Surgical System™
Operations / Service Technical Manual

NOTE: Electronic copies available at agilitihealth.com/clinical-support/surgical-system-resources

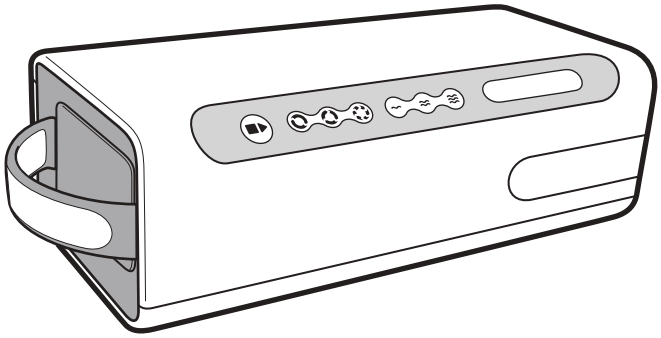
Applicable Product Families:

Surgical System™ (Facility Use Only)

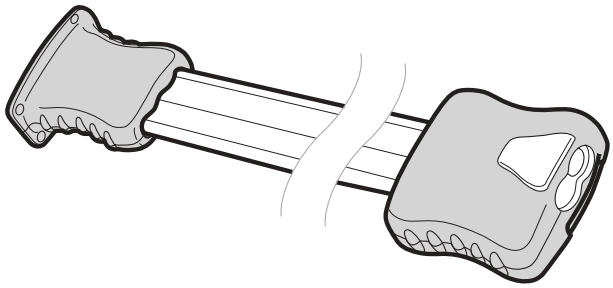
Applicable Model Numbers:

Controllers & Accessories (CA-XXXX)
Surfaces (DA-XXXXXX-XX-XX)

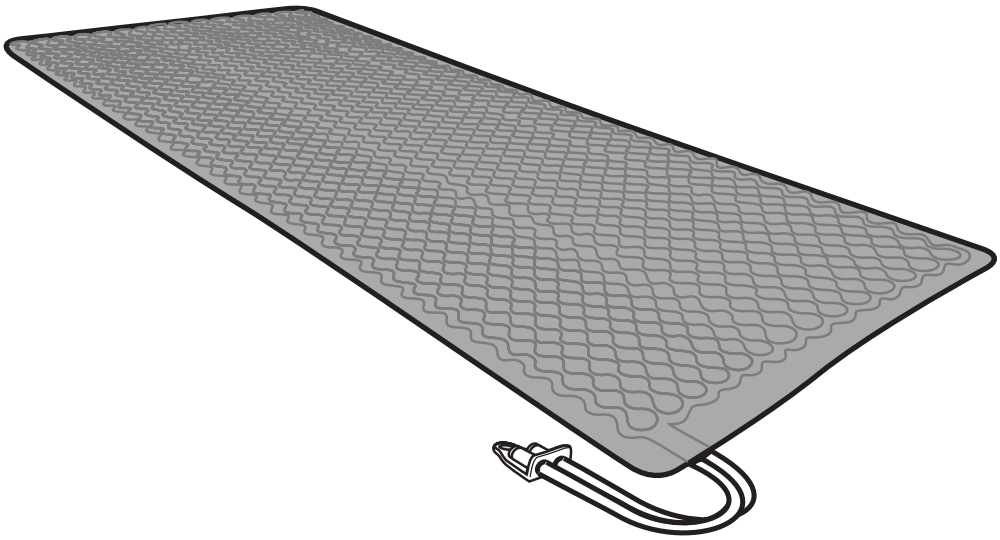
Controller



Hose Assembly



Surfaces



MD

DOC# R01-0006-00004-RA

Table of Contents

1.1 Important Before You Start

Please read the “Instructions-for-Use” device manual carefully and completely before using products. Failure to do so may result in decreased performance or product failure.

1.2 Safety Warnings

- **WARNING:** To avoid patient injury, do not place the controller on surface with patient.
- **WARNING:** Always place the surface on top of your mattress pad and cover it with a bed sheet.
- **WARNING:** Surfaces are not to be used in direct contact with patient’s skin.
- **WARNING:** Therapy is not provided unless controller is powered "ON" and the surface is "ACTIVATED".
- **WARNING:** It is the responsibility of the caregiver to secure and protect against patient movement and falls.
- **WARNING:** Surfaces are intended to be used above an underlying mattress or pad with good pressure redistribution properties over full patient contact area.
- **WARNING:** Always remove patient from surface prior to cleaning and allow for the surface to fully dry before patient placement.
- It is the responsibility of the caregiver to ensure that the user can operate this product safely.
- It is the responsibility of the caregiver to properly dispose of surface when damaged or soiled.
- Only use certified Controllers, Surfaces and Accessories when operating this Device.
- Unless otherwise specified, use of this device is not recommended around medical equipment that intentionally radiates electromagnetic energy.
- MRI compatible Surfaces are designed to be used with the Controller placed outside of patient imaging room.
- Do not operate the Device in the presence of flammable liquids or gases.
- Prior to use, allow one hour for Device to acclimate to room temperature.
- Maintain accessibility to Power Cord such that it can be easily unplugged from the wall power source prior to cleaning and inspecting. Do not service while in use.
- To avoid irreparable damage, closely follow the recommended cleaning guidelines. (See Section 7)
- It is the responsibility of the caregiver to properly clean the device prior to patient use.
- Do not place the Controller in direct sunlight.
- Do not over tighten screws during assembly.
- Do not use petroleum based lubricants on seals as it may cause swelling and/or leakage.
- Turn Device “OFF” during patient transfer, cleaning and before patient positioning.
- Do not transport the Controller with Surface attached.
- For best performance, always place patient upon the installed Surface before powering the Controller "ON".
- Power “OFF” or "STOP” the Controller for cardiac arrest events. This unit is not intended for use during CPR. (See Section 5)
- Only use specified operating wall currents. Alternative power sources and currents may result in irreparable damage to the Device and possible hazardous event.
- To avoid electric shock, Device must be connected to a supply mains with protective earth ground.
- To ensure proper electrical grounding, do not use an extension cord with this Device.
- Do not allow liquid to enter any part of the Controller.
- Keep Controller air intake and exhaust vents free of liquids, contamination or loose particle debris which may restrict air flow.
- Keep Surface exhaust vents free of any liquids, contamination or loose particle debris which may restrict air flow.
- Sharp objects from any source may damage the surface and compromise function.
- Properly route and secure all Cords and Hoses to avoid trip hazard or damage.
- To avoid damage, do not drop Hose Assembly to floor after connecting.
- To avoid de-pressurization noise, do not unplug Surface connector while system is activated.
- Once surface life expires, power interrupt or pausing therapy may force surface replacement depending on the model.
- Small parts present a choking hazard.
- Shipping Damage: Please contact the manufacturer for appropriate action.
- Usage Damage: Please remove unit from service and contact manufacturer for appropriate action.
- Modification of the Device voids warranty and may compromise intended function. Service should be performed exclusively by the manufacturer.
- Do not autoclave.
- No Latex is used in the manufacturing of this device.
- Place cover sheet and incontinence pad ABOVE Surface.
- Notice: Any serious incident that has occurred in relation to the device should be reported to the manufacturer and the competent authority of the Member State in which the user and/or patient is established.

1.3 Labels and Descriptions

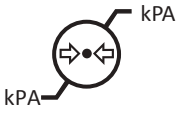
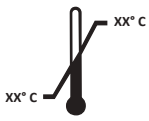
The Symbols below appear on the Controller, Surfaces, Hose Assembly, Accessories and/or packaging.

Label	Description	Application
	**UL Mark** ANSI/AAMI ES60601-1 AMD (2012), "Medical Electrical Equipment - Part 1: General Requirements for Basic Safety and Essential Performance, Amendment 1". CAN/CSA-C22.2 No. 60601-1 (2014), "Medical Electrical Equipment - Part 1: General Requirements for Basic Safety and Essential Performance	Controller label
	**UL Badge** Indicates UL compliance on marketing, advertising, and packaging materials	Controller label, Box labels, Surface labels, Hose Assembly label
	**Non-Sterile** Indicates a medical device that has not been subjected to a sterilization process.	Surface labels & Overlay Box labels
	**Caution** Alerts the reader of a potentially hazardous situation which, if not avoided, may result in minor or moderate injury to the user or patient or damage to the product or other property. This includes special care necessary for the safe and effective use of the device and the care necessary to avoid damage to the device that may occur as a result of use or misuse.	Instructions For Use
	**Manufacturer** Indicates the medical device manufacturer.	Box labels & Controller label
 YYYY-MM-DD	**Date of Manufacture** Indicates the date when the medical device was manufactured.	Box labels, Controller label, Hose Assembly label, Surface labels
	**Separate Collection** Separate collection for electronic waste required.	Box labels, Surface Box labels, Surface labels, Controller label, Hose Assembly label

NOTE: Provides special information to make important instructions clearer.

1.3 Labels and Descriptions - Continued

The Symbols below appear on the Controller, Surfaces, Hose Assembly, Accessories and/or packaging.

Label	Description	Application
	**Follow instructions for use**	Controller label, Surface labels, Hose Assembly label
	**Defibrillation-proof Type BF Applied Part** Indicates a defibrillation-proof type BF applied part complying with IEC 60601-1.	Controller label
 YYYY-MM-DD	**Use-by Date** Indicates the date after which the medical device is not to be used.	Surface Box labels & Overlay labels
IP20	**Protected Against Solid Foreign Objects** Of 12.5mm Ø and greater. Not protected against liquid ingress.	Controller label
	**This Way Up** Indicates a medical device that can be broken or damaged if not handled in a specific orientation.	Controller Starter Kit Box label
	**Keep Dry** Indicates a medical device that needs to be protected from moisture.	Box labels
	**Fragile, Handle With Care** Indicates a medical device that can be broken or damaged if not handled carefully.	Controller Starter Kit Box label
	**Humidity Limitation** Indicates the range of humidity to which the medical device can be safely exposed.	Box labels
	**Atmospheric Pressure Limitation** Indicates the range of atmospheric pressure to which the medical device can be safely exposed.	Controller label & Controller Starter Kit Box label
	**Temperature Limit** Indicates the temperature limits to which the medical device can be safely exposed.	Box labels & Controller label

1.3 Labels and Descriptions - Continued

The Symbols below appear on the Controller, Surfaces, Hose Assembly, Accessories and/or packaging.

Label	Description	Application
	**Serial Number** Indicates the manufacturer's serial number so that a specific medical device can be identified.	Box labels, Surface label, Serial ID labels, Surface labels
	**Model Number** Indicates the manufacturer's model number so that the medical device can be identified.	Box labels, Controller label, Hose Assembly label, Surface labels
	**Batch Number** Indicates the manufacturer's batch code.	Power Cord Box label
	**Alternating Current** Indicates that the equipment is suitable for alternating current only.	Controller label, Controller Starter Kit label
	**Direct Current** Indicates that the equipment is suitable for direct current only.	Hose Assembly label
	"ON" (power) Indicates connection to the mains.	Controller
	**"OFF" (power)** Indicates disconnection to the mains.	Controller
	**Universal Serial Bus**	Controller
	**FCC Declaration of Conformity** Certifies that the electromagnetic interference from the device is under limits approved by the Federal Communications Commission.	Controller label
	**Non-ionizing Electromagnetic Radiation** Indicates equipment in the medical electrical area that includes RF transmitters.	Instructions For Use label

1.3 Labels and Descriptions - Continued

The Symbols below appear on the Controller, Surfaces, Hose Assembly, Accessories and/or packaging.

Label	Description	Application
EC REP	**European Authorized Representative** Legal entity for non-EU manufacturers that represents them in the EU to ensure their compliance with the European directives.	Box labels & Instruction For Use
MD	**Medical Device** Indicates that the device is a medical device.	Labels & Instructions For Use

NOTE: All labels are to be read from 0.5m.

1.4 About this Manual

This manual is your introduction to the Surgical System™. Use it to assure proper installation of the Controller, Hose Assembly and Surface. Also keep it as a reference for day-to-day operation, annual service and maintenance.

1.5 Indications for Use

The Surgical System™ is indicated for:

- Pressure ulcer (injury) reduction when combined with a comprehensive plan which addresses the industry accepted causes of pressure related injuries.
- **SURGICAL TABLES:** Use with patients weighing 15 to 400 lbs above a surgical mattress or pad with good pressure redistribution properties and patient contact area. Adequate patient positioning measures must be taken to secure patients against movement and/or falls, especially during extreme positioning.
- **BEDS & STRETCHERS**: Use with patients weighing 15 to 600 lbs above a mattress or pad with good pressure redistribution properties and patient contact area. (Applicable to discontinued models only. See Patient Care Plus™ products for bed and stretcher applications.)

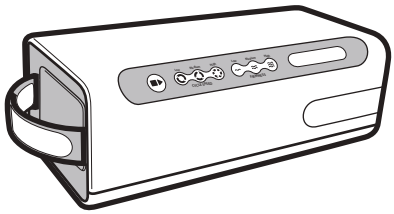
1.6 Contraindications

- Surgical System is not intended for use on patients with unstable spinal fractures or burns.

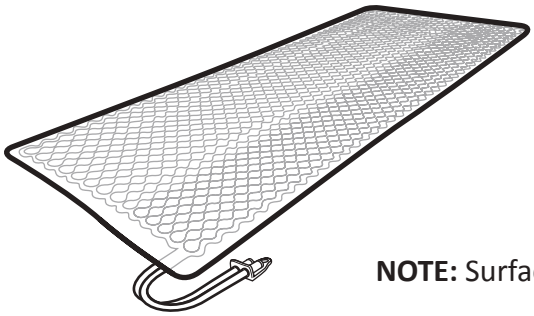
1.7 About the Surgical System™

Surgical System Surfaces are low-profile, semi-disposable, alternating pressure relief surfaces. The Surgical System as a whole consists of:

- **Control Unit**
  - Easy Power Activation
  - Smart Interconnect System
  - START/STOP Touch Activation
  - Multiple Cycle Speed Settings
  - Multiple Firmness Settings



- **Surfaces**
  - **Multi-Patient Use** / Semi-Disposable
  - Alternating Nodal Support
  - Reduced Skin Shear
  - Easy Wipe-down Cleaning
  - Covers with Standard Sheets and Incontinence Pads



NOTE: Surfaces are the applied part.

1.8 How it Works

Surgical System was developed on the principle of supporting a person on small, closely spaced contact areas (Comfort Nodes) that dynamically alternate to relieve at-risk tissue against pressure related injury. The aim is to promote and preserve the healthy circulatory components of arterial, venous and lymphatic blood flow and to release any stretched tissue resulting from external shear forces.

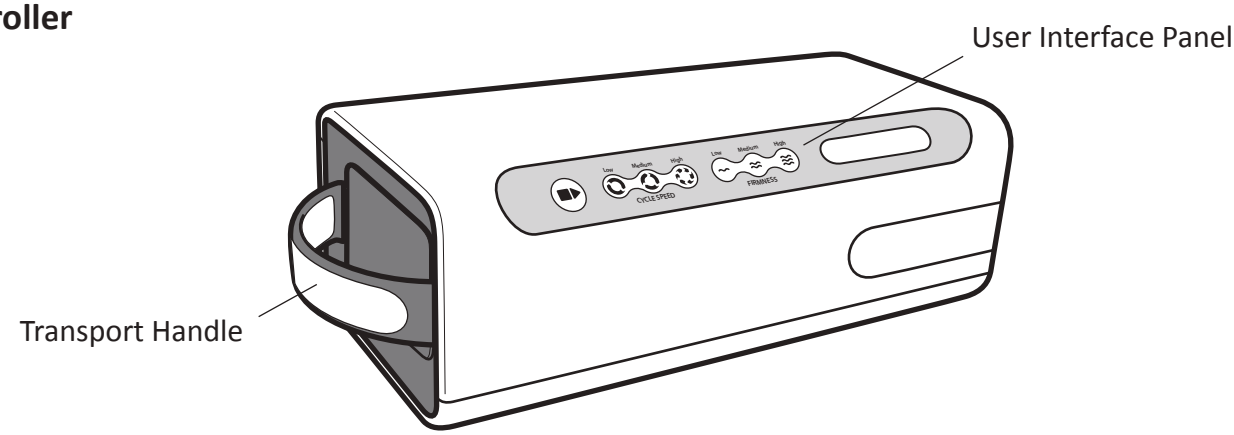
Skin Shear
By shortening the distance in between areas of contact, skeletal structure movement and skin stretch during alternating support cycles and immersion is reduced, thus decreasing the risk of shear related injury. Skin stretch from external shear forces is also released during each alternating cycle.

Alternating Pressure / Duration
Surgical System achieves alternating support and “tissue relief” using independent rows of small comfort nodes that are intended to promote interstitial blood flow between areas of contact.

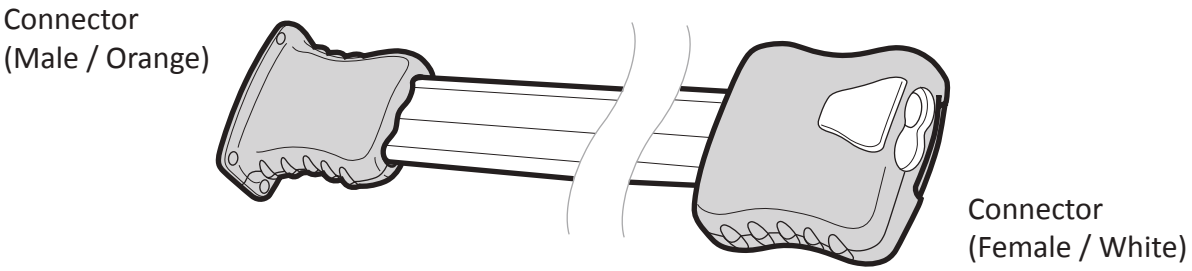
Low Profile & Self Contouring
Surgical System™ and Surgical System™ overlays are designed are designed to be thin and flexible so that they do NOT impact the overall height of the bed mattress. They also contour to the shape of the individual patient as they immerse into a mattress, which provides the broad pressure redistribution support needed for optimized therapy. The end result is improved ergonomics for users during manual patient turning and transfer processes, and easier patient bed exit given the unchanged relative bed height with the surface.

2.0 Controller, Hose Assembly, Surfaces and Accessories

Controller

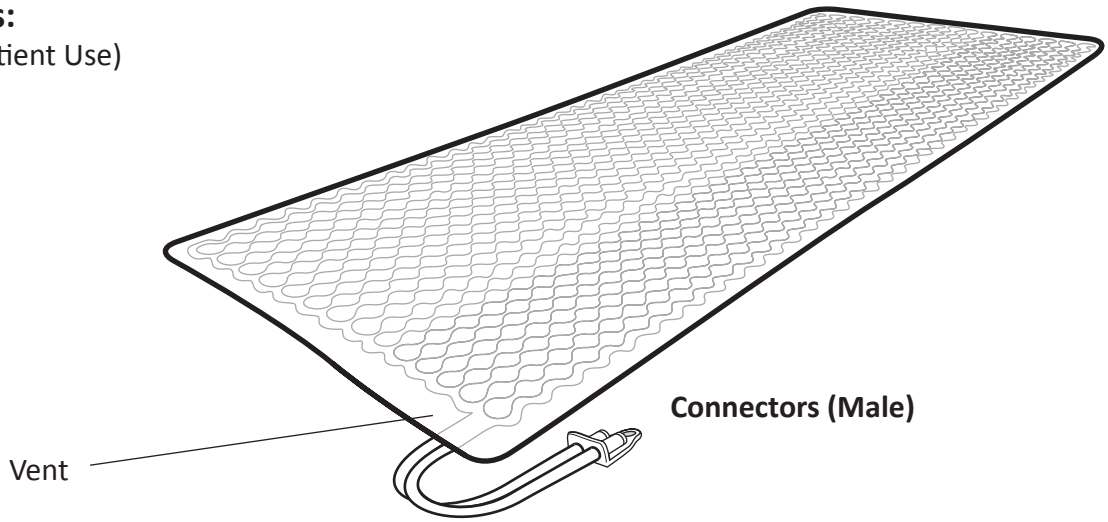


Hose Assembly



Surfaces:

(Multi-Patient Use)

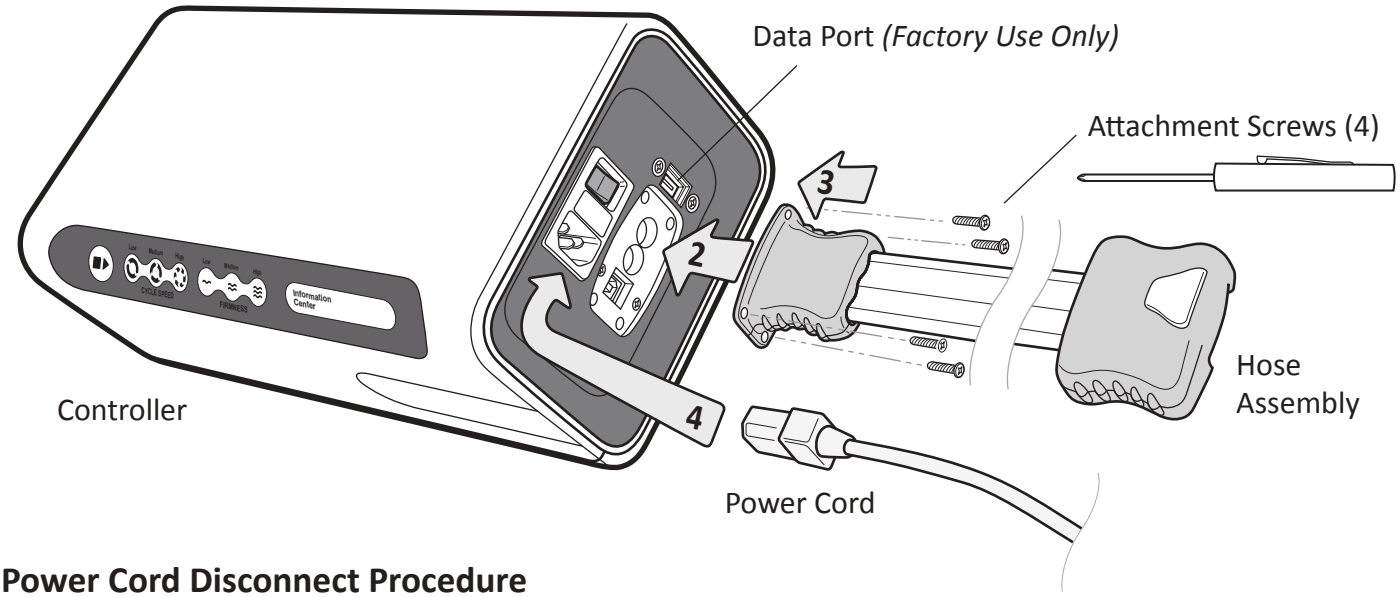


Accessories

See individual component packaging for Accessory related instructions.

3.1 Controller Pre-Assembly

1. Place Controller on a flat, stable surface away from any edges to prevent fall damage.
2. Insert Hose Assembly Connector (Male) into the female end of the Controller until fully seated.
3. Insert the four (4) provided screws and tighten as shown below. (Screwdriver included)
4. Insert Power Cord as shown (see image below).

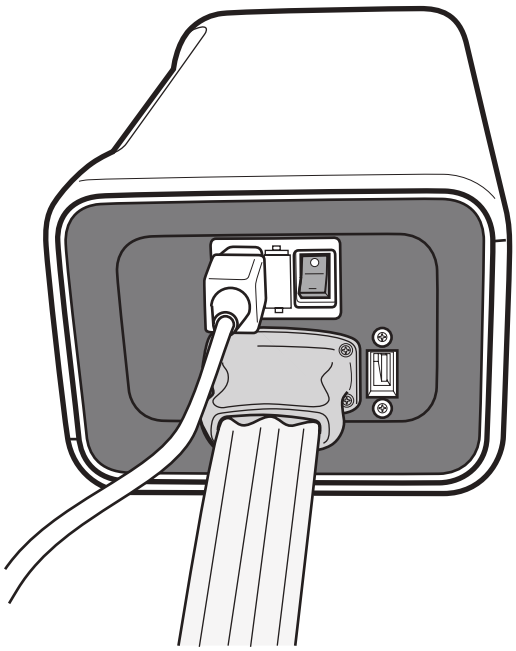


Power Cord Disconnect Procedure

- Standard Power Cords (Non-Latching): Unplug Power Cord from wall receptacle, then pull cord from Controller to disconnect.
- Latching Power Cords: Unplug Power Cord from wall receptacle, press the cord release button at the controller end, then pull cord from controller to disconnect.

NOTE: See Power Cord Installation Guide for more detail (R01-0006-00244).

Finished Assembly



CAUTION: Do not over tighten screws during assembly.

CAUTION: Do not use petroleum based lubricants on seals as it may cause swelling and/or leakage.

CAUTION: Prior to use, allow one hour for Device to acclimate to room temperature.

3.2 System Installation - Controller

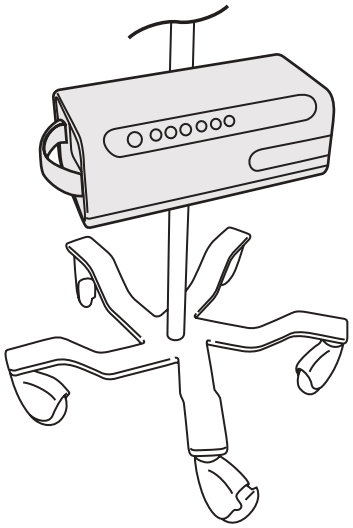
Controller and Hose Assembly Installation

1. Place Controller in a safe, stable location near a wall power outlet and approximately 3 feet away from the patient support surface. Please refer to accessory installation guides for alternative mounting options.

2. Route Power Cord and Hose Assembly such that it does not present a trip hazard.

3. Secure Hose Assembly to fixed or stable structure as needed using supplied Tie-Straps.

4. Plug the Power Cord into a wall receptacle or other power source with specified currents and protective earth ground.



NOTE:
IV Pole Stand and Accessory mounting kit sold separately.

Example: IV Pole Mount Accessory Application

CAUTION: Unless otherwise specified, use of this Device is not recommended around medical equipment that intentionally radiates electromagnetic energy.

CAUTION: To ensure proper electrical grounding, do not use an extension cord with this Device.

CAUTION: Properly route and secure all Cords and Hoses to avoid trip hazard or damage.

CAUTION: Only use specified operating wall currents. Alternative power sources and currents may result in irreparable damage to the Device and possible hazardous event.

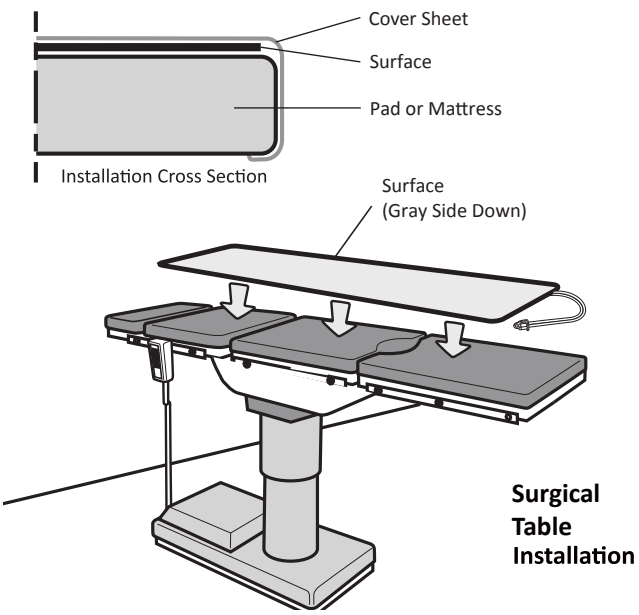
CAUTION: To avoid electric shock, Device must be connected to a supply mains with protective earth ground.

3.3 System Installation - Surfaces

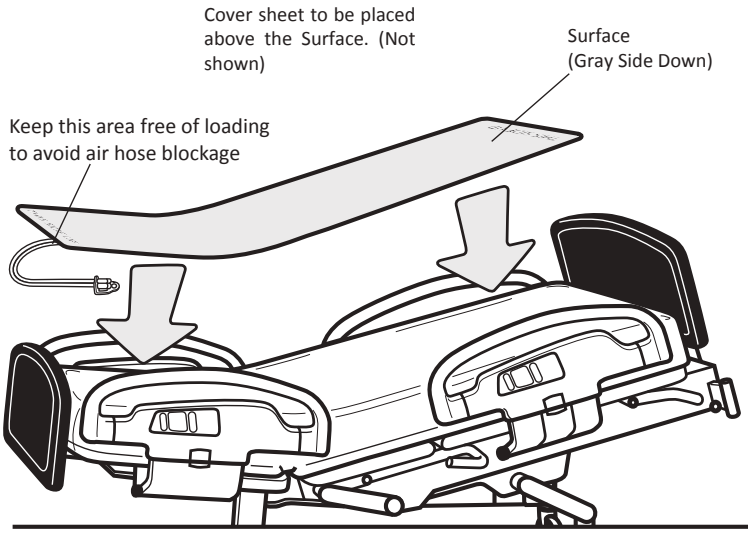
1. Place Surface flat onto pad or mattress with “THIS SIDE UP” facing up (gray side down) and secure optional corner straps when applicable. (Surface should lay flat.) Hose routing is preferred at the foot end.

2. Place facility supplied cover sheet and incontinence pad(s) over the top of the Surface and tuck edges underneath the pad or mattress. Avoid wrinkles whenever possible to optimize performance and patient comfort.

   NOTE: Use up to 2 standard incontinence pads above the bed sheet for increased patient comfort.



Surgical Table Installation



MedSurg Bed Installation

WARNING: Never place Surfaces directly on bed frame. Surfaces are intended to be used above support mattress or pads with good redistribution properties and maximum patient contact area.

WARNING: It is the responsibility of the caregiver to secure and protect against patient movement and falls.

CAUTION: Surfaces are not to be used in direct contact with patient's skin. Always use a sheet or other protective covering between the patient and Surface.

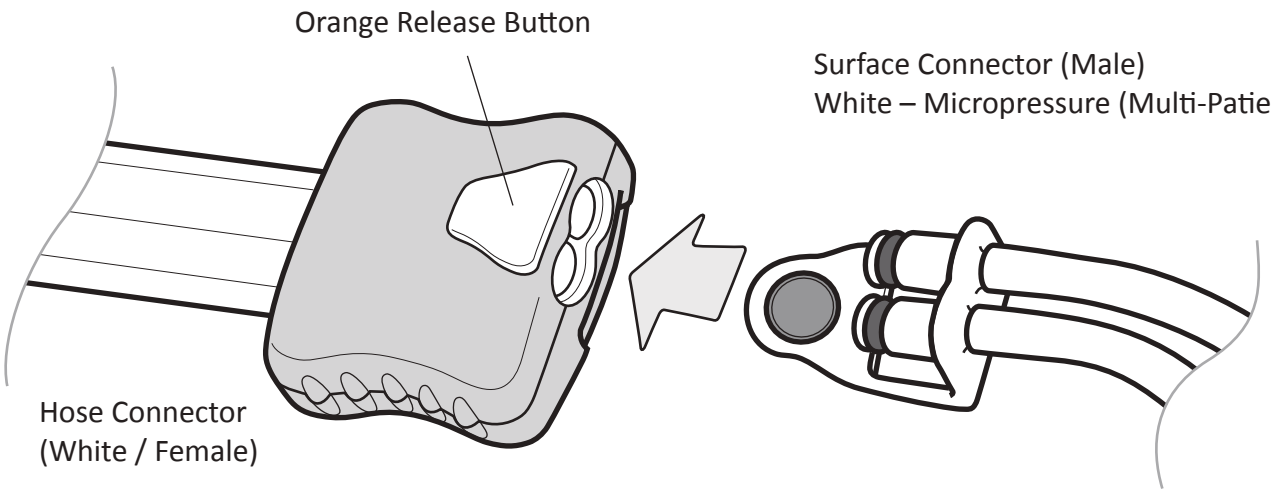
CAUTION: Place cover sheet and incontinence pad ABOVE Surface. (Not shown)

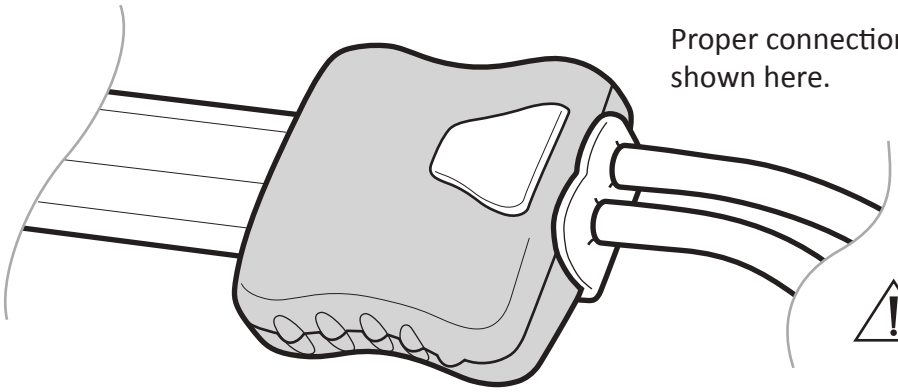
CAUTION: Sharp objects from any source may damage the Surface and compromise function.

CAUTION: It is the responsibility of the caregiver that the device is properly cleaned and disinfected prior to patient use.

3.4 System Installation - Connections

1. Connect Hose and Surface with Controller “PAUSED” or powered “OFF”.





CAUTION: To avoid damage, do not drop Hose Assembly to floor after connecting.

Connection Procedure
Insert the Surface Connector into the Hose Connector. An audible “click” can be heard once the connectors are fully seated. Confirm connector seating with a slight pull.

Disconnection Procedure
Depress the orange button and pull Surface connector to release.

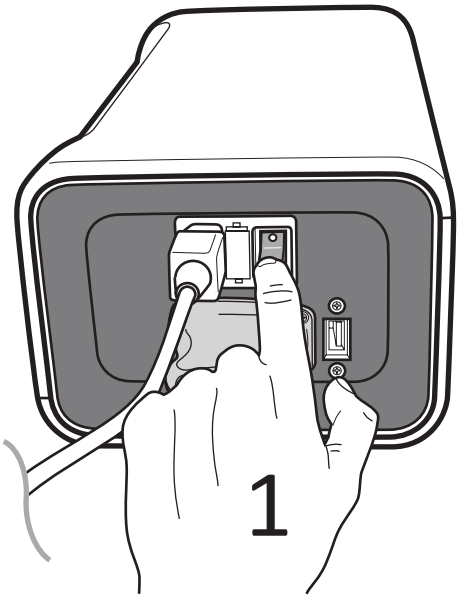
CAUTION: To avoid de-pressurization noise, do not unplug Surface connector while system is activated.

CAUTION: Do not transfer the Controller with the Surface attached.

CAUTION: Do not use petroleum based lubricants on seals as it may cause swelling and/or leakage.

4 Operation and Settings

To operate the Device:



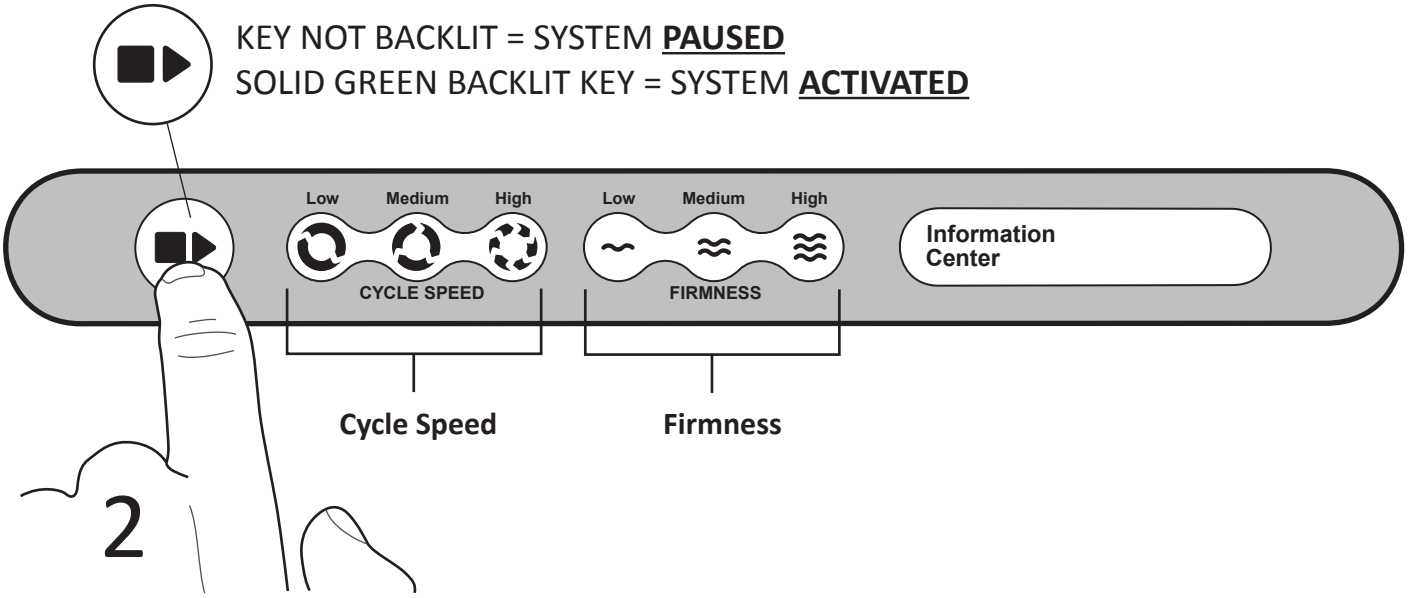
RECOMMENDED: For optimal performance, always place patient upon the installed Surface before powering the Controller "ON".

Step 1: Power Controller “ON” by depressing the main toggle switch located on the side of the Device:

CAUTION: Power “ON” does not immediately activate the Surface. (See Step 2 below.)

Step 2: Touch “START/STOP” Key to activate Surface cycle.

Note: The Auto-start feature will activate the system within 30 seconds of main power "ON" or within 10 minutes of being stopped during normal operation. The "START/STOP" key is still functional at any time while the Device is powered "ON".



Customizing Cycle Speed and Firmness settings:

Step 3: Touch the desired “CYCLE SPEED” Key to select a setting:

LOW	10.0 minutes – RECOMMENDED (Default Setting)
MEDIUM	7.5 minutes
HIGH	5.0 minutes

NOTE:
Cycle speed will vary depending on the surface model. (Approximate times shown)

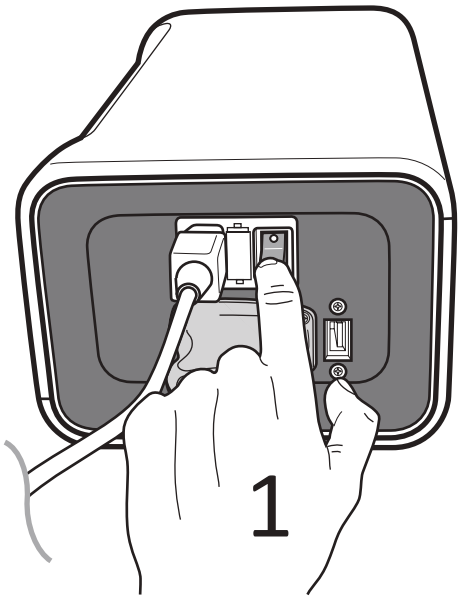
Step 4: Touch the desired “FIRMNESS” Key to select a setting:

LOW	RECOMMENDED (Default Setting)
MEDIUM	Optional (Comfort preference)
HIGH	Optional (Comfort preference)

NOTE:
All settings will provide effective therapy. System default settings are recommended for most applications.

5 Interrupting, Rapid Deflate, and Resuming Operation

Interrupting or Rapid Deflate Options:



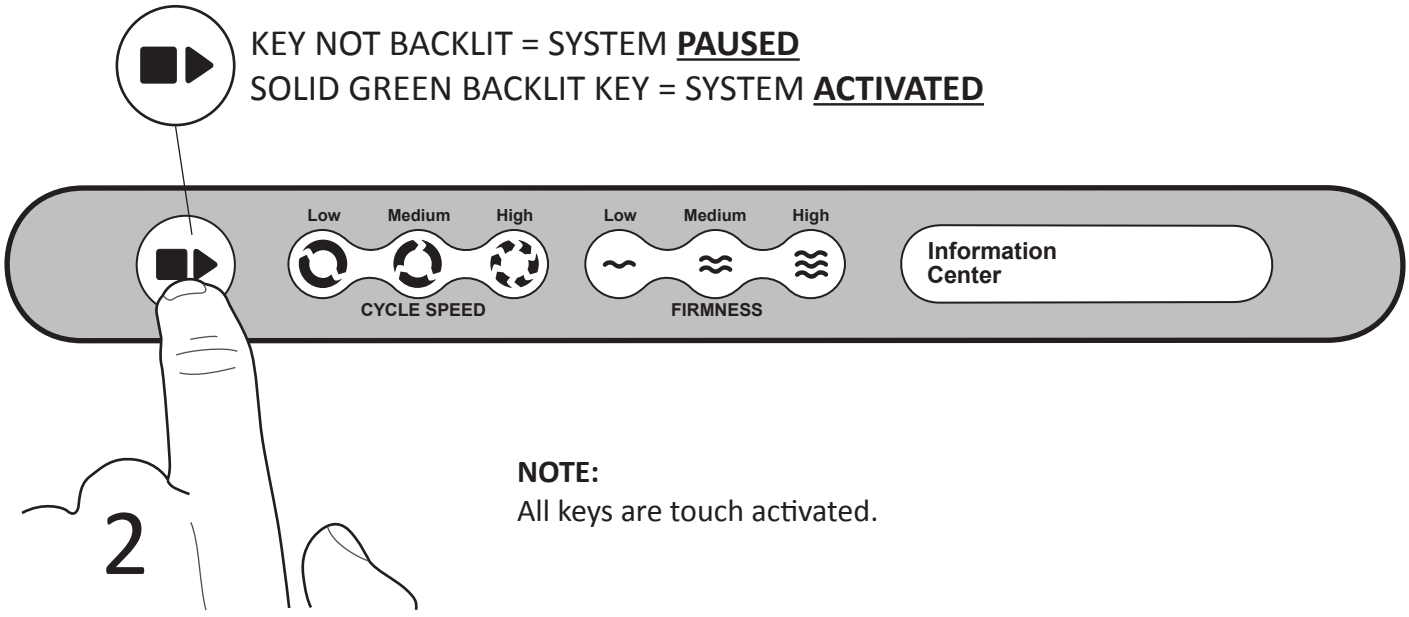
1. **Main Power "OFF"**
   Toggle the main power switch to the "OFF" position.

   NOTE:
   Turning power "OFF" will automatically deflate the Surface and reset Cycle Speed and Firmness to default settings.

⚠ **CAUTION:** Power "OFF" or "STOP" the Controller for cardiac arrest events. This unit is not intended for use during CPR.

2. **System "PAUSE" or "STOP"**

   Touch the "START / STOP" Key to pause or resume operation.
   NOTE: Autostart feature will engage after 10 minutes time has passed.



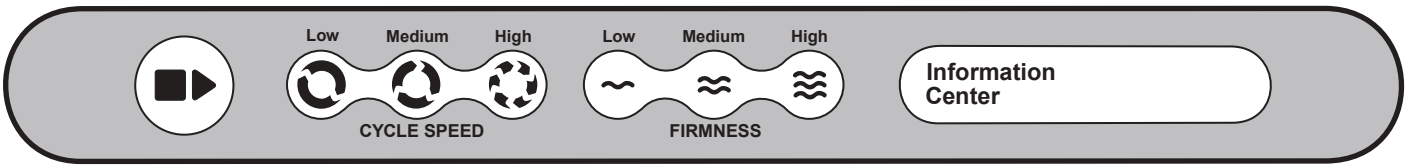
NOTE:
All keys are touch activated.

⚠ **WARNING:** Always confirm Device is powered "ON" and that the Surface is activated during intended use.

⚠ **CAUTION:** It is the responsibility of the caregiver to ensure that the user can operate this product safely.

6 Information Center: Alert Codes

The Controller utilizes soft tones, illuminated graphics and informational displays for communication feedback. The "INFORMATION CENTER" display provides critical instruction for proper Device operation.



If the system requires user action, one or more of the following alerts will appear:

SERVICE UNIT
Contact manufacturer's Technical and Warranty Support (See Section 12 - Contact Information)

CHECK CONNECTIONS
Look for hose connection problems or air leaks. As a first step, simply stop the controller, re-connect the Surface and start the unit again. (See next page for further diagnosis codes.)

REPLACE OVERLAY
All Surfaces include smart electronics which instruct the Controller when its preprogrammed usage life has expired. Simply replace the overlay when prompted.

CAUTION: Once Surface life expires, power interrupt will force surface replacement. Depending on the model, pausing therapy or disconnecting the surface may also force surface replacement.

CAUTION: Prior to use, allow one hour for Device to acclimate to room temperature.

CAUTION: Keep Controller air intake and exhaust vents free of liquids, contamination or loose particle debris which may restrict air flow.

CAUTION: Keep Surface exhaust vents free of any liquids, contamination or loose particle debris which may restrict air flow.

NOTE: See diagnostics table on the following page for specific alert code messages and required actions. Alert codes will automatically clear once the problem is resolved. Please contact the manufacturer in the event that proper operation does not resume.

6 Information Center: Alert Codes - Continued

Information Center Indicator	Alert Buzzer	Meaning
Check Connections *Continuous*	Frequency: 2 kHz 2 sec "ON" after touching START/STOP key, then "OFF" continuous	Controller improperly communicating with the Surface. Check Hose to Surface connection. The light will clear when proper connection is made, returning function to normal operation. If light does not clear, replace the Surface. If problem persists, contact the manufacturer.
Check Connections *Flashing* *2 sec "ON"* *2 sec "OFF"*	Frequency: 2 kHz 2 sec "ON" after touching START/STOP key, then "OFF" continuous	Controller improperly communicating with the Hose Assembly. Check the Hose connection to the Controller. Power the unit "OFF" and wait 5 seconds using the Main Toggle Switch. Power the unit "ON" again. If alert code does not clear, please contact the manufacturer.
Replace Overlay *Flashing* *1 sec "ON"* *3 sec "OFF"*	Frequency: 2 kHz 3x - 1 sec "ON", 5 sec "OFF" every 30 min after expiration **OR (model dependent)** 2 sec "ON" - 24 hr before expiration	The Surface will remain active beyond its usable life until power is interrupted. Depending on the model, pausing therapy or disconnecting the surface may also force surface replacement. **Please contact manufacturer for specific details.**
Replace Overlay *Continuous*	Frequency: 2 kHz 1 sec "ON", 5 sec "OFF"	The Surface has exceeded its usable life and must be replaced. System will not function with an expired Surface. Certain models may alert every 30 sec when this condition occurs. **Please contact manufacturer for specific details.**
Service Unit *Flashing* *2 sec "ON"* *2 sec "OFF"*	Frequency: 2 kHz 3x - 0.5 sec "ON", 0.5 sec "OFF", then "OFF" continuous	Controller failed to reach the pressure set point upon startup. Power "OFF"using the Main Toggle Switch. Check the Surface and Hose Assembly for leaks and power "ON" again. If problem persists, contact the manufacturer.
Service Unit *Continuous*	Frequency: 2 kHz 3x - 0.5 sec "ON", 0.5 sec "OFF", then "OFF" continuous	The Controller has encountered a physical error. Power "OFF' using the Main Toggle Switch. Wait 5 seconds and power "ON" again. If problem persists, contact the manufacturer.

7 Cleaning Procedures

Cleaning procedures listed below are recommended by the manufacturer and should be adjusted according to specific healthcare facility policy. Aggressive cleaning measures may cause damage.
NOTE: It is the responsibility of the caregiver to replace Surfaces when needed.

CAUTION: Maintain accessibility to Power Cord such that it can be easily unplugged from the wall power source prior to cleaning and inspecting. Do not service while in use.

CAUTION: Turn Device “OFF” during patient transfer, cleaning and before patient positioning.

CAUTION: It is the responsibility of the caregiver to properly dispose of the Surface when damage or soiled. Do not autoclave.

CAUTION: Do not allow liquid to enter any part of the Controller.

CAUTION: Sharp objects from any source may damage the Surface and compromise function.

Cleaning the Controller and Hose Assembly
Power “OFF" the Controller and disconnect the Power Cord from the wall outlet prior to cleaning. Remove visible soiling then disinfect by wiping down all areas with a hospital grade disinfectant cleaner. Always allow proper dwell / contact drying time per the disinfectant manufacturers instructions.

NOTE: Do not saturate cloth or apply cleaning fluids/liquids directly to the Controller or Hose Assembly to prevent fluid ingress of this electronic device. Inspect air intake and exhaust ports located on the bottom of the Controller and Handle End-plate respectively to ensure they are not obstructed.

Cleaning the Surface
With the Surface and Hose Assembly connected, remove visible soiling then disinfect by wiping down all areas with a hospital grade disinfectant cleaner. Always allow proper dwell / contact drying time per the disinfectant manufacturers instructions. If excessive disinfectant residue diminishes slip resistance, wipe down the Surface with a water moistened cloth and disinfect again.

NOTE: Immediately after recommended contact time with disinfecting cleaner, rinse all areas of the surface with fresh water and a clean cloth to remove chemical and organic residue.

Approved & Unapproved Cleaners
Please visit: agilitihealth.com/clinical-support/surgical-system-resources

NOTE: Test results have shown that the above "unapproved cleaners" will reduce product life with repeated use.

Surface Disposal
Please follow Section 7 Cleaning Procedures prior to disposal or recycling per hospital standard procedure.

8 Preventative Maintenance / Service

The Surgical System™
Routinely check all electrical connections, Power Cord and Hose Assembly for signs of wear or damage and replace if necessary with certified parts. For any non-serviceable damage, please contact the manufacturer. (Do not dispose.)

Serial Number Labels
All serial numbers are in the following format: LSYYDDDXXXXT Please provide component serial numbers when requesting service.

- The Controller serial number is located on the underside label.
- The Hose Assembly serial number is located on the Hose Assembly label.
- The Surface serial number is located on the Surface label.

Preventative Maintenance Checklist: (Suggested)
At minimum, check all items listed below during annual preventative maintenance. You may need to perform checks more frequently based on your specific level of use. Always remove product from service, clean and disinfect (while unplugged) before performing preventative maintenance or servicing.

PREVENTATIVE MAINTENANCE CHECKLIST:

Product Serial Number: _____

Completed By: _____ Inspection Date: _____

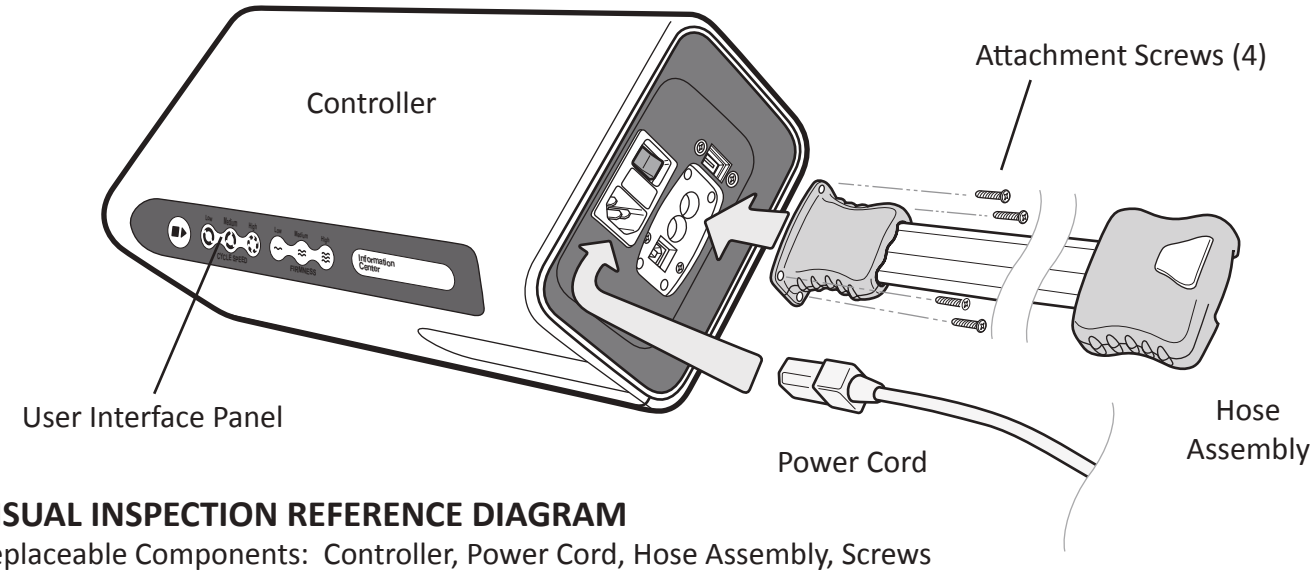
Visual Inspection Checklist (POWER DISCONNECTED)

REQUIRED: ASSEMBLED CONTROLLER: *(Surfaces are semi-disposable and not considered serviceable.)*

Inspect the following components and assemblies for signs of visible damage or wear. Replace if applicable or contact manufacturer for service.

- □ Case Cover (top & bottom: cracks, loose or missing parts, structural damage)
- □ User Interface Panel (cracks, legibility, gasket integrity)
- □ Rubber Mounting Feet (four: located underside of controller, loose or missing parts)
- □ End Plate Assemblies (left & right - cracks, loose parts, gasket integrity)
- □ Hose Connector (controller end: cracks, missing screws, tubing disconnect, loose parts)
- □ Hose Connector (surface end: cracks, missing button, tubing disconnect, obstructions)
- □ Hose (pinched, tears, cuts, other damage)
- □ Power Cord (loose or missing terminals, cracking, exposed wires, poor retention)
- □ Labels (pealing, legibility, torn or missing)
- □ Air Inlet (underside of controller: remove any debris)
- □ Air Exhaust (handle side end plate: remove any debris)

NOTES: _____
_____



VISUAL INSPECTION REFERENCE DIAGRAM

Replaceable Components: Controller, Power Cord, Hose Assembly, Screws

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System Performance Check (POWER CONNECTED)

REQUIRED: ASSEMBLED CONTROLLER and a SURFACE *(Any model)*

Set-up Instructions: Follow the procedure defined in Section 3. (Surface does **NOT** require surgical table, stretcher or bed installation for performance check. No tools required.)

Perform the following system checks to confirm basic function:

1. **MANUAL START FEATURE:**

- Place the controller assembly on a safe, stable work location and connect a surface.
- Confirm that the unit is plugged in and powered "OFF".
- Power the unit "ON". (Reference Section 4, Step 1) System start-up mode should begin with flashing lights and audible tones. Default "LOW" settings will apply for cycle speed and firmness.
- **MANUAL START:** Within 15 seconds of powering the controller "ON", touch the "START/STOP" ⏯ Key for 1 second and remove finger. (Reference Section 4, Step 2) The key should illuminate green accompanied by a single audible tone and the system should begin to activate. The surface should also begin to inflate its first zone. Monitor function for 1 full cycle. (Approximately 10-12 minutes at the default setting.)
- Confirm that the INFORMATION CENTER display has no alert codes. (Record if any appear and follow the steps defined in Section 6 to clear.) If alert codes do not clear, the check is considered a "FAIL".
- Power unit "OFF" (Reference Section 5, Step 1)

□ Document results: **(PASS / FAIL)**

NOTES: _____

_____

System Performance Check (continued)

2. AUTOSTART FEATURE:

- Place the controller on a safe, stable work location and connect the surface.
- Confirm that the unit is plugged in and powered "OFF".
- Power the unit "ON". (Reference Section 4, Step 1) System start-up mode should begin with flashing lights and audible tones. Default "LOW" settings will apply for cycle speed and firmness.
- **AUTOSTART OPTION:** The autostart feature should automatically activate the surface within 30 seconds of powering the controller "ON". (Reference Section 4, Step 1) The "START/STOP" Key should automatically illuminate green accompanied by a single audible tone. The surface should also begin to inflate it's first zone. Monitor function for 1 full alternating cycle. (Approximately 15 minutes at the default setting.)
- Confirm that the INFORMATION CENTER display has no alert codes. (Record if any appear and follow the steps defined in Section 6 to clear.) If alert codes do not clear, the check is considered a "FAIL".
- Manually pause the system by touching the "START/STOP" Key for 1 second and remove finger. (Reference Section 5, Step 2) The green indicator light should turn off along with a single audible tone.
- The system should remain paused for approximately 10 minutes before restarting automatically. If system restart does not automatically occur with in 15 minutes, it should be considered a "FAIL".
- Confirm that the INFORMATION CENTER display has no alert codes. (Record if any appear and follow the steps defined in Section 6 to clear.) If alert codes do not clear, the check is considered a "FAIL".
- Power unit "OFF" (Reference Section 5, Step 1)

□ Document results: **(PASS / FAIL)**

NOTES: _____

3. SETTINGS FUNCTION:

- Complete normal system start up steps defined in Section 4 and with the system activated in default "LOW" Cycle Speed and "LOW" Firmness settings, perform the following checks:
- **CHANGE THE CYCLE SPEED SETTING** by touching the "Medium" key. The indicator light should change to the new setting accompanied by a single audible tone. Upon its next transition cycle, the surface should alternate inflation zones every 3.5 - 4.0 minutes, half of the full 7.5 minute cycle period. Once confirmed, switch to the "High" setting and repeat measurements to confirm alternating inflation cycles every 2.3 - 2.7 minutes, half of the full 5.0 minute cycle period. Record any anomalies.
- **CHANGE THE FIRMNESS SETTING** by touching the "Medium" key. The indicator light should change to the new setting accompanied by a single audible tone. The surface should now change it's inflation pressure at the next inflation cycle. After monitoring for 1 full alternating cycle, change to the "High" setting and monitor for 1 full alternating cycle. Actual pressure measurement by the service technician is not required as it is internally measured by the controller. Record any anomalies or alerts that cannot be cleared per Section 6. If alert codes do not clear, the check is considered a "FAIL".
- Power unit "OFF" (Reference Section 5, Step 1)

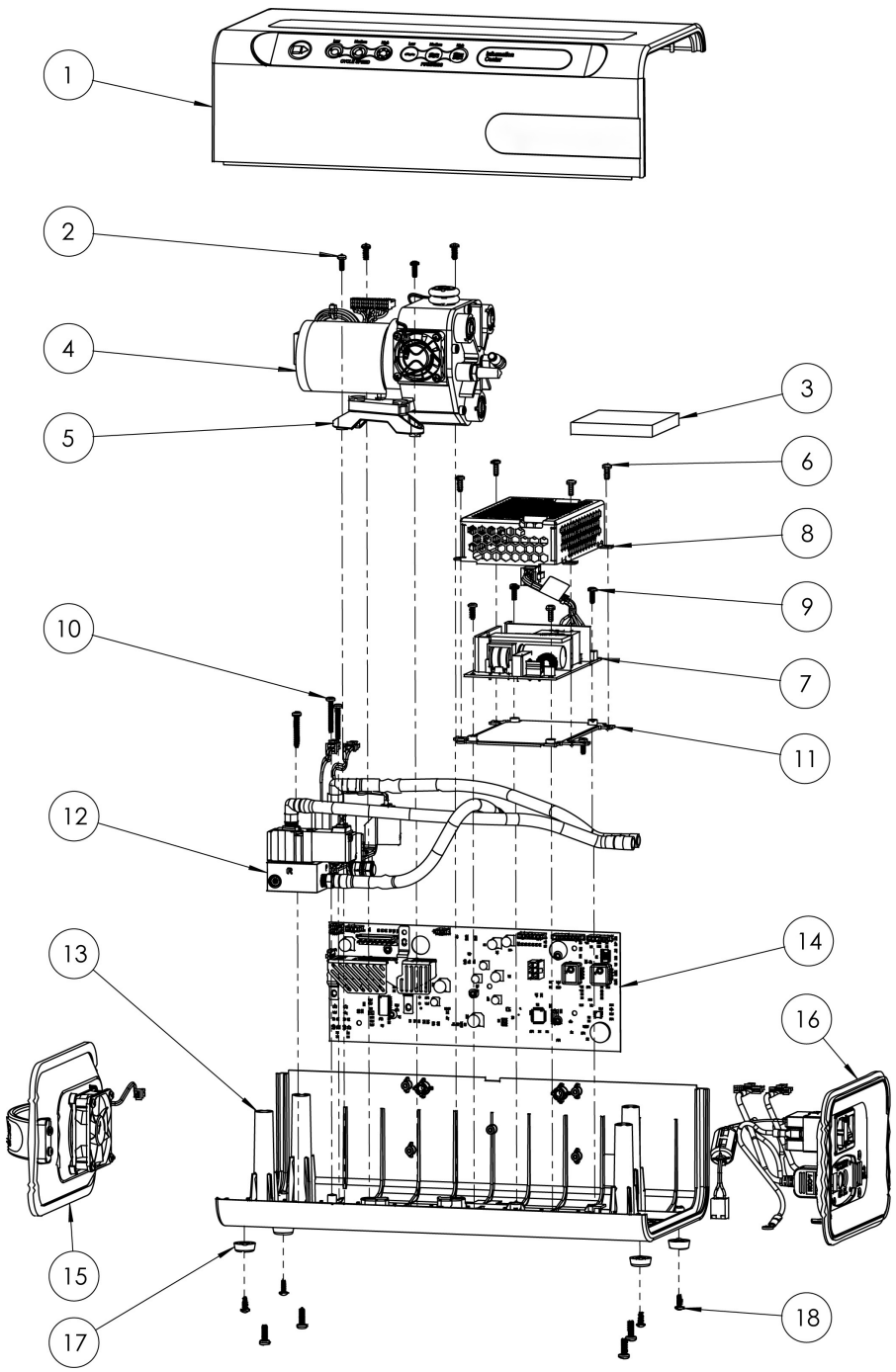
□ Document results: **(PASS / FAIL)**

NOTES: _____

System Mechanical Diagram (Controller Only)

Primary Components List:

1. Top Case Cover Assembly (1)
2. Pump Mounting Screw (4)
3. Air Inlet Screen (1)
4. Pump Assembly (1)
5. Pump Isolators (2)
6. Cage Mounting Screws (4)
7. Medical Grade Power Supply (1)
8. Cage Assembly (1)
9. Base Plate Screws (4)
10. Solenoid Block Screws (3)
11. Base Plate (1)
12. Solenoid Module (1)
13. Bottom Case Cover (1)
14. Mother Board (1)
15. Left End Plate Assembly (1)
16. Right End Plate Assembly (1)
17. Rubber Isolators (4)
18. Rubber Isolator Screws (4)



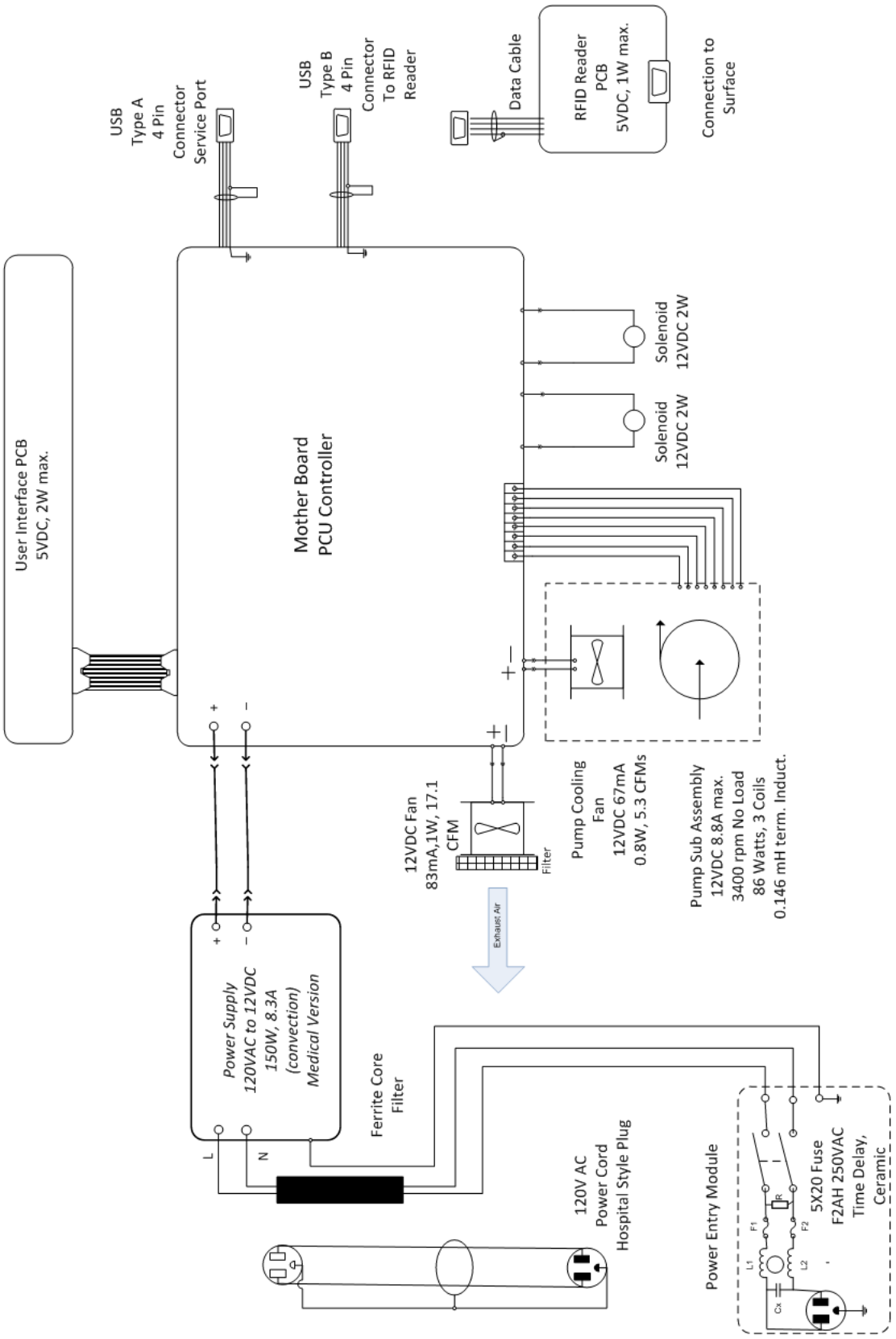
NOTES / COMMENTS:

Accessory component detail not shown.

Modification of this device voids warranty and may compromise intended function. Service should be performed exclusively by the manufacturer unless otherwise specified.

Technical and Warranty Support
agilitihealth.com/contact
Tel: +1 (888) 559-3641

System Electrical Schematic (Controller Assembly)



System Electrical Schematic (Controller Only)

Quick Reference Replacement Parts (Controller & Accessories)

Please reference Section 3 for service part replacement instructions.

Model #	Description
CA-1001	Controller
CA-9001-02	2’ Hose Assembly
CA-9001-04	4’ Hose Assembly
CA-9001-09	9’ Hose Assembly
CA-9003	IV Pole Mount
CL-90B2-10	10' Power Cord - Latching (Non-COO*)
GA-90B2-10	10' Power Cord (COO*)
GA-90B2-15	15’ Power Cord (COO*)

** Country of Origin Compliant*

Replacement parts are available for purchase at:

Raye's, Inc. d/b/a Sizewise Manufacturing
Mariah Circle Corona CA 92879
Tel: +1(888)208-4599

9 Troubleshooting

Repairs and Technical Support
See Section 6: Information Center: Alert Codes for specific alert codes.
For non-alert codes troubleshooting, see the table below.

Problem	Potential Cause	Remedy
Controller does not power “ON”.	No electric supply	Confirm Power Cord is plugged into the Controller and appropriate wall outlet
	Blown fuse	Contact manufacturer
	Internal malfunction	Contact manufacturer
Controller powers “ON” but does not operate when “START/ STOP” Key is pressed.	Surface life expired, connection issue or other malfunction.	Replace Surface See Section 6, Page 16-17
Abnormal noises and/or vibration coming from the Controller.	Internal malfunction	Power “OFF” the Controller. Contact manufacturer.
Air leakage sounds	Hose connection issue or other leakage source	See Section 6, Page 16-17
Abnormal odors coming from the Controller.	Internal malfunction	Power “OFF” the Controller. Contact manufacturer.

NOTE: If fuse is blown - contact technical support for service. **(DO NOT REPLACE)**

How to reach us:
Agiliti Customer Service: 800-814-9389

Technical and Warranty Support
agilitihealth.com/contact
Tel: +1 (888) 559-3641

10 Specification Sheets

Controller Specifications	
Model:	CA-1001 (Controller Only), CA-1000 (Starter Kit)
Supply Voltage:	100-240 VAC
Supply Frequency:	50-60 Hz
Power Input:	170 VA Max
Size:	356 x 178 x 127 mm (14 x 7 x 5 in.)
Weight:	3.95 kg (8.7 lb)
Case Material:	Plastic
Fuse Ratings:	2A, 5 x 20mm, Time Delay
Type of protection against electric shock:	Class I
Degree of protection from electrical shock:	Type BF
Degree of protection from liquid ingress:	IP20
Mode of Operation:	Continuous
Environment Conditions:	

	Operation: (Controller) Operation: (Overlay)	10°C to 35°C (50°F to 95°F) 30-80% RH 10°C to 45°C (50°F to 113°F) 30-80% RH
	Storage and Transport:	-40°C to 60°C (-40°F to 140°F) 10%-95% RH (non-condensing)
	Maximum Operating Altitude:	3,000 m (9,842 ft.)

No Latex is used in the manufacture of this product.
Data subject to change.

Accessory Specifications		
Replacement Hose Assembly		
	Model:	CA-9001 Family
	Weight:	0.73kg (1.6lb)
	Input:	5VDC ⎓ 250mA
		RF Transmitter
		Separate collection for electronic waste

Replacement Power Cord		
	Model:	CA-90B2 Family
	Weight:	0.34 kg (0.75 lb.)
	Length:	10’
	Wall Plug:	NEMA 5-15P 3P Hospital Grade Green Dot
	Controller Plug:	IEC 60320-C13

Model CA-1001 & CA-1000 Manufacturer's Declaration- Electromagnetic Immunity

The **Model CA-1001** or **CA-1000** system is intended for use in the electromagnetic environment specified below. The customer or the user of the **Model CA-1001 & CA-1000** system should assure that it is used in such an environment.

Immunity Test	IEC 60601-1, 3rd Edition Test Level	Compliance Level	Electromagnetic Environment/Guidance
Electrostatic discharge (ESD) IEC 61000-4-2: 2008	± 6 kV contact ± 8 kV air	± 6 kV contact ± 8 kV 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 transient/burst IEC 61000-4-4: 2012	± 2 kV for power supply lines ± 1 kV for input/output lines	± 2 kV for power supply lines ± 1 kV for input/output lines	Mains power quality should be that of a typical commercial or hospital environment
Surge IEC 61000-4-5: 2005	± 1 kV line(s) to line(s) ± 2 kV air line(s) to earth	± 1 kV line(s) to line(s) ± 2 kV line(s) to earth	Mains power quality should be that of a typical commercial or hospital environment
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11: 2004	<5% UT (>95% dip in UT) for 0.5 cycle 40% UT (60% dip in UT) for 5 cycles 70% UT (30% dip in UT) for 25 cycles <5% UT (>95% dip in UT) for 5 s	<5% UT (>95% dip in UT) for 0.5 cycle 40% UT (60% dip in UT) for 5 cycles 70% UT (30% dip in UT) for 25 cycles <5% UT (>95% dip in UT) for 5 s	Mains power quality should be that of a typical commercial or hospital environment. If the user of the **Model CA-1001** or **CA-1000** requires continued operation during power mains interruptions, it is recommended that the **Model CA-1001** or **CA-1000** be powered from an uninterruptible power supply or a battery.

NOTE: UT is the AC mains voltage prior to application of the test level.

Model CA-1001 & CA-1000 Manufacturer's Declaration- Electromagnetic Immunity

The **Model CA-1001** or **CA-1000** system is intended for use in the electromagnetic environment specified below. The customer or the user of the **Model CA-1001** or **CA-1000** system should assure that it is used in such an environment.

Immunity Test	IEC 60601-1, 3rd Edition Test Level	Compliance Level	Electromagnetic Environment/Guidance
Conducted RF IEC 61000-4-6: 2013	3 Vrms 150 kHz to 80 MHz	3 Vrms 150 kHz to 80 MHz	Portable and mobile RF communications equipment should be used no closer to any part of the **Model CA-1001 or CA-1000**, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. **Recommended separation distance** d=1.2√P d=1.2√P 80 MHz to 800 MHz d=2.3√P 800 MHz to 2.3 GHz Where *P* is the maximum output power rating for the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in meters (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey[a], a should be less than the compliance level in each frequency range. Interference may occur in the vicinity of equipment marked with the following symbol: 
Radiated RF IEC 61000-4-3: 2006 A1: 2007 A2: 2010	3 V/m 80 MHz to 2.6 GHz	3 V/m 80 MHz to 2.6 GHz	

NOTE: At 80 MHz and 800 MHz, the higher frequency range applies
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 the **Model CA-1001 or CA-1000** is used exceeds the applicable RF compliance level above, the **Model CA-1001** or **CA-1000** should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary such as re-orienting or relocating the **Model CA-1001 or CA-1000**.

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

Model CA-1001 & CA-1000 Manufacturer's Declaration-Electromagnetic Emissions

The **Model CA-1001 or CA-1000** system is intended for use in the electromagnetic environment specified below. The customer or the user of the **Model CA-1001** or **CA-1000** system should assure that it is used in such an environment.

Emissions Test	Compliance	Electromagnetic Environment/Guidance
RF emissions CISPR 11: 2009 A1: 2010	Group 1	The **Model CA-1001** or **CA-1000** 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 A	The **Model CA-1001 or CA-1000** 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	Not applicable	
Voltage fluctuations/ flicker emissions IEC 61000-3-3	Not applicable	

Recommended Separation Distances Between Portable and Mobile RF Communications Equipment and Model CA-1001 or CA-1000

The **Model CA-1001 or CA-1000** system is intended for use in the electromagnetic environment specified below. The customer or the user of the **Model CA-1001** or **CA-1000** system should assure that it is used in such an environment.

Rated Maximum Output Power of Transmitter (W)	Separation Distance According to Frequency of Transmitter(m)		
	150 kHz to 80 MHz $d=1.2\sqrt{P}$	80 MHz to 800 MHz $d=1.2\sqrt{P}$	800 MHz to 2.5 GHz $d=2.3\sqrt{P}$
0.01	0.12	.12	0.23
0.1	0.38	.38	.073
1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23

For transmitters radiated at a maximum output power not listed above, the recommended separation distance d in meters (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: At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

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

Changes or modifications not expressly approved could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules and with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le present appareil est conforme aux CNR d'lndustrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisee aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioelectrique subi, meme si le brouillage est susceptible d'en compromettre le fonctionnement.

Under lndustry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by lndustry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformement ir la reglementation d'lndustrie Canada, le present emetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inferieur) approuve pour l'emetteur par lndustrie Canada. Dans le but de reduire les risques de brouillage radioelectrique a l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnee equivalente (p.i.r.e.) ne depasse pas l'intensite necessaire a l'etablissement d'une communication satisfaisante.

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a hospital installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

lf this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Limited Product Warranty

D-L00-001 Rev. 5

Surgical System™

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

Limited Warranty

Raye's, Inc dba Sizewise Manufacturing ("Sizewise Manufacturing") 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 Agiliti 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 Manufacturing, 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 Manufacturing are appropriate for their 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 Manufacturing 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 Manufacturing's obligations under this warranty are limited as set forth below.

Warranty Period and Coverage

Product	Component	Warranty Period
Surgical System	Controller	1 year
Both Systems	Surfaces	1 year

Conditions and Restrictions

The warranty applies to this product only while it remains in the possession of the Buyer and proof of purchase is demonstrated. Further, the warranty only applies so long as the product has not been subjected to accident, misuse, abuse, improper service, or modification. This warranty is valid only in accordance with the conditions set forth below:

- Any warranty claims must be 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 warranty set forth in the user manual for such product or device.
- Sizewise Manufacturing's sole liability shall be discharged by replacing or repairing, at Sizewise Manufacturing's option, the product or its part or parts which are determined by Sizewise Manufacturing to be defective under normal and proper use during the warranty period.
- Buyer shall notify Sizewise Manufacturing or the authorized Sizewise Manufacturing dealer immediately but in no event later than seven (7) days after the date of discovery of any alleged defect by contacting Sizewise Manufacturing Parts and Service at 800-814-9389, Monday through Friday 8am–5pm local time.
- If the product or part should be returned to Sizewise Manufacturing, a return authorization number (RA#) must be obtained by Buyer from Sizewise Manufacturing. 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 Manufacturing's factory for repair or replacement.
- If on-site technical service is required, as determined by Sizewise Manufacturing, a service representative will be dispatched during Sizewise Manufacturing's standard service hours Monday through Friday 8am-5pm local time, provided the product is located within Sizewise Manufacturing's service territory.
- If Sizewise Manufacturing 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 Manufacturing, 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 Manufacturing, replacement parts may be new or refurbished; Sizewise Manufacturing reserves the right to substitute materials if original materials are no longer available.
- If Sizewise Manufacturing 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 Manufacturing at Sizewise Manufacturing's prevailing time and material rates plus freight and delivery.

— If Buyer declines the repair or replacement service upon notice from Sizewise Manufacturing that it is not covered under warranty, Buyer shall reimburse Sizewise Manufacturing for all costs from investigating and responding to Buyer's request.
— Any costs to Buyer as referred to herein shall be at Sizewise Manufacturing's prevailing time and material rates plus any freight and delivery charges incurred by Sizewise Manufacturing.
— Any assistance provided by Sizewise Manufacturing outside the terms of this warranty does not waive the limits of this warranty.
— Sizewise Manufacturing does not pay labor outside the United States.
— Any description of Sizewise Manufacturing'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 Manufacturing shall have no obligation to make repairs, replace, or correct products including any part or parts of the product as the result of Sizewise Manufacturing's determination of any of the following:

— Software (PROM (Programmable Read Only Memory)) 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.
— Normal wear and tear of the product including, without limitation, normal discoloring, body impressions on support surfaces 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.
— Damage due to improper transport, storage, installation, maintenance, use, repair, or failure to follow Sizewise Manufacturing's instructions or procedures as detailed in the user manual.
— Damage or malfunctions resulting from work performed by service providers not authorized by Sizewise Manufacturing.
— Repairs performed on an Agiliti product or parts missing a serial number or with a serial tag that has been altered, tampered with, or defaced in any manner.
— Service calls to correct installation of the product, unless installed under contract by Sizewise Manufacturing or its partners and with regard to installation, the terms of the service contract shall only apply to service installation corrections, not this warranty.
— Shipping, freight, handling, pickup, and delivery charges or fees involved with delivery of the products and or part(s) to Sizewise Manufacturing's factory for repair or replacement and returning the replacement or repaired products and/or parts to Buyer.
— Any labor costs incurred beyond the applicable labor warranty period.
— 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 Manufacturing user manual specifications.
— Damage caused by failure to provide reasonable and necessary maintenance as outlined in the user manual.
— 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 Manufacturing or an authorized Sizewise Manufacturing service provider):
  • 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,
  • 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.
  • cleaning upholstery or fabrics with unapproved harsh chemicals, or bleach, outside the recommended cleaning guidelines,
  • altering, tampering with, or modifying in any manner without the express written consent of Sizewise Manufacturing any part(s) or structural components or appurtenances of the products,
  • 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 Manufacturing 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.
— 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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— Buyer's failure to show proof of purchase.
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Exclusive Remedies

For any product described above that Sizewise Manufacturing determines to have failed to conform to this limited warranty, Sizewise Manufacturing will provide, at its option, one of the following:

1. Repair.
2. Replacement; or
3. Refund of the purchase price.

Sizewise Manufacturing Limited Product Warranty service may be obtained by contacting Sizewise Manufacturing or the authorized dealer from whom Buyer purchased the item. Sizewise Manufacturing compensates only Sizewise Manufacturing-authorized service providers for warranty trips within their normal service area to repair commercial products at the customer's location.
THESE SHALL BE THE SOLE AND EXCLUSIVE REMEDIES OF THE BUYER FOR ANY BREACH OF WARRANTY.

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Extended Warranty

If the product covered under the Limited Product Warranty set forth herein had from Sizewise Manufacturing an extended warranty option made available only at the time of the Buyer's original purchase from Sizewise Manufacturing, Buyers who then also purchased such extended warranty, and have proof of such purchase, may extend the warranty period stated above in the Limited Product Warranty on parts, electronics, frame, and labor relating to parts, electronics, and frame repairs, as applicable, for an additional one (1) or two (2) years, whichever extension is purchased by Buyer ("extended warranty period") . Other than the extension on the warranty period, all other terms of the limited product warranty including without limitation the conditions and restrictions, exclusions and limitations, disclaimer and release, and exclusion of consequential and incidental damages of the original limited product warranty apply during the extended warranty period. For the purpose of clarity, an extended warranty is not available where the original warranty period is less than one (1) year, and an extended warranty may only be purchased by Buyer at the time of the original purchase of the product from Sizewise Manufacturing.

To make a warranty claim, contact:
RAYE'S, INC. DBA SIZEWISE MANUFACTURING
PO BOX 320
ELLIS, KS 67637

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

Complete this portion and keep for your records.

Purchased from: _____

Product/model: _____

Serial number: _____

12 Contact Information

Electronic copies available at:

Instructions-for-Use:	agilitihealth.com/clinical-support/surgical-system-resources
Model Number List:	agilitihealth.com/clinical-support/surgical-system-resources
Approved & Unapproved Cleaners:	agilitihealth.com/clinical-support/surgical-system-resources

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