

Sleep Lab Bed™



User Manual

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Introduction

Product Description

Sleep Lab Bed™ is an air-adjustable mattress with 45 levels of soft/firm comfort settings. The mattress has a safe working load of 1,050 lb. and comes in Full XL or Queen sizes. The wired hand control provides the ability to adjust comfort settings and saves a preferred comfort level. The mattress is built with a fluid-resistant top cover, RF-welded seams, and Core Shield™ to decrease the risk of fluid ingress and protect the mattress from contaminants for a longer useful life.

Intended Use

Sleep Lab Bed is intended for use in a residential or commercial setting.

Patent Information

US 8,707,488, US 8,769,747, US 8,832,886, US 9,737,154, US 9,913,547, US 10,849,436. Other patents pending.

General Information

- An authorized user is defined as an adult.
- Read and thoroughly understand the manual before use.
- DO NOT modify this equipment without authorization from the manufacturer.
- Use only Agiliti® accessories that are specific to this product.
- Retain this manual for future use and maintenance.
- This product is designed to fit a Full XL or standard Queen box spring or base.
- Users should be risk-assessed to ensure they can understand this manual and operate the product safely without risk to themselves or others.

In-Home Use and Hospital Disclaimer

Do not use product with TENT TYPE oxygen therapy equipment or near explosive gases. Using product with oxygen administering equipment, other than nasal-masked-type, creates a possible fire hazard. When using nasal- or masked-type oxygen administering equipment, route and secure oxygen or air tubing properly to ensure that tubing does not become entangled or damaged during normal operation of the product.

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.

Product at a Glance

Sleep Lab Bed™

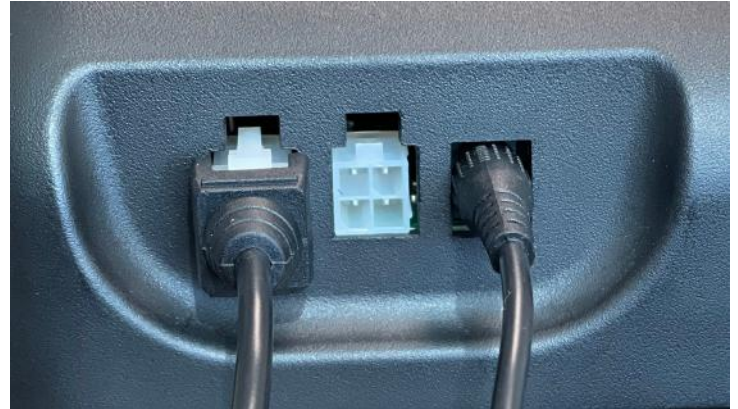


Mattress and hand control (Adjustable Base™ sold separately)

Sleep Lab Bed™ Pump



Pump



Pump detail: Plugs for wired hand control and power supply









Wired Hand Control



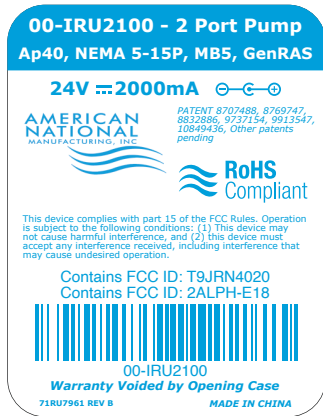
“Y” Adapter

Symbols

Symbol	Description
	<p>Certification:</p> <p>Indicates that the device has been independently tested and meets the published safety standard(s).</p>
 Double Insulated	<p>Electrical Equipment Designation:</p> <p>Indicates Class II double insulated.</p>
	<p>Follow User Manual:</p> <p>Indicates mandatory action to read and fully understand these instructions before use.</p>
	<p>ELECTRICAL SHOCK HAZARD WARNING:</p> <p>The symbol alerts the user to the presence of electrical shock hazards. Following all instructions and special procedures is essential to avoid electrical shock to the operator, caregiver, and/or user.</p>
	<p>WARNING:</p> <p>Indicates a potentially dangerous situation, which, if not avoided, could result in injury ranging from moderate to serious severity up to and including death.</p>
	<p>CAUTION:</p> <p>Indicates a potentially dangerous situation, which, if not avoided, could result in injury ranging from minor to moderate severity.</p>

Labels

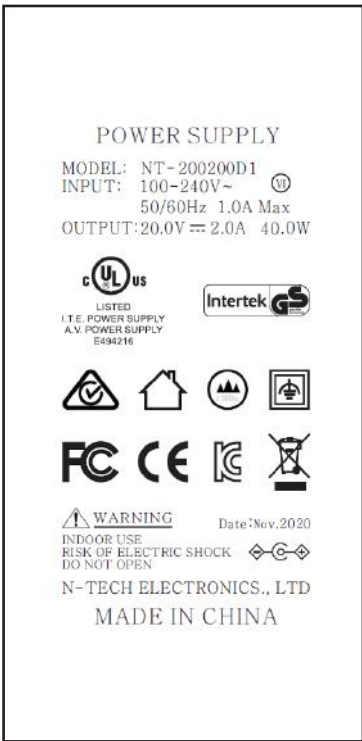
Manufacturer's Pump Label



Label	Description
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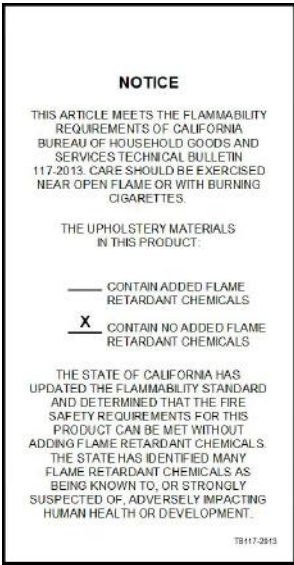
Pump Box Label



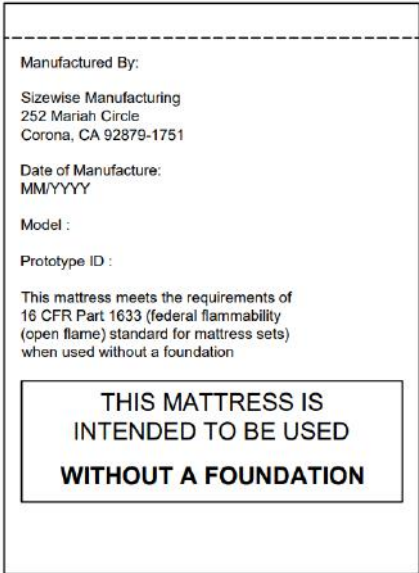
Power Supply Label



Law Label



Technical Bulletin 117-2013 Compliance Label



Flammability Test Label

Safety Instructions

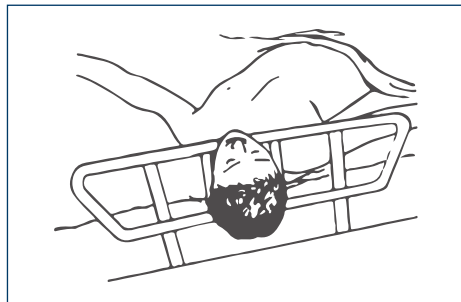


WARNING: Bed rail entrapment is a serious health risk that can result in serious injury or even death. Agiliti recommends the care provider be mindful of the FDA guidelines relevant to bed rail entrapment, as serious injury can result. These guidelines can be found on the FDA website. When using an Air Therapy system the care provider is responsible for ensuring the support surface properly fits the bed frame. It is also the care provider's ultimate decision whether or not to use bed rails with the patient.

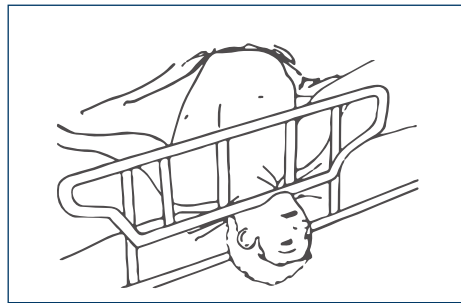
Seven Zones of Bed Rail Entrapment

If the patient would have any clinical conditions that could result in risk of falling or improperly lying in bed, the bed should be left at its lowest setting and in flat position when not attended. Agiliti recommends the use of bed rails if they are available. There are seven zones of bed rail entrapment.

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>



Zone 1:
Within the Rail



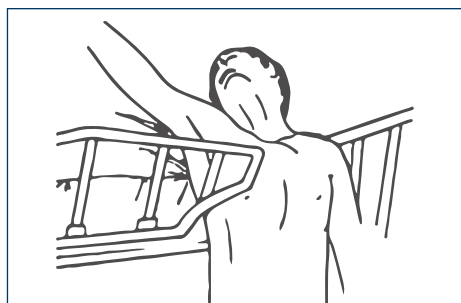
Zone 2:
Under the Rail, Between the Rail Supports, or Next to a Single Rail Support



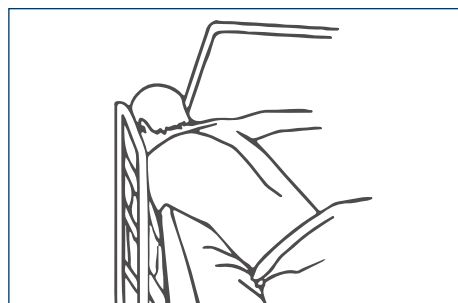
Zone 3:
Between the Rail and the Mattress



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



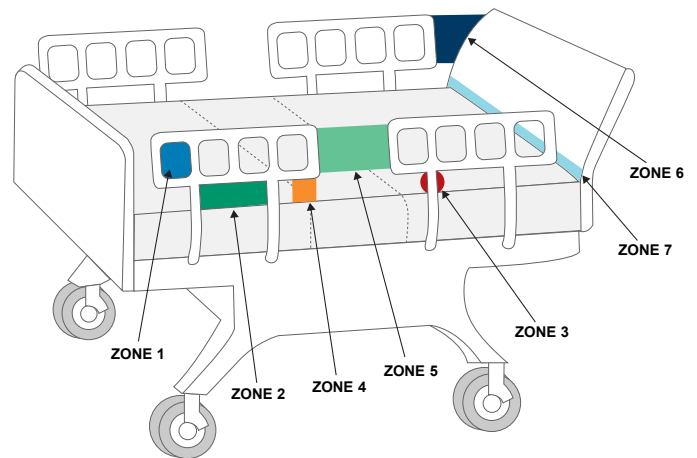
Zone 5:
Between Split Bed Rails






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





Only authorized users should operate the Sleep Lab Bed™. A thorough understanding of the product’s user manual is required before use. Follow the instructions contained in this manual carefully. Use product only if it is in proper working order. The terms “Warning” and “Caution” are used frequently throughout this manual. A clear and concise understanding of these two terms is required.



	ELECTRICAL SHOCK HAZARD WARNING: The symbol alerts the user to the presence of electrical shock hazards. Following all instructions and special procedures is essential to avoid electrical shock to the operator, caregiver, and/or user.
	WARNING: Indicates a potentially dangerous situation, which, if not avoided, could result in injury ranging from moderate to serious severity up to and including death.
	CAUTION: Indicates a potentially dangerous situation, which, if not avoided, could result in injury ranging from minor to moderate severity.

Electrical Shock Hazards






	ELECTRICAL SHOCK HAZARD WARNING: To avoid the risk of electric shock or injury, only use the manufacturer’s approved power cord.
	ELECTRICAL SHOCK HAZARD WARNING: Inappropriate handling of the power supply cord (e.g., by kinking, shearing, or other mechanical damage) is hazardous.
	ELECTRICAL SHOCK HAZARD WARNING: Before cleaning and disinfection procedures are performed, unplug the power cord from the outlet to eliminate the possibility of electrical shock.
	ELECTRICAL SHOCK HAZARD WARNING: Electrical shock may occur when plugging the pump into the wall outlet. Use ONLY grounded outlets.
	ELECTRICAL SHOCK HAZARD WARNING: To avoid electrical shock, DO NOT open the pump. Refer servicing to qualified personnel only.
	ELECTRICAL SHOCK HAZARD WARNING: Ensure the power cord is plugged into a properly grounded 100 - 240 VAC outlet.

Warnings

	WARNING: Equipment should not be used, stacked, or located on or around equipment that may create electromagnetic interferences.
	WARNING: Using other manufacturer’s cables and accessories may affect EMC’s performance. Unauthorized use of these items will void the warranty and could result in user injury and damage to equipment or other property.

	<p>WARNING: Bed rail entrapment is a serious health risk that can result in serious injury or even death. Agiliti recommends the care provider be mindful of the FDA guidelines relevant to bed rail entrapment, as serious injury can result. These guidelines can be found on the FDA website. When using an Air Therapy system the care provider is responsible for ensuring the support surface properly fits the bed frame. It is also the care provider's ultimate decision whether or not to use bed rails with the patient.</p>
	<p>WARNING: DO NOT autoclave.</p>

Cautions

	<p>CAUTION: Only authorized personnel should engage in the troubleshooting process. Troubleshooting by unauthorized persons could result in personal injury or equipment damage.</p>
	<p>CAUTION: It is recommended that gloves and protective clothing be worn during cleaning and disinfecting.</p>
	<p>CAUTION: Keep out of direct sunlight.</p>
	<p>CAUTION: Beware of Electromagnetic Interference from Radio Wave Sources such as hand-held portable transceivers with the antenna mounted directly to the transmitting unit, including citizen band (CB) radios; "walkie-talkies"; security, fire and police transceivers; cellular telephones; and other personal communication devices.</p>
	<p>CAUTION: The mattress requires regular maintenance to ensure performance and avoid premature wear, damage, and injury.</p>

Specifications

Pump		
Weight	5.25 lb.	2.4 kg
Height	3.5 in.	8.9 cm
Width	7 in.	17.8 cm
Length	13 in.	33 cm

Sleep Lab Bed™: Queen		
Width	60 in.	152.4 cm
Length	80 in.	203.2 cm
Height	10.5 in.	26.7 cm
Safe Working Load	1,050 lb.	476.3 kg
Weight Capacity	1,000 lb.	453.6 kg
Mattress Weight	41 lb.	18.6 kg

Sleep Lab Bed: Full XL		
Width	54 in.	137.2 cm
Length	80 in.	203.2 cm
Height	10.5 in.	26.7 cm
Safe Working Load	1,050 lb.	476.3 kg
Weight Capacity	1,000 lb.	453.6 kg
Mattress Weight	37 lb.	16.8 kg

Electrical Requirements	120V Unit	230V Unit
Conforms to Standards	16 CFR 1632, 16 CFR 1633, California TB 129, UL 62368 (power supply)	
FCC ID	T9JRN4020 2ALPH-E18	
Rated Input Voltage	24V DC	24V DC
Rated Input Current	1A	1A
Rated Output Current	2A	2A

Environmental Conditions: Use	120V Unit
Ambient Temperature	14° to 95° F (-10° to 35° C)
Relative Humidity	30% to 75%
Maximum Altitude	6,560 ft. (2,000 m)
Rated Output Current	2A

Environmental Conditions: Transport/Storage	120V Unit
Ambient Temperature	14° to 109° F (-10° to 43° C)
Relative Humidity	30% to 75% Not to exceed 93%
Maximum Altitude	6,560 ft. (2,000 m)

Components	Material	Features
Top Cover	Polyurethane	4-way stretch, breathable, chemical resistant, and antimicrobial
Bottom Cover	200D laminated TPU	High-friction nonslip
Foam	Polyurethane foam with CuPro™ foam topper	Dissipates heat
Air Chambers	Nylon polyurethane	Adjustable air chambers for desired comfort levels
Core Shield™	Stretch polyurethane film	Flexible foam core protection




FCC Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential 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. If 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.

Unpacking Instructions

	ELECTRICAL SHOCK HAZARD WARNING: Ensure the power cord is plugged into a properly grounded 100 - 240 VAC outlet.
	CAUTION: Keep out of direct sunlight.
	CAUTION: Beware of Electromagnetic Interference from Radio Wave Sources such as hand-held portable transceivers with the antenna mounted directly to the transmitting unit, including citizen band (CB) radios; “walkie-talkies”; security, fire and police transceivers; cellular telephones; and other personal communication devices.

NOTE: Some cellular telephones and similar devices transmit signals while they are on, even when not being used.

Instructions

1. Remove products from packing materials and examine for shipping damage. Notify Agiliti® 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 an Agiliti employee: Please contact your local contact to initiate the process.
2. If replacement parts are needed, contact Agiliti Customer Service: 800-814-9389.

Parts

- Pump
- Detachable power cord with 24V transformer
- “Y” Adapter
- Wired hand control
- Mattress

Setup Instructions



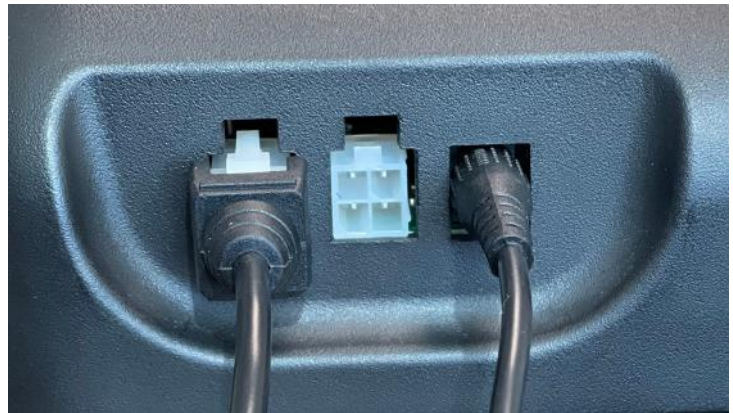
ELECTRICAL SHOCK HAZARD WARNING: Electrical shock may occur when plugging the pump into the wall outlet. Use ONLY grounded outlets.

Sleep Lab Bed™ can be placed on any conventional bed foundation, the optional Adjustable Base™, or other properly sized adjustable bed frame. The following steps should be completed when installing the system:

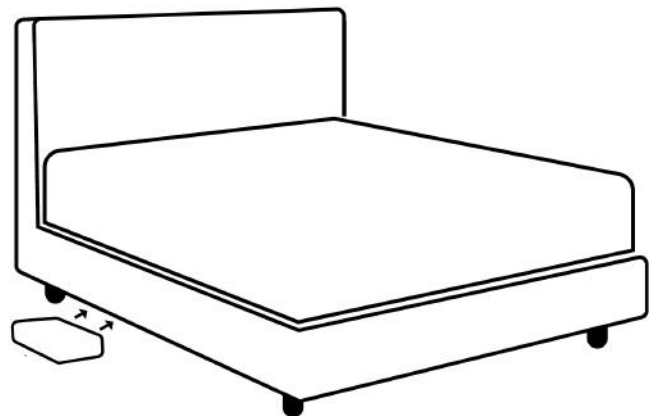
1. Remove the standard mattress from the base (if applicable).
2. Replace with the Sleep Lab Bed, ensuring the air hose is at the head end of the bed.
3. Connect the Y adapter to both ports exiting the pump.
4. Place the pump under the mattress and connect the mattress hose to the Y adapter.
5. Connect the wired hand control to the pump.
6. Connect the power supply to the transformer and the transformer to the pump.
7. Plug the power supply into a 100 - 240 VAC grounded wall socket.



Pump with “Y” Adapter



Power supply and wired hand control connected to pump



Air Pump

Operating Instructions



ELECTRICAL SHOCK HAZARD WARNING : Ensure the power cord is plugged into a properly grounded 100 - 240 VAC outlet.

Initial Inflation

1. Press the “Full” button for quick inflation. Depending on the amount of air currently inside the mattress, it may take 5 to 7 minutes to inflate fully.
2. Once the mattress is fully inflated, visually check to ensure the top surface is flat and firm. If the surface seems “bumpy,” unzip the bottom zipper and adjust the air chamber, which may have shifted during transportation.

Adjusting your Mattress

1. Firmness

- To increase the firmness of the mattress, repeatedly press the up (+) arrow until the display reaches a desired value. The control will begin to increase the firmness until it reaches the selected firmness.
- To decrease the firmness of the mattress, repeatedly press the down (-) arrow until the display reaches a desired value. The control will begin to reduce the firmness until it reaches the selected firmness.

2. Autofill

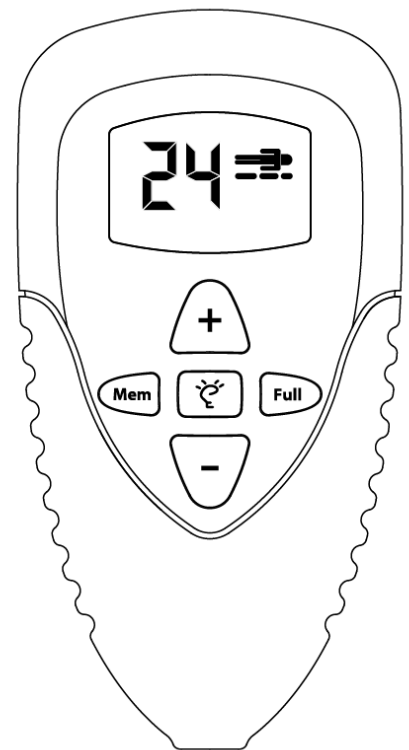
To fill the mattress to maximum firmness without holding the up button, press and release the “Full” button. The mattress will increase until maximum firmness is achieved.

3. Memory




Once you have found a preferred comfort level, you can press and hold the “Mem” button for approximately 3 seconds to store your comfort setting. To return to this setting, press and release the “Mem” button, and the mattress will return to the stored comfort setting.

4. Wake Up

The center Light Bulb icon button will wake the remote from standby mode without making any adjustments.



Cleaning Instructions

	ELECTRICAL SHOCK HAZARD WARNING: Before cleaning and disinfection procedures are performed, unplug the power cord from the outlet to eliminate the possibility of electrical shock.
	CAUTION: It is recommended that gloves and protective clothing be worn during cleaning and disinfecting.
	CAUTION: The product requires regular maintenance to ensure proper performance and to avoid premature wear, damage, and injury.

NOTE: Only the outer cover of the product 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 taken to not puncture the support surface with needles or sharp instruments. This may result in loss of integrity of the support surface cover or internal components.

NOTE: To ensure approved chemical agents are used for top and bottom covers, visit www.agilityhealth.com/approvedsurfacecleaners.

NOTE: DO NOT autoclave.

NOTE: Improper cleaning or rinsing, or the incorrect use of cleaning agents can lead to premature fabric discoloration, breakdown of the fabric's fluid and stain resistance, and reduced strength.

Top Cover

The top cover material is resistant to a wide variety of hospital cleaners and resists breakdown from disinfectants and cleaners containing chlorine, alcohol, peroxide, quaternary ammonium, chloramine, and phenol. 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 cover after cleaning/disinfecting procedures are completed as instructed.
3. All exterior areas of the top cover are to be wiped using a cloth dampened with the disinfectant, prepared as directed by the manufacturer's recommendations, to remove organic material and visible soil.
4. Allow the support surface shell to remain wet with a disinfectant solution for the manufacturer's recommended contact time and no longer.
5. Immediately after the recommended contact time, rinse all surfaces of the product with fresh water and clean cloth to remove chemical and organic residue.
6. Stains on the top cover may be treated using an approved stain remover, according to the manufacturer's recommendations.
 - No Abrasives: Abrasive cleaners and abrasive cleaning devices (scouring sponges) will significantly reduce the life of the top cover.
 - Do Not Use Solvents.
 - Follow Dilution Recommendations: One of the most significant errors made when cleaning the support surface top cover is not diluting a cleaner according to manufacturer recommendations. Most surface cleaners are sold in concentrated forms and should be diluted, usually with a large percentage of water. Failing to do this can shorten the life of the support surface top cover significantly.

- Rinse after using a cleaning agent: When you wipe across a surface with a cleaner/chemical strong enough to kill bacteria, you must rinse afterward. Leaving the cleaner to dry on the surface will shorten the lifespan of the top cover.

NOTE: If additional cleaning is necessary, the top cover may be removed and laundered using standard hospital disinfectant/detergent. DO NOT use temperatures in excess of 170°F (76°C).

1. Set the washing machine to Regular Cycle.
2. Pre-soak with disinfectant/detergent in cold water for 10 minutes. DO NOT USE HARSH SOLVENTS OR CLEANERS.
3. Main wash cycle: 15 minutes (time dependent on soil level).
4. Rinse cycle: 5 minutes, minimum.
5. Spin/Drain cycle: 5 minutes, minimum

NOTE: After washing, the top cover should be air dried or placed in a dryer at very low or no heat to protect it from heat-related damage.

Bottom Cover

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 cover after cleaning/disinfecting procedures are completed as instructed.
3. All areas of the bottom cover 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 bottom cover to remain wet with a disinfectant solution for the manufacturer's recommended contact time and no longer.
5. Immediately after the recommended contact time, rinse all areas of the bottom cover with fresh water and a clean cloth to remove chemical and organic residue.
6. Stains on the bottom cover may be treated using an approved stain remover, according to the chemical manufacturer's recommendations.
7. After washing, the bottom cover must be allowed to air dry.

Pump and Hand Control

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 and disconnect from all electrical power to avoid electrical shock.
4. When cleaning the pump and hand control, avoid excessive moisture—especially in areas where there are electrical connections and components—to prevent damage.
5. All surfaces of the pump, hand control, 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 pump and hand control to remain wet with disinfectant solution for the manufacturer's recommended contact time.
7. Rinse all surfaces of the pump and hand control with a clean cloth dampened with fresh water to remove chemical and organic residue.
8. After cleaning, all surfaces are to be dried with a clean, dry cloth.

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

Storage and Disposal

1. Always store products on a clean, level surface.
2. Avoid storing other equipment on top of the product.
3. Store the pump and mattress in air temperatures from 14°F to 109°F (-10°C to 43°C). DO NOT expose the pump to humidity greater than 93 percent.
4. End-of-life Agiliti 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 separately from standard waste disposal. Please contact your local authorities for disposal and recycling options.

Frequently Ordered Parts

Description	Part Number
Power Cord	00-PCS
Power Transformer	M240200P911
Pump	00-CU4201SLP
Wired Hand Control	71RAS6921
“Y” Adaptor	00-Y-2F1M
QN Top Cover	27400504
FL-XL Top Cover	27400508

Troubleshooting



ELECTRICAL SHOCK HAZARD WARNING: To avoid electrical shock, DO NOT open the pump. Refer servicing to qualified personnel only.



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

NOTE: If troubleshooting does not solve the problem, please contact an Agiliti representative for further assistance.

Symptom(s)	Troubleshooting Procedure
Mattress not inflating	<ol style="list-style-type: none"> 1. Check that the hoses are not punctured, kinked, or disconnected. 2. Check for proper connections from the hoses to the pump. Ensure they are secure. 3. Check that the air chamber is not punctured.
Power loss	<ol style="list-style-type: none"> 1. Check to ensure the wall outlet has 100 – 240 VAC power. 2. Check to ensure the power cord is plugged into the pump. 3. Check to ensure the wired hand control is plugged into the pump. 4. Check the power cord for any damage.
Mattress is deflating	<ol style="list-style-type: none"> 1. Check that the hoses are not punctured, kinked, or disconnected. 2. Inflate the mattress to the desired firmness and disconnect the pump from the mattress. <ol style="list-style-type: none"> a. If the mattress deflates, inspect the mattress for damage. b. If the mattress maintains firmness, contact Agiliti® for pump service.

Limited Product Warranty

D-L00-001 Rev. 5

Sleep Lab Bed™ (Product No. IC-M801-03XL & IC-M801-07)

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	Top Cover	Internal Components	Pump
Sleep Lab Bed™	3 years	3 years	3 years

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 properly, 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.
- Operation of the product beyond its normal useful life.
- Buyer's failure to show proof of purchase.
- Products or items not manufactured by Sizewise Manufacturing. Rather, for products or items obtained by Sizewise Manufacturing from an original manufacturer or third-party supplier, Sizewise Manufacturing may assign to the Buyer any warranty rights in such products or items that Sizewise Manufacturing may have from the original manufacturer or third-party supplier to the extent such assignment is allowed by the original manufacturer or third-party supplier.

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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.

Exclusion of Consequential and Incidental Damages

SIZEWISE MANUFACTURING AND/OR ITS SUPPLIERS SHALL HAVE NO OBLIGATION OR LIABILITY, WHETHER ARISING IN CONTRACT (INCLUDING WARRANTY), TORT, OR ANY OTHER LEGAL THEORY (INCLUDING ACTIVE, PASSIVE, OR IMPUTED NEGLIGENCE AND STRICT LIABILITY), OR OTHERWISE, FOR DAMAGE TO THE PRODUCT INCLUDING PART(S), PROPERTY DAMAGE, DEATH, PERSONAL INJURY, LOSS OF USE, GOODWILL, REVENUE OR PROFIT, COST OF CAPITAL, COST OF SUBSTITUTE PRODUCT, ADDITIONAL COSTS INCURRED BY BUYER (BY WAY OF CORRECTION OR OTHERWISE), OR ANY OTHER INCIDENTAL, SPECIAL, INDIRECT, COMPENSATORY, OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, WHETHER RESULTING FROM NONDELIVERY, USE, MISUSE, OR INABILITY TO USE THE PRODUCT, SERVICES OR PART(S) . This exclusion applies even if the above warranty fails of its essential purposes and regardless of whether such damages are sought for breach of warranty, breach of contract, negligence, or strict liability in tort or under any other legal theory. SIZEWISE MANUFACTURING LIABILITY SHALL under no circumstance exceed THE AMOUNT PAID BY BUYER FOR THE RELEVANT defective PRODUCT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION AND EXCLUSION ON SUCH MAY NOT APPLY to you.

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: _____

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For service or support, call 800-814-9389.