketed, or provided by Joerns Healthcare on any Joerns bed. Use of unapproved replacement parts may result in injury or death.

⚠ Warning: Possible Injury Or Death. If using accessories not manufactured, marketed, or provided by Joerns Healthcare for Joerns beds, consult with the manufacturer for compatibility and limitations prior to use. Failure to do so may result in injury or death.

⚠ Caution: Radio transmitting equipment, cellular phones, or similar electronic devices, used in proximity of bed, may affect bed performance.

⚠ Caution: Particular precaution must be considered during exposure to strong emission sources such as High Frequency surgical equipment and similar devices. Do not route High Frequency cables on or near device. If in doubt, contact a qualified technician.

Joerns assist devices or side rails are designed to be used with specific Joerns bed frames. Once mounted on the appropriate bed frame, assist devices or side rails become an integral part of the Joerns bed system. As such, these mounted assist devices or side rails, meet the IEC 60601-2-38 Bed Standard, within normal use conditions, of the appropriate bed to which they are mounted.

Assemble, install, utilize, and maintain Joerns Side Rails/Assist Devices as described in their accompanying Joerns User/ Service Manual, which also lists the bed type or model with which these devices may be used.

This product is only one part of your healthcare bed system. Proper combinations of mattress, head/foot panels and assist devices are needed to minimize the risk of entrapment. For more information, call Customer Care, 800-826-0270.

Save These Instructions

Thank you and congratulations for choosing the Joerns Care 100 Bed Frame. Joerns beds are developed with safety, comfort and convenience of both residents/patients and caregivers in mind.

Advanced ergonomic design will provide years of reliable service in your facility.

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Bed System Entrapment Information

In April 1999, the U.S. Food and Drug Administration (FDA) in partnership with representatives from the hospital and post-acute bed industry, including Joerns Healthcare, national healthcare organizations, resident advocacy groups, and other federal agencies formed the Hospital Bed Safety Workgroup (HBSW). The workgroup's goal is to improve the safety of bed frames for residents and patients in all health care settings who are most vulnerable to the risk of entrapment. The efforts of the FDA and the HBSW culminated in the FDA's release of recommended guidelines intended to reduce the risk of entrapment, including dimensional limits for critical gaps and spaces between bed system components, and clinical guidance for assessment and implementation of bed side rails in various health care settings.

Entrapment zones involve the relationship of bed components often directly assembled by the healthcare facility rather than the manufacturer. Therefore, compliance is the responsibility of the facility.

As the leading manufacturer of long-term care beds and a frontrunner in addressing this critical issue, Joerns Healthcare can offer you the expertise, assistance and products to bring your facility into compliance.

Joerns® Compliance Solutions

Matching the right bed components in order to meet regulatory guidelines can be complex.

That is why Joerns offers a wide array of compliance options. We assist customers in selecting compliant accessories recommended for their specific bed model.

Creating a Safer Care Environment

While the guidelines apply to all healthcare settings (hospitals, nursing homes, and at home), long-term care facilities have particular exposure since serious entrapment events typically involve frail, elderly, or dementia patients.

For More Information

To learn more about compliance options with Joerns products, visit our website at www.joerns.com, or contact our Customer Care reps at 800-826-0270 and ask for free informational publications.

To learn more about entrapment zones, assessment methods, and guidelines concerning entrapment, contact Joerns Healthcare at 800-826-0270 or consult the FDA website: <http://www.fda.gov/MedicalDevices/ProductsandMedicalProcedures/GeneralHospitalDevicesandSupplies/HospitalBeds/default.htm>.

Features and Specifications

Joerns® Care 100 Bed Standard Features

80" Mattress Support Platform
8.75" to 26" Travel
Quiet DC Actuators
Welded Tubular Frame
Grid Sleep Surface
Wide Stable Base
SoftTone Frame Color
Baseboard Bumper
Heavy-Duty Casters
Mattress Stops

Electrical Specifications

Power: 120V
Frequency: 60 Hz
Current Rating: 3.5 Amps
Classification: Class II, Type B
Mode of Operation: 10% Maximum Duty Cycle
2 minutes on/18 minutes off
Circuit Protection: Auto reset current sensors

Environmental Conditions





Operating Conditions:

Ambient Temperature: +10°C to +40°C
Relative Humidity: 30% to 75% Non-Condensing
Atmospheric Pressure: 700 hPa to 1060 hPa
Protected Against Splashing Water IPX4

Storage and Shipping Conditions:

Ambient Temperature: -40°C to +70°C
Relative Humidity: 10% to 100%
Atmospheric Pressure: 500 hPa to 1060 hPa

I.D. Label Symbol Definition

-  Attention, Consult accompanying documents
-  Safe Working Load
-  Type B Applied Parts
-  Class II Equipment

Accessories and Options

80" Joerns Mattresses
F14 Assist Device Set
F025 Assist Handle
F026 Assist Device
IV Rod
Floor Mat
Emergency Battery Backup System

- Battery Backup 24V
- Battery Charger 24V
- Wall Mounting Bracket for Charger

Staff Control
Bed Transport Bar
Roll in low or at any height
EasyCare Plus Hand Pendant

Mechanical Specifications

Description:

Dimensions:

80" Model	86.9"L x 35.0"W x 8.75"H
Weight	172 lbs.
Maximum Back Angle	70° to horizontal
Maximum Knee Angle.....	20° to horizontal
Maximum Knee to Leg Angle.....	40°
Maximum Height Mattress	
Support Platform.....	26" Above Floor
Minimum Height Mattress	
Support Platform.....	8.75" Above Floor
Safe Working Load	450 lbs.

Bed Identification Numbers

When ordering parts or when contacting our Customer Care Department, please include the bed's model and serial numbers found on the identification label. The identification label is located on bed frame under the mattress support platform foot section.

Assembly

Installation Of Head and Foot Panels

(For more information refer to Bed Panel Installation Sheet)

Tools required: Phillips head screwdriver

Head Panel Installation:

1. Head panel has label on back.
2. Lay panel on soft surface front face down.
3. Head panel brackets are longer of two sizes (Figure 1).
4. Install head panel brackets with four screws provided. Bracket offset should face up (Figure 2). Do not tighten until after fitting mounting brackets into bed sockets.
5. Go to final assembly below.

Frame-Mounted Foot Panel Installation:

1. Foot panel does not have label on back. Foot panel will have staff control electronics, if staff control was ordered.
2. Lay panel on soft surface front face down.
3. Foot panel brackets are shorter of two sizes (Figure 1).
4. Install the foot panel brackets with four screws provided. Bracket offset should face up (Figure 2). Do not tighten until after fitting mounting brackets into bed sockets.
5. Go to final assembly below.

Final Assembly Step for Head Panel and Frame-Mounted Foot Panel:

1. Insert head and foot panel as shown with mounting hardware facing head of the bed (Figure 3).
2. Tighten all screws with panels in place.
3. Panels should slip in and out of their sockets easily and securely.

Installation Of Baseboard Bumper

Recommended Tool: Rubber mallet

1. Place the baseboard bumper as shown (Figure 4).
2. Tap into place with a rubber mallet or press firmly with the sole of your shoe until it locks into place as shown (Figure 5).

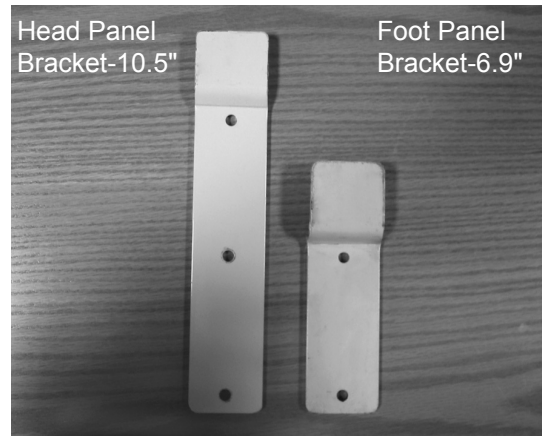


Figure 1



Figure 2



Figure 3

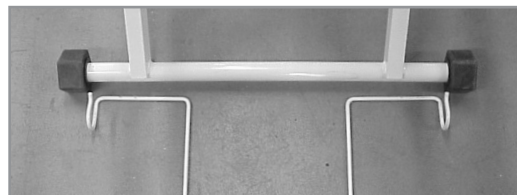


Figure 4



Figure 5

Installation of Mattress Stops

Mattress Stops are designed to help keep the mattress from sliding laterally on the mattress support platform.

Your Joerns bed will come with one of the following mattress stop versions. Follow the appropriate installation steps.

Painted Mattress Stops Installation Steps

Tools Required: T27 TORX driver

1. Locate the screws at the inside tube at the foot end of the mattress support platform (Figure 6).
2. Remove the screws using a T27 torx driver, do not discard the screws.
3. Position the mattress stop as shown and reinstall the screws removed in step 2 (Figure 7).
4. Locate the screws at the inside tube at the head end of the mattress support platform (Figure 6).
5. Remove the screws using a T27 torx driver, do not discard the screws.
6. Position the mattress stop as shown and reinstall the screws removed in step 4 (Figure 7).

Zinc Plated Mattress Stops Installation Steps

Tools Required: #2 Phillips screwdriver

1. Locate the screws at each corner of the inside tube at the foot end of the screws mattress support platform; one per side (Figure 6).
2. Remove the screws using the #2 Phillips screwdriver; do not discard the screws.
3. Position and insert the mattress stops in the holes provided (Figure 8). Reinstall the screws removed in step 2.
4. Locate the screws in the holes in each corner of the inside tube at the head end of the mattress support platform; one per side.
5. Remove the screws using the #2 Phillips screwdriver; do not discard the screws.
6. Position and insert the mattress stops in the holes provided. Reinstall the screws removed in step 5.



Figure 6

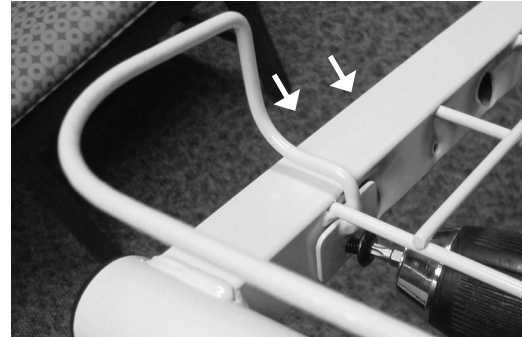


Figure 7



Figure 8

IV Sockets

Joerns® Care 100 Bed Platform has four IV sockets as standard equipment. There are two sockets at head end of bed and two at foot end (Figure 9). The IV sockets are used with Joerns IV poles and most ½" IV poles.

Installation of Staff Control Panel (Optional)

Basic Pendant

1. Mount Foot Panel on bed per previous instructions.
2. Plug patch cable and pendant cable into proper jacks on foot panel as shown (Figures 10 and 11).
3. Attach circuit board cover (not shown) with Velcro® according to instructions included with Staff Control Panel assembly.

EasyCare Plus Pendant

1. Mount foot panel on bed as indicated in previous instructions.
2. Plug cable from the control box and the cable from the pendant into the proper sockets on the foot panel as shown (Figures 11 and 12).
3. Attach circuit board cover (not shown) with Velcro® according to instructions included with staff control panel assembly.



Figure 9



Figure 10

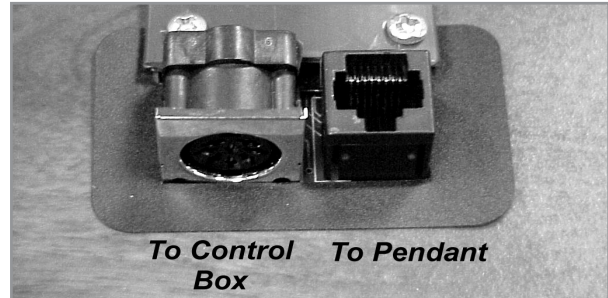


Figure 11

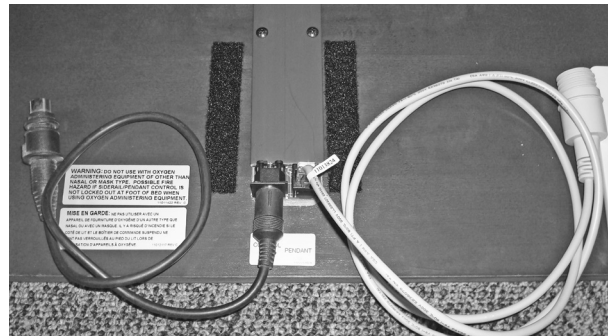


Figure 12

Operation

Your Joerns Care 100 bed comes with either the Basic Pendant or the EasyCare Plus Pendant (Figures 14-15).

Staff Control Panel Operation (optional) (Figure 16)

The Staff Control Panel allows caregivers to lock out all of the bed functions individually. Caregivers can also operate the bed from this panel without walking to the bed side.

1. To lock out a function, press panel's "no pendant" (Figure 16: #7, #9 and #11) icon. Illuminated red LED light indicates that the function is now locked out.
2. To unlock a function, press panel's "pendant" (Figure 16: #8, #10 and #12) icon. Red LED is no longer illuminated, signaling that the pendant can now operate that specific function.

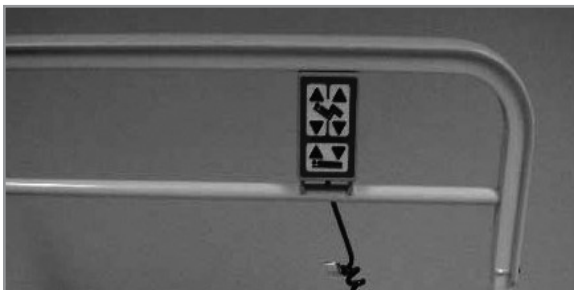


Figure 13

Basic Pendant Operation (Figure 13 and 14)

Back Operation

1. Push button to raise Back
2. Push button to lower Back

Bed Height Operation

3. Push button to raise Bed
4. Push button to lower Bed

Knee Operation

5. Push button to lower Knee
6. Push button to raise Knee

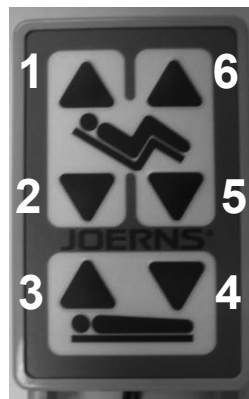


Figure 14

EasyCare Plus Pendant Operation (Figure 15)

Head Operation

- 1 - Push button to raise Back
- 2 - Push button to lower Back

Knee Operation

- 3 - Push button to raise Knee
- 4 - Push button to lower Knee

Bed Height Operation

- 5 - Push button to raise Bed
- 6 - Push button to lower Bed



Figure 15



Figure 16

Push button to:

- | | |
|---------------|--------------------|
| 1. Raise Back | 7. Lock out Back |
| 2. Lower Back | 8. Unlock Back |
| 3. Raise Knee | 9. Lock out Knee |
| 4. Lower Knee | 10. Unlock Knee |
| 5. Raise Bed | 11. Lock out Hi/Lo |
| 6. Lower Bed | 12. Unlock Hi/Lo |

Roll in Low Lock System

1. To keep bed from rolling when in the lowest position, press down on locking lever to lock casters (Figure 17).
2. Standard caster set comes with two locking casters placed at opposing corners of bed.

	Mobile Position	Locked Position	Swivel Casters
Roll in Low Lock System	Low only	Any Height (casters must be locked in Low)	Head & Foot (in Low position only)

Roll at Any Height System

1. When the bed is lowered to its low position, the bed is secured in place by stationary legs at each corner of the bed (Figure 18).
2. When the bed is raised from the low position it is in a mobile condition. To better steer the bed during movement lower the caster steering brackets at the foot of the bed (Figure 19).
3. To keep the bed from moving, when in the raised position, engage the caster locks at the head end on all four casters (Figure 20). Also engage the caster steering brackets.

⚠ Caution: Be careful not to damage power cord when moving or placing bed. After placing bed in service, monitor power cord positioning carefully to prevent damage as you fully operate all bed functions.

⚠ Caution: When power cord is not plugged into a wall outlet, place it on sleep surface to prevent it from contacting floor. This will help prevent cord damage when transporting bed.

⚠ Caution: If a power cord is damaged, remove bed from service until repairs are performed.



Figure 17



Figure 18



Figure 19



Figure 20

Servicing

⚠ Warning: Possible Shock Hazard. Unplug power cord from wall outlet before performing any maintenance or service to control box.

Power Cord

Conduct a yearly inspection of power cord to ensure efficient bed operation.

1. Check power cord to make sure it has not been damaged. If power cord needs replacement due to damage, remove bed from service until power cord has been replaced.

Actuator and Control Box Information

Cable and Port Identification (Figure 21)

1. Back Actuator (yellow)
 2. Knee Actuator (blue)
 3. Hi-Lo Actuator (red)
 4. Hi-Lo Actuator (red)
- HB. Pendant (green)

Note: The Actuators and Control Box contain no serviceable parts. Overload protection is achieved via current sensing technology, which will automatically reset. If any bed function fails to operate, check to see if bed is overloaded or constrained from movement.

To Remove Control Box

1. Plugs and ports are numbered and color-coded so they can be easily reinstalled later (See Actuator And Control Box Information).
2. Remove cable clamp from Control Box (Figure 22).
3. Unplug all actuator cables and Pendant/Staff Control plug.
4. Remove the Control Box retaining clip (Figure 23).
5. Slide Control Box off the actuator assembly.
6. To replace Control Box, reverse these instructions.

Actuator and Control Box Troubleshooting

Any loss of electrical function should be investigated with the following steps:

1. Make sure that all cables are plugged in, including Pendant, Staff Control cables and AC power cord.
2. Switch Pendant with a new one or one from a bed that is functioning normally.
3. If these steps fail to resolve the problem, call Technical Support at 800-826-0270.



Figure 21

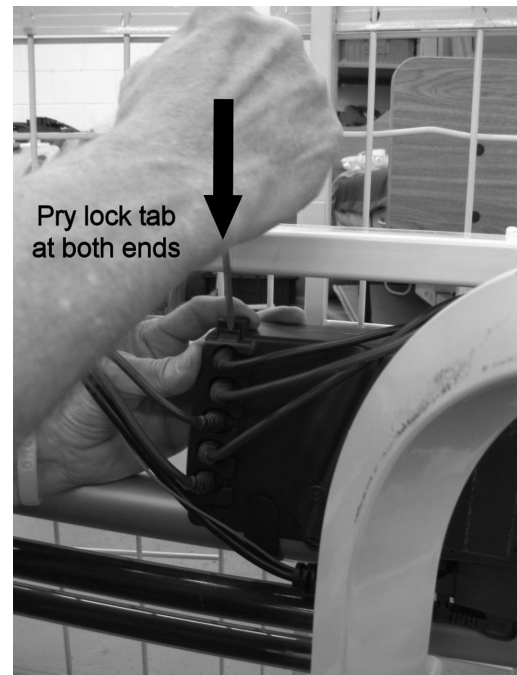


Figure 22



Figure 23

To Remove Actuator

Recommended Tools: Screwdriver, Hammer, Punch

Note: Both high/low actuators must be replaced at the same time because they are a matched pair. If they are not replaced together, reduced bed performance may result.

1. Identify actuator to be replaced.
2. Tip bed on its side to replace high/low actuators.
3. Unplug actuator cable from actuator.
4. Actuator is held in place by two pins. Use a screwdriver to remove lock ring on each pin.
5. Slide pins out of holes. If necessary, use hammer and punch to tap out the pins.
6. You may now replace the actuator(s).
7. To reassemble bed, reverse the previous steps, making note of the following two important items:
 - Assemble pin and lock rings as originally installed.

To Remove AC Power Cord

Recommended Tools: Small Screwdriver, Masking Tape, Cable Ties

1. Raise bed to maximum height if possible.
2. Unplug power cord from wall.
3. Cut cable ties that hold AC power cord to frame. Tape remaining cables in their original position. It is very important to keep actuator cables routed along frame in original factory-installed positions. If this step is not followed, damage to cables or electric shock may result.

⚠ Warning: Possible Shock Hazard. Injury may result from improper power cord routing. Always follow proper factory-installed routing configuration. Be sure to check condition of power cord on a regular basis. Do not use damaged or frayed power cords.

4. Using a small screwdriver, alternately depress small red latch tabs above and below AC inlet receptacle on the Control Box. Simultaneously, pull gently outward on AC power cord where it connects to control box until plug comes out.
5. Plug replacement cord into control box until it latches.
6. Re-route AC power cord along frame in same position as original routing.
7. Replace cable ties along with cables in their original position and routing to the Control Box. If this step is not followed, damage to cables or electric shock may result.

Cleaning

⚠ Caution: Possible damage to electrical parts, and/or shock hazard.

Clean all electrical components (actuators, control box, pendant and cables) on your Joerns® bed with a damp, well-wrung cloth. Excess water in or on electrical parts can damage these components.

Do not submerge the pendant in liquid.

Your Joerns bed has a durable, baked-on epoxy finish, easily cleaned with mild solution of antiseptic cleaner and warm water. Read and follow all label instructions on cleaning products.

Wood veneer surfaces should be maintained by cleaning with furniture polish or lemon oil. Laminate surfaces should be maintained by cleaning with disinfectant spray.

Maintenance and Inspection Information

Visually inspect bed and accessories for broken welds or cracks, and check for loose hardware on a monthly basis.

If any broken welds or cracks are found, remove bed from use /service immediately and replace affected part(s).

Visually inspect cable routing for pinched or frayed cables.

Any loose hardware should be tightened.

If you require further assistance, contact Technical Support at 800-826-0270.

Accessories

- ⚠ **Warning: Possible Injury Or Death.** Injury or death may result from improper use of bed accessories. Consult with the accessory manufacturer for compatibility, proper installation, and use instructions.
- ⚠ **Warning: Possible Injury.** Sitting on, or sliding over, mattress side stop, can cause injury to the skin when used with mattress that compresses to less than 1.5 inches under load.
- ⚠ **Warning: Possible Injury.** Make sure mattress fills the entire width between side stops. Failure to do so could result in injury.

Bed Transport Bar (Figure 24)

1. Bed Transport Bar is designed to easily move the Care 100 Bed, particularly when it is lowered onto its casters. **Note:** The Care 100 Bed is not designed for use as resident/patient transport devices. Prior to use, please read important warnings related to Bed Transport Bar and follow all instructions below.
2. Install Bed Transport Bar according to supplied instructions. If needed, call Technical Support at 800-826-0270 for instructions.
3. When using Bed Transport Bar to move beds, always push down and forward on handle. Pushing up or attempting to use transport bar to lift bed, especially when crossing over thresholds, may cause it to disconnect from bed, resulting in loss of control of bed.
4. Take extra care when moving bed (remember, do not move bed while occupied by resident) on any sloped surface. Moving a bed on a sloped surface requires two people, one at each end of the bed. Never use Bed Transport Bar to move bed on a slope that exceeds ANSI and/or ADA requirements for accessibility.

Battery Back-up

Depending on battery condition and load on bed, one battery can typically raise and lower (constituting one cycle) the bed 20-25 times on a single, full charge.

Parts include:

- Charger with power cord and cord clip
- Battery with cable
- Wall mount bracket with two screws
- User Instruction Sheet

Charger Instructions

1. Simply mount battery charger in central location, convenient to care-giving staff.
2. Plug charger into any standard wall socket (110V; 50-60 Hz.).
3. Insert battery in charger and check light:
 - Green light -- indicates main power is **on**.
 - Yellow light -- indicates battery is charging.
4. After about four hours of charging, yellow light goes off and battery is fully charged.

Note: We recommend charging the battery immediately upon receipt.
5. Battery has useful life of about 3.5 years, depending upon usage. It is recommended to discharge battery as little as possible and to recharge quite frequently (by keeping the battery connected to charger when not in use) to provide the longest battery life.
6. When battery needs replacing, dispose of old battery in the same way you would dispose of a car (lead acid) battery.

To Power the Care 100 Bed

1. Locate battery back-up port on the bed's control box (Figure 25).
2. Insert the battery's plug into the battery back-up port.
3. Operate the bed using pendant or staff control, as applicable.



Figure 24

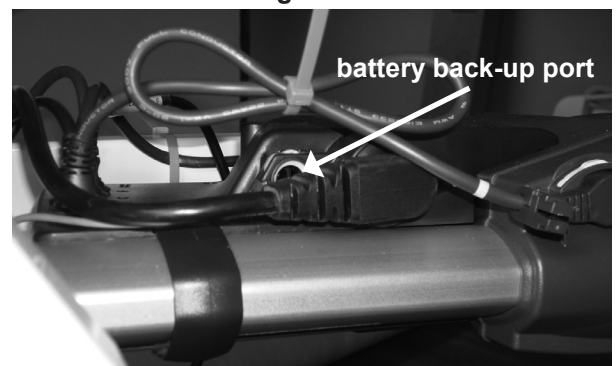


Figure 25

Joerns Healthcare Warranty Program

for Joerns® Care 100 Bed Frame

Joerns® Care 100 Bed is guaranteed for a period of one year from the date of delivery, against defects in materials and workmanship, under normal use and service.

This one-year warranty includes all mechanical and electrical components.

Steel structural components on beds are covered under warranty for a period of 7 years from the date of delivery.

Welds are covered under warranty for the lifetime¹ of the product.

Damage caused by use in unsuitable environmental conditions, abuse or failure to maintain the product in accordance with user and service instructions is not covered.

Any alteration, modification, or repair, unless performed by or authorized in writing by Joerns Healthcare, will void this warranty.

Parts

Joerns beds contain various parts that wear from normal use. These parts, such as DC batteries, are not covered under the one-year warranty, but are covered for 90 days after date of delivery.

¹ Intended product lifetime for welds is 12 years.

Joerns Healthcare's obligation under this warranty is limited to supplying replacement parts, servicing or replacing, at its option, any product that is found by Joerns Healthcare to be defective.

Warranty replacement parts are covered by the terms of this warranty until the product's original one-year warranty period expires.

When requested by Joerns Healthcare, parts must be returned for inspection at the customer's expense. Credit will be issued only after inspection.

Service

Most service requests can be handled by the facility Maintenance Department with assistance from the Joerns Healthcare Product Service Department.

Most parts requested can be shipped next day air at the customer's expense.

Should a technician be required, one will be provided by Joerns Healthcare, at our discretion. Only the Joerns Healthcare Product Service Department can dispatch authorized technicians.

This warranty is extended to the original purchaser of the equipment.