CairMax Duo

User Guide

Static Mode Programming Option

pressure care and patient handling specialists

novis.com.au / **1300 738 885**

Important Notice

Before operating this medical equipment, it is important to read this user guide and understand the operating instructions and safety precautions. Failure to do so could result in patient injury and/or damage to the product.

We recommend you keep the user guide near the product.

Therapeutic devices and/or medical equipment should only be used in accordance with manufacturer's instructions and under the consent, supervision and management of a suitably qualified health professional.

If you have any questions, please contact Novis Healthcare on 1300 738 885.

Novis Healthcare has a policy of continuous product improvement and reserves the right to amend specifications presented in this guide. Information correct at time of production (December 2020) .

Definition of Symbols Used

The following symbols may appear in this User Guide, on the product, or on its accessories. Some of the symbols represent standards and compliances associated with the control unit and its use.

- Important information
- Caution
- Electrical hazard
- Infection control
- Do not...
- Class II Protection against Electric Shock
- Type BF Applied part
- Alternating Current
- Manufacturer
- Manufacturing Date
- SN Serial Number
- Refer to Manual
- Disposal: Do not dispose of this product as unsorted municipal waste. Collection of such waste separately for special treatment is necessary.
- IP21 Protection against foreign object and vertically falling water drops.

Contents

SOFT GOODS
2 YEAR WARRANTY

CONTROL UNIT
2 YEAR WARRANTY

System Overview

The CairMax Duo is a hybrid foam air combination pressure redistribution surface, that functions without power as a static pressure relieving surface, or with power as a dynamic support surface. It is suitable for the prevention and treatment of skin breakdown and pressure injuries in patients at risk to high risk. It is designed to replace your existing bed mattress on either a standard or profiling electric bed frame.

With a focus on optimum patient comfort, the system is designed as a static pressure relieving surface without use of the control unit, however when clinically required, has the facility to 'step up' to provide dynamic support with the control unit connected.

The mattress consists of a foam head cell combined with 14 transverse air cells, each containing a unique castellated-profile foam insert, held within a durable TPU air cell, with a memory foam top layer. When connected to the control unit, the transverse air cells cyclically inflate and deflate in an alternating pattern, providing gentle and dynamic support. With stable foam side walls, the mattress is protected by a durable, multi-stretch vapour permeable cover.

The system consists of the following components:

- ☐ Foam Air Mattress
- ☐ Control unit
- ☐ Power cord
- ☐ User guide

Intended Use

Indications

The CairMax Duo Foam Air mattress's are indicated for:

- ☐ The prevention and treatment of skin breakdown and pressure injuries in patients at risk or high risk.

Contraindications

Patient conditions for which the application of pressure therapy on the CairMax Duo Foam Air mattress's are contraindicated include:

- ☐ Unstable fractures
- ☐ Gross oedema
- ☐ Burns
- ☐ Intolerance to motion

Intended Care Setting

Intended care settings for the CairMax Duo Foam Air mattress's are:

- ☐ Home Care
- ☐ Aged Care

Working Environment

- ☐ Temperature: 15°C to 35°C (59° F to 95° F)
- ☐ Humidity: 30% to 75% non-condensing

Shipping/ Storage Environment

- ☐ Temperature: 5°C to 60°C (41°F - 140°F)
- ☐ Humidity: 30% to 75% non-condensing

Connecting System to Other Devices

There no are other devices necessary for normal operation.

The CairMax Duo Foam Air mattress can be fitted to most standard hospital or single bed bases

The CairMax Duo King Single Foam Air mattress can be fitted to most king single sized hospital or king single bed bases.

The CairMax Duo control unit can be fitted to the foot board of most hospital or aged care beds.

Therapeutic devices should only be used in accordance with manufacturer's instructions and under the consent, supervision and management of a suitably qualified health professional.

Novis Healthcare accepts no liability for any use, change or assembly of the product other than that stated in this User Guide.

Safety Precautions

The purpose of the following safety precautions is to direct attention to possible dangers. The safety symbols and their explanations require careful attention and understanding.

The safety warnings by themselves do not eliminate any danger. The instructions or warnings they give are not substitutes for proper accident prevention measures.

For your own safety and the safety of equipment, always take the following precautions.

General Safety Precautions

- **Read all instructions before using this medical device**
- This system must be used on top of an appropriate sized bed frame and the appropriate operating environment as stated in this User Guide.
- Before commencing set up or installation, ensure the power is switched off and disconnect the power cord from the control unit, if equipped. Novis Healthcare recommends using the cord retention loops on the side of the mattress replacement where possible and attaching it to an electrical outlet by the head of the bed.
- Minimise layers between patient and mattress and secure bed sheets loosely so as not to affect the pressure redistrubution. As part of a sensible pressure injury prevention strategy, avoid wearing clothing that may cause areas of localised damage due to creases, seams, objects in pockets, etc.
- Never use sharp objects or electrically heated blankets on or under the system.
- Product top cover may present a suffocation risk. It is the responsibility of the caregiver to ensure that the patient can use this product safely.
- Avoid blocking the air intakes of the control unit, located at the rear of the unit. Do not place items such as blankets over the control unit.
- Bed frames used with the systems can vary greatly depending on the specific healthcare setting (ie hospitals, aged care, home care, etc). It is the responsibility of the caregiver to take the necessary precautions to ensure the safety of the patient. This includes, but is not limited to, the appropriate use of side rails to prevent falls
- Only the control unit and mattress combination as indicated by Novis Healthcare should be used, otherwise the correct function of the product cannot be guaranteed.

User Capacity

- The maximum recommended patient weight for this system is 230 kilograms.
- Do not exceed this safe working load or you risk injury
to the patient or carer and damage to the product.

Safety Precautions

Protection Against Hazards

Fluids

Avoid spilling fluids on any part of the control unit. If spills do occur:

- ☐ Turn off control unit power and disconnect the unit from the mains electricity supply.
- ☐ Immediately clean fluids from the casing by wiping with a soft cloth.

Trapped moisture in foam may lead to an infection control hazard. Avoid exposing the foam sections to water or liquid.
Foam is not washable.

Ensure there is no moisture in or near the power inlet, power switch and power cord before reconnecting the power supply.

Check the operation of controls and other components around the spill area.

Fluid or liquid remaining on the electronic controls can cause corrosion that may cause the electronic components to fail. Component failures may cause the unit to operate erratically, possibly producing potential hazards to patient and carers.

Explosion Hazard

Equipment is not suitable for use in the presence of a flammable anaesthetic mixture with air, oxygen or nitrous oxide.

- ☐ Do not use in the presence of smoking materials or open flame – air flowing through the mattress will support combustion.
- ☐ Do not open the control unit – risk of electrical shock. Refer servicing to qualified service personnel.

Disposal

Dispose of all components (control unit including batteries, air filter, air cells, mattress cover and base) according to local procedures and regulations or contact Novis Healthcare for advice.

Power Cord

The system should never be operated with a worn or damaged power cord. Keep the cord away from heated surfaces. Should the power cord be found to be worn or damaged, contact Novis Healthcare for a replacement.

Interference

Although this equipment conforms to the intent of directive IEC 60601-1-21 in relation to Electromagnetic Compatibility, all electrical equipment may produce interference. If interference is suspected, move equipment away from sensitive devices or contact Novis Healthcare.

1 IEC 60601-1-2. Medical Electrical Equipment - Part 1: General Equipments for Safety, Amendment No. 2. Collateral Standard. Electromagnetic Compatibility Requirements and Test).

System Preparation

Carefully unpack the system and inspect each item for any damage that may have occurred during transit. Any damage or missing components should be reported to Novis Healthcare as soon as possible.

⚠ Confirm there are no sharp objects in the immediate area which may risk damage to the mattress replacement.

Remove your existing mattress and place the foam air mattress on top of your bed – printed top cover facing upwards and umbilical air hoses towards the left hand base of the bed.

The mattress can be covered with a light sheet as required.

⚠ Always secure sheets loosely enough to ensure they do not interfere with cell alternation.

Static Use

The CairMax Duo can be used with the air cells deflated as a static pressure relieving surface without the need to attach the control unit.

The CairMax Duo can also be used as an adjustable static pressure relieving surface with the control unit connected.

⚠ When not in use, deflate the air cells, then secure the umbilical air hoses through the cord retention loops on the left side of the mattress. To secure, clip the male and female connectors together around one of the cord retention loops.

System Preparation

Alternating Use

When clinically required, connect the control unit (if equipped) to the mattress and operate the CairMax Duo in alternating (dynamic) mode.

Once connected, allow up to 20 minutes for the air cells to inflate to operational pressure. The patient may remain on the mattress when transitioning from Static to Alternating operation.

1 Hang the control unit over the foot end of the bed, using the inbuilt spring loaded hanging hooks. Ensure it is secure before use; failure to do so could result in equipment damage.

2 Locate the umbilical air hose at the foot end of the mattress (it may be stored in the cord retention loops alongside the mattress). Connect the umbilical connectors to the corresponding sockets on the side of the control unit. Listen for a click as confirmation the connector is locked in place.

⚠ Straighten any twists in the umbilical air hose to ensure uninterrupted air flow between the control unit and mattress. Also ensure the air hoses are not trapped between the mattress and bed. Failure to do so could result in an under inflated mattress.

3 Feed power cord through the cord retention loops along the side of the mattress base. Insert power cord plug into the side of the control unit, then connect to an appropriate electrical outlet and switch on mains power.

System Preparation

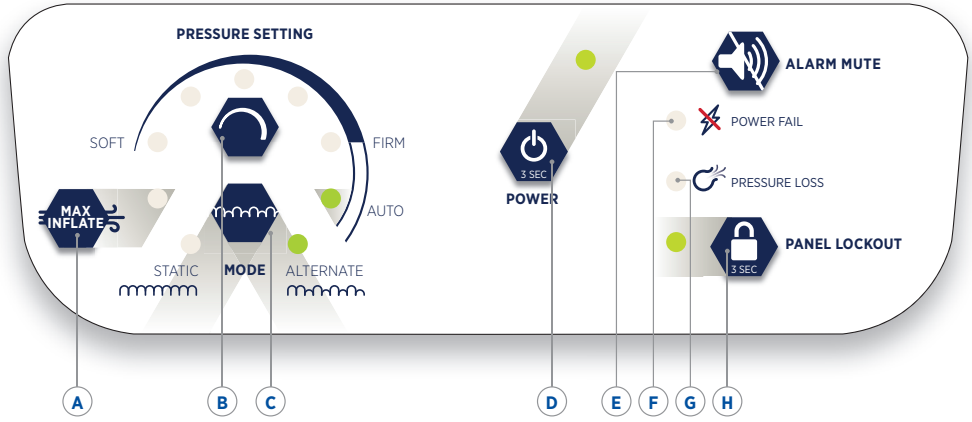
Ensure the power cord is not under strain; is free from obstruction; and is stored safely so as not to be a trip hazard.

⚠ Periodically inspect the power cord connector for damage – the plugs are made of transparent plastic for easy visibility.

4 On the control unit, press and hold the Power button for a minimum of three seconds. The Power indicator will illuminate green to indicate the system is operational. While reaching initial operating pressure, all five pressure setting indicators will flash green. Allow up to 20 minutes for complete inflation.

Once operating pressure is reached, both Alternate and Auto indicators will illuminate to indicate both alternating mode and automatic pressure setting are functioning.

Operation - Control Unit



Operation - Control Unit

A Max Inflate

Rapidly inflates mattress to maximum pressure in Static mode. System will automatically return to Alternating mode after 20 minutes.

B Pressure Setting

Allows manual adjustments to the automatic pressure setting (within reasonable limits for the patient's detected weight). Press the button to cycle from Soft to Firm pressure. Press the button again to cycle back to Auto – green indicator illuminates to indicate automatic pressure setting is functioning.

C Mode

Cycle between Static and Alternating modes. Press the button to select required mode – indicator glows green above the selected mode to indicate the mode currently active.

In Indefinite Static mode, all internal air cells are inflated to the selected pressure setting (automatic or manual) with no dynamic alternation. System will remain in Indefinite Static Mode until changed.

In Alternating mode, alternative cell sets inflate and deflate in a 12-minute cycle.

D Power

Press and hold for a minimum of 3 seconds to turn system power on and off.

Green light = power on

Amber light = standby power, power source connected

E Alarm Mute

Turns audible alarm off temporarily. Press to mute the alarm. Alarm will resound in 20 minutes if the issues has not been resolved, or immediately if new fault detected.

F Power Failure

During a power failure, amber light flashes and an audible alarm sounds to alert carer.

G Pressure Loss

Indicates mattress has failed to reach required pressure. Indicator flashes amber and after five minutes, an audible alarm sounds to alert carers that the control unit has failed to reach the set pressure. Refer to Troubleshooting for support.

H Lock/Unlock

Lock and unlock the Control Unit panel to prevent unwanted interference.

Press and hold the button for a minimum of three seconds – a beep sounds and the light illuminates to indicate system is locked. When locked, only the Alarm Mute and Lock/Unlock button remain operational.

Press again for at least three seconds to unlock (beep sounds and light turns off).

Operation

Mode

In Alternating Mode, alternate mattress air cells inflate and deflate following a fixed cycle time of 12 minutes.

In Indefinite Static mode, all internal air cells are inflated to the selected pressure setting (automatic or manual) to provide constant low pressure therapy. Pressure settings are adjustable.

⚠ The system will remain in Indefinite Static Mode until changed.

CPR Mode

Rapid deflation of the mattress may be required for emergency treatment (or to decommission the unit). If emergency treatment is required, disconnect the air hoses from the control unit.

Transport Mode

The mattress should be transported without control unit.

Before moving the mattress, ensure the control unit switched off and disconnected from mains power. Disconnect the umbilical air hoses from the control unit by unplugging the quick release connectors, wait for all air cells to deflate to remove excess pressure. Run the umbilical air hoses through the left-side cord retention loops and clip the male and female connectors around a loop to secure in place.

⚠ The air cells will not alternate when disconnected from the control unit. Repeat Alternating Use set up instructions (page 9) to active dynamic function after mattress is moved.

Storage

⚠ Disconnect the mattress from control unit when not in use
and store separately.

The mattress should be stored laying flat in a cool and dry area after cleaning. Avoid laying the mattress upside down, or on the side or end. Avoid stacking mattresses or placing heavy objects on top of the the mattress when not in use.

It is recommended the control unit and power cord be returned to its carton when not in use.

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Troubleshooting

SYMPTOM	SOLUTION
Control unit does not operate	Check control unit is connected to the mains power supply. Check for loose power cord connection and ensure main power is switched on. Check the fuse in rear panel of control unit. Replace if necessary. Check condition of power cord and plug. Check if mains socket is faulty.
Low pressure indicator illuminated; mattress is not inflating with control unit connected and switched on	Ensure the main power is turned on and power cord is connected to mains and control unit. Check control unit/mattress air connections are fitted securely, and reconnect umbilical cord if loose. Ensure control unit is turned on. Check air intake from filter is not blocked by linen/dust. Replace with new filter if needed. Ensure the air cells are free of damage or leaks
For faster mattress reinflation once the air leak has been closed, press MAX INFLATE and wait until the low pressure indicator extinguishes. Press the ALTERNATE button to resume alternation	
Control unit is making unusual noise	Ensure control unit is resting against a solid surface
Mattress surface appears to be uneven	Ensure all air cells and static head area foam are evenly placed on foam core, straighten and re-lay if uneven, crooked or protruding.
Control unit controls lock up, 'freeze'.	Turn off and unplug the control unit Rest the control unit for one minute before reconnecting the control unit to mains power and switching on.
If the problem persists, move patient to an alternate product and contact Novis Healthcare.	

Waste Disposal

This product has been supplied from an environmentally aware manufacturer that complies with the European Community's Waste Electrical and Electronic Equipment Directive (WEEE).

This product may contain substances that could be harmful to the environment if disposed of in places (landfills) that are not appropriate according the legislation. Please be environmentally responsible and contact your local authority on available options to recycle this product at its end of life.

Service Life

The expected service life of a control unit and a mattress is highly dependent on frequency of use, servicing, care and maintenance.

To maintain the condition of the foam air combination mattress system, service the system regularly according to the schedule recommended by Novis.

Do NOT use unapproved accessories or attempt to modify, disassemble or otherwise misuse the CairMax Duo system.

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Care and Cleaning

To prevent cross contamination, the mattress should be examined and disinfected between patient use.

Clean the mattress in accordance with local infection control policy and government regulations. Failure to do so could cause patient or personal injury.

The mattress is not protected against excessive amounts of fluid.

Switch off and disconnect the control unit from mains power supply before cleaning. Disconnect power supply before cleaning. Do not immerse the control unit in fluid.

Do not use high temperature autoclave steam cleaning devices or phenolic based products for cleaning. This could result in damage to the equipment and may result in damage to the polyurethane coating, or negate the biocompatibility properties of the fabric.

Cleaning and Infection Control

It is recommended that the CairMax Duo system is cleaned every two weeks if in constant use.

Top Cover Removal

1. Raise the waterfall skirt and locate the zippers at the foot end of the mattress.
2. Run each zipper along the side of the mattress from foot end to head end.
3. Separate top cover from mattress base.

Top Cover Cleaning

Unzip and remove the top cover from the base before washing (refer below for instructions). For basic care and cleaning, wipe down with warm water containing neutral detergent. The top cover can also be machine washed at 95° C using neutral detergents.

Refer to the top cover wash tag for detailed cleaning instructions.

Do not use system without top cover.

Do not use system without top cover.

Care and Cleaning

Base Cleaning

Swab the mattress base and cells with a solution of sodium hypochlorite or similar (up to 10,000 ppm available chlorine). Dry thoroughly before refastening.

Do not machine wash or tumble dry the air cells or mattress base.

If cleaning or disinfection is required, do not allow fluid to enter air cells and air hoses.

Foam is not washable as trapped liquid may present an infection control risk. Do not wash or saturate any foam component. If necessary, wipe with a cloth soaked in isopropyl alcohol and ensure the wiped surface is completely dry before placing cover over the foam.

Control Unit and Air Hoses External Cleaning

Disconnect control unit from mains power before cleaning. Gently wipe down the external housing with a soft cloth.

Soak the cloth in warm water containing mild detergent, and wring dry any excess water before gently wiping all external controls. Repeat the process with a dry cloth to remove excess moisture. A soft-bristled brush can be used to gently clean crevices.

Ensure the control unit is disconnected from mains power before cleaning.

Do not spray disinfectant directly on to the control unit, or immerse the unit in water or other fluid.

Disinfection

The mattress, top cover and control unit may be decontaminated by using a solution of sodium hypochlorite or similar (up to 10,000 ppm available chlorine).

Technical Specifications

Recommended separation distances between portable and mobile RF communications equipment and the CairMax Duo control unit

The CairMax Duo control unit is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the CairMax Duo control unit can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the control unit as recommended below, according to the maximum output power of the communications equipment.

Rated maximum output power of transmitter **(W)**	Separation distance according to frequency of transmitter **(m)**		
	150 KHZ TO 80 MHZ d = 1.2 √P	80 MHZ TO 800 MHZ d = 1.2 √P	800 MHZ TO 2,5 GHZ d = 2.3 √P
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73
1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23

For transmitters rated at a maximum output power not listed above, the recommended separation distance d in metres (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

NOTE 1 At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.

Technical Specifications

Guidance and manufacturer's declaration – electromagnetic emissions

The CairMax Duo is intended for use in the electromagnetic environment specified below.
The customer or the user of the CairMax Duo should assure that it is used in such an environment.

Emission test	Compliance	Electromagnetic environment-guidance
RF emissions CISPR 11	Group 1	The control unit uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF emissions CISPR 11	Class B	The control unit is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Harmonic emissions IEC 61000-3-2	Class A	
Voltage fluctuations /flicker emissions IEC 61000-3-3	Compliance	

For transmitters rated at a maximum output power not listed above, the recommended separation distance d in metres (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

NOTE 1 At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.

Technical Specifications

Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment-guidance
Electrostatic discharge (ESD) IEC 61000-4-2	±6 kV contact	±6 kV contact	Floors should be wood, concrete, or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30 %.
	±8 kV air	±8 kV air	
Electrical fast transient/burst IEC 61000-4-4	±2 kV for power supply lines	±2 kV for power supply lines	Mains power quality should be that of a typical home healthcare and professional healthcare environment.
	±1 kV for input/output lines	Not applicable	
Surge IEC 61000-4-5	±1 kV line(s) to line(s)	±1 kV differential mode	Mains power quality should be that of a typical home healthcare and professional healthcare environment.
	±2 kV line(s) to earth	Not applicable	
Interruptions and voltage variations on power supply input lines IEC 61000-4-11	<5 % UT (>95 % dip in UT) for 0.5 cycle	<5 % UT (>95 % dip in UT) for 0.5 cycle	Mains power quality should be that of a typical home healthcare and professional healthcare environment. If the user of the CairMax Duo control unit requires continued operation during power main interruptions, it is recommended that the CairMax Duo control unit be powered from an uninterruptible power supply or a battery.
	40 % UT (60 % dip in UT) for 5 cycles	40 % UT (60 % dip in UT) for 5 cycles	
	70 % UT (30 % dip in UT) for 25 cycles	70 % UT (30 % dip in UT) for 25 cycles	
	<5 % UT (>95 % dip in UT) for 5 sec	<5 % UT (>95 % dip in UT) for 5 sec	
Power frequency (50/60 Hz) magnetic field IEC 61000-4-8	3 A/m	3 A/m	The CairMax Duo power frequency magnetic fields should be at levels characteristic of a typical location in a typical home healthcare and professional healthcare environment.
Conducted RF IEC 61000-4-6	3 Vrms 150 kHz to 80 MHz	3 V/m	Portable and mobile RF communications equipment should be used no closer to any part of the CairMax Duo including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. Recommended separation distance $d = 1.2\sqrt{P}$ $d = 1.2\sqrt{P}$ 80 MHz to 800 MHz $d = 1.2\sqrt{P}$ 800 MHz to 2.5 GHz Where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in metres (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey,[A] should be less than the compliance level in each frequency range.[B] Interference may occur in the vicinity of equipment marked with the following symbol: (( ))
Radiated RF IEC 61000-4-3	3 Vrms 80 MHz to 2.5 GHz	3 V/m	

Technical Specifications

⚠ UT is the A.C. mains voltage prior to application of the test level.

NOTE 1 At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.

A Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the control unit is used exceeds the applicable RF compliance level above, the control unit should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the control unit.

B Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 3 V/m.

Technical Specifications

SYSTEM	MODEL		CairMax Duo	CairMax Duo King Single
	SYSTEM CODE		FAMCM-R01	FAMCM-R01K
	CAPACITY		230 kg	
	NUMBER OF CELLS		14	
	COMPLIANCE		IEC60601-1, IEC60601-1-2 and IEC60601-1-11	
	ARTG		292676	
CONTROL UNIT	CONTROL UNIT CODE		APMBL-CU01	
	CONTROL SYSTEM		Full digital control	
	CYCLE TIME		12 minutes (fixed)	
	SUPPLY VOLTAGE		AC100 - 240V / 50Hz-60Hz	
	MAXIMUM CURRENT		0.1A	
	FUSE RATING		T2AL 250V	
	MIN/ MAX PRESSURE		20 ~ 60 mmHg +/- 6 mmHg	
	PROTECTION TYPE		Class II Type BF	
	INGRESS PROTECTION RATING		IP21	
	DIMENSIONS	HEIGHT	195 mm	
		WIDTH	265 mm	
		DEPTH	120 mm	
	WEIGHT		2 kg	
MATTRESS	DIMENSIONS	LENGTH	2000 mm	2000 mm
		WIDTH	880 mm	1050 mm
		HEIGHT	180 mm	180 mm
	WEIGHT		13 kg	16.8 kg
	MATERIAL	TOP COVER	PU laminated nylon	
		BASE COVER	PVC laminated Polyester	
		AIR CELL	TPU with castellated high resilience foam insert	
		TOPPER	Memory foam	
OPERATING ENVIRONMENT	AIR HUMIDITY		Operation 30% to 75% non-condensing Storage 30% to 90% non-condensing	
	AMBIENT TEMPERATURE		Operation 15° C to 35° C Storage 5° C to 60° C	
	ATMOSPHERIC PRESSURE RANGE		700 hPa to 1060 hPa	
	OPERATION ALTITUDE		-310 metres to 3000 metres	

All product specifications are subject to change without notice.

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Warranty Statement

Limited Warranty

This warranty is provided by Novis Healthcare (ABN 45 102 735 491) of Unit 12, 12 Mars Road, Lane Cove NSW 2066

Novis Healthcare (Novis) products are manufactured to the highest quality standards and are thoroughly tested and inspected before leaving our factory. In addition to any statutory rights and remedies you may have, Novis warrants all of its products sold directly or via an Authorised Novis Australia Dealer against defective workmanship and faulty materials from the date of purchase by the end user for a period of twelve months unless otherwise specified for that product and its components.

Soft Goods 2 year

Control unit 2 year

Warranty Claims

To claim under this warranty, please contact Novis Healthcare and have your receipt or proof of purchase available. Novis Healthcare may need to assess the defect before determining any claim, and additional information may be requested to process your claim. Claims without proof of purchase may not be able to be processed.

Novis Healthcare may at its option inspect the goods on site or require them to be returned to its premises or one of its Authorised Service Agents in person or freight prepaid by you.

Novis will undertake at its option, to repair or replace, free of charge, each product or part thereof on the condition that:

The product found on examination, to be suffering from a manufacturing defect;

- ☐ The product or relevant part has been serviced regularly by Novis or one of its Authorised Service Agents and has not been subjected to misuse, neglect or been involved in an accident;
- ☐ The repairs are not required as part of normal wear and tear.

At our option

- ☐ Goods repaired may be replaced by refurbished good of the same type rather than being repaired.
- ☐ Refurbished parts may be used to repair goods.

Novis Healthcare will not be held responsible for any repair other than those carried out by it or one of its Authorised Service Agents.

Warranty repairs do not extend the length of the warranty period.

Limited Liabilities

Our liability under this manufacturer's warranty is subject to us being satisfied that a defect was caused by faulty parts, manufacture or workmanship, and was not caused or substantially contributed to by other factors or circumstances beyond our control, including (but not limited to) defective installation, maintenance or repair, product modification or alteration, any neglect, misuse, or excessive use, normal wear and tear or failure to follow manufacturer's instructions.

IMPORTANT NOTICE FOR AUSTRALIAN CONSUMERS:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. To obtain compensation, you will need to provided documentary evidence of the loss or damage suffered and documentary evidence that such loss or damage was a reasonable foreseeable consequence of a failure Novis Healthcare to comply with a consumer guarantee under the Australian Consumer Law. Subject to the provisions of the Australian Consumer Law, Novis Healthcare excludes, to the fullest extent permitted by law, all liability in respect of loss of profit or other economic loss, direct to indirect or consequential, special, general or other damages or other expenses or costs which may include negligence.

For further information relating to any specific product, please refer to the User Guide.

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