

Mattress Instructions & Limited Warranties

⚠ **DEALER:** These instructions **MUST** be provided to the user.

⚠ **USER:** **BEFORE** using this product, read this manual and save for reference.

CLEANING INSTRUCTIONS

⚠ **WARNING**

- **DO NOT** use this product without first completely reading and understanding these instructions and any additional instructional material such as owner's manuals, service manuals or instruction sheets supplied with this product. If you are unable to understand the warnings, cautions or instructions, contact a healthcare professional, dealer or technical personnel before attempting to use this equipment - otherwise, injury or damage may occur.
- GF Health Products, Inc. assumes no responsibility for any damage or injury caused by improper installation, assembly, or use of this product.
- Mattress **MUST** be cleaned regularly after each use.
- Because of the potential risk of infectious exposure, cleaning with the patient on the bed is **not** recommended.
- All equipment should be inspected. Any item that is visibly soiled with the patient's blood or other body fluids should be properly cleaned or removed.
- Staff members should treat all soiled bedding as if it were contaminated with pathogenic microorganisms.
- Staff members should wear appropriate protective clothing when cleaning mattresses.
- All cleaning solutions **MUST** be properly diluted according to the manufacturers' instructions.
- Follow standard institutional wipe down and infection control procedures.
- **DO NOT** open the mattress cover during cleaning, infection control procedures or during use.
- **DO NOT** autoclave or launder mattress cover.

⚠ **CAUTION**

To avoid fabric breakdown and loss of fluid resistance, use **only** these types of properly diluted standard cleaning solutions: Quaternary Wipe Down, Phenolic Wipe Down, and 8-10% Bleach/Water Wipe down.

ROUTINE CARE: Wipe clean with neutral soap suds and warm water. Rinse with clean water and allow to air dry.

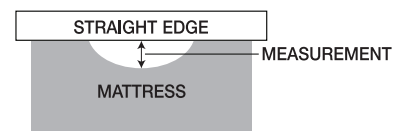
HARD TO CLEAN AREAS: Use standard liquid cleaner and a damp sponge. Harsh solvents, cleaners or detergents **should not** be used when cleaning the mattress cover.

DISINFECTION: Germicides and disinfectants should be diluted as specified on product label by manufacturer. A 1/10 Bleach/Water solution may also be used to wipe down mattress cover and allowed to air dry.

NOTE: While mattress is unoccupied, remove the bedding. Clean top and bottom cover with organic cleaners or soapy water. Use a standard cleaning solution, described above, to clean the top and bottom covers.

IT IS A CONDITION OF THIS WARRANTY THAT THE FOLLOWING ARE COMPLIED WITH:

1. All instructions for cleaning and maintenance of the mattress are adhered to;
2. The internal and external parts of any product are inspected at least once every three (3) months for any damage and wear. All damaged parts are replaced immediately, taken out of service until the replacement part has been obtained, and the damaged part has been replaced; and
3. The measurement of compression of the mattress beyond 25% will be determined by laying a straight edge over the compressed area and measuring the depth of the area. If the foam is determined to be compressed beyond 25%, the mattress will be replaced.



SCOPE OF WARRANTY

Gendron warrants to the original purchaser only that it will replace or repair components, at Gendron's sole discretion, that are defective in material or workmanship under normal use and service. All warranties are conditioned upon the proper use of the products strictly in accordance with good commercial practice and applicable Gendron instructions and manuals, including proper use and maintenance. To the extent that a component is warranted by a third party, Gendron conveys all of its rights under that warranty to the original purchaser, to the extent permitted.

This limited warranty shall only apply to defects that are reported to Gendron's customer service team within the applicable warranty period and which, upon examination by Gendron or its authorized representative, prove to be a warranty item. This limited warranty is not transferable. Within the guidelines set forth in this document, the following components are warranted for the time period set forth below:

COMPONENTS

GendronFoam Mattresses:

Foam:..... 60 months
Cover:..... 12 months

Replacement Parts †:..... 90 days

* Labor is not included in the warranty

† Upholstery is only warranted on material supplied by Gendron:..... 1 year

‡ The warranty period is as designated above. If a part is replaced under warranty, the original warranty period will not be affected. All other replacement parts will be subject to the warranty period specified.

The applicable warranty period shall commence from date of shipment to the original customer, unless there is an expiration date on the component in which case the warranty shall expire on the earlier of warranty period or the expiration date.

OBTAINING WARRANTY SERVICE

This limited warranty shall only apply to defects that are reported to the Distributor from whom the Customer purchased the product within the applicable warranty period. If there is not a Distributor, you must contact Gendron directly by calling 1.770.368.4700, or by e-mailing a request to cs@grahamfield.com. Specific directions will be provided by the Customer Service Representative. Failure to abide by the specific directions will result in denial of the warranty claim.

The warranty does not cover and Gendron shall not be liable for the following:

- 1) Defects, damage, or other conditions caused, in whole or in part, by misuse, abuse, negligence, alteration, accident, freight damage, tampering or failure to seek and obtain repair or replacement in a timely manner;
- 2) Products which are not installed, used, or properly cleaned and maintained as required in the official manual for the applicable product;
- 3) Products considered to be of a non-durable nature including, but not limited to: tips, casters, filters, fuses, gaskets, lubricants, and charts;
- 4) Accessories or parts not provided by Gendron;
- 5) Matching of color, grain or texture except to commercially acceptable standards;
- 6) Changes in color caused by natural or artificial light;
- 7) Charges by anyone for adjustments, repairs, replacement parts, installation or other work performed upon or in connection with such products which are not expressly authorized in writing, in advance, by Gendron;
- 8) Any labor or shipping charges incurred in the replacement part installation or repair;
- 9) Costs and expenses of regular maintenance and cleaning; and
- 10) Representations and warranties made by any person or entity other than Gendron.

ENTIRE WARRANTY, EXCLUSIVE REMEDY AND CONSEQUENTIAL DAMAGES DISCLAIMER

TO THE GREATEST EXTENT PERMITTED BY LAW, THIS WARRANTY IS GENDRON'S ONLY WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. EXCEPT IN CASES WHERE IMPLIED WARRANTIES MAY NOT BE VALIDLY WAIVED, GENDRON MAKES NO IMPLIED WARRANTIES OF ANY KIND INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IF ANY MODEL OR SAMPLE WAS SHOWN TO THE CUSTOMER, SUCH MODEL OR SAMPLE WAS USED MERELY TO ILLUSTRATE THE GENERAL TYPE AND QUALITY OF THE PRODUCT AND NOT TO REPRESENT THAT THE PRODUCT WOULD NECESSARILY CONFORM TO THE MODEL OR SAMPLE IN ALL RESPECTS. THIS WARRANTY IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PARTS. GENDRON SHALL NOT BE LIABLE FOR AND HEREBY DISCLAIMS ANY DIRECT, SPECIAL, INDIRECT, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO: DAMAGES FOR LOSS OF PROFITS OR INCOME, LOSS OF USE, DOWNTIME, COVER, OR EMPLOYEE OR INDEPENDENT CONTRACTOR WAGES, PAYMENTS AND BENEFITS. CERTAIN STATES AND COUNTRIES MAY CONFER ADDITIONAL RIGHTS REGARDING WARRANTIES AND IN THOSE INSTANCES, GENDRON'S LIABILITY AND THE LIABILITY OF GENDRON'S SUPPLIERS, SHALL BE LIMITED TO THE FULLEST EXTENT PERMITTED BY LAW.

The warranties contained herein, together with Gendron's current Terms and Conditions, contain all the representations and warranties with respect to the subject matter of this document, and supersede all prior negotiations, agreements and understandings with respect thereto. The recipient of this document hereby acknowledges and represents that it has not relied on any representation, assertion, guarantee, warranty, collateral contract or other assurance, except those set out in this document.

For additional information on these products or this warranty, please contact a Gendron Customer Service Representative.

NOTES:

- 1) Additional terms and conditions may apply. See Gendron's General Terms and Conditions on its website and the specific warranties, which may accompany the specific product.
- 2) Freight claims must be notated on the appropriate shipping documents and must be made with immediacy. International, federal and state regulations govern specific requirements for freight claims. Failure to abide by those regulations may result in a denial of the freight claim. Gendron will assist you in filing the freight claim.
- 3) Claims for any short shipment must be made within three (3) days of the invoice date.



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Information contained herein is subject to change without notice.
The most current and complete product information can be found on our website.

www.grahamfield.com