Platinum 6000™

User Manual

Doc. #: 8120 Rev. Date: 05/16/2023 Rev.: 4.0

Sizewise®
Designed to heal

Table of Contents

Introduction

This user manual includes setup, operating, cleaning, and preventive maintenance instructions for the Platinum 6000™ (Rev. 2) support surface. Sizewise recommends reading this manual completely before use. Failure to use the product properly may cause damage to the product, property, or persons including illness, injury, or death. Questions may be directed to our 24/7/365 customer service team:

Sizewise Customer Service
800-814-9389
info@sizewise.com

Product Description

The Platinum 6000 support surface provides microclimate management while offering alternation and immersion therapy modes. Alternation reduces interface pressures on the skin surface with 5, 10, or 15-minute cycle times. Immersion provides proper envelopment to effectively manage pressure redistribution. The product's microclimate management system helps maintain a dry, cool surface interface.

Platinum 6000 is comprised of a specialized multi-cell inflatable mattress and an electrically powered control unit/pump. Upon setup, the patient's height and weight are entered on the control unit, which then adjusts the surface for optimal comfort and therapy.

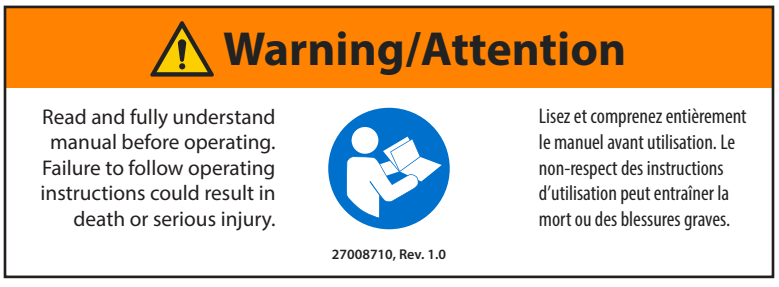
Product Indications and Use

The purpose of Platinum 6000 is to provide therapeutic benefit to patients at risk for or suffering from pressure injuries or other skin-related injuries. The product serves as a replacement mattress and is equipped with a hose cluster that connects to the control unit, which hangs by hinged hooks on the footboard of a hospital bed frame.

Platinum 6000 has a detachable hospital-grade electrical cord and a control panel with selector buttons and indicator lights. The buttons and indicators are protected under a flexible membrane to keep out liquid spills and enhance cleanup and sanitation. Inside the control unit is a diaphragm pump, a control manifold, and solenoid valves that allow the mattress to operate in immersion and alternation modes. Either mode may be operated with microclimate management on (default mode) or the caregiver can turn microclimate management off.

Patent Information

This product is protected by U.S. Patent No. 9,913,547.



Product at a Glance

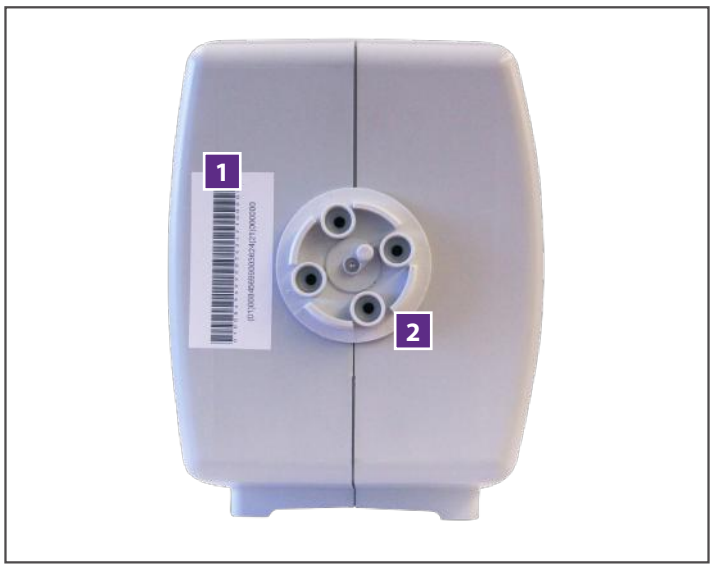
Platinum 6000™ (Rev. 2)

Control Unit Front

1. Keypad

Control Unit Top

1. Handle
2. Keypad Quick Reference



Control Unit Left Side

1. Unique Device Identifier (UDI) label
2. Hose Cluster Connection

Control Unit Right Side

1. Fuse Drawer
2. Power Cord Connection
3. Electrical/Fuse Rating label

Control Unit Back

1. Handle
2. Footboard Hooks
3. Quick Reference Guide
4. Manufacturer's Serial No. label
5. Sizewise Serial No. label
6. Leakage Test Point label

Control Unit Bottom

1. Manufacturer's label

Mattress (Out of Box)

1. Hose Cluster
2. Top Cover
3. Bottom Cover
4. Hose Connector and Transport Cap

Typical Setup

1. Hose Connector
2. Transport Cap

Specifications

Control Unit		
Weight	11 lb.	5 kg
Height	8.5″	22 cm
Width	11.5″	29 cm
Depth	6.5″	17 cm

Mattress		
Weight (35″ x 80″)	30 lb.	14 kg
Weight (39″ x 80″)	33 lb.	15 kg
Weight (42″ x 80″)	35 lb.	16 kg
Weight (48″ x 80″)	42 lb.	19 kg
Height	8″	20 cm
Widths	35″, 39″, 42″, 48″	89 cm, 99 cm, 107 cm, 122 cm
Length (Custom Lengths Available)	80″	203 cm
Safe Working Load (35″ or 39″)	600 lb.	272 kg
Safe Working Load (42" or 48")	900 lb.	408 kg
Max. Patient Weight (35″ or 39″)	600 lb.	272 kg
Max. Patient Weight (42″ or 48″)	900 lb.	408 kg
Max. Patient Height (80″ Length)	78″	198 cm

Environmental Conditions: Use	120V Control Unit	230V Control Unit
Ambient Temperature	14° to 95°F (-10° to 35°C)	14° to 95°F (-10° to 35°C)
Relative Humidity	30% to 75%	30% to 75%
Atmospheric Pressure	525 mmHg to 795 mmHg	525 mmHg to 795 mmHg
Maximum Altitude	6560 ft. (2000 m)	6560 ft. (2000 m)
Environmental Conditions: Transport/Storage	**120V Control Unit**	**230V Control Unit**
Ambient Temperature	14° to 109°F (-10° to 43°C)	14° to 109°F (-10° to 43°C)
Relative Humidity	Not to exceed 93%	Not to exceed 93%
Atmospheric Pressure	525 mmHg to 795 mmHg	525 mmHg to 795 mmHg

Electrical Requirements	120V Control Unit	230V Control Unit
Conforms to Standards	IEC 60601-1, AAMI ES60601-1, CSA C22.2#60601-1, IEC 60601-1-2, IEC 60601-1-6	
Rated Voltage	120V AC	220-240V AC
Rated Frequency	50/60Hz	50/60Hz
Rated Input Current	3A	3A
Fuse Rating	T1.25AH 250V	T1.25AH 250V
Power Failure Alarm	Yes	Yes

EMC Information

Platinum 6000™ (Rev. 2) has been tested for compliance with EMC requirements. The guidelines in this section will help ensure the equipment meets the requirements of the standard.

CAUTION: This device conforms to all requirements specified by the standards for electromagnetic compatibility (EMC). Problems are not likely to be encountered by the user due to inadequate electromagnetic immunity. While the standards are based on expected environments of use, electromagnetic immunity is always relative. If unusual, intermittent device behavior is encountered and can be associated with cell phones, radio or TV transmitters, or electro-medical equipment, electromagnetic interference could be the cause. If such interference occurs, the interfering equipment should be moved away from this device.

WARNING: Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.

WARNING: Use of accessories, transducers, and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

WARNING: Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 in) to any part of the Platinum 6000 control unit, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

Guidance and Manufacturer's Declaration – Emissions

Platinum 6000 is intended for use in the electromagnetic environment specified below. The customer or user of Platinum 6000 should ensure that it is used in such an environment.

Emissions Test	Compliance	Electromagnetic Environment Guidance
RF Emissions CISPR 11	Group 1	Platinum 6000 uses RF energy only for its internal functions. Therefore, its RF emissions are very low and not likely to cause any interference in nearby electronic equipment.
RF Emissions CISPR 11	Class A	Platinum 6000 is suitable for use in all establishments other than domestic 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 and Flicker IEC 61000-3-3	Complies	

Guidance and Manufacturer's Declaration – Immunity

Platinum 6000 is intended for use in the electromagnetic environment specified below. The customer or user of Platinum 6000 should ensure that it is used in such an environment.

Immunity Test	IEC 60601 Test Level	Compliance Level	Electromagnetic Environment Guidance
Electrostatic Discharge (ESD) IEC 61000-4-2	±8kV Contact ±2kV, ±4kV, ±8kV, and ±15kV, Air	±8kV Contact ±2kV, ±4kV, ±8kV, and ±15kV, Air	Floors should be wood, concrete, or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.
Electrical Fast Transients and Bursts (EFT) IEC 61000-4-4	±2kV Mains	±2kV Mains	Mains power quality should be that of a typical commercial or hospital environment.
Surges IEC 61000-4-5	±1kV Differential ±2kV Common	±1kV Differential ±2kV Common	Mains power quality should be that of a typical commercial or hospital environment.
Voltage Dips and Short Interruptions IEC 61000-4-11	0% U_T: 0.5 cycle At 0˚, 45˚, 90˚, 135˚, 180˚, 225˚, 270˚, and 315˚ 0% U_T: 1 cycle At 0˚ and 180˚ 70% U_T: 25 cycles (50Hz) At 0˚ and 180˚ 0% U_T: 250 cycles (50Hz) At 0˚ and 180˚	0% U_T: 0.5 cycle At 0˚, 45˚, 90˚, 135˚, 180˚, 225˚, 270˚, and 315˚ 0% U_T: 1 cycle At 0˚ and 180˚ 70% U_T: 25 cycles (50Hz) At 0˚ and 180˚ 0% U_T: 250 cycles (50Hz) At 0˚ and 180˚	Mains power quality should be that of a typical commercial or hospital environment. If the user of Platinum 6000 requires continued operation during power mains interruptions, it is recommended that the control unit be powered from an uninterruptable power supply or battery.
Power Frequency Magnetic Fields IEC 61000-4-8	30A/m (50/60Hz)	30A/m (50/60Hz)	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.

Note: U_T is the AC mains voltage prior to application of the test level.

Guidance and Manufacturer's Declaration – Immunity

Platinum 6000 is intended for use in the electromagnetic environment specified below. The customer or user of Platinum 6000 should ensure that it is used in such an environment.

Immunity Test	IEC 60601 Test Level	Compliance Level	Electromagnetic Environment Guidance
Conducted RF IEC 61000-4-6	3V RMS 0.15MHz – 80MHz 6V RMS ISM and Amateur Radio bands between 0.15MHz – 80MHz 80% AM at 1KHz	3V RMS 0.15MHz – 80MHz 6V RMS ISM and Amateur Radio bands between 0.15MHz – 80MHz 80% AM at 1KHz	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. Interference may occur in the vicinity of equipment marked with this symbol.
Radiated RF IEC 61000-4-3	10V/m 80MHz – 2.7GHz 80% AM at 1KHz	10V/m 80MHz – 2.7GHz 80% AM at 1KHz	

Note: 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 Platinum 6000 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.

Immunity to Proximity Fields from Radio Frequency Wireless Communications Equipment

In addition to the Radiated RF IEC 61000-4-3 as shown in the table above, Platinum 60000 has been tested as specified in the table below.

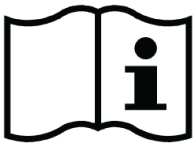
Test Frequency (MHz)	Band (MHz)	Service	Modulation	Maximum Power (W)	Distance (m)	Immunity Test Level (V/m)
385	380-390	Tetra 400	Pulse Modulation 18Hz	1.8	0.3	27
450	430-470	GMRS 460, FRS 460	Pulse Modulation 18 Hz	2	0.3	28
710	704-787	LTE Band 13, 17	Pulse Modulation 217 Hz	0.2	0.3	9
745						
780						
810	800-960	GSM 800/900 TETRA 800, iDEN 820, CDMA 850, LTE Band 5	Pulse modulation 18 Hz	2	0.3	28
870						
930						
1720	1700-1990	GSM 1800; CDMA 1900; GSM 1900; DECT; LTE Band 1, 3, 4, 25; UMTS	Pulse Modulation 217 Hz	2	0.3	28
1845						
1970						
2450	2400-2570	Bluetooth WLAN, 802.11 b/g/n, RFID	Pulse Modulation 217 Hz	2	0.3	28
5240	5100-5800	WLAN 802.11 a/n	Pulse Modulation 217 Hz	0.2	0.3	9
5500						
5785						

Symbols and Definitions

Symbols, definitions, and fonts are used throughout this manual to aid user readability and understanding of content.

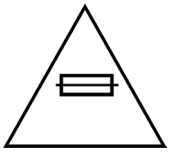
Standard Text	Used for regular information.
Bold Text	Emphasizes a word or phrase.
NOTE	Sets apart special information or important instruction clarification.
Safe Working Load	The equipment's maximum external mechanical load permitted in normal use. The sum of the patient's weight, other equipment/accessories, and load supported by that equipment/accessories may not exceed the Safe Working Load.
Maximum Patient Weight	The greatest permissible patient weight in normal use. The Maximum Patient Weight may be lower than the Safe Working Load if additional equipment/accessories are used.

Indicates device has been independently tested and meets the published safety standard(s).



Indicates the need for user to consult instructions before use.

Indicates conformity with health, safety, and environmental protection standards for products sold within the European Economic Area.



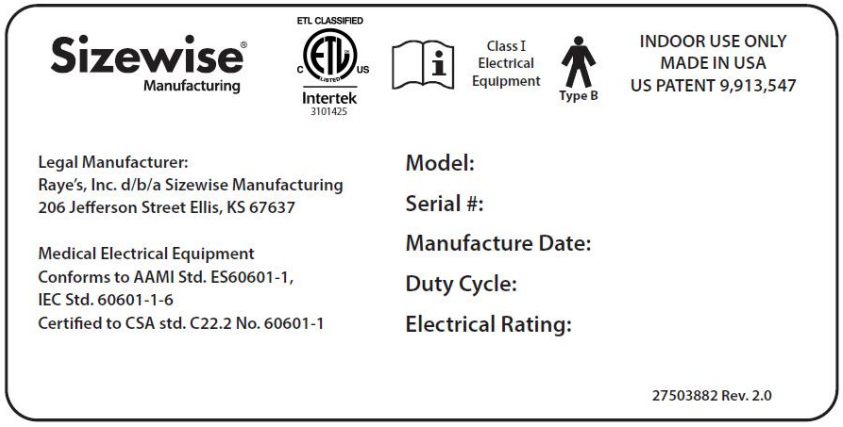
Marks the location and specification of the fuse. UNPLUG control unit before attempting to replace fuse.

Indicates a Type B device properly protected from electrical shock.

Indicates equipment ground and marks the location of the leakage test point screw.

Warning/Caution: Symbol alerts user to the presence of important operating, maintenance, or servicing instructions. Disregarding a warning could result in patient and/or user injury, as well as damage to equipment.

Electrical Shock Hazard Warning: Symbol alerts user to the presence of electrical shock hazards. It is important to follow all instructions and special procedures to avoid electrical shock to the operator, caregiver, and/or patient.



Manufacturer's label located on bottom of control unit. Indicates numerous product details, including safety standard conformance, manufacture date, and electrical rating.

Warnings and Cautions

The terms WARNING and CAUTION are used in this manual to indicate important alerts for the safe use of Platinum 6000™ (Rev. 2).

WARNING: Indicates an imminent hazardous or dangerous situation. If not avoided, the situation could result in moderate-to-severe injury or death.

CAUTION: Indicates a situation that could potentially result in minor to moderate injury or damage to the product or environment.

Warnings

WARNING: DO NOT use this device if power cord is cut, frayed, or loosely connected to the device.

WARNING: (120V control unit) Electrically Powered Mechanism. Electrical hazard may occur if device is plugged into inadequate electrical outlet. To avoid electrical shock hazard, make sure unit is plugged into a grounded 120V AC outlet.

WARNING: (230V control unit) Electrically Powered Mechanism. Electrical hazard may occur if device is plugged into inadequate electrical outlet. To avoid electrical shock hazard, make sure unit is plugged into a grounded 220-240V AC outlet.

WARNING: DO NOT remove control unit cover. Refer servicing to qualified service personnel. Disconnect power supply before servicing or cleaning.

WARNING: Be sure to secure mattress to bed frame with straps provided. Failure to do so could result in personal injury or equipment damage.

WARNING: DO NOT use an oxygen tent near Platinum 6000™. For more information, see Operating Environment instructions.

WARNING: DO NOT modify equipment without manufacturer authorization.

WARNING: DO NOT exceed the Safe Working Load or Maximum Patient Weight/Height specifications.

Cautions

CAUTION: Overheating may cause equipment damage or failure. Monitor unit to ensure it functions in the proper operating temperature.

CAUTION: Keep out of direct sunlight.

CAUTION: Ensure that strap placement does not interfere with operation of bed frame functions.

CAUTION: Pulling on hoses can cause connectors to come loose and affect product performance.

CAUTION: Medical Electrical Equipment needs special precautions regarding EMC and needs to be installed and put into service according to the EMC information provided in this manual. Portable and mobile RF communications equipment can affect Medical Electrical Equipment. The use of accessories, transducers, and cables other than those specified by the manufacturer may result in increased emissions or decreased immunity of the equipment or system. The equipment or system should not be used adjacent to or stacked with other equipment. If adjacent or stacked use is necessary, the equipment or system should be observed to verify normal operation in the configuration in which it will be used.

CAUTION: DO NOT use around open flame.

Safety Instructions

Please read all of these instructions prior to operating Platinum 6000™ (Rev. 2). Retain this information for future reference. Follow all warnings and instructions that appear on the control unit and the mattress.

Handling

Use care in handling the Platinum 6000 control unit. Dropping the unit may cause internal damage and cause it to malfunction. DO NOT use a unit that shows any sign of physical damage until it has been checked by a Sizewise representative.

Dust, Dirt, and Tobacco Smoke

Keep the mattress and control unit away from excessive dust, dirt, and tobacco smoke, as they can cause premature system failure.

Control Unit Location

Use care in installing the control unit to hospital bed footboard, ensuring footboard can support the weight of the control unit and hoses. DO NOT place control unit on an unstable table or cart. The unit may fall and be damaged. DO NOT situate the control unit in a manner that would prohibit or delay the disconnection of the power cord in the event of an emergency.

Power Cord

Platinum 6000 is equipped with a hospital-grade grounded line plug. The plug can only be inserted into the outlet one way. If the plug is not usable with the wall outlet, contact your Sizewise representative prior to operating the unit. DO NOT modify the safety grounding features of the product. DO NOT plug the unit into an outlet that is overloaded; this may damage the unit and could create a fire hazard.

Be sure to route the power cord to the wall socket in a way that will prevent the cord from being tripped over or accidentally disengaged. Routing the cord under the bed is recommended. DO NOT attach the power cord to portions of a hospital bed that move into positions that will stress or cut the power cord. Damaged electrical power cords must always be replaced. DO NOT attempt repairs.

Power Source

Platinum 6000 should only be operated from a 120V AC outlet rated 60Hz and 3A or higher (or 220-240V AC outlet rated 50Hz and 3A or higher) . If unsure about the power source, consult a Sizewise representative.

Power Loss

When there is no electrical power to the unit, the mattress will not deflate. Be sure to check patient position frequently. If the mattress becomes deflated for a period of time, remove the patient from the mattress surface to prevent possible patient injury.

Lightning

For added protection, the control unit should be turned off and unplugged from the wall during an electrical storm. The mattress will remain inflated when the control unit is turned off.

Operating Environment

Platinum 6000™ (Rev. 2) is designed to operate in a temperature range from 14° to 95°F (-10° to 35°C). The control unit should not be placed next to a radiator or heat source. The unit should have access to circulating room air. DO NOT operate the unit in a confined space. DO NOT cover the control unit with plastic or other materials that could limit airflow.

Servicing

This product contains no user-serviceable parts. Removing the cover or attempting to service the unit yourself could expose you to potentially hazardous voltages. Breaking or removing any of the warranty seals will void the factory warranty. Refer all product service to your Sizewise representative.

Water and Other Liquids

DO NOT operate the control unit near water. If the case gets wet, wipe it off immediately. Spilling liquids onto the control unit cover should be avoided as it sometimes can be difficult to clean off and could damage the finish.

Oxygen Equipment

Extreme care should be taken when using oxygen equipment. DO NOT USE AN OXYGEN TENT NEAR PLATINUM 6000. Because of the airflow generated by Platinum 6000, smoking is not recommended in the proximity of the control unit. To reduce the risk of electrical shock, DO NOT remove the cover or otherwise tamper with the operation of the control unit.

Smoking in Bed

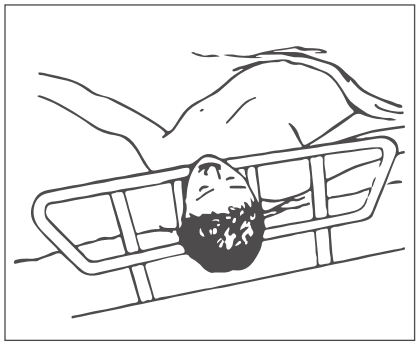
Smoking in bed is a hazard and although fire-retardant materials are used in the construction of the mattress, smoking is not recommended.

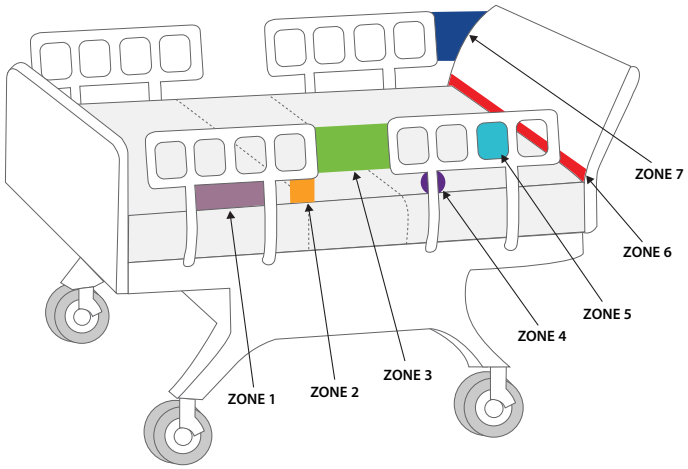
Flammable Mixtures

This product is not suitable for use in the presence of flammable mixtures.

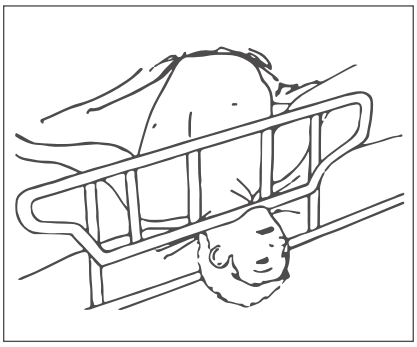
Seven Zones of Bed Rail Entrapment

WARNING: Bed rail entrapment can result in serious injury or even death. Sizewise recommends caregivers be mindful of the FDA guidelines relevant to bed rail entrapment. These guidelines can be found on the FDA website as referenced below. When using a replacement support surface, the caregiver is responsible for ensuring the mattress properly fits the bed frame. It is also the caregiver's decision whether or not to use bed rails with the patient.

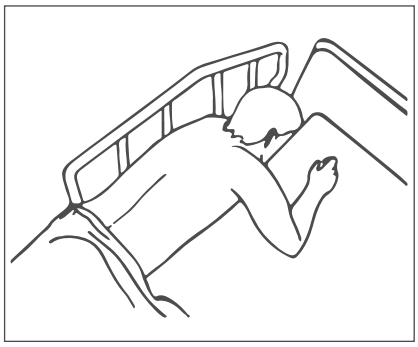




Zone 1:
Within the Rail

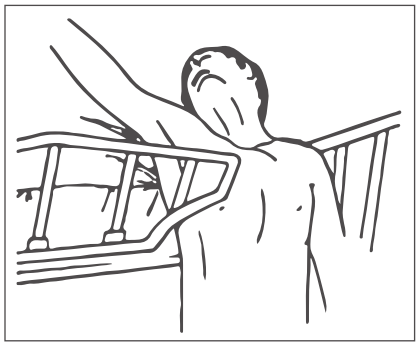


Zone 2:
Under the Rail, Between the Rail Supports, or Next to a Single Rail Support

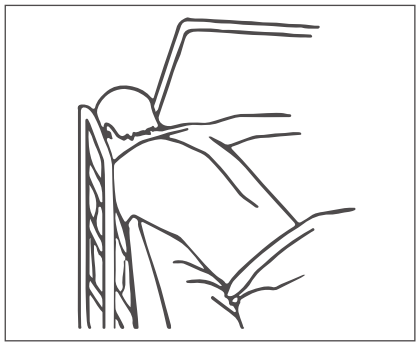


Zone 3:
Between the Rail and the Mattress

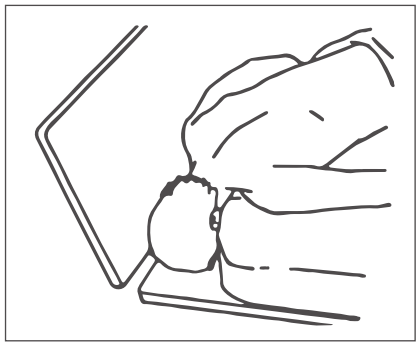
Zone 4:
Under the Rail, at the Ends of the Rail



Zone 5:
Between Split Bed Rails



Zone 6:
Between the End of the Rail and the Side Edge of the Head or Footboard



Zone 7:
Between the Head or Footboard and the Mattress End

Reference: Hospital Bed System Dimensional and Assessment Guidance to Reduce Entrapment. (2006, Mar. 10). U.S. Health and Human Services Food and Drug Administration Center for Devices and Radiological Health. Retrieved from https://www.fda.gov/downloads/medicaldevices/deviceregulationandguidance/guidancedocuments/ucm072729.pdf

Unpacking and Setup Instructions

Unpacking Instructions

1. Remove products from packing materials and examine for shipping damage. Notify Sizewise immediately upon discovery of damage.
   a. ***If delivered by a freight company:*** note a description of the damage on the carrier's bill of lading and take photos for your records. Depending on the shipping arrangement, the obligation to prepare, file, and pursue any claim for any damage or loss may be on the shipping recipient (or buyer).
   b. ***If delivered by a Sizewise employee:*** please reach out to your local contact to initiate the process.
2. If replacement parts are needed, contact Sizewise Customer Service.

Parts

Platinum 6000™ (Rev. 2) consists of a control unit/pump; detachable hospital-grade power cord; multi-cell air mattress and hose cluster; and a waterproof, vapor-permeable top cover.

Setup Instructions

1. Remove existing mattress from bed frame and replace with Platinum 6000. Orient mattress so that hose cluster is at the foot end of bed frame.
2. Strap mattress to bed frame on all four sides.
3. Hang control unit on footboard using two hooks on back of control unit. If no footboard is available, place control unit on floor away from traffic. DO NOT situate control unit in a manner that would prohibit or delay the disconnection of the power cord in the event of an emergency.
4. Attach hose cluster to the control unit, being sure it snaps in tight. Hose cluster should be free of kinks or obstructions.

Setup Warnings

WARNING: (120V control unit ONLY) Ensure the power cord is plugged into a properly grounded 120V AC outlet.

WARNING: (230V control unit ONLY) Ensure the power cord is plugged into a properly grounded 220-240V AC outlet.

CAUTION: Pulling on hoses can cause connectors to come loose and affect product performance.

Environmental Conditions

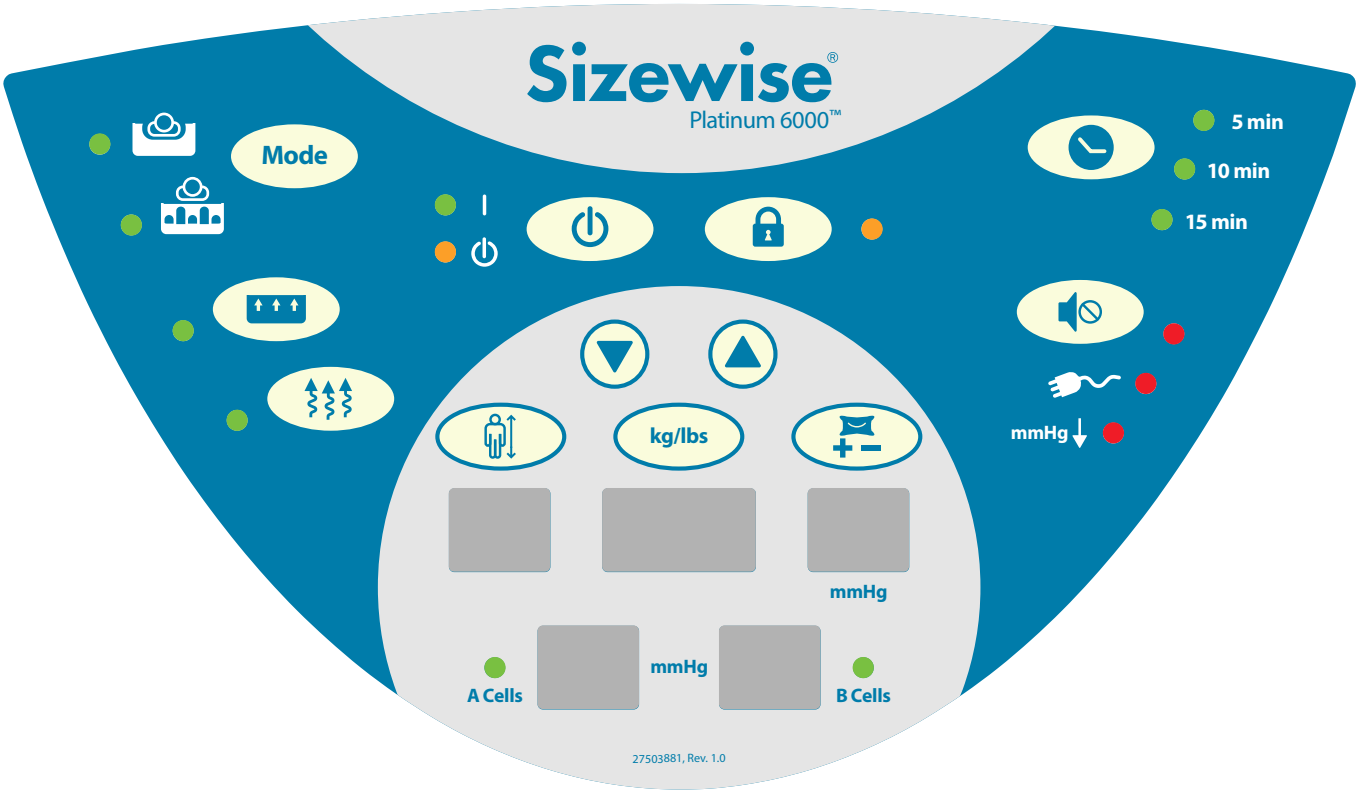
CAUTION: Keep out of direct sunlight.
DO NOT expose to temperatures outside of the following range: 14° to 95°F (-10° to 35°C).
DO NOT expose to humidity greater than 93% in storage or outside of the following range during use: 30% to 75%.
DO NOT expose to atmospheric pressure outside of the following range: 525 mmHg to 795 mmHg.

Portable and mobile RF communications equipment can affect medical electrical equipment. The use of accessories, transducers, and cables other than those specified by the manufacturer may result in increased emissions or decreased immunity of the equipment or system.

The equipment or system should not be used adjacent to, or stacked with, other equipment; if adjacent or stacked use is necessary, the equipment or system should be observed to verify normal operation in the configuration in which it will be used.

NOTE: Some cell phones and similar devices transmit signals while they are ON, even when not being used.

Control Unit Keypad



Immersion Therapy

Alternation Therapy

Autofirm

Power On

Standby

Microclimate Management

Power/Standby

Patient Height Input

kg/lbs Patient Weight Input

Comfort Settings

Lock/Unlock

mmHg Low Pressure Warning

Power Fail Warning

Alarm Silence

Cycle Time

Operating Instructions

1. Press Power/Standby button to put control unit in Standby mode. Press Power/Standby again to power up control unit. Place patient on mattress ONLY after inflation.
2. Pressure digits will display 40 mmHg. Height and weight digits will remain blank.
3. Platinum 6000 will enter Autofirm mode with the Autofirm LED illuminated.
4. Both cells (A and B) will fill to 40 mmHg; A Cells will fill first, followed by B Cells. The A and B LEDs will be lighted while the respective cells are filling. Overfilling/under-filling and a corrective cycle is normal.
5. The Microclimate Management LED is lighted, but no microclimate air will flow while the cells are filling. Microclimate air will start flowing once both the A and B cells have reached 40 mmHg.
6. To get control unit out of Autofirm mode, press Mode button and select desired therapy.

Setting Therapy Mode

Immersion Mode

- Press Mode button to toggle between Alternation and Immersion. LED indicates therapy selection.
- Microclimate management is on by default. To toggle off, press the Microclimate Management button.
- After setting Immersion mode, customize the mattress by following the Patient-Specific Adjustments outlined below.

Alternation Mode

- Press Mode button to toggle between Immersion and Alternation. LED indicates therapy selection.
- Set desired cycle time by pressing the Cycle Time button. Press the button to set a 5, 10, or 15-min. cycle.
- Microclimate management is on by default. To toggle off, press the Microclimate Management button.
- After setting Alternation mode and cycle time, customize the mattress by following the Patient-Specific Adjustments outlined on the next page.

Patient-Specific Adjustments

After setting Therapy Mode, customize the mattress for your patient by following three steps:

Patient Height

- Press the Patient Height button.
- Use the Up/Down Arrow buttons to adjust patient height in 2 in. increments. The range for this setting is 48-80".

Patient Weight

- Press the Patient Weight button.
- Use the Up/Down Arrow buttons to adjust patient weight. Standard range (100-350 lb.) will adjust in 5 lb. increments. Bariatric range (350-900 lb.) will adjust in 25 lb. increments.

Comfort Setting

- Using this feature allows the mattress air pressure (firmness) to be adjusted manually.
- This selection will override the firmness algorithm predetermined by Patient Height and Patient Weight entries.
- Use the Up/Down Arrow buttons to select a range from 15-50 mmHg.

Other Features

Power/Standby

- Switches control unit between Power (green LED) and Standby (amber LED).
- Press and hold the Power/Standby button for 2 seconds to switch from Power to Standby (or back).

Autofir

- Mattress should automatically enter Autofirm mode upon power up. If not, press the Autofirm button to max inflate the surface.
- If no mode is selected, Immerse mode is activated after 5 minutes.

Lockout

- Press and hold the Lockout button for 3 seconds to activate or deactivate the lockout feature.

Microclimate Management

- Microclimate Management is automatically engaged when the control unit is powered on.
- If patient complains of being too cold, Microclimate Management may be manually turned off by pressing the Microclimate Management button. The LED will turn off.

Cycle Time

- Cycle Time is used during Alternation mode, creating cycles of 5, 10, or 15 minutes.
- This function is disabled while the unit is in Immersion or Autofirm modes.

A/B Cells Pressure Readouts

- Displays the actual pressure in the alternating cells.
- Lights located on each side of the display will indicate the cells that are actively inflating or deflating.

Alarms

Power Failure 

- The light will blink and an audible alarm will sound to indicate that AC power has been removed.
- The mattress will remain inflated in the event AC power has been removed.
- Pressing the Alarm Silence button will turn off the audible alarm. The light will continue to blink until AC power is restored.

Low Pressure 

- The light will blink and an audible alarm will sound to indicate that a low pressure condition exists.
- Pressing the Alarm Silence button will turn off the audible alarm. The light will continue to blink until the low pressure condition has been corrected.

Patient Transport

To maintain inflation during transport:

1. Ensure CPR valve is in closed position.
2. Press the Power/Standby button to put control unit in standby mode (amber LED).
3. If mattress is to be disconnected from control unit, place Transport Cap over hose cluster connections.

NOTE: The mattress is equipped with a foam pad in the mattress base for patient support and transport.

CPR/Quick Defl tion

1. Press Power/Standby button to put control unit in standby mode (amber LED).
2. Locate red CPR valve at head of mattress. Turn valve for quick air release.
3. Detach hose cluster from control unit by pressing blue button and pulling connector from unit.
4. Start CPR per facility protocols.

Shutdown Procedure

1. Press Power/Standby button to put control unit in standby mode (amber LED).
2. Unit will remain inflated until hose cluster is detached from control unit.

Patient Positioning

Placing Patient on Mattress

Before moving patient to Platinum 6000™, change control unit to Autofirm mode and ensure mattress cells are fully inflated. Use transfer device to move patient from stretcher or another bed. To ensure proper immersion and envelopment of patient, user should:

1. Position patient in center of mattress.
2. Begin Immersion or Alternation therapy by pressing Mode button. Pressing Mode multiple times toggles between the two therapies.
3. Wait a moment to allow internal sensors to activate pressure redistribution. Depending on patient height and weight, initial pressure redistribution takes approximately 2-3 minutes.

Patient Repositioning

To reposition the patient, change control unit to Autofirm mode. This max inflates the mattress and makes it easier to reposition the patient. Once patient has been repositioned, press Mode button to return to Immersion with the previous settings. Hitting Mode a second time will toggle to Alternation with the previous settings.

CAUTION: MATTRESS SHOULD NOT REMAIN IN AUTOFIRM FOR AN EXTENDED PERIOD OF TIME. Doing so could put patient at risk of injury. After 10 minutes, control unit will automatically place patient into Immersion mode.

CAUTION: Be sure the side rails are high enough to properly protect the patient when the mattress is fully inflated, while continuing to be mindful of the FDA guidelines on bed rail entrapment.

Head Up or Fowler Position

When the head of the bed is elevated, it may be necessary to manually increase the mattress firmness to compensate for the additional weight placed in the center portion of the mattress. Observe the patient for a short time after raising the backrest to make sure the buttocks and thigh areas are not "bottoming out."

Prone Position

CAUTION: If patient is in prone position (face down), take extra care to ensure patient's airway is not compromised.

Removing Patient from Mattress

If using a lift/transfer device: set control unit to Autofirm mode. Allow mattress to max inflate and position patient into the lift or onto transfer device according to instructions or facility protocol. After patient has exited the bed, control unit may be turned off.

If patient is ambulatory: set control unit to Immersion mode and manually lower the Comfort Setting to its lowest setting and wait for the mattress to soften in the middle. The patient can sit up and the mattress will conform to the body, making a more stable platform for patient egress. After patient has exited the bed, control unit may be turned off. Powering the unit off will leave the mattress pressurized at this setting until patient returns.

Advanced Settings

Switching Units of Measurement

The control unit's default settings are Standard (English) units. Decimal points in Patient Height or Patient Weight indicate metric units. Pressure is always displayed in mmHg.

NOTE: The English/Metric settings will be retained during a power cycle or power outage.

Changing Between Standard/Metric Units

1. Press and hold Power/Standby button to put control unit into standby.
2. Simultaneously press and hold both Patient Height Input and Patient Weight Input buttons until 01 05 displays. Release both buttons. (Note: digits may vary depending upon firmware.)
3. All LEDs and displays will light for 2 seconds.
4. Control unit will return to standby mode.

Changing Between Standard/Metric Units also…

a. Sets the Alternation cycle time to 5 minutes.
b. Sets default patient height to 68" (1.7m).
c. Sets default patient weight to 150 lbs. (68kg).
d. Enables Microclimate Management feature.
e. Retains learned pneumatic system behavior.

Resetting to Factory Defaults

1. Press and hold Power/Standby button to put control unit into standby.
2. Press and hold Mode button until A 01 05 displays. Release button. (Note: digits may vary depending on firmware.)
3. All LEDs and displays will light for 2 seconds.
4. Control unit will return to standby.

Resetting to Factory Defaults also…

a. Sets the Alternation cycle time to 5 minutes.
b. Sets default patient height to 68" (1.7m).
c. Sets default patient weight to 150 lbs. (68kg).
d. Enables Microclimate Management feature.
e. Enables Autofirm mode.
f. Sets units of measurement to Standard (English).
g. Resets learned pneumatic system behavior to factory defaults.

Recalibrating the Pressure Offsets

1. Press and hold Power/Standby button to put control unit into standby.
2. **Disconnect mattress from control unit.**
3. Simultaneously press and hold both Alarm Silence and Cycle Time buttons until A 01 05 displays. Release both buttons. (Note: digits may vary depending on firmware.)
4. All LEDs and displays will light for 2 seconds.
5. Control unit will return to standby.
6. **Reconnect mattress to control unit.**

Recalibrating the Pressure Offsets also…

a. Saves the pressure offsets.
b. Resets control unit to factory defaults, except retaining learned pneumatic systems behavior.

Cleaning Instructions

WARNING and CAUTION: It is recommended that gloves and protective clothing be worn at all times during cleaning and disinfecting. DO NOT autoclave.

NOTE: Improper cleaning, rinsing, or the incorrect use of cleaning agents can lead to premature fabric discoloration and breakdown of the fabric's fluid and stain resistance and fabric strength. Properly rinsing all cleaning agents and disinfecting chemicals is a critical step in extending the life of covers on medical mattresses and support surfaces.

Over time, cleaning solutions may cause damage to the integrity of the mattress fabrics. Cleaning agents that are strong enough to be efficacious cleaners and disinfectants may cause degradation of the same fabrics.

Disinfectants and Stain Removers

EPA-registered, hospital-grade disinfectants are recommended for general cleaning and broad-spectrum disinfecting. When necessary, stain removers may be used on fabrics but may result in discoloration and/or damage.

Minimize the Negative Impact of Cleaning Agents

- Contact time must be monitored and kept to the requirements identified on the manufacturer's instructions.
- All cleaning solutions must be used in accordance with manufacturer's instructions.
- All covers must be rinsed after every cleaning cycle. Rinsing of the mattress covers with clean water as the immediate step after the disinfection process is fundamental to extending the usable life of the covers.

NOTE: Only the outer cover of the mattress requires cleaning and maintenance. Disassembly of the mattress for maintenance of internal components is not recommended. DO NOT use harsh solvents or cleaners. Special care should be used to not puncture the matress with needles or sharp instruments, as this may result in loss of integrity of the top cover or internal components.

Clostridium difficile C. diff) Prevention

Clorox® Germicidal Wipes (Clorox Professional Products Company), EPA Reg. #67619-12

These pre-moistened wipes meet the CDC's recommendations for Clostridium difficile (C.diff) bacteria, after the manufacturer's recommended "wet contact time."

1. Perform hand hygiene using soap and warm water or hand sanitizer, then don disposable gloves and eye protection.

2. Use wipes to wipe the top and front of head/footboards, hand controls and cords, side rails, and mattress top cover, making sure to wipe between the mattress and side rails.

3. Change wipes often to ensure that surfaces remain wet with disinfectant for the manufacturer's required contact time. Used wipes are to be discarded in the trash.

4. Remove disposable gloves and discard in the trash; perform hand hygiene using soap and warm water or hand sanitizer, then remove eye protection.

To reduce the discoloration of fabrics and degradation of the sleep surface lining, surfaces must be thoroughly rinsed with clean, fresh water to remove chemical residues immediately after the manufacturer's recommended "wet contact time" has been reached. The use of bleach-based solutions must be avoided whenever possible.

Mattress Top Cover

Personal Protective Equipment (PPE) should always be used as directed by the disinfectant's Material Safety Data Sheet.

1. Prepare the disinfectant according to the manufacturer's recommendations.

2. Prepare a separate bucket of warm, fresh water to be used for rinsing the equipment after cleaning/disinfecting procedures are completed as instructed.

3. All surfaces of the mattress are to be wiped using a coarse cloth dampened with the disinfectant, prepared as directed by the manufacturer's recommendations, to remove organic material and visible soil.
4. Allow the mattress shell to remain wet with disinfectant solution for the manufacturer's recommended contact time.
5. Stains on the mattress top cover may be treated using an approved stain remover, according to the manufacturer's recommendations.
6. Rinse all surfaces of the mattress with fresh water and clean cloth to remove chemical and organic residue.

Mattress Base

1. Prepare the disinfectant according to the manufacturer's recommendations.
2. Prepare a separate bucket of warm, fresh water to be used for rinsing the equipment after cleaning/disinfecting procedures are completed as instructed.
3. All mattress surfaces are to be wiped using a coarse cloth dampened with the disinfectant, prepared as directed by the manufacturer's recommendations, to remove organic material and visible soil.
4. Allow the mattress shell to remain wet with disinfectant solution for the manufacturer's recommended contact time.
5. Stains on the mattress base may be treated using an approved stain remover, according to the manufacturer's recommendations.
6. Rinse all surfaces of the mattress with fresh water and a clean cloth to remove chemical and organic residue.
7. After washing, the mattress base must be allowed to air dry.

NOTE: Only the outer cover of the mattress requires cleaning and maintenance. Disassembly of the support surface for the maintenance of internal components is not recommended. DO NOT use harsh solvents or cleaners. Special care should be used to not puncture the mattress with needles or sharp instruments, as this may result in loss of integrity of the mattress cover or internal components.

Cleaning Blood and Other Excretions

Blood and other excretions should be wiped up while wet, if possible. These substances are more difficult to remove once they have dried to surfaces. Dried blood and other excretions are to be removed using ample disinfectant solution in order to moisten the substance and make it easier to clean.

Control Unit

NOTE: Hand clean only. DO NOT place in sterilization room or chamber.

1. Personal Protective Equipment (PPE) should be used as directed by the Material Safety Data Sheet for the disinfectant.
2. Prepare the disinfectant according to the manufacturer's recommendations.
3. Turn off the control unit and disconnect it from all electrical power to avoid electrical shock.
4. When cleaning the control unit, avoid excessive moisture—especially in areas where there are electrical connections and components—to prevent damage.
5. All surfaces of the control unit and the power cord are to be wiped using a coarse cloth, dampened with the disinfectant solution prepared as directed by the manufacturer's recommendations, to remove organic material and visible soil.
6. Allow the control unit to remain wet with disinfectant solution for the manufacturer's recommended contact time.
7. Rinse all surfaces of the control unit with fresh water and use a clean cloth to remove chemical and organic residue.
8. After cleaning, all surfaces are to be dried with a clean, dry cloth.

NOTE: To keep equipment working efficiently and effectively for an extended time period, it is essential to make sure the equipment is cleaned regularly and well maintained.

NOTE: Do not attempt to clean HEPA Filter. Replace only.

Preventive Maintenance

CAUTION: The mattress and control unit require regular maintenance to ensure performance and to avoid injury, damage, or premature wear.

CAUTION: Preventive maintenance should not be attempted while equipment is in use.

Check the items on this chart at the indicated intervals. If any of the items are loose, worn, bent, or distorted, immediately have them checked and/or repaired by an authorized Sizewise technician. Frequent maintenance and servicing will improve performance and extend mattress and control unit life. For long-term use, the following maintenance chart should be followed:

	Weekly	Monthly	Every Three Months
Top Cover		X	
Mattress Base		X	
Mattress Connections			X
Control Unit Operation			X
Power Cord			X
HEPA Filter	X		

The following is an equipment safety checklist that can be used with the maintenance chart to maintain and service this product:

- Inspect mattress top cover for punctures, rips, tears, or damage.
- Inspect mattress base for punctures, rips, tears, or damage.
- Connect the control unit and verify proper operation (if installed).
- Ensure mattress is clean/disinfected and patient-ready.

All power cords are fastened in a manner to keep them free from moving or pin ching parts. If parts must be replaced, unplug the unit and make sure all cords are secured into proper position to prevent damage.

Storage and Disposal

Deflate mattress until all air is exhausted completely. With the top cover on, roll the mattress starting at the foot section. Ensure the hose and connectors are stowed within the straps to avoid damage to connectors. Secure with straps and keep mattress in a clean, dry area away from heat or flames. Store the control unit and mattress in a temperature range between 14°F to 109°F (-10°C to 43°C). Always store the rolled mattress on a clean, level surface. Avoid storage of other equipment on top of the support surface. DO NOT expose the control unit to humidity greater than 93 percent.

End-of-life Sizewise products must be disposed of properly according to local laws and regulations. If your product contains a battery and/or electronics components, disposal of those components must be completed separate from standard waste disposal. Please contact Sizewise or your local authorities for disposal and recycling options.

Troubleshooting

CAUTION: Only authorized personnel should engage in the troubleshooting process. Troubleshooting by unauthorized persons could result in personal injury or equipment damage.

WARNING: To avoid electrical shock, DO NOT open the control unit. Refer servicing to qualified personnel only.

Symptom(s)	Troubleshooting Procedure
Mattress will not inflate	• Check that hoses are not punctured, kinked, or disconnected. Ensure air cells are not punctured. • Check for proper connections from hose cluster to control unit. Ensure they are secure. • Ensure mattress CPR valve is in closed position.
Control unit has no power	• Ensure control unit is plugged into power source. • Ensure control unit is powered on. • Unplug control unit and check fuses located in the power entry module. Replace as necessary.
Control unit clicks repeatedly Cells won't inflate (Common symptoms when using a VersaCare® mattress configuration)	1. Press and hold Power/Standby button to put control unit into standby. 2. Press and hold the Mode button until A 01 05 displays. Release Mode button. (Note: digits may vary depending upon firmware.) 3. All LEDs and displays will light for 2 seconds. 4. Control unit will return to standby mode. 5. Press and hold Power/Standby button to power up control unit. Control until will enter Autofirm mode with Microclimate Management active. 6. Deactivate Microclimate Management by pressing the Microclimate Management button. LED should go out. 7. Allow Autofirm to proceed until pressure reaches 40mmHg in both A and B cells. The control until will click back and forth between A and B several times and the low pressure alarm may intermittently beep. 8. Press the Mode button to select Immersion therapy. Allow control unit to reach 10mmHg in both A and B cells. The control until will click back and forth between A and B several times and the low pressure alarm may intermittently beep. 9. Press Autofirm again, allowing the pressure to reach 40mmHg in both A and B cells. The control until will click back and forth between A and B several times and the low pressure alarm may intermittently beep. 10. Press the Mode button to select Immersion therapy. Allow control unit to reach 10mmHg in both A and B cells. The control until will click back and forth between A and B several times and the low pressure alarm may intermittently beep. 11. Press the Microclimate Management button to reactivate Microclimate Management. 12. Repeat steps 7 through 10 and your control until will have "learned" the new pneumatic system.

NOTE: If troubleshooting process does not resolve the problem, please contact Sizewise for service.

HEPA Filter

HEPA: High Efficiency Particulate Absorbing Filter

NOTE: HEPA filters do not remove gasses and odor molecules such as chemical vapors and cigarette smoke.

This filter is to be installed in all Platinum 6000 units. HEPA filters aid in contamination control for facilities. All filter material supplied by Sizewise for use in products are HEPA certified.

HEPA Filter Specifi ations	Value
Dimensions	0.5" (12.7 mm)
Average Thickness	0.03" (0.75 mm)
Average Weight	112g/m^2
Average Air Resistance	45 Pa
Class	H14
Retention (averaged)	> 99.985%
Retention (spot)	> 99.975%
Micron Rating	< 0.3 µm
Material	Fiberglass

Storage

If you store your Platinum 6000™ for more than 30 days, we recommend:

1. Remove HEPA filter
2. Ensure HEPA filter is sealed in an air-tight plastic bag or plastic wrap, to prevent exposure to outside contaminants
3. Reinstall HEPA filter before operating product

HEPA Filter

Installation

To instal HEPA filter on back of case:

1. Locate port on back of case with intake ports visible at bottom of port.

2. Alight vented cap with port on back of case. (Fig. 1)

3. Press vented cap firmly into port. Head of vented cap should recede approximately 0.25".

Removal

To instal HEPA filter for replacement:

1. Use a pointed instrument and leverage to pull vented cap from port on back of case. (Fig. 1)

2. Ensure entire assembly including filter, O-ring, and vented cap are fully removed before installing new HEPA filter.

NOTE: Do not press vented cap too far into port, this will prevent removal.

Maintenance

CAUTION: Do not modify HEPA filter for installation. Order filter from Sizewise to ensure correct dimensions.

NOTE: Do not attempt to clean HEPA filters, they are removed and replaced only.

HEPA filters must be replaced monthly. Follow installation procedure for monthly replacement.

Replacement Filter Model	Part Number
H14-70KHZ HEPA Filter. MRA-99.99%	27400061

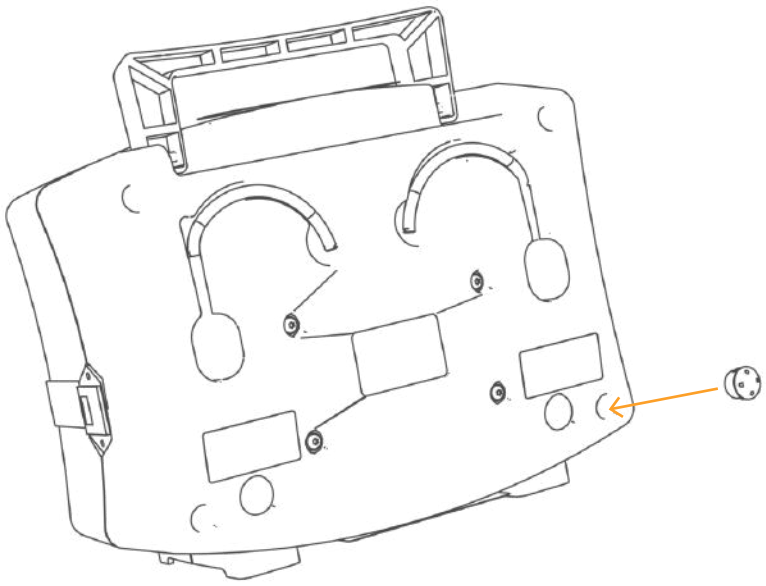


Figure 1

Frequently Ordered Parts

To order replacement parts, please contact Sizewise Customer Service: 800-814-9389. Repair or replacement of items not listed here may require sending the unit to Sizewise for servicing.

NOTE: The parts listed are for Platinum 6000™ (Rev. 2) only. For earlier version of product, contact Sizewise Customer Service.

	Description	Part No.
	**Power Cord:** grounded hospital-grade power cord for providing power to control unit. (Note: Supplied only with 120V control units.)	27000445
	**Fuse:** 5 x 20 mm, 1.25 Amp, Time-Lag T, H, 250 VAC, UL: 115V-300V DC.	27503862
	**Fuse Drawer:** medical-grade dual fuse holder.	27503956
	**Envy® 4-Way Stretch Top Cover:** waterproof, vapor-permeable top cover. Available in numerous sizes.	Part numbers vary. Call 800-814-9389 for assistance.
	**User Manual CD:** digital version of this user manual; easily print or save to your own server or local hard drive.	17014100
	**Quick Reference Guide (QRG):** basic instruction card placed on back of control unit.	27650013

Sizewise Customer Service

800-814-9389

Limited Product Warranty

Platinum 6000™ (Rev. 2)
Product No. 61600050

PLEASE READ THESE WARRANTY TERMS AND CONDITIONS CAREFULLY BEFORE USING YOUR SIZEWISE PRODUCT. BY USING THE PRODUCT, YOU ARE CONSENTING TO BE BOUND BY THE FOLLOWING WARRANTY TERMS AND CONDITIONS.

Limited Warranty.

Sizewise Rentals, L.L.C. ("Sizewise") **[insert Sizewise entity]** warrants the above referenced product to be free from material defects in materials and workmanship for the warranty periods set forth below when the product is used and serviced properly in accordance with the specifications set forth in the Sizewise user manual in effect at the time of sale of the product, including without limitation the safety instructions and if applicable the safe working load and weight limitations set forth therein. If there is no period of time specified below, the warranty period shall be ninety (90) days. Unless agreed to otherwise in writing by Sizewise, the warranty periods commence on the invoice date of the original purchase. This warranty applies only against defects discovered within the warranty period and extends only to you, the Buyer. As used in this warranty Buyer means the original purchaser or original end user of the product designated at the time of purchase. Any reference to "you" is as the Buyer. Parts repaired or replaced under the terms of this warranty will be warranted for the remainder of the original warranty period only. Buyer is solely responsible for determining whether the products and services offered by Sizewise are appropriate for its intended use including use by Buyer's employees, invitees, contractors, representatives, third party beneficiaries, or any other person Buyer intends to use the product. Buyer acknowledges it has made the selection of the products based upon its own judgment and that the product is of a size, design, capacity, condition, quality, and durability selected by Buyer. Buyer expressly disclaims any reliance upon any statements or representations made by Sizewise or any other party on its behalf except as otherwise specifically provided for in this Limited Product Warranty. Buyer acknowledges and agrees that the remedy in this warranty for the repair and replacement of defective product or part(s) shall constitute the sole remedy in the event of a defective product or part(s). **THE WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.** Sizewise's obligations under this warranty are limited as set forth below.

Warranty Period and Coverage.

PLATINUM 6000™ (REV. 2)

- 2 Years on Control Unit/Pump
- 1 Year on Electronics
- 2 Year limited on Mattress
- 90 Days on Top Cover

Conditions and Restrictions.

This warranty is valid only in accordance with the conditions set forth below:

- The warranty applies to this Sizewise product only while:
  — it remains in the possession of the Buyer and proof of purchase is demonstrated,
  — it has not been subjected to accident, misuse, abuse, improper service, or modification,
  — claims are made within the warranty period.
- This warranty does not apply to any other products or devices sold separately regardless of whether used with this product. Such other products or devices, to the extent sold with a warranty, will be subject to the separate limited product warrantyset forth in the user manual for such product or device.
- Sizewise's sole liability shall be discharged by replacing or repairing, at Sizewise's option, the product or its part or parts which are determined by Sizewise to be defective under normal and proper use during the warranty period.
- Buyer shall notify Sizewise or the authorized Sizewise dealer immediately but in no event more than seven (7) days after the date of discovery of any alleged defect by contacting Sizewise Parts and Service at 800-814-9389 Monday through Friday 8am–5pm local time.
- If the product or part should be returned to Sizewise, a return authorization number (RA#) must be obtained by Buyer from Sizewise. The RA# will be valid for 21 days from the date it is issued.
- Buyer is responsible for any shipping, freight, handling, pickup, or delivery charges or fees including without limitation any expediting fees involved with the delivery of the defective product or parts to Sizewise's factory for repair or replacement.
- If on-site technical service is required, as determined by Sizewise, a service representative will be dispatched during Sizewise's standard service hours Monday through Friday 8am-5pm local time, provided the product is located within Sizewise's service territory.
- If Sizewise determines the problem with the product or part(s) is a result of defective material or workmanship, the product or part will be replaced or repaired at the discretion of Sizewise, and at no charge to the Buyer; however, this is subject to the limitations and exclusions of this Limited Product Warranty.
- At the election of Sizewise, replacement parts may be new or refurbished; Sizewise reserves the right to substitute materials if original materials are no longer available.
- If Sizewise determines the product or part that Buyer has requested warranty services on are not covered by the warranty for any reason including, without limitation, because it is outside of the warranty period, excluded from the warranty, or the warranty is void, Buyer shall pay for the repair or replacement services, including parts and labor performed by Sizewise at Sizewise's prevailing time and material rates plus freight and delivery.
- If Buyer declines the repair or replacement service upon notice from Sizewise that it is not covered under warranty, Buyer shall reimburse Sizewise for all costs from

investigating and responding to Buyer's request.

- Any costs to Buyer as referred to herein shall be at Sizewise's prevailing time and material rates plus any freight and delivery charges incurred by Sizewise.
- Any assistance provided by Sizewise outside the terms of this warranty does not waive the limits of this warranty.
- Sizewise does not pay labor outside the United States.
- Any description of Sizewise's products is for identification purposes only and is not an express warranty.
- Loaned products, demo or sample products, and/or consumable products including without limitation batteries and sheets are furnished to Buyer on an "AS IS WITH ALL FAULTS" basis.

EXCLUSIONS AND LIMITATIONS.

This Limited Product Warranty shall not apply to the below listed events, occurrences, actions and/or items. Sizewise shall have no obligation to make repairs, replace, or correct products including any part or parts of the product as the result of Sizewise's determination of any of the following:

1. Software (PROM) or firmware version upgrades or updates or any other changes and/or any outages, interruptions, delays, attacks, malware, or any other technology or viruses on such software or firmware or Buyer's network, if applicable to this product.
2. Normal wear and tear of the product including, without limitation, normal discoloring, body impressions on mattresses or loss in some resiliency, if applicable to this product, and/or any cosmetic items, consumable items including, without limitation, mattresses, casters, sheets, handsets, and batteries as these items are not covered by this warranty.
3. Damage due to improper transport, storage, installation, maintenance, use, repair, or failure to follow Sizewise's instructions or procedures as detailed in the user manual.
4. Damage or malfunctions resulting from work performed by service providers not authorized by Sizewise.
5. Repairs performed on a Sizewise product or parts missing a serial number or with a serial tag that has been altered, tampered with, or defaced in any manner.
6. Service calls to correct installation of the product unless installed under contract by Sizewise or its partners. and with regard to installation, the terms of the service contract only shall apply to service installation corrections, not this warranty.
7. Shipping, freight, handling, pickup, and delivery charges or fees involved with delivery of the products and or part(s) to Sizewise's factory for repair or replacement and returning the replacement or repaired products and/or parts to Buyer.
8. Any labor costs incurred beyond the applicable labor warranty period.
9. Damage or product failure from causes external to the product or part(s) including, without limitation, power or electric failure or surges, electrical wiring not in compliance with electrical codes, or Sizewise user manual specifications.
10. Damage caused by failure to provide reasonable and necessary maintenance as outlined in the user manual.
11. Damage caused by the use, misuse, negligence, loss, or abuse of the product or any parts by Buyer, including without limitation any third party beneficiaries, end user, caregivers, patients, or any others that Buyer intends to use the product, including, without limitation, (except Sizewise or an authorized Sizewise service provider):

    a. exceeding any specified weight limitations in any product documentation such as the user manual and, including without limitation as applicable to the product, the Safe Working Load, Maximum Patient Weight, and/or Maximum Load as those terms are defined in the product documentation, user manual and by applicable regulations,

    b. to the extent the product specifies a minimum load/weight criteria including without limitation a Minimum Patient Weight in order for it to function property, then any use not in compliance therewith.

    c. cleaning upholstery or fabrics with harsh chemicals, or bleach, outside the recommended cleaning guidelines,

    d. altering, tampering with, or modifying in any manner without the express written consent of Sizewise any part(s) or structural components or appurtenances of the products,

    e. use of the product or part(s) in any manner for which it is not designed or in any manner inconsistent with the information set forth in the Sizewise user manual, including, without limitation use with other devices, accessories, cables or ancillary products including without limitation inappropriate replacement parts and/or repairs, for which it was not intended.
12. Exposure of the product or part(s) to accident, acts of God, or natural causes (such as natural disasters, fire, flood, wind, water or power failures, or any acts or threats of terrorism, both domestic and foreign) whether foreseen or unforeseen.
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To make a warranty claim, contact:

SIZEWISE

8601 MONROVIA STREET

LENEXA, KS 66215

800-814-9389 Monday through Friday 8am-5pm local time

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Product/model: Platinum 6000™ (Rev. 2)

Serial number: _____

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