aspire™

COMFIMOTION ACTIV CARE
ADJUSTABLE PULL APART BED
USER MANUAL



Thank you for choosing this
Aspire Comfimotion Activ Care Bed.

Our Comfimotion Collection is designed to blend seamlessly into the home environment, whilst improving comfort and independence.

It is important that you read this user manual carefully before using your new adjustable bed.

This product Features the UKCA mark, in compliance with Part II UK MDR 2002 (as amended) Class 1

This product features the CE mark, in compliance with the Medical Devices Regulation 2002 (as amended) Class 1, and the Medical Device Regulation 2017/745

WARNING

IMPORTANT: Do not use the Aspire Comfimotion Activ Care Bed without having first read this user manual

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No part of this user manual may be copied, distributed, reproduced, scanned, or stored on any electronic database, whether in whole or in part in any form or by any means.

Due care has been taken to ensure all the information contained in this user manual is correct at the time of printing. All measurements, pictures, colours, and weight capacities are to be used as a guide only. We reserve the right to modify the design or appearance of any product displayed in this user manual without prior notice.

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1. SYMBOLS USED IN THIS MANUAL



WARNING! Indicates a potentially hazardous condition/situation. Failure to follow designated procedures can cause either personal injury, component damage or malfunction. On the product, this icon is represented as a black symbol on a white triangle with a black border.



ALWAYS! These actions should be performed as specified. Failure to perform mandatory actions can cause personal injury and/or equipment damage. On the product, this icon is represented as a white infinity symbol on a black dot with a white border.



DO NOT! These actions are prohibited. These actions should not be performed at any time or in any circumstances. Performing a prohibited action can cause personal injury and/or equipment damage. On the product, this icon is represented as a white symbol with a black circle and black slash.

LONG SINGLE AND KING SINGLE



MAX USER WEIGHT
200kg | 31.5st

MAXIMUM PATIENT WEIGHT

This weight represents the total maximum weight of a patient on the bed. This weight (200kg / 31.5st) should not be exceeded at any time.



SWL FOR BED
250kg | 39.4st

SAFE WORKING LOAD (SWL)

This weight represents the total maximum weight that the bed can carry, including patient, mattress, bedding, bed ends and accessories. This weight (250kg / 39.4st) should not be exceeded at any time.

LONG DOUBLE AND QUEEN



MAX USER WEIGHT
310kg | 48.8st
max weight for two people

MAXIMUM PATIENT WEIGHT

This weight represents the total maximum weight of a single patient or two patients combined on the bed. This weight of (310kg / 48.8st) should not be exceeded at any time.



SWL FOR BED
360kg | 56.7st
max weight for two people

SAFE WORKING LOAD (SWL)

This weight represents the total maximum weight that the bed can carry, including patient(s), mattress, bedding, bed ends and accessories. This weight (360kg / 56.7st) should not be exceeded at any time.

2. SYMBOLS USED ON THE PRODUCT



Please note: Sticker is sample only and not to scale

# Product Code	CE Mark
SN Serial Number	UKCA Mark
Manufacturer	Read User Manual
Importer	Caution
Country of Manufacture	For Indoor Use Only
Maximum User Weight	Safe Working Load

3. INTRODUCTION

Aspire ComfiMotion Adjustable Beds are equipped with functions and features engineered to enhance user comfort, independence and safety. Designed for easy, multi-positional operation, cleaning and serviceability, this luxurious adjustable bed collection uses premium quality materials and finishes.

- **Floor line positioning** significantly reduces the risk of falls from a bed.
- **Auto Regression Backrest:** Helps to reduce sacral pressure, shear forces and abdominal compression during bed profiling.
- **Night Assist:** Luminous underbed halo for safe entry and exit throughout the night.
- **Box-on-Box Design** facilitates easier entry and exit and allows true flush positioning of beds in companion or dual adjustable bed configurations.
- **Massage:** Relaxing vibration modes for personalised neck, shoulder and back relief.
- **USB Charge:** Connect and charge your devices conveniently.
- **Press and Hold Safety Handset:** Intuitive, large button interface enhances usability.
- **Enclosed Frame Design:** Ensures optimal positioning when getting into bed and safely covers the moving base platform.
- **Personalised Positioning:** Hand control allows users to find their perfect position to maximise comfort and relaxation.
- **Personalised Exit Height** allows a user to preset their bed exit height.
- **Battery backup** provides the user with confidence that the bed will still operate during a power outage.
- **Smart Descent** ensures user safety when lowering to floor by intermittently stopping and then slowing down for final descent.
- **Pull Apart Capability:** Can be disassembled into two sections, offering improved storage and portability.

4. SAFETY PRECAUTIONS

This User Manual outlines the intended use of an Aspire ComfiMotion Adjustable Bed. This constitutes how to achieve full functionality, whilst maximising the safety and efficiency of carers and users alike.

It is **important** that this User Manual is read in its entirety, prior to operating the bed. The manual is designed to ensure that users are equipped with all the information required to competently and responsibly operate the bed and its accessories.

It is recommended that the User Manual be kept in an easily accessible place for quick reference. If required Aidacare product specialists can provide additional training.

All warnings and cautions within this manual should be strictly adhered to. Failure to do so could result in harm to the carer or user.

Warnings highlighted throughout this manual identify possible hazards in procedures or conditions which if not followed correctly could result in serious injury, or fatality.

Cautions highlighted throughout this manual identify possible hazards in procedures or conditions, which if not followed correctly could result in equipment damage, or failure.

GENERAL

- Electrical equipment can be hazardous if used incorrectly.
- The clinically qualified person responsible should consider the age, size and condition of the patient before using the bed and its accessories.
- The maximum safe working load of the Bed is 250kg (Long Single & King Single) or 360kg (Long Double & Queen) and includes the mass of the patient, mattress and any accessories fitted to the bed.
- The maximum suggested standard mattress thickness for use with ComfiMotion Beds is 240mm.
- The bed should only be used with approved accessories. Contact Aidacare for a full list of approved accessories.
- If a patient's condition could lead to a possible entrapment the mattress support platform should be left in the flat position whilst unattended.
- To ensure safe functioning of the bed electronics, the electronic system must be reset when any changes are made to it.
  - Changes are defined as:
    - mains power is lost (power outage, turned off/on, mains cable is unplugged
    - component cabling is disconnected from or connected to the control box or junction box
  - To complete the reset procedure, refer to step 13 in section 6.2 Handset Operation



ALWAYS position the bed at its lowest height when unattended to minimise the risk of patient injury from falls when getting in and out of the bed.



ALWAYS use a mattress of appropriate size and type. A range of suitable mattresses are also available from Aidacare.



ALWAYS make sure that the user is safely positioned to avoid entrapment before operating the bed.



ALWAYS ensure that carer and user limbs are free from potential entrapment areas before operating any functions.



ALWAYS apply the brakes (if castors installed) when the bed is stationary.



ALWAYS store the handset when not in use to avoid accidental operation of the bed's functions.



DO NOT use electrically operated beds in the presence of flammable gases.



DO NOT use accessories that are not designed, or approved for use with ComfiMotion Beds.

5. SPECIFICATIONS & INCLUSIONS

ACTIV CARE ADJUSTABLE BED

Please ensure you have familiarised yourself with the critical information below.

STANDARD INCLUSIONS:

x5



MATTRESS RETAINERS

4 x Small (Side)

1 x Long (Footend of Bed)

x1



HANDSET

See “Handset Operation” for usability instructions

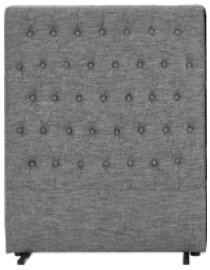


ACTIV CARE ADJUSTABLE BED	LENGTH X WIDTH	HEIGHT RANGE	RECOMMENDED MATTRESS SIZE (L X W X H)
Long Single BEB046745	2030 x 920mm 79.9” x 36.2”	200-775mm 7.9”-30.5”	2030 x 920 x 200-240mm 79.9” x 36.2” x 7.9”-9.4”
King Single BEB046755	2030 x 1070mm 79.9” x 42.1”	200-775mm 7.9”-30.5”	2030 x 1070 x 200-240mm 79.9” x 42.1” x 7.9”-9.4”
Long Double BEB046765	2030 x 1370mm 79.9” x 53.9”	200-675mm 7.9”-26.6”	2030 x 1370 x 200-240mm 79.9” x 53.9” x 7.9”-9.4”
Queen BEB046775	2030 x 1520mm 79.9” x 59.8”	200-675mm 7.9”-26.6”	2030 x 1520 x 200-240mm 79.9” x 59.8” x 7.9”-9.4”

ACTIV CARE ADJUSTABLE BED	BED WEIGHT	MAX USER WEIGHT	SWL FOR BED
Long Single	117kg / 257.9lbs	200kg / 31.5st	250kg / 39.4st
King Single	125kg / 275.6lbs	200kg / 31.5st	250kg / 39.4st
Long Double	163kg / 359.4lbs	310kg / 48.8st	360kg / 56.7st
Queen	171kg / 377lbs	310kg / 48.8st	360kg / 56.7st

6. ACCESSORIES

A range of ComfiMotion Bed accessories are available. In addition to the below listed accessories, Aidacare specialises in other complimentary products such as foam mattresses, pressure care surfaces, over bed tables, side lockers and adjustable day chairs. Please contact Customer Service on 1300 133 120 for further information.



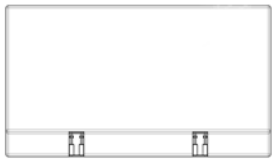
Chesterfield
Freestanding Headboard
Long Single – BEA830100
King Single – BEA830110
Long Double – BEB830112
Queen – BEB830114
King – BEB830116



Allure
Freestanding Headboard
Long Single – BEA830120
King Single – BEA830130
Long Double – BEB830132
Queen – BEB830134
King – BEB830136



Allure
Fixed Headboard
Long Single – BEA830150
King Single – BEA830152
Long Double – BEA830154
Queen – BEA830156



Fixed Footboard
Long Single – BEA830160
King Single – BEA830162
Long Double – BEA830164
Queen – BEA830166



Crook Handle
Bed Stick
BEA830211



Bed Rail
BEA830212



Aspire ComfiMotion
Transport Trolley
BEA824200



Split King Upgrade Kit
BEA830255



Simplified Handset
BEA830245



Partner Handset
(suitable for Long Double and Queen beds only)
BEA830240

WARNING

Do not use accessories that have not been designed for use with ComfiMotion Beds.

7. HANDSET OPERATION

PLEASE READ THE CRITICAL INFORMATION BELOW

WARNING

- Ensure the user, carer and/or equipment is positioned to avoid being trapped or crushed during bed adjustment.
- Ensure the handset cord is not stretched excessively.
- Ensure the handset and electrical leads cannot become entangled with moving parts of the bed.
- **DISCONNECT** the power lead from the mains and stow before transporting the bed.
- If the power lead shows any sign of damage, replace immediately.

UNDERSTANDING THE RELEVANT HANDSET

ComfiMotion Beds are powered by five-to-six electric actuators, which are controlled by the Handset. Adjustment occurs only while a button is pressed. Adjustment will stop when the button is released, or the selection reaches the end of its range.

7.1 SETTING UP YOUR HANDSET(S)

NOTE: Handset cable is attached to control box out of factory; this guide is to assist if it becomes knocked or removed during assembly or if a replacement is needed.

1. Disconnect power to the bed by unplugging from wall socket
2. Disconnect the battery backup from the bed by disconnecting the below plug from the control box



3. Wait 10 seconds for all power to deplete from the control box
4. Disconnect the existing handset(s) from the control box (if replacing) and attach your handset(s) to the ports shown overleaf

   NOTE: only connect handsets in the configurations shown to avoid electronic system malfunction
5. Route the handset cable(s) carefully to the side of the bed that best suits the user/usage environment
6. Reconnect the battery backup
7. Reconnect power plug to wall socket
8. Wait 10 seconds
9. Conduct the Electronic System Reset procedure (see function 13 in section 6.2 Handset Operation) to ensure software is calibrated to the new handset

LONG SINGLE AND KING SINGLE BEDS





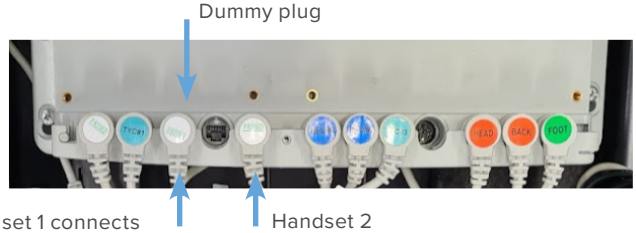
OR



Standard Handset
GSP652722

Simplified Handset
(Sold Separately)
BEA830245

LONG DOUBLE AND QUEEN BEDS



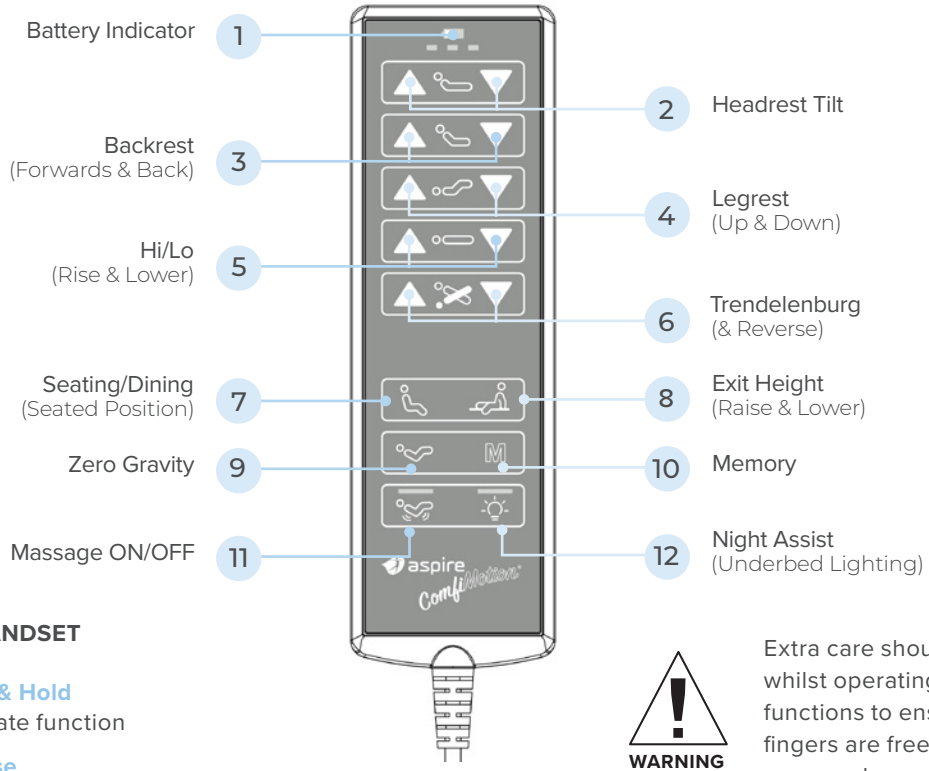






	Standard Handset GSP652722	**Partner Handset** (Sold Separately) BEA830240	**Simplified Handset** (Sold Separately) BEA830245
STANDARD	x1		
OPTION 1	x1	x1	
OPTION 2	x1		x1
OPTION 3		x1	x1
OPTION 4			x2

7.2 STANDARD AND PARTNER HANDSETS OPERATION



USING YOUR HANDSET



Press & Hold
to initiate function

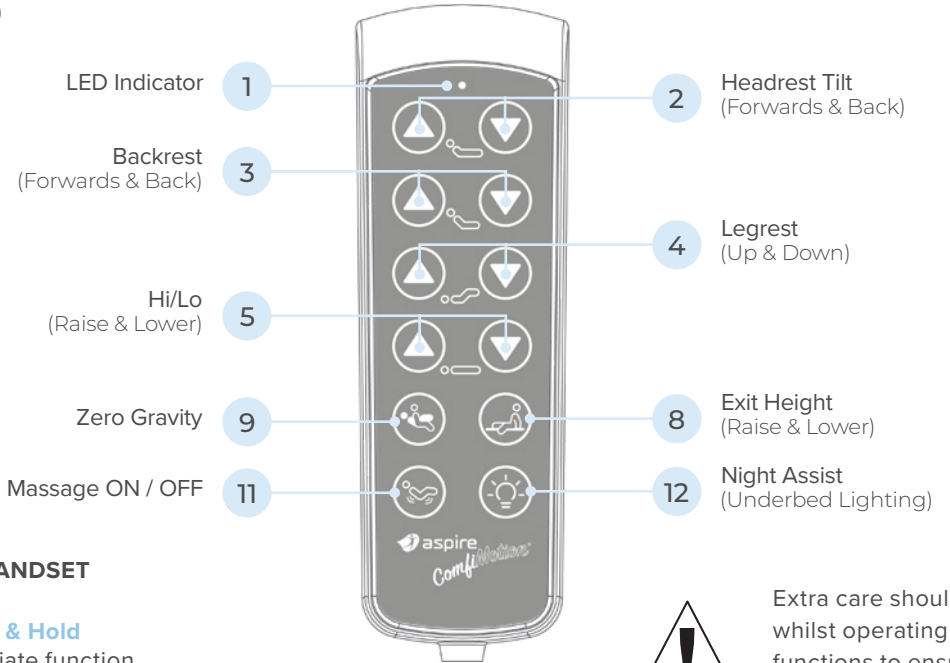
Release
button to stop

WARNING

Extra care should be taken whilst operating the bed functions to ensure hands and fingers are free from potential squeeze hazards.

7.3 SIMPLIFIED HANDSET OPERATION

(Sold separately)



USING YOUR HANDSET



Press & Hold
to initiate function

Release
button to stop

WARNING

Extra care should be taken whilst operating the bed functions to ensure hands and fingers are free from potential squeeze hazards.

1	**Battery Indicator** (standard handset) **LED Indicator** (simplified handset)
2	**Headrest Tilt:** Adjusts the headrest between 65 – 85°. This can help alleviate neck muscle strain, providing optimal support while reading or watching TV.
3	**Backrest:** Adjust the backrest (up to 60°) providing postural support, easing symptoms of reflux, respiratory conditions, snoring and sleep apnoea.
4	**Legrest:** Adjust the legrest to promote better circulation, relieving tired, swollen and/or painful limbs.
5	**Hi / Lo:** Raise and lowers the height of the bed. Consider lowering the bed to assist with bed entry and exit. **NOTE:** The bed will intermittently stop during its descent to minimum height. Keep pressing down button to continue lowering bed.
6	**Trendelenburg:** (-12°) and Reverse (17.5°): This position helps facilitate blood pressure localisation as well as promote low cardiac output. This medically prescribed position is not recommended for those with heart issues or those susceptible to strokes.
7	**Seating/Dining Mode:** Simultaneously raises the backrest (30°) and legrest (40°) to maximise comfort and relaxation.
8	**Exit Height:** Lowers mattress deck to flat position and bed to a safe exit height. To set custom exit height, ensure mattress deck is flat and then raise/lower bed to desired height. Hold Exit Height 8 and Night Assist 12 buttons for 5 seconds to set the current height.
9	**Zero Gravity:** Simultaneously raises the backrest to 20° and legrest (also known as knee-break) to a 35° angle. This position helps to relax the circulatory system and muscles of the lower back, creating a sense of weightlessness.
10	**Memory Preset:** Not available on simplified handset. Nominate and adjust to your preferred position (x1 PRESET ONLY). To set up your memory function, first move the bed to desired positions. Then, hold 'M' 10 and Night Assist 12 button for 5 seconds.
11	**Massage On / Off:** First press turns ON massage at low speed, second press increases to medium and third press to high. Fourth press turns massage OFF. Massage will automatically turn off after 30 minutes.
12	**Night Assist:** Luminous underbed halo (lighting) for safe bed entry and exit throughout the night. Under bed light will turn off automatically after 12 hours.
13	**Electronic System Reset:** Resets electronic system in case of malfunction. Simultaneously press backrest up 8 and backrest down 3 buttons until mattress deck goes to flat position, bed lowers to minimum height and battery/LED indicator 1 flashes three times.
14	**Electronic System Factory Reset:** Resets bed to default settings (including exit and memory functions). Press Night Assist button 12 for 5 seconds until LED 1 starts flashing. While LED light flashes, simultaneously press Zero Gravity 9 and legrest up 4 buttons until mattress deck goes to flat position, bed lowers to minimum height and battery/LED indicator 1 flashes three times.

8. CASTOR OPERATION

8.1 TOTAL LOCKING CASTORS

Total locking castors are located at the foot end of the bed. The brakes need to be individually locked on both sides for improved safety and reduced bed movement.

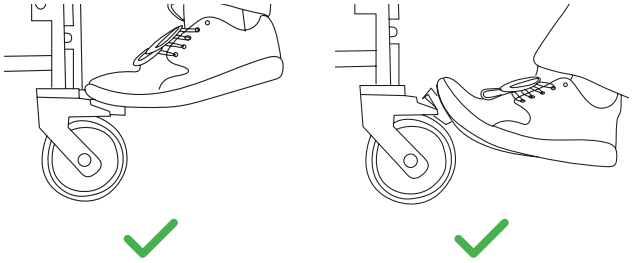
Ensure only brakes at either the head or foot end of the bed are locked while using Trendelenburg or Reverse Trendelenburg to prevent excess wear to castors or abnormal noises.

1. To engage the brakes push down on the red pedal as shown below until bed is locked in place.
2. To disengage brakes pull up on the red pedal until the brake is unlocked.

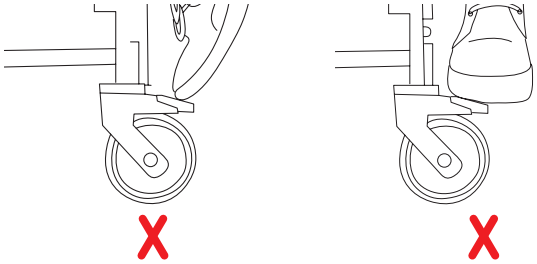




SAFE USE



UNSAFE USE



9. ASSEMBLY INSTRUCTIONS

9.1 GETTING STARTED

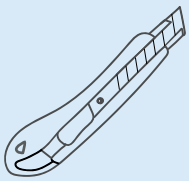
ComfiMotion Beds come securely packaged in a cardboard carton. Inside the carton you will find the retainers and hand control safely secured underneath the bed frame. The entire bed is also wrapped for further protection.

Long Double and Queen beds come boxed in two halves for easier transport.

ComfiMotion Beds should arrive to you in pristine condition, ready for immediate assembly and installation.

TOOLS REQUIRED

Stanley Knife



TIPS

For easy installation we recommend using the ComfiMotion Bed Moving Trolley.



CARTON CONTENTS

- 1 x ComfiMotion Bed
- 1 x Handset
- 8 x 75mm Locking Castors (mounted to bed frame)
- 4 x Side Mattress Retainers and Hardware
- 1 x Foot End Mattress Retainer

WARNING

ComfiMotion Beds are a large piece of equipment requiring special attention and careful handling at all times.

WARNING

When opening the carton, ensure it is done in a safe and careful manner. **DO NOT USE** a box cutter or sharp implement down the centre of the carton as this may damage the product.

9.2 BEDS

Long Single BEB046745 **King Single** BEB046755 **Long Double** BEB046765 **Queen** BEB046775

HOW TO UNPACK & INSTALL BEDS

1. **Remove bed from carton and position on flat surface or a Bed Moving Trolley for easy setup.**
   Ensure the bed is placed TOP DOWN, so all components (hand control, retainers, castors & power cord) can be removed easily from the underside of bed.

   Long Double and Queen beds come boxed in two halves and need to be assembled. See section 10.2.



WARNING

Use care when using a box cutter, knife or sharp implement when opening the carton.

Doing so may cause irreversible damage to the product and void warranty.

2. **Using a box cutter, unhook all components from the base of the bed (retainers, power cord, hand control and castors).**



Retainers



Hand control



Power cord

3. **Transport bed to intended bedroom if this has not already been done.**

   If the access to the bedroom is difficult or narrow, the bed can be pulled apart into two halves to make transport easier. Follow section **10.1 Pull Apart Disassembly** for these steps.

   Long Double and Queen come pulled apart.

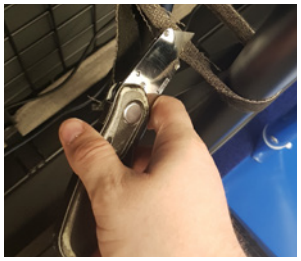
   Once the bed has been transported to the intended bedroom, follow section **10.2 Pull Apart Assembly** to assemble the bed before continuing with these steps.

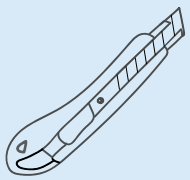
4. **Check handset is attached to the control box per section 6 Setting Up Your Handset(s).**

   For Long Double and Queen beds only:
   Check dummy plug is installed in the port shown.



5. **Cut safety securing straps that hold the bed in place when in carton.**



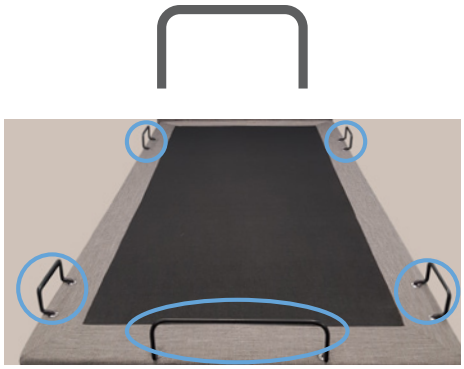


Stanley Knife

6. **Turn bed FACE UP, secure 4 x mattress retainers (side) and 1 x mattress retainer (foot) in place by pushing into allocated slots.**

   Finally, place the mattress onto the bed ensuring all mattress retainers hug the sides and footend.

Side Mattress Retainer



Foot End Retainer



7. **Plug the bed into power and conduct a factory reset to ensure control box and actuators are correctly synchronised before first use.**

   To conduct a factory reset:

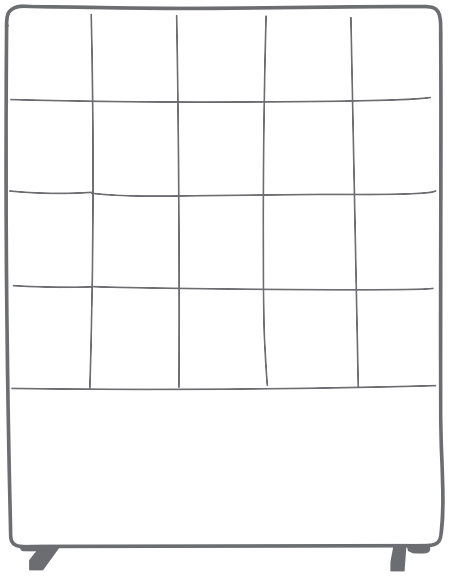
   Press Night Assist button for 5 seconds until LED starts flashing. While LED light flashes, simultaneously press Zero Gravity and legrest up buttons until mattress deck goes to flat position, bed lowers to minimum height and battery/LED indicator flashes three times.

9.3 FREESTANDING HEADBOARDS

Allure / Chesterfield Freestanding Headboards

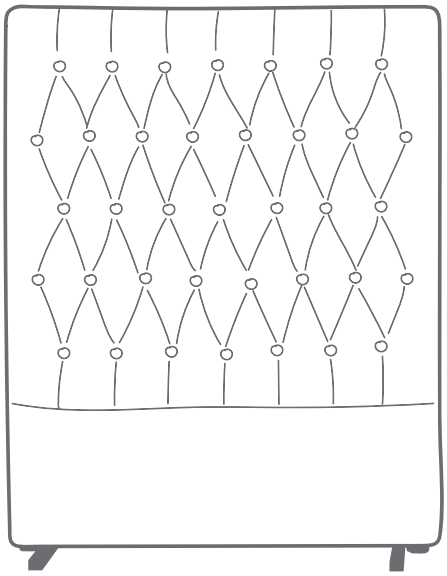
Allure Long Single	BEA830120
Allure King Single	BEA830130
Allure Long Double	BEB830132
Allure Queen	BEB830134
Allure King	BEB830136

Chesterfield Long Single	BEA830100
Chesterfield King Single	BEA830110
Chesterfield Long Double	BEB830112
Chesterfield Queen	BEB830114
Chesterfield King	BEB830116

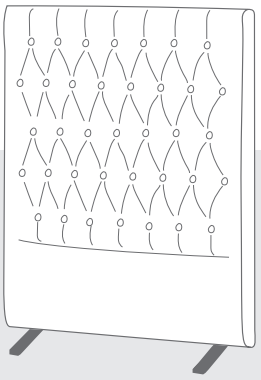


ALLURE HEADBOARD

OR



CHESTERFIELD HEADBOARD

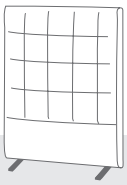


FREESTANDING (WITH STABILISERS)

For use on the:

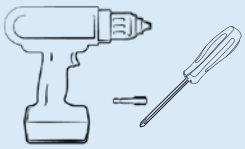
- ✓ ACTIV CARE BED
- ✓ FIXED COMPANION BED

9.3.1 HOW TO ASSEMBLE FREESTANDING WITH STABILISERS



TOOLS REQUIRED

- Impact driver or drill (5mm attachment)
- Phillips head screw driver (5mm)

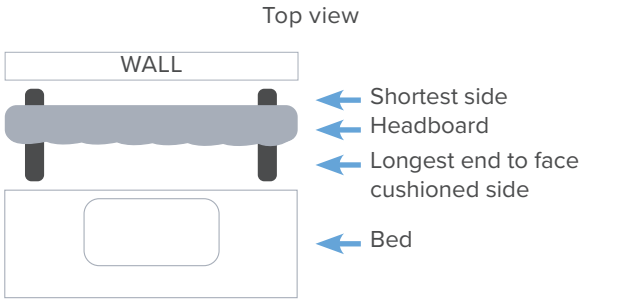


For use on the:

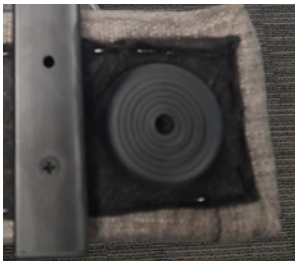
- ✓ ACTIV CARE BED
- ✓ FIXED COMPANION BED

1. Flip headboard upside-down to show the black upholstery.
2. Using the leg stabiliser, align the holes to the white markings.

   NOTE: The short end of the stabiliser should face the back of the headboard (the side that will be positioned against the wall).







3. Secure the stabilisers in place using the screws provided.



4. Finally, flip the headboard back to its original position, enabling it to stand freely.

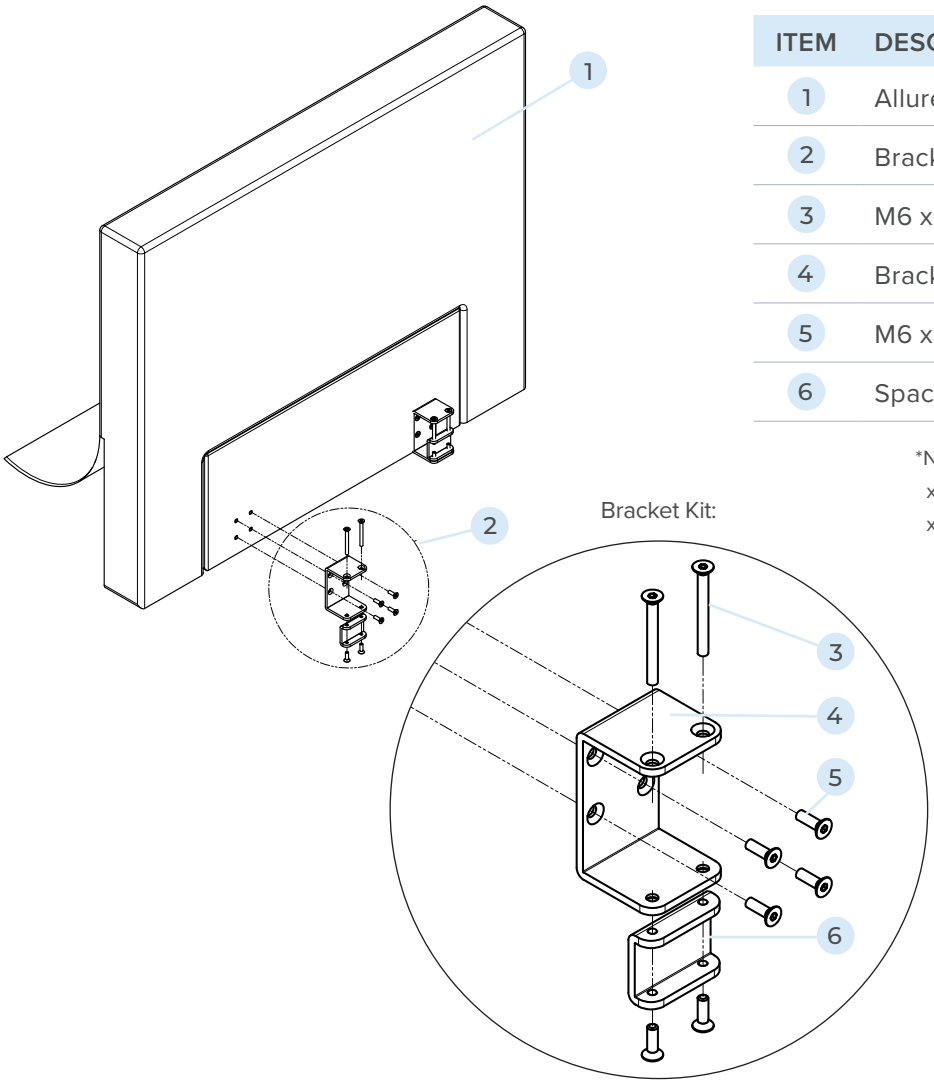


9.4 FIXED HEADBOARDS

Allure Fixed Headboards

Allure Long Single	BEA830150
Allure King Single	BEA830152
Allure Long Double	BEA830154
Allure Queen	BEA830156





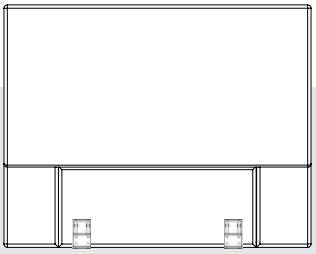
ITEM	DESCRIPTION	QTY
1	Allure Fixed Headboard	1
2	Bracket Kit*	2 - 4
3	M6 x 60 Bolt	2
4	Bracket	1
5	M6 x 20 Bolt	6
6	Spacer	1

*Number of Bracket Kits included:
x2: Long Single & King Single
x4: Long Double & Queen

FIXED

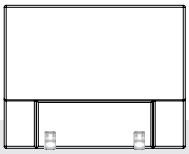
For use on the:

✓ ACTIV CARE BED



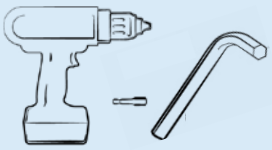
9.4.1 HOW TO ASSEMBLE FIXED HEADBOARDS

The Comfimotion fixed headboard is designed to be used with all functions of the Comfimotion bed. A safety function has been built into the headboard, when the Trendelenburg function is used the headboard will pivot forward with the wall.



TOOLS REQUIRED

- Impact driver or drill (4mm hex bit)
- 4mm Allen Key (x2)



For use on the:

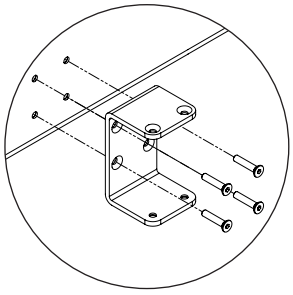
✓ ACTIV CARE BED

WARNING

It is recommended that assembly is carried out by TWO persons.

Care must be taken when using trendelenburg function. The headboard will pivot forwards when trendelenburg function is used and the headboard is obstructed by a wall.

1. Fix brackets to the headboard.There are 4x M6 screws per bracket.



2. Raise the backrest on the Comfimotion bed to access the bed frame.

   NOTE:
   Beds with PO01145529 and later in their serial number will have pre drilled holes for mounting.

   Beds without mounting holes pre-drilled can have holes drilled by an experienced and competent person. Mark hole positions after step 3, remove the headboard and drill 6.5mm holes through the frame.

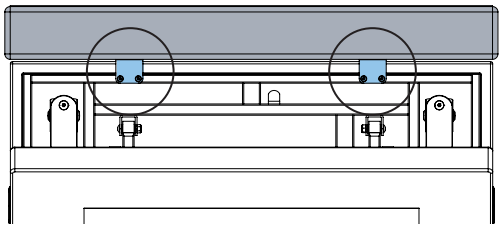


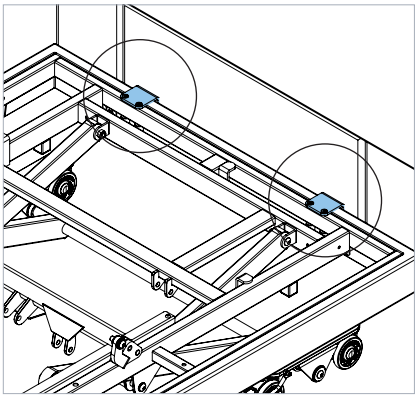
BACKREST
Raise to Max

3. Position the fixed headboard at the head end of your ComfiMotion bed.

   The C-Shaped bracket is to be positioned around the upholstery and bed frame.

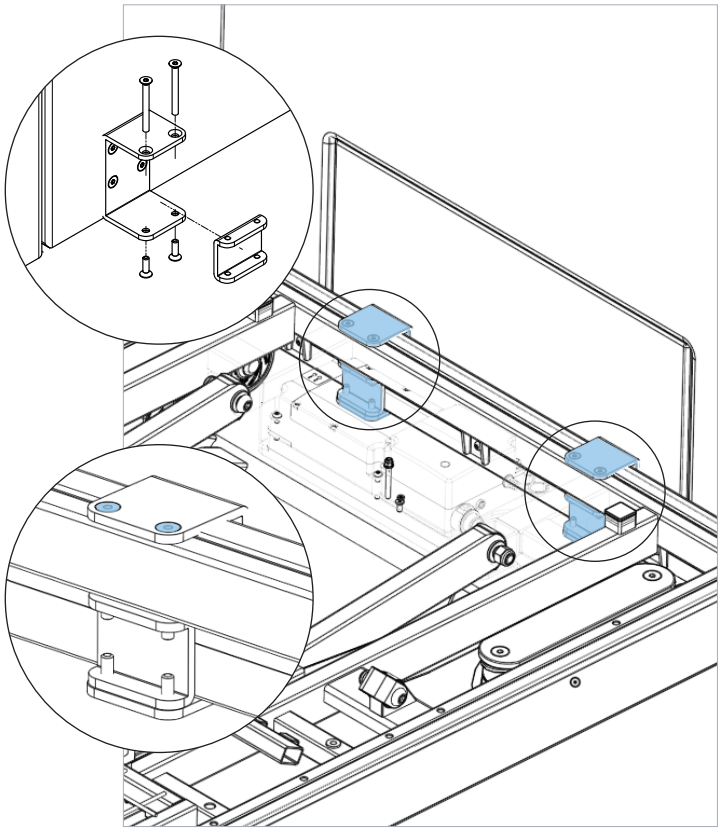
Top view





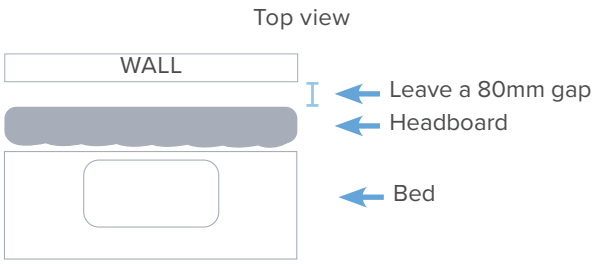
4. Fix the spacer to the bottom of the bracket once in position with 2x M6 x 20 screws.

   NOTE: Spacer and 2x M6 x 20 screws must be inserted before brackets are aligned to mounting holes of the frame.

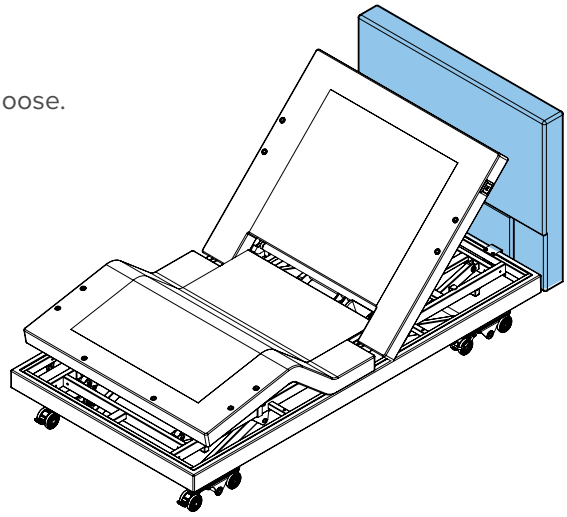


5. Align to mounting holes in frame and tighten both top and bottom bolts to secure brackets in place. Make sure the headboard is secure with minimal movement between bracket and frame.

6. Position bed with 80mm spacing from the wall to give enough space for the Trendelenburg movement of the bed.



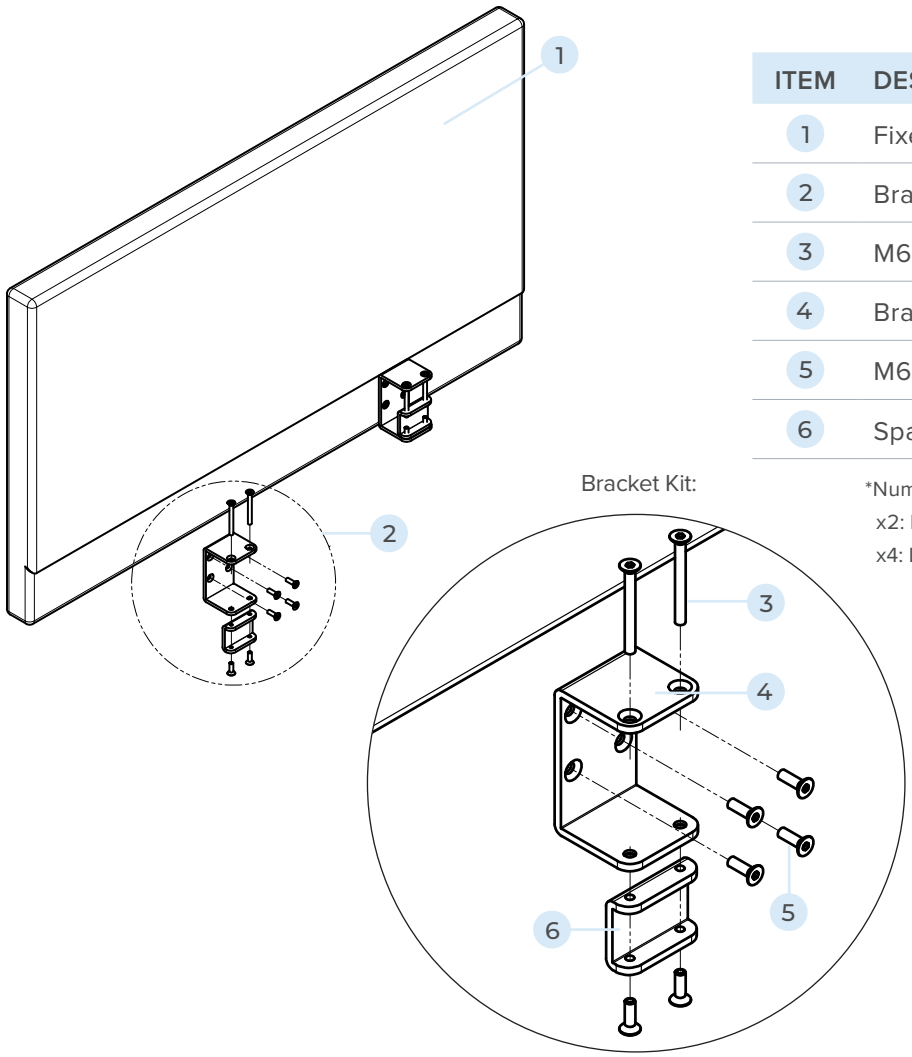
7. Test bed with all functions to ensure the headboard is not loose.



9.5 HOW TO ASSEMBLE FIXED FOOTBOARD

Fixed Footboard

Long Single	BEA830160
King Single	BEA830162
Long Double	BEA830164
Queen	BEA830166



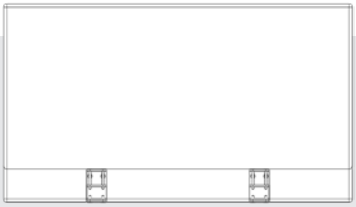
ITEM	DESCRIPTION	QTY
1	Fixed Footboard	1
2	Bracket Kit*	2 - 4
3	M6 x 60 Bolt	2
4	Bracket	1
5	M6 x 20 Bolt	6
6	Spacer	1

*Number of Bracket Kits included:
x2: Long Single & King Single
x4: Long Double & Queen

FIXED

For use on the:

✓ ACTIV CARE BED



9.5.1 HOW TO ASSEMBLE FIXED FOOTBOARDS

Fixed Footboard

Long Single	BEA830160
King Single	BEA830162
Long Double	BEA830164
Queen	BEA830166

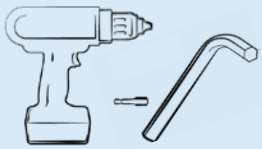


For use on the:

✓ ACTIV CARE BED

TOOLS REQUIRED

- Impact driver or drill (4mm hex bit)
- 4mm Allen Key (x2)

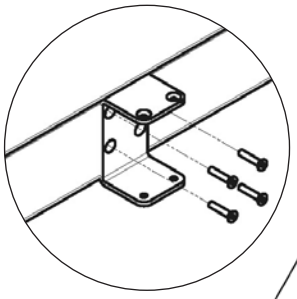


WARNING

It is recommended that assembly is carried out by TWO persons.

1. Fix brackets to the footboard. 4 x M6 screws per bracket

   NOTE:
   2x bracket kit for Long Single / King Single
   4x bracket kit for Double / Queen)



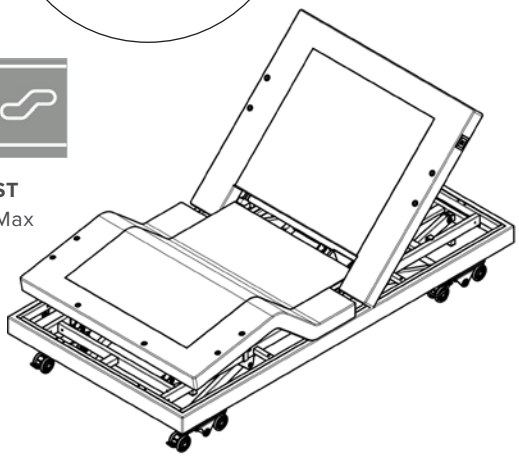
2. Raise the leg rest on the Comfimotion bed to access the bed frame.

   NOTE:
   Beds with PO01145529 and later in their serial number will have pre drilled holes for mounting

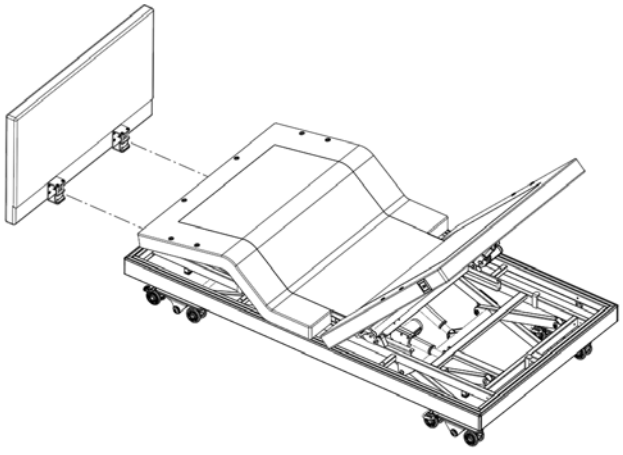
   Beds without mounting holes pre-drilled can have holes drilled by an experienced and competent person. Mark holes positions after step 3, remove the headboard and drill 6.5mm holes through the frame.

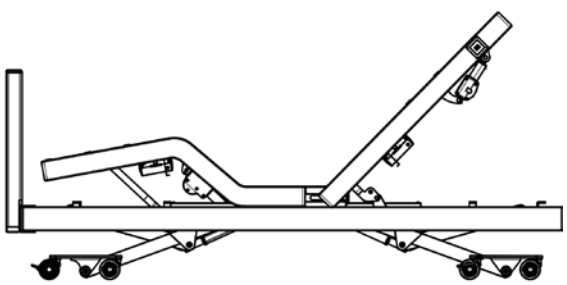


LEGREST
Raise to Max



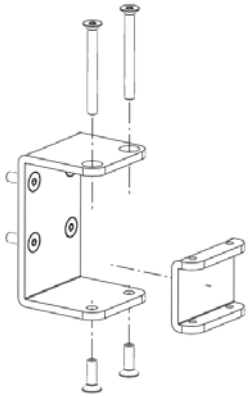
3. Position fixed footboard at the foot end of Comfimotion bed.
   The C shaped bracket is to be positioned around the upholstery and frame.



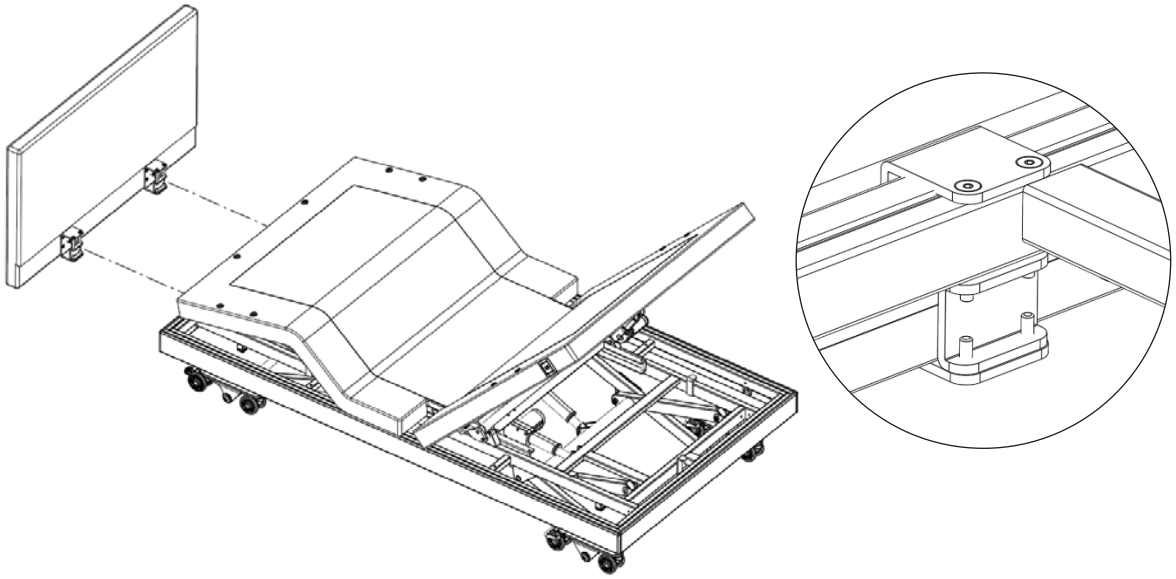


4. Fix the spacer to the bottom of the bracket once in position with 2x M6x20 screws.

   Align to mounting holes in frame and tighten both top and bottom bolts to secure brackets in place.

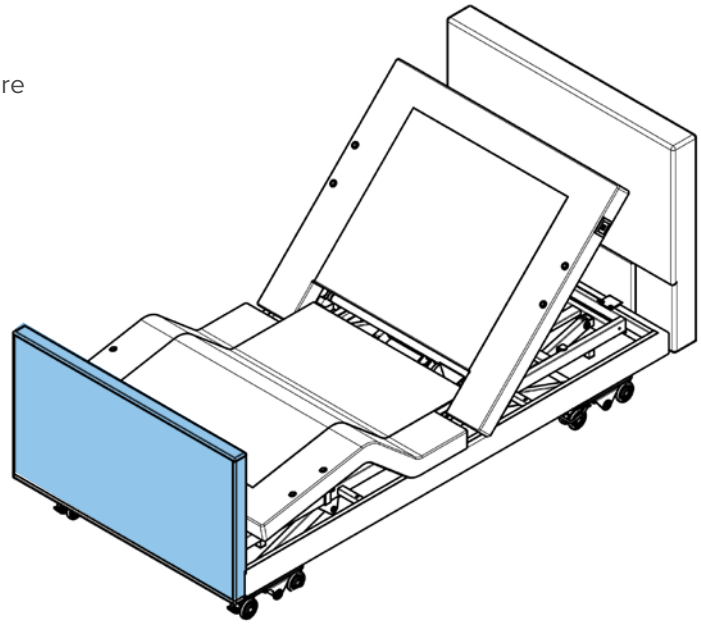


5. Make sure the footboard is secure with minimal movement between bracket and frame.



6. Test bed with all functions to ensure there are no collisions.

   NOTE:
   Bed shown with both head and footboards installed



9.6 HOW TO FIT THE BED RAIL & BED STICK

TOOLS REQUIRED

- Allen Key (5mm)





Bed Rail
BEA830212

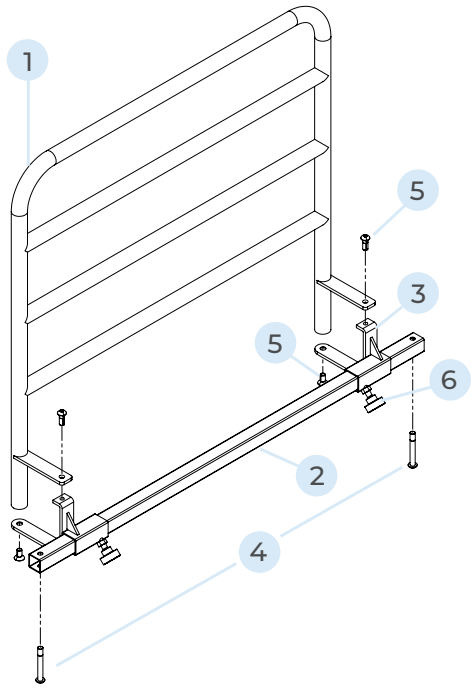
OR



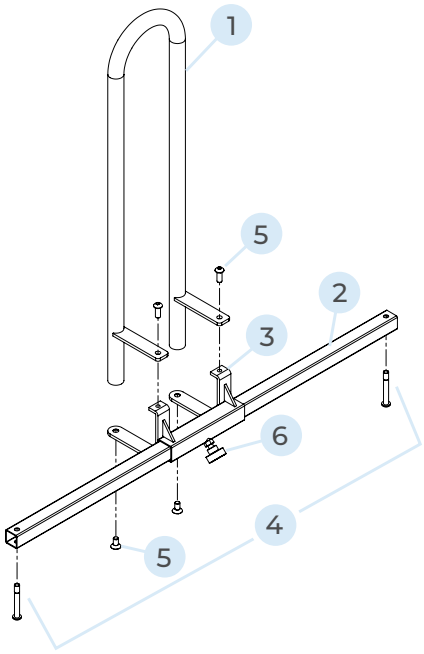
Crook Handle
BEA830211

KIT CONTENTS

Bed Rail



Crook Handle



ITEM	DESCRIPTION	QTY (BED RAIL)	QTY (CROOK HANDLE)
1	Rail	1	1
2	Mounting Tube	1	1
3	Mounting Bracket	2	1
4	M8 x 40 Bolt	2	2
5	M8 x 20 Bolt	4	4
6	Handwheel	2	1

1. Raise bed height, backrest and legrest to maximum height for ease of access.

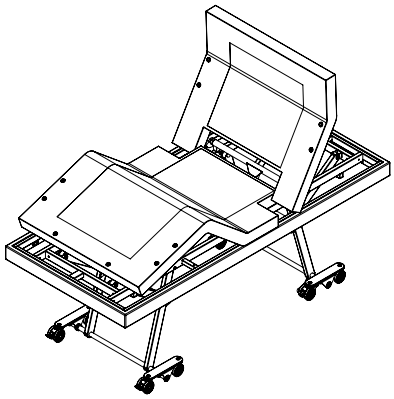
To adjust:



HI-LO
Raise to Max

BACKREST
Raise to Max

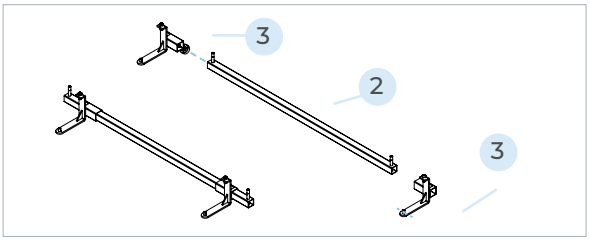
LEGREST
Raise to Max



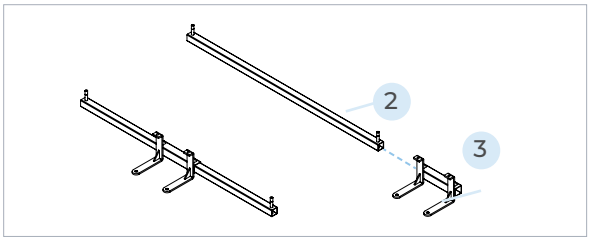
Bed once adjusted

2. Slide the mounting bracket(s) 3 onto the mounting tube 2.
For bed rail: Ensure handwheel bolts are pointing towards each other as shown.

Bed Rail

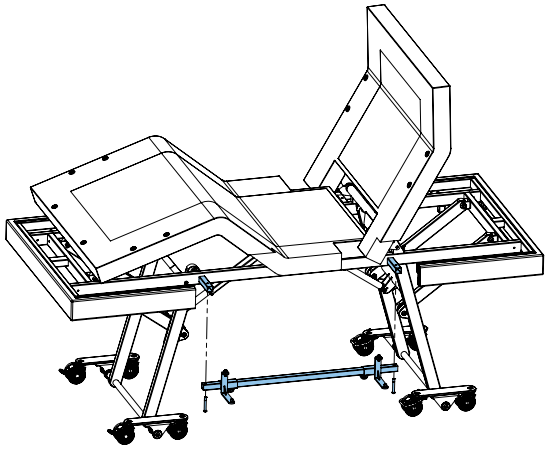


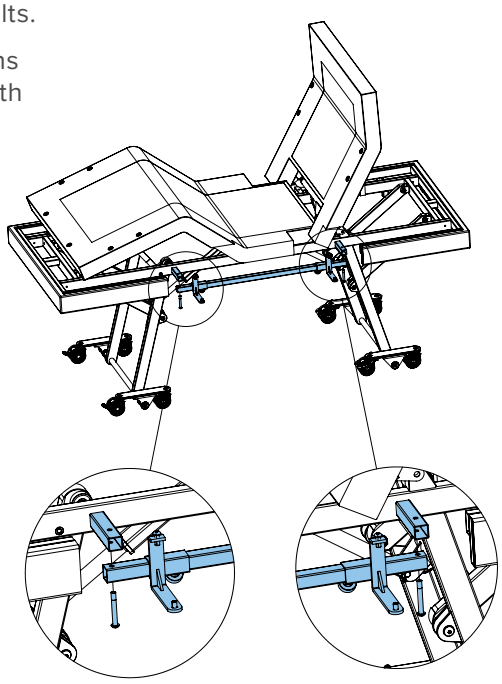
Crook Handle



3. Assemble the mounting tube onto the bed using the 40mm bolts.

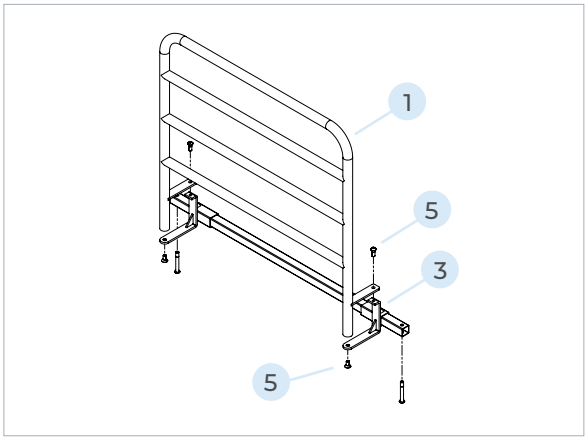
NOTE: roughly align mounting bracket(s) 3 to desired locations when assembling the mounting tube to prevent interference with the bed frame.



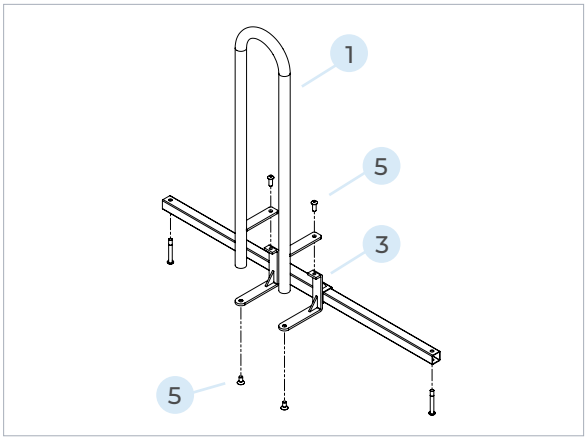


4. Mount the rail 1 to the mounting brackets 3 using the bolts 5.
   NOTE: Images show assembly without the bed for clarity.

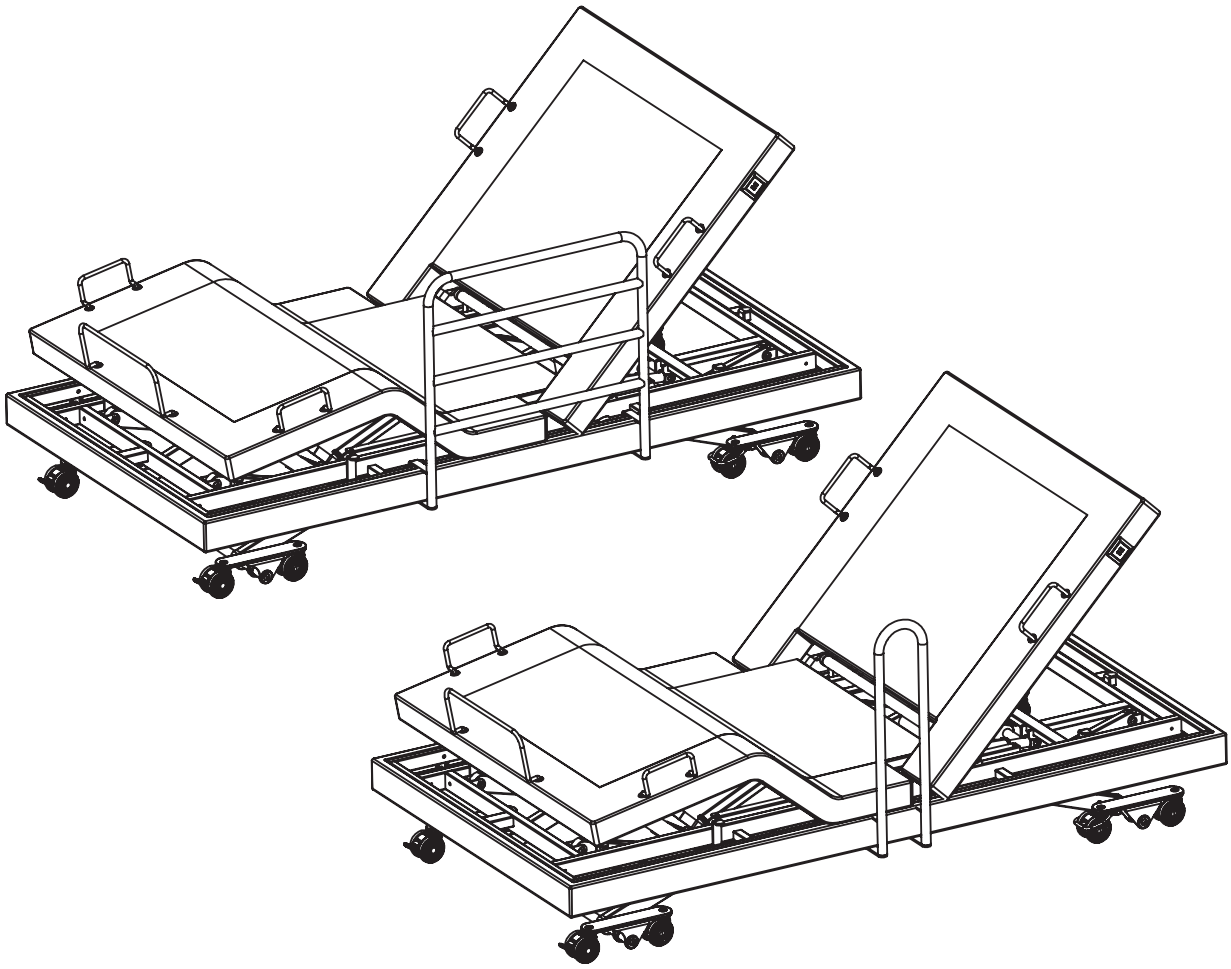
Bed Rail



Crook Handle



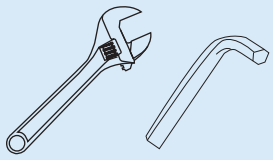
5. Loosen the hand wheel(s) 6 and gently slide rail 1 to desired position.
   Once in place, tighten the hand wheel(s) to lock in place.



9.7 HOW TO FIT THE EXTENDABLE BED RAIL

TOOLS REQUIRED

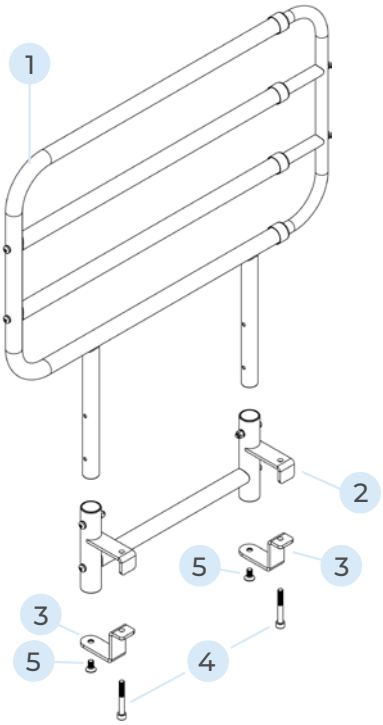
- Adjustable shifter/spanner
- 5mm Allen key





Extendable Bed Rail
BEA830205

KIT CONTENTS



ITEM	DESCRIPTION	QTY
1	Extendable Rail	1
2	Mounting Bracket	2
3	Locking Bracket	2
4	Bolts (Long)	2
5	Bolts (Short)	2

1. Raise bed height, backrest and legrest to maximum height for ease of access.

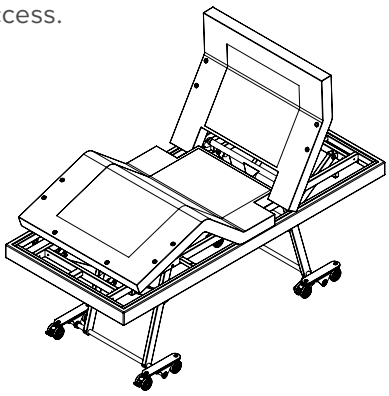
To adjust:



HI-LO
Raise to Max

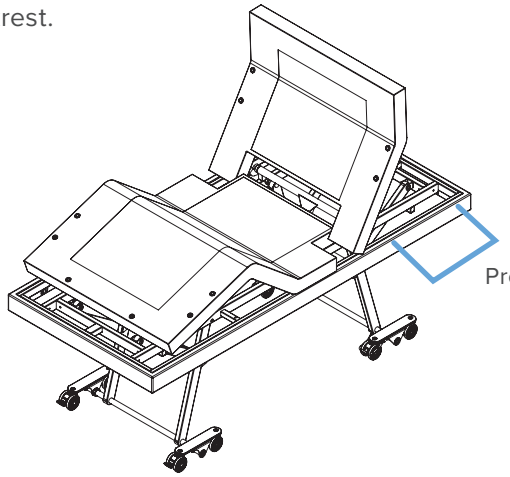
BACKREST
Raise to Max

LEGREST
Raise to Max

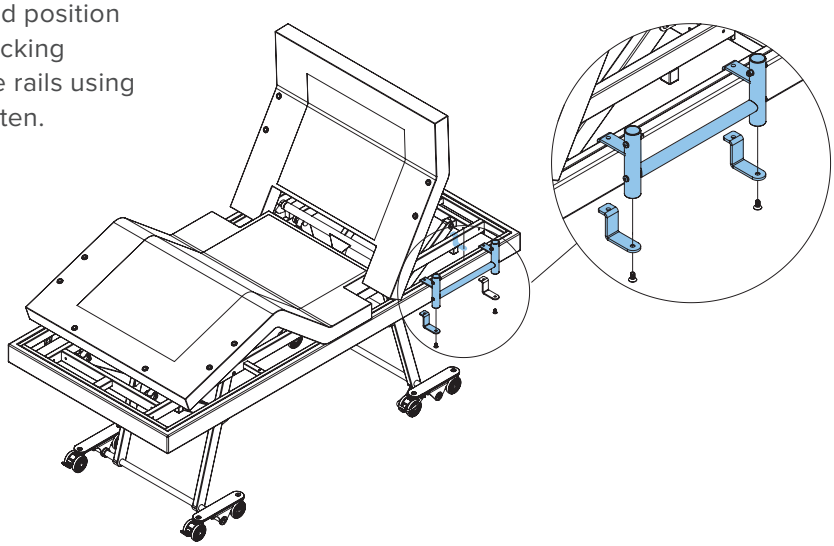


Bed once adjusted

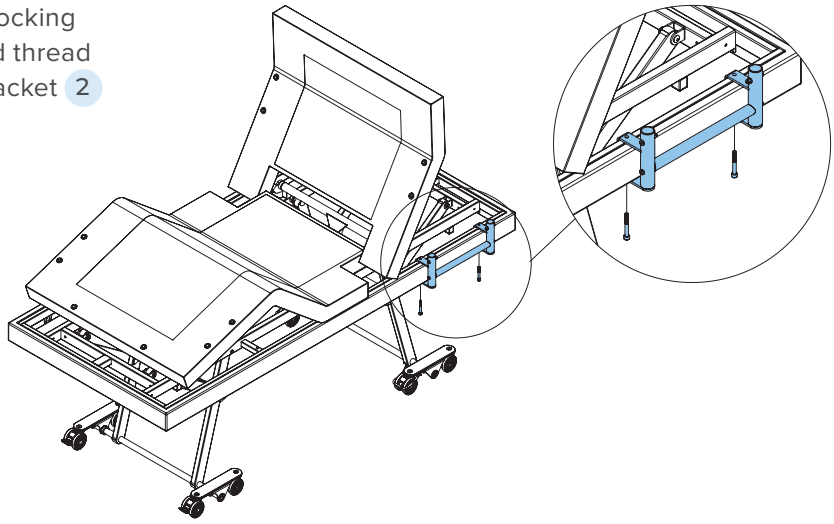
2. Locate holes drilled under the backrest.



3. Position mounting bracket in desired position along outer frame and attach the locking brackets 3 to the underside of the rails using the short bolts 5. Do not fully tighten.

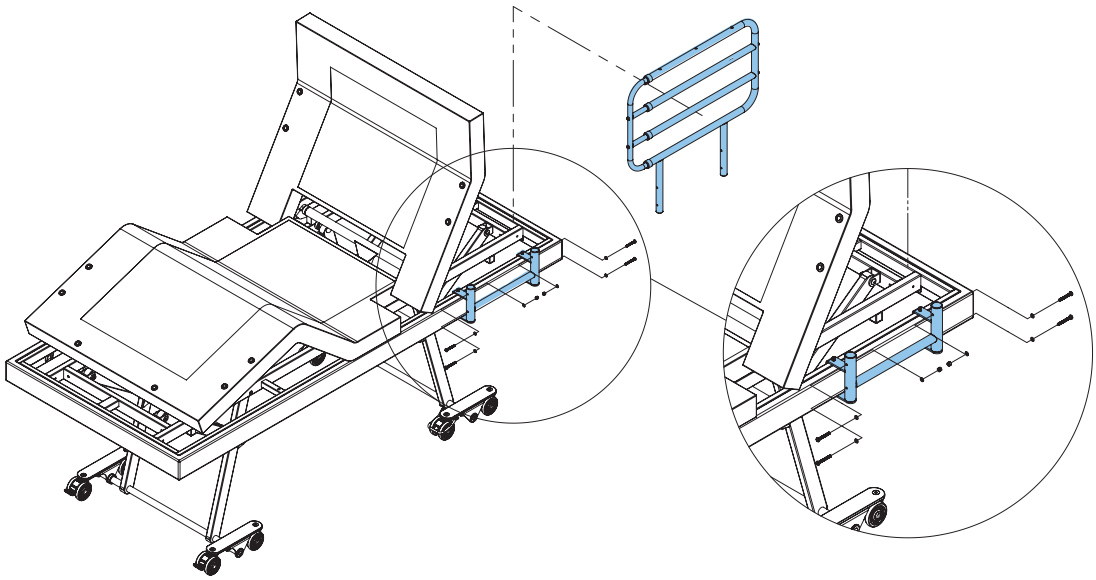


4. Thread the long bolts through the locking brackets 3 and the bed frame and thread through the top of the mounting bracket 2 to lock in place.



5. Tighten the short bolts and long bolts to fully lock in place

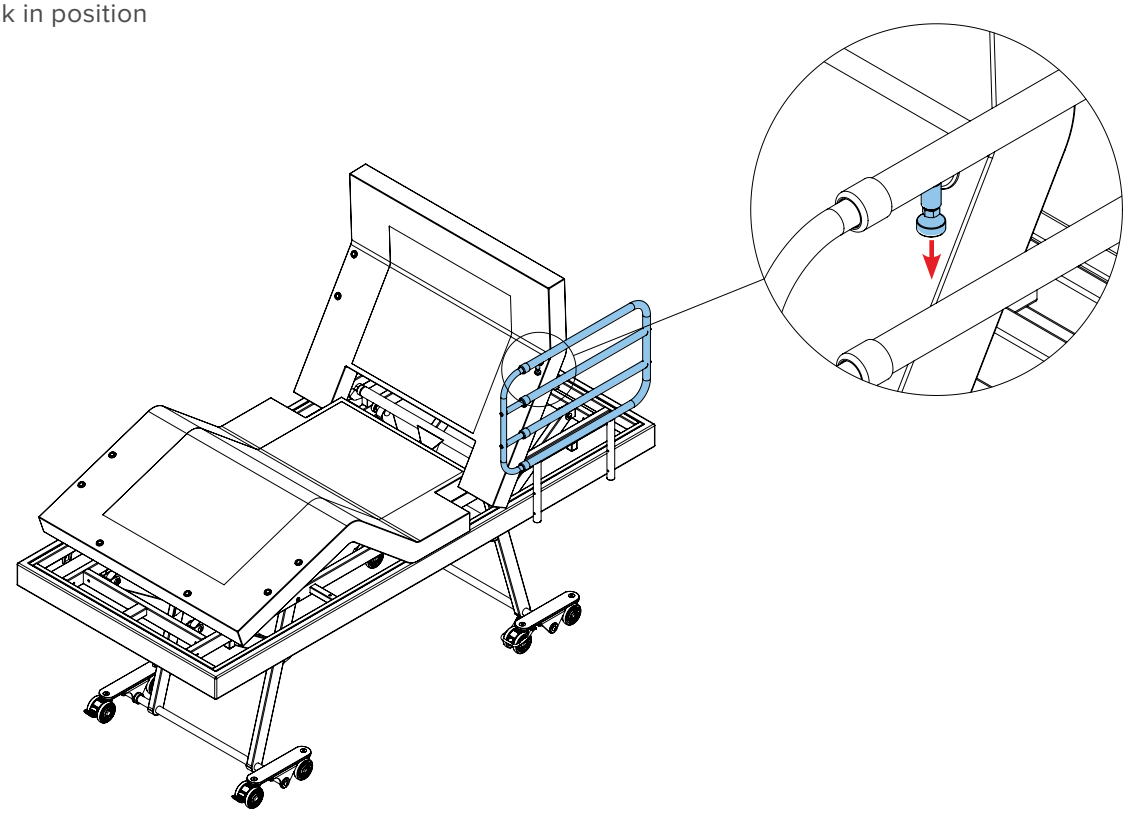
6. Mount the extendable rail 1 onto the mounting bracket, ensuring the extendable section of the rail faces towards the FOOT end of the bed and lock in place with the hardware supplied (hardware is mounted onto rail).



7. **Assembly is now complete.**

To extend the rail: pull down the pull pin and pull the rail towards the foot end.
Rail will lock in position

To retract the rail: pull down the pull pin and push the rail towards the head end.
Rail will lock in position



9.8 HOW TO FIT THE SPLIT KING UPGRADE KIT BEA830255

Compatible with beds with serial numbers greater than CMAS-796260-00000 only.
Bed control boxes will need to be updated if serial numbers are not compatible.

The Split King upgrade kit allows two ComfiMotion ACTIV Care - Pull Apart Long Single beds to be connected together and act as a Split King Bed. In this configuration the user can choose between two modes of operation:

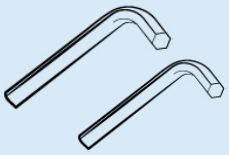
- **Full synchronization** (all actuators including hi-lo, headrest, backrest and legrest move together from one handset). This mode allows either one-piece king-size mattress or two single size mattress to be used and span both beds. Both users share the same bed positioning.

  OR

- **Partial synchronization** (only hi-lo are synchronized from one handset while headrest, backrest and legrest remain independent). This mode allows each user to set their own desired bed positioning independent of their partner.

TOOLS REQUIRED

- Allen Key (5mm)
- Allen Key (3mm)



WARNING

The Split King bed is intended for use by two individuals each with a maximum patient weight of 200kg.

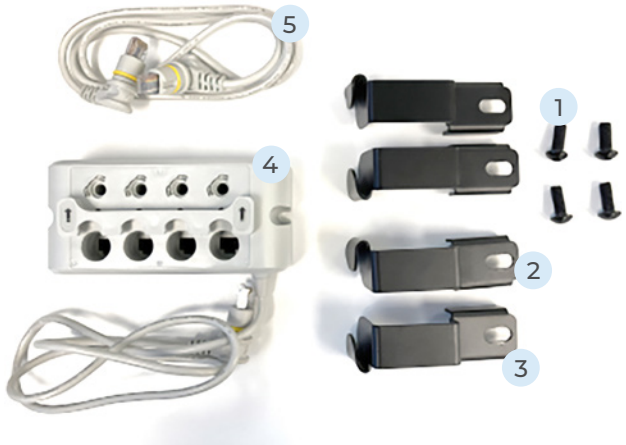
WARNING

The Split King bed is **NOT** intended for use by a single individual weighing more than 200kg even if no one else will be using the bed with them.

WARNING

The Split King bed is **NOT** intended to be used as a bariatric bed.

KIT CONTENTS



ITEM	DESCRIPTION	QTY
1	M8 x 20 Bolt	4
2	Connecting Bracket – Head	2
3	Connecting Bracket – Foot	2
4	Junction Box	1
5	Electrical Cord	1
6	Mounting Plate	1
7	M5 x 12 Countersunk Bolt	3
8	M5 x 20 Bolt	2
9	Zip Ties (not pictured)	1

1. Remove all mattresses, bedding and/or packaging from both beds.

2. Test both beds function and are free to move through all range of movements.

3. Raise bed height, backrest and legrest to maximum height for ease of access.
   Do this for both beds.

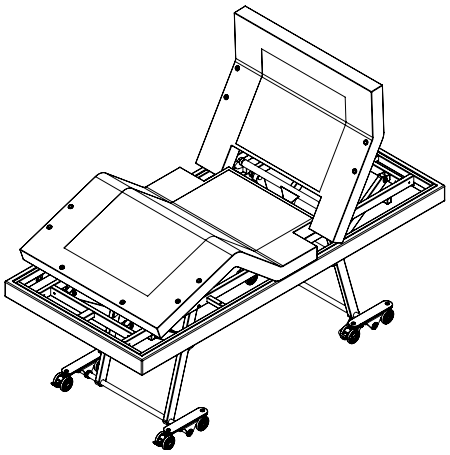
To adjust:



HI-LO
Raise to Max

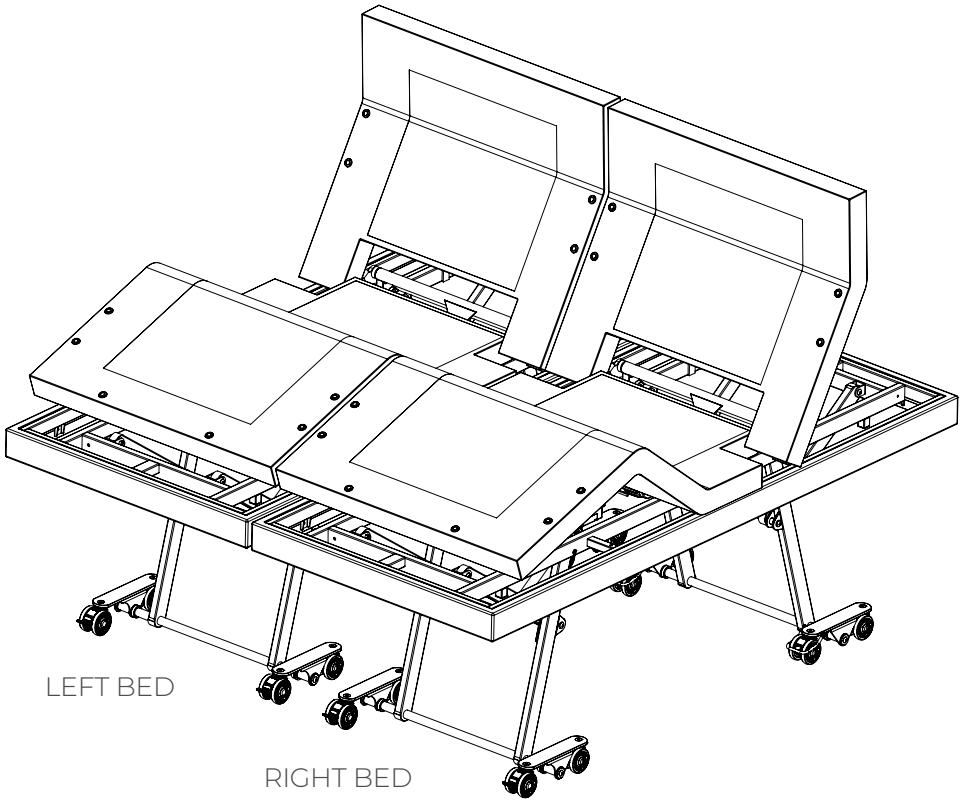
BACKREST
Raise to Max

LEGREST
Raise to Max



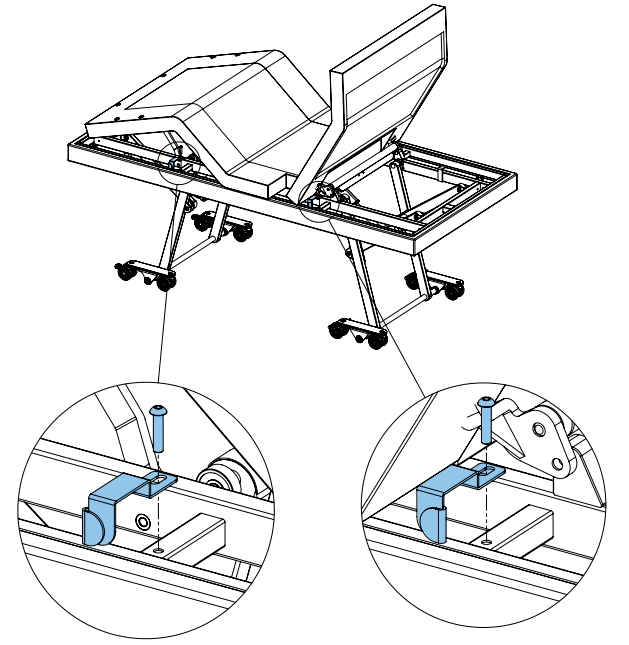
Bed once adjusted

4. Choose which of the two beds will be positioned on the RIGHT and which on the LEFT.



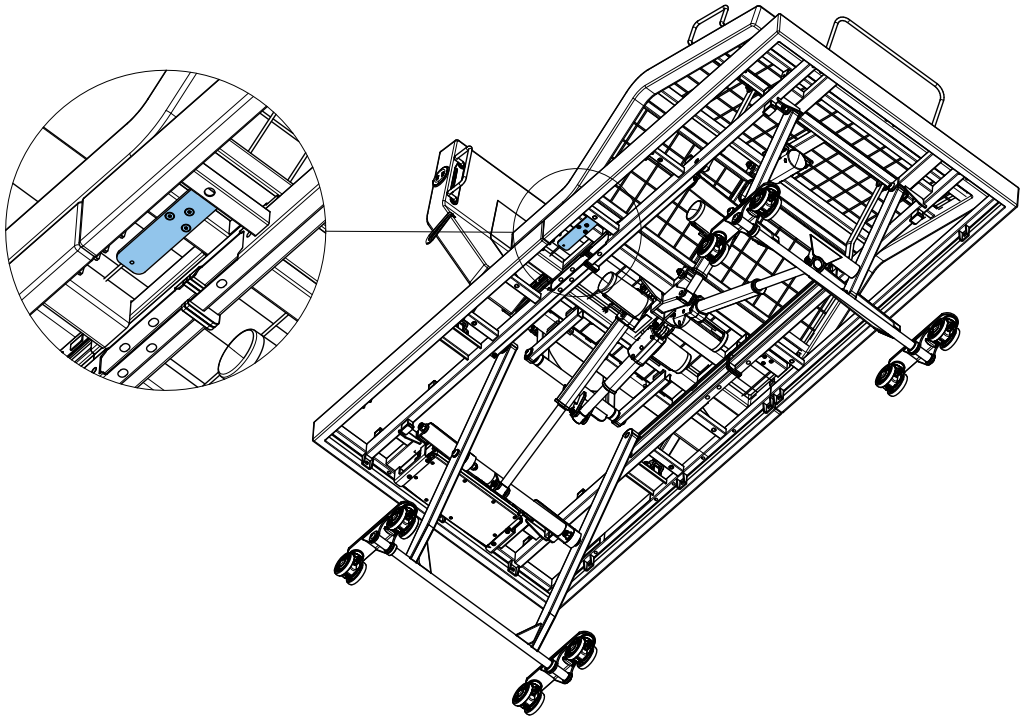
5. Assemble connecting brackets to each of the two beds, ensuring the brackets are mounted to the left side of the RIGHT bed and the right side of the LEFT bed.

NOTE: Ensure the hooks of each bracket are facing as shown for each bed.

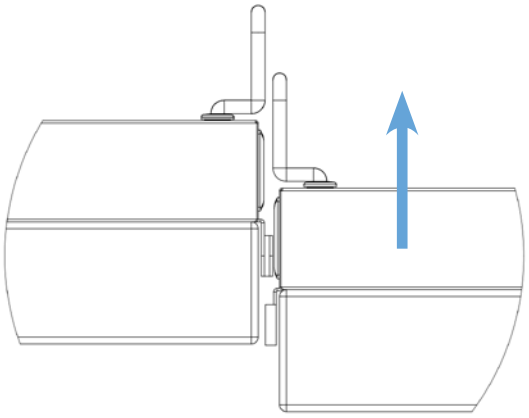


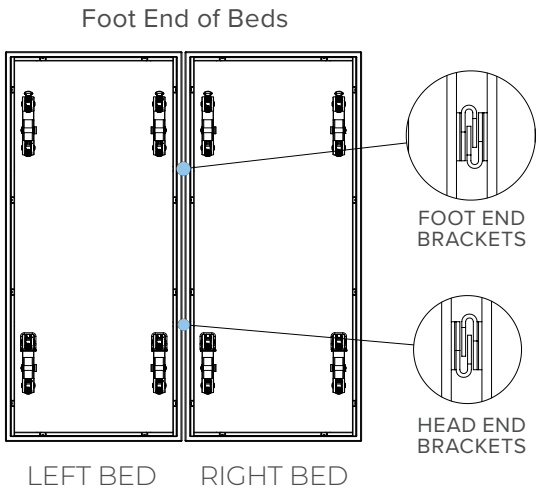
FOOT END BRACKET HEAD END BRACKET

6. Attach the mounting plate 6 to the RIGHT bed in position using the M5 Countersunk Bolts 7.

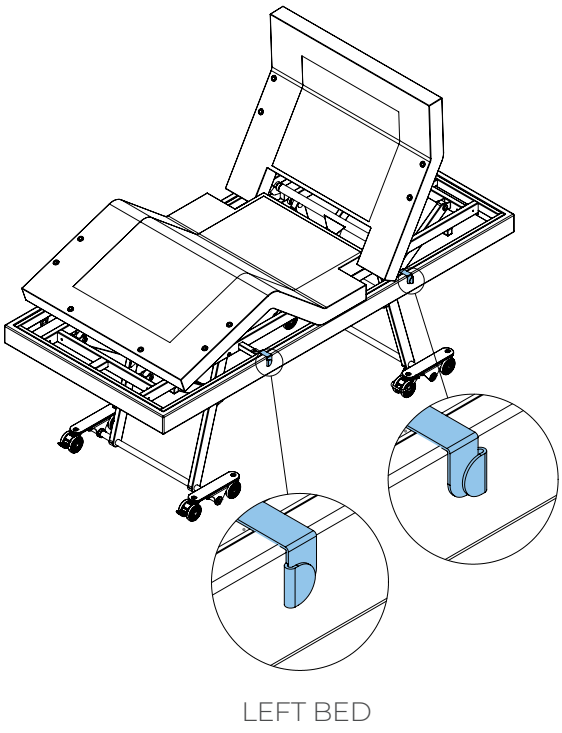


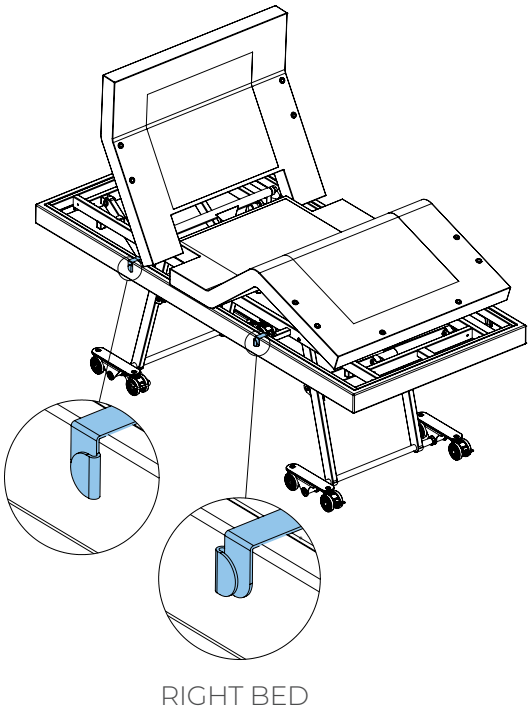
7. To interlink the two beds together, first slightly lower the RIGHT bed and then position beds side by side. Ensure head ends of the bed are in-line. Once in position, slowly raise the RIGHT bed to the match the LEFT bed height, ensuring the hooks from each bed slide into each other and interlink. Ensure both head and foot ends are interlinked.



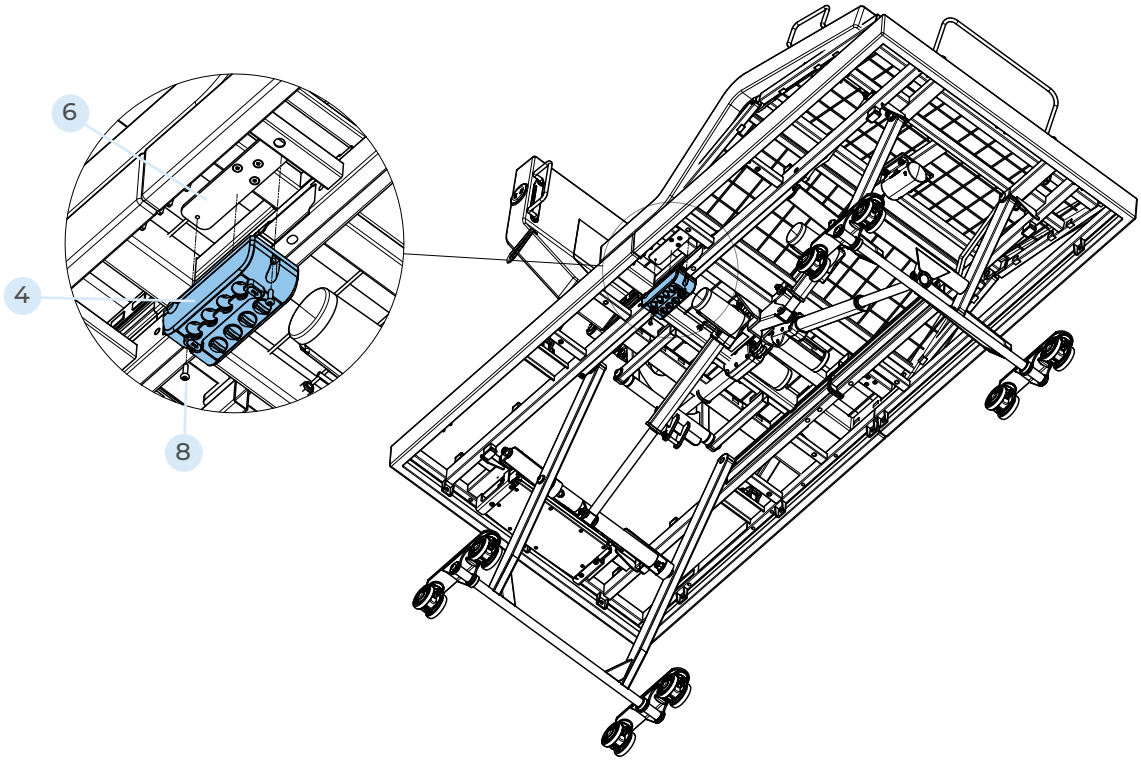


8. Gently push on beds to ensure they are interlinked and move side-to-side together.





9. Attach the Junction Box 4 to the Mounting Plate 6 shown using the M5 bolts 8.



10. Connect the cord from the Junction Box 4 to port 4 of the control box of the RIGHT bed.
Use zip ties to secure cable to bed frame if needed.

11. Connect the Electrical Cable 4 to port 4 of the control box of the LEFT bed.



12. Connect the Control Box from LEFT bed to the Junction Box on RIGHT bed.
WAIT 30 seconds without pressing any buttons on hand control.

13. Test beds are connected by pressing hi-lo button from one handset. Both beds should move together.

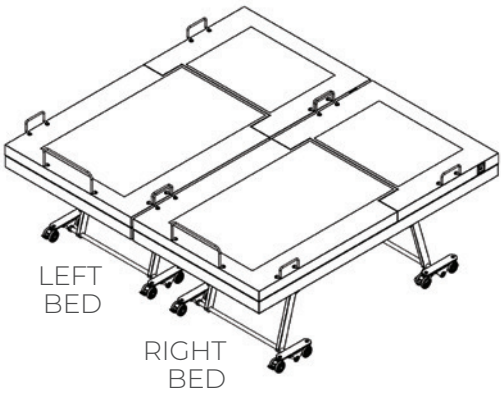
14. Secure Electrical Cable 5 to LEFT bed using zip-ties if needed.

15. To complete set up, run a **Factory Reset** (See Section 6 – Handset Operation) from one of the handsets during which time the beds will lower to minimum height and control boxes will synchronise the two systems. After factory reset the handset backlight will turn off allowing the user to select which split king mode is preferred:

i **Full synchronization** (all actuators including hi-lo, headrest, backrest and legrest move together) – press (Massage button)

ii **Partial synchronization** (only hi-lo are synchronized while headrest, backrest and legrest remain independent) – press (Underbed light)

If no selection is made within 10 seconds, then the system will default to full synchronization mode.



WARNING

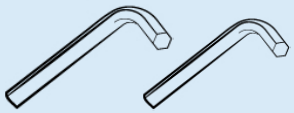
Do not press handset buttons until the handset backlight turns back on which will take approximately 10 seconds after selection is made.
The beds should now raise and lower simultaneously.

9.9 HOW TO FIT ACUTE LEGREST ANGLE KIT BEA830250

The Acute Legrest Angle Kit allows the user to configure the legrest to perform to the classic angled legrest of the original ComfiMotion Activ Care. The modern parallel angle is reccomended for users with edema concerns, but some users may find the classic acute angle more comfortable to their preference.

TOOLS REQUIRED

- Allen Key (5mm)
- Socket (13mm)

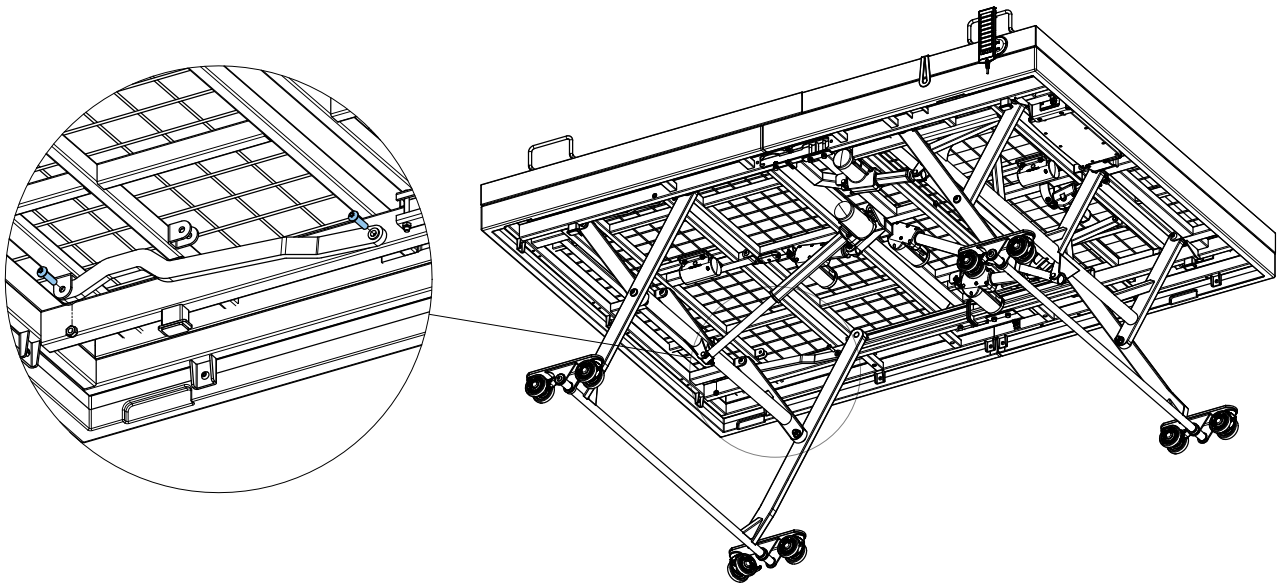


1. Remove all mattresses, bedding and/or packaging from bed.

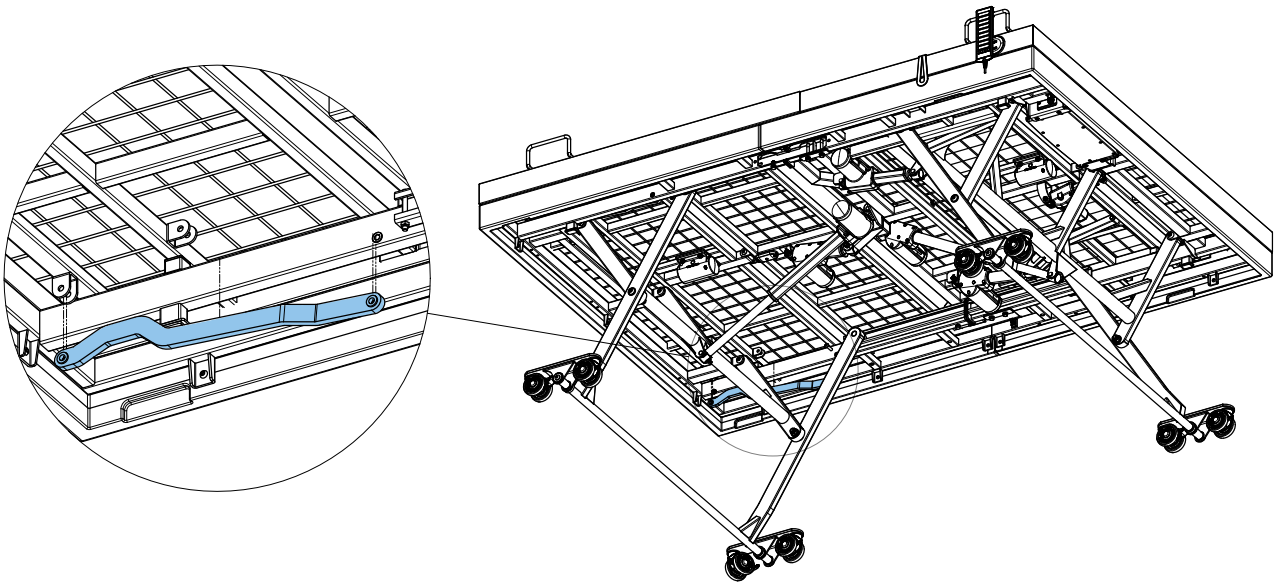
2. Test bed function is free to move through all range of movements.

3. Raise the bed height to maximum and reduce the legrest to minimum.

4. From under the bed, locate the parallel legrest linkage and remove the 2 bolts and nyloc nut.

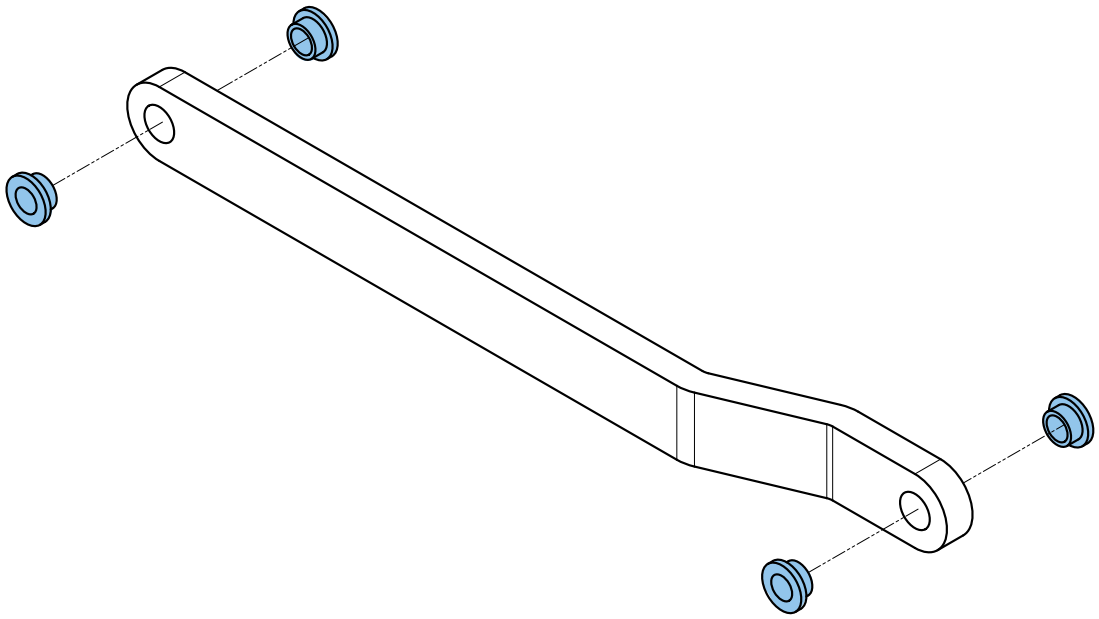


5. Remove the parallel legrest linkage, gently lifting the legrest by hand can aid in removing the linkage from between frame components.

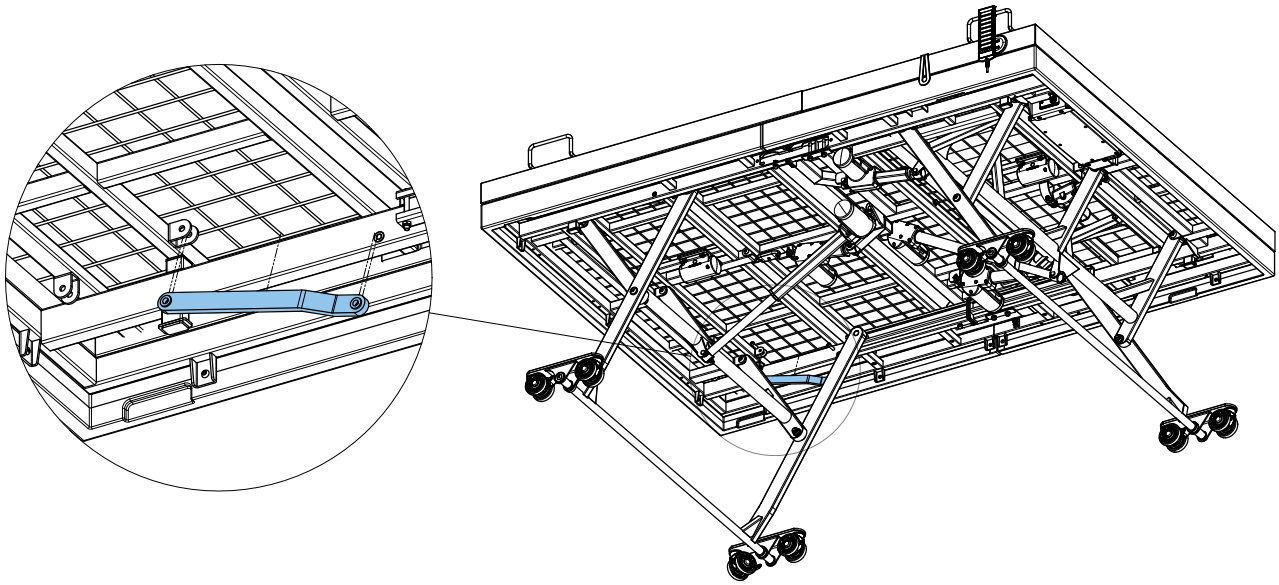


6. Repeat steps 4 and 5 on the other side of the bed.

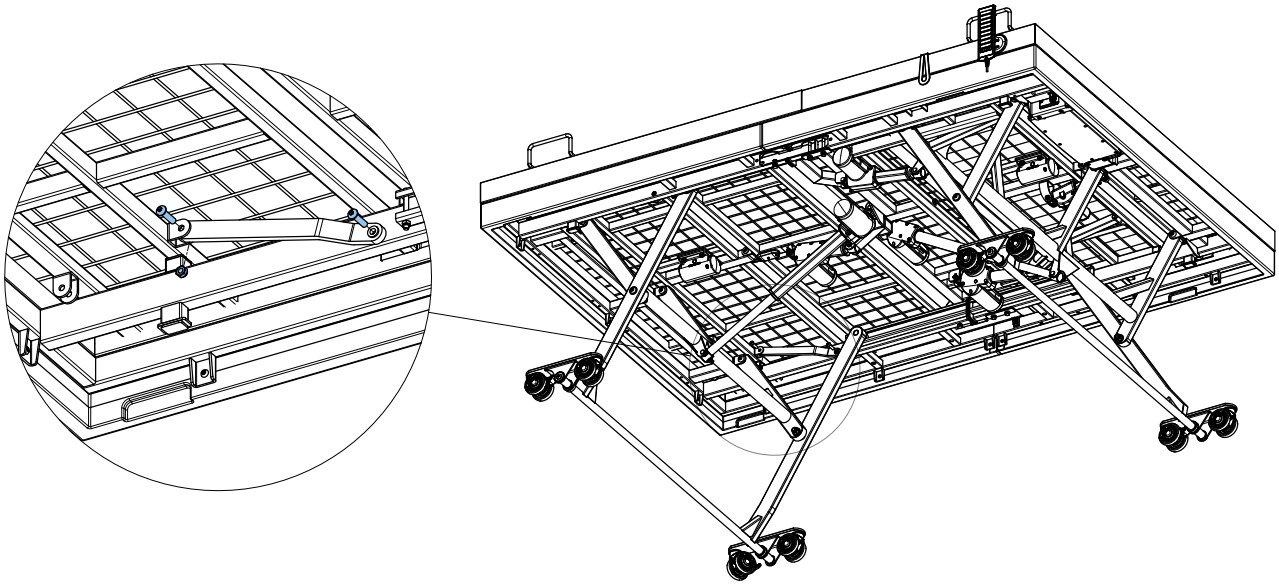
7. Insert the 4 plastic bushings into the acute legrest linkage, 2 at each end.



8. Insert acute legrest linkage, using the secondary bracket on the legrest.



9. Use the 2 bolts and nyloc nuts to secure the linkage.



10.Repeat steps 7 to 9 on the other side of the bed.

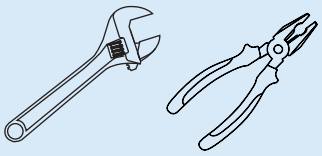
11. Raise the legrest by hand to check that the legrest can move freely before testing the legrest function.

10. PULL APART INSTRUCTIONS

10.1 PULL APART DISASSEMBLY

TOOLS REQUIRED

- Any two of 13mm Socket, 13mm Crescent Spanner, or Adjustable Shifter/Spanner
- Optional – Pliers, Soft Rubber Mallet

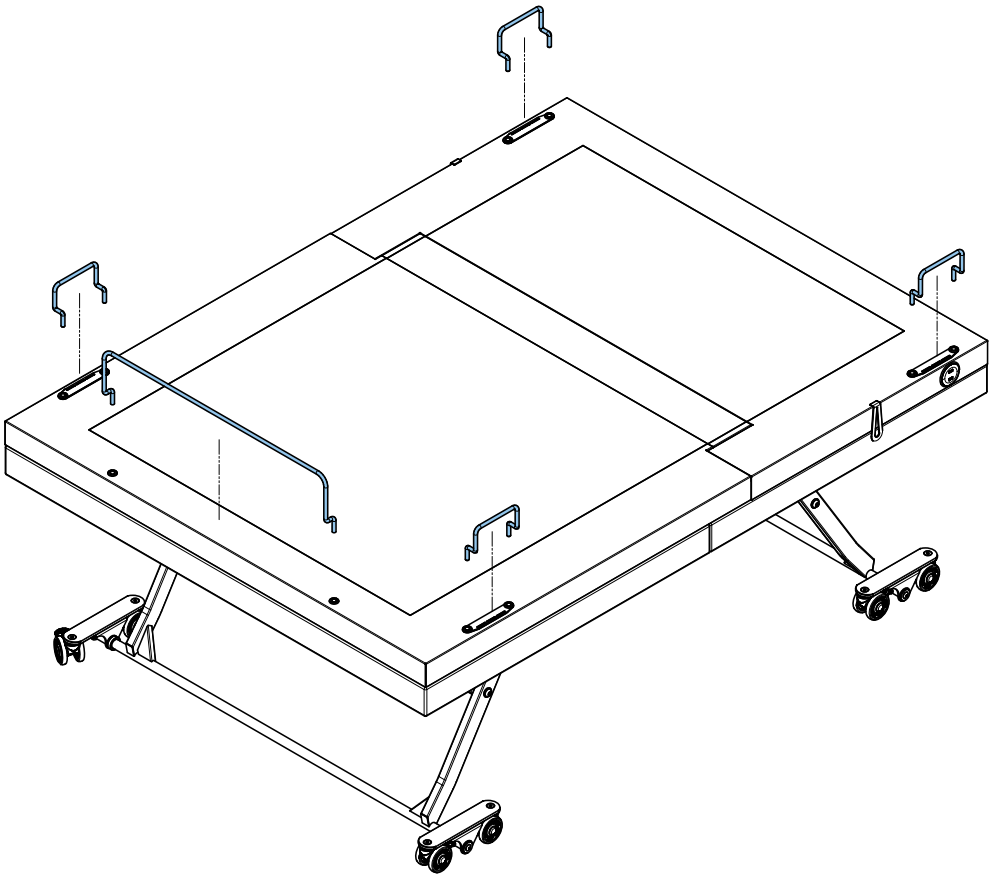


If the bed has just been unpacked from the box and needs to be pulled apart for instillation, skip to step 6.

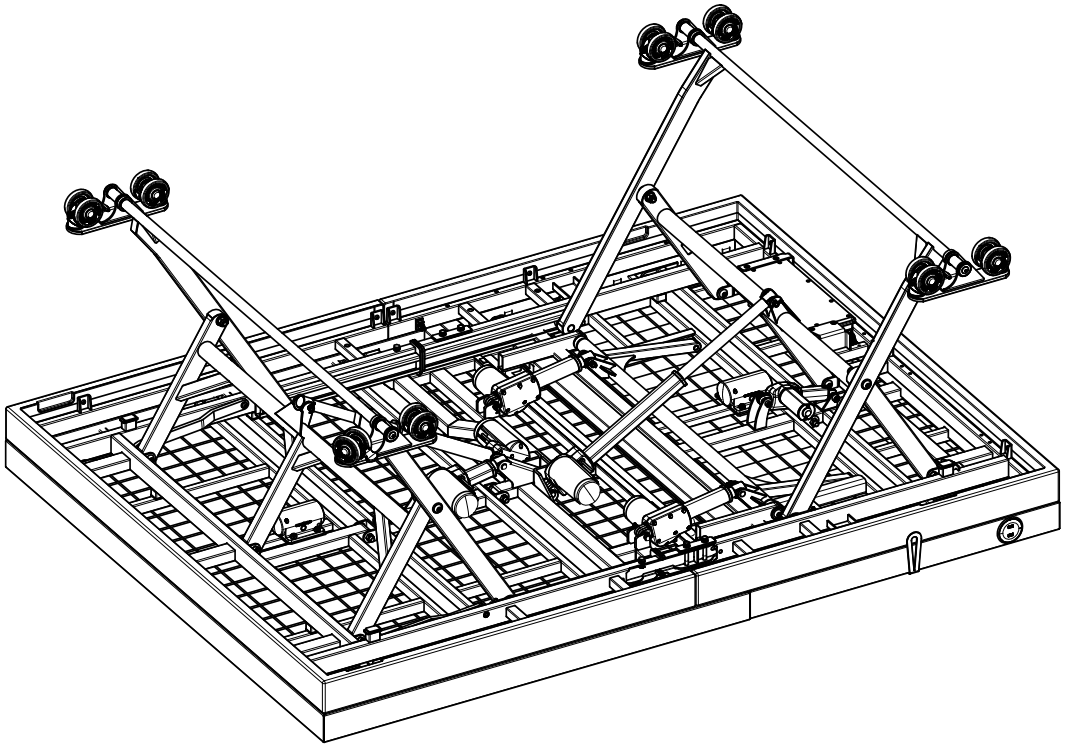
1. Ensure floor is carpeted or lay out a blanket/cardboard to protect the bed upholstery from damage during disassembly.

2. Move backrest, headrest and legrest panels to minimum position.

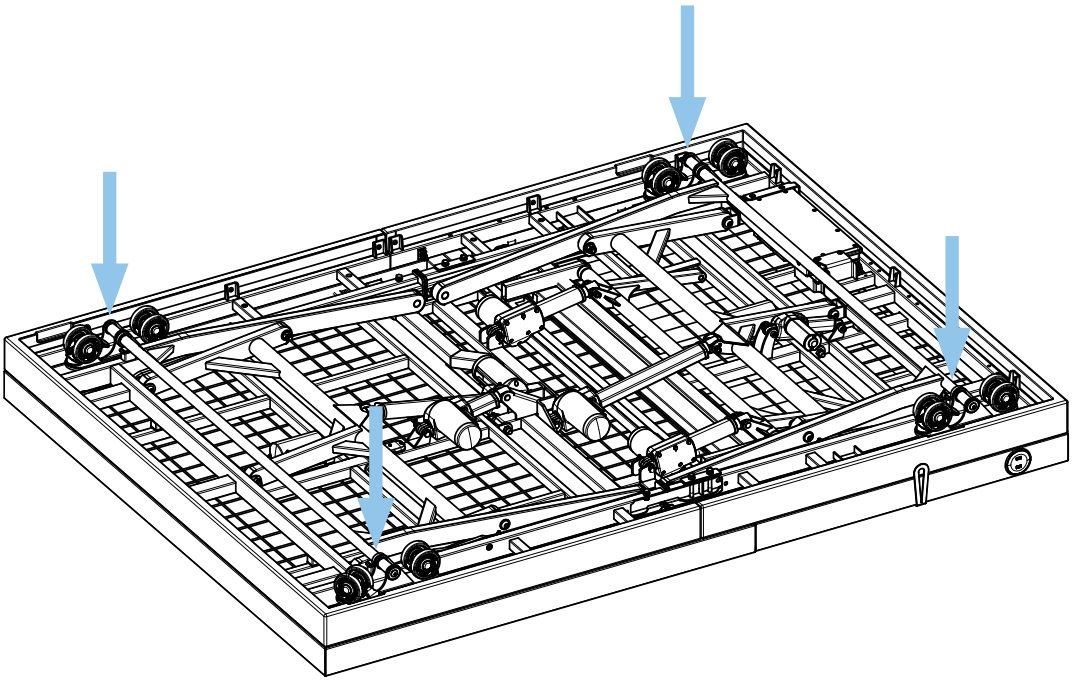
3. Remove any bedding, mattresses, mattress retainers and accessories such as headboards or side rails from the bed.



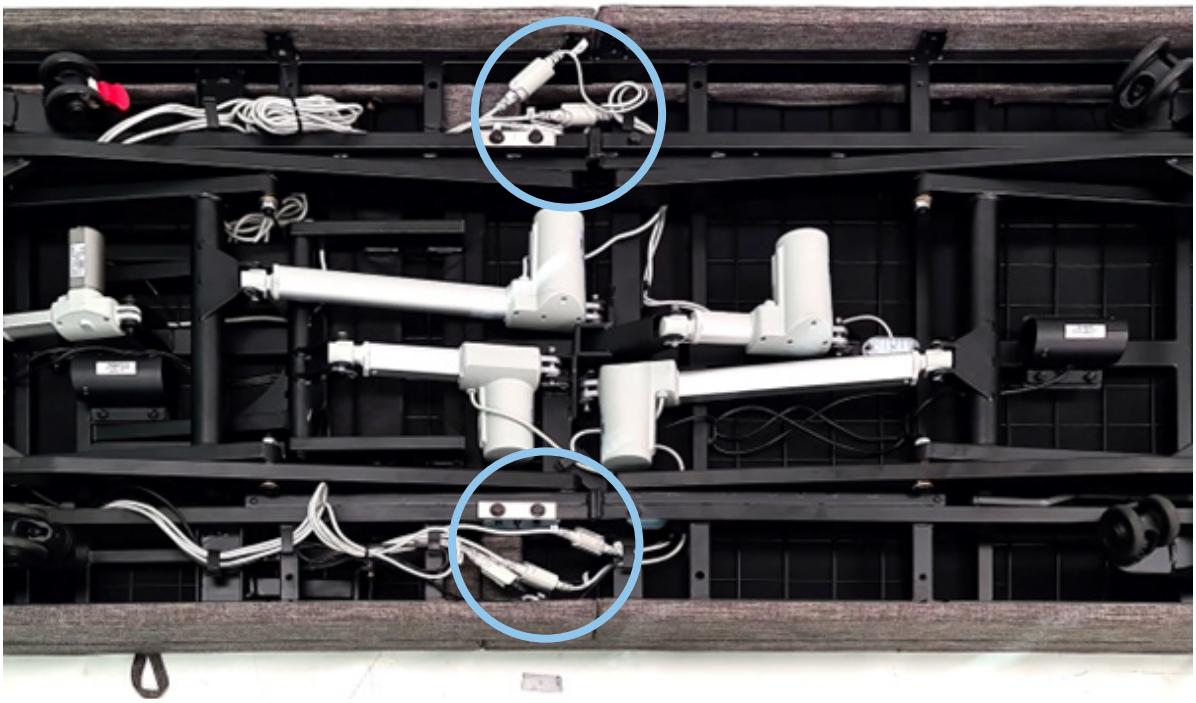
4. Flip the bed so it is placed TOP DOWN so all components can be accessed easily from the underside of bed.



5. Move bed height to minimum position.



6. Unplug the bed from power.
7. Unplug the cables at the middle of the bed, on both the left and right side.



To unplug the cables, lift the security latch (1) and pull the cable to release (2).



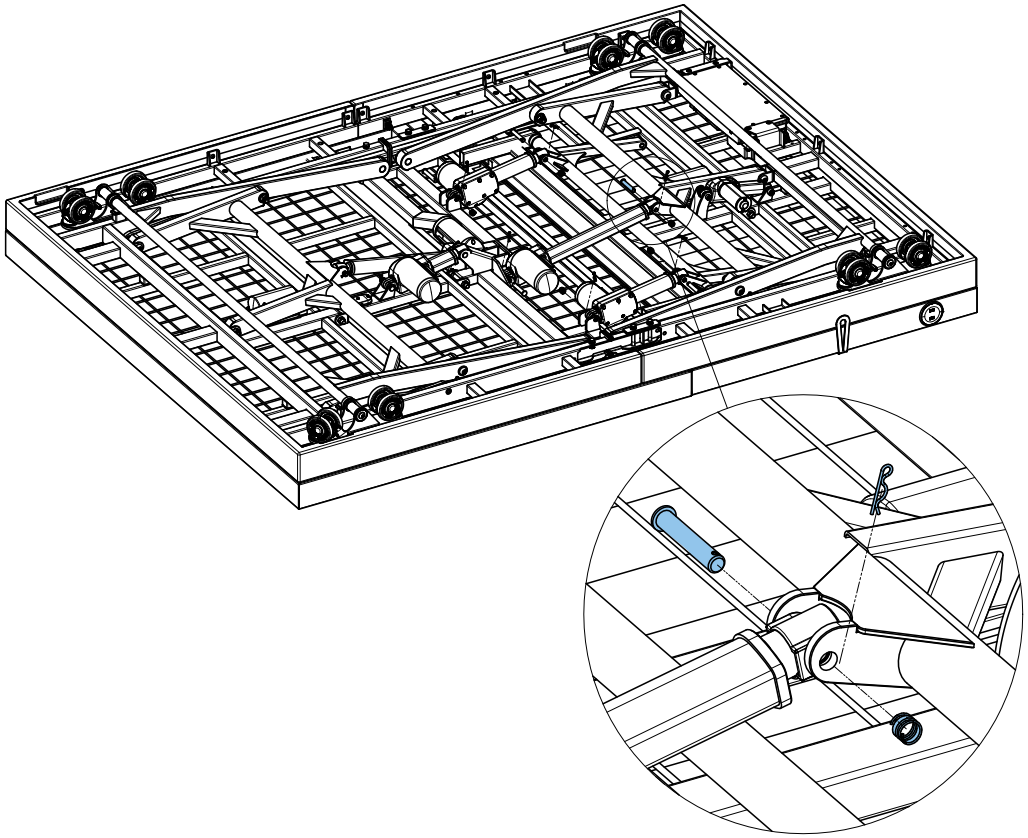


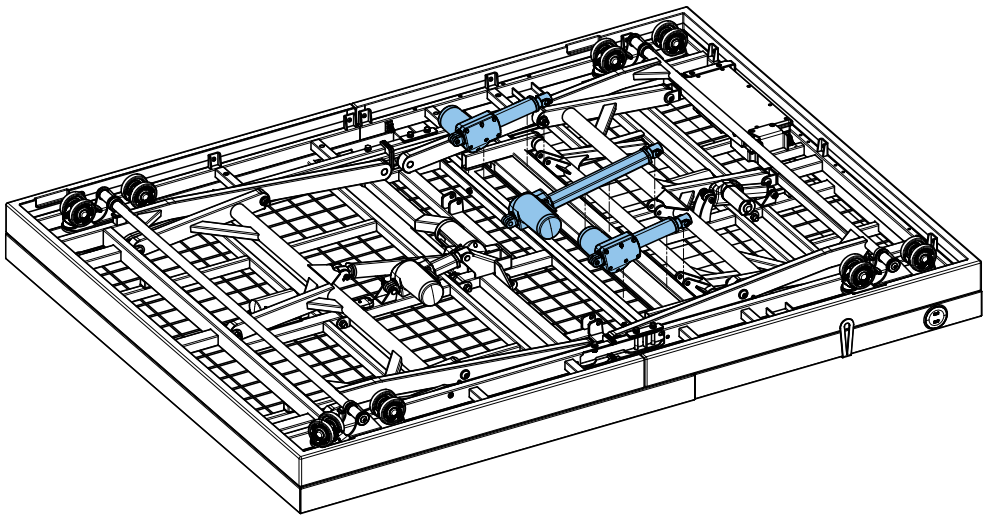


8. Remove the Head-end HiLow and Backrest Actuators by removing the R-clips and clevis pins at both ends of the actuator. Ensure not to lose the springs by putting the springs back onto the clevis pins and inserting the R-clip.

   Long Single and King Single beds only have 1 backrest actuator.

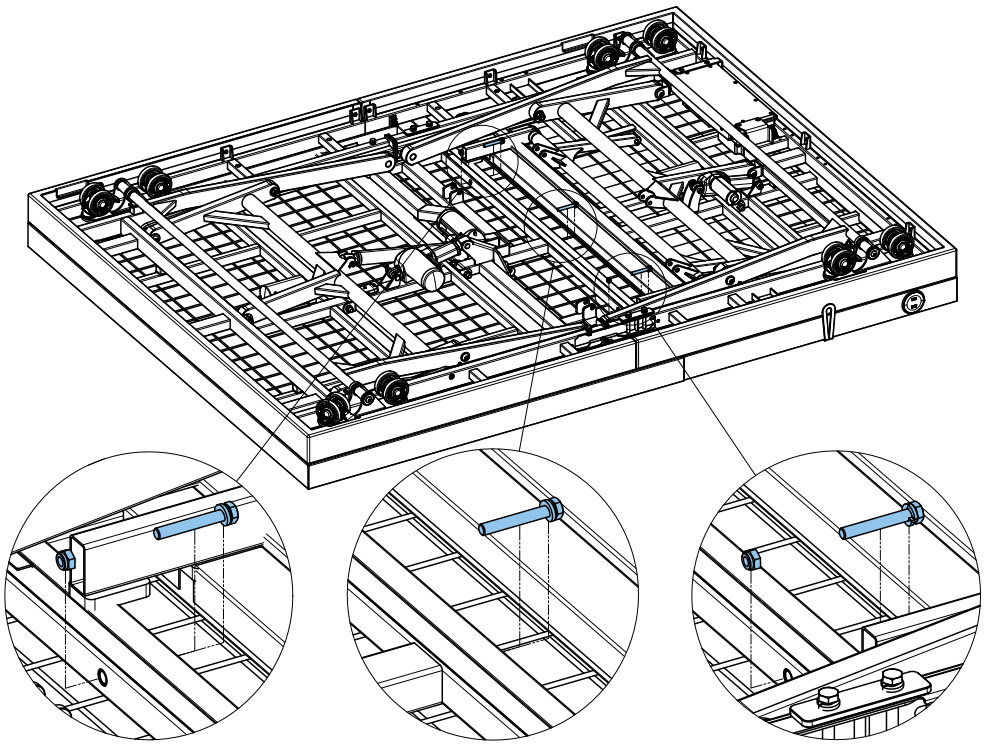
   Lifting the leg by hand or using pliers may help if the clevis pins are difficult to remove.



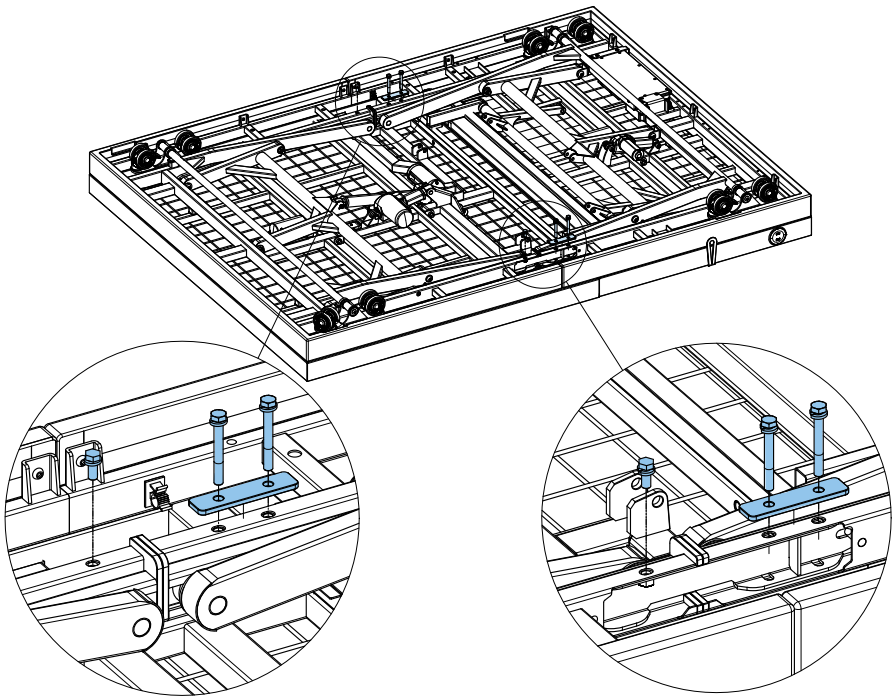


9. Using two 13mm socket, remove the 3 bolts from the middle frame of the bed

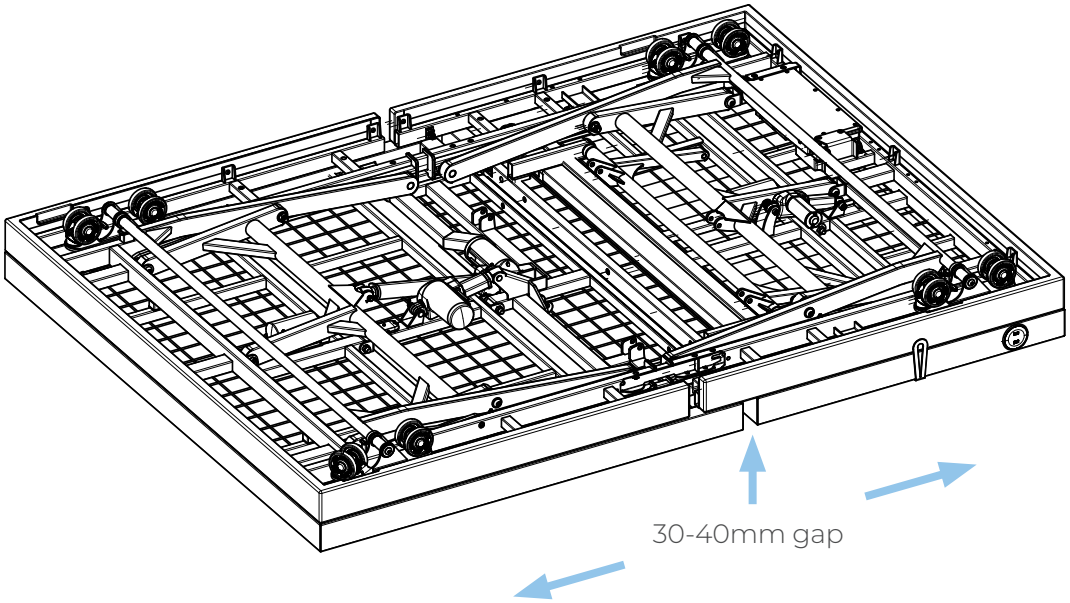
   All sizes of beds have the same 3 bolts, they are just spaced further apart.



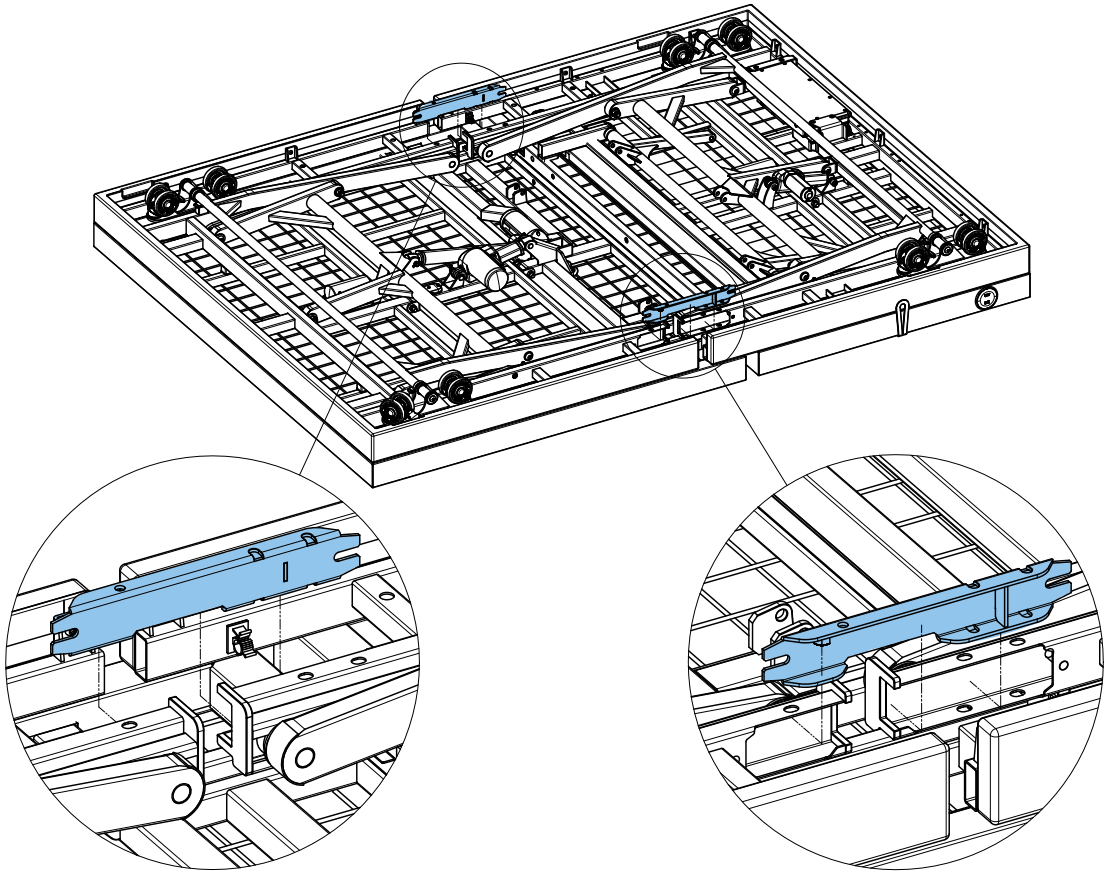
10. Using one 13mm socket, remove the 3 bolts and plate from both sides of the bed.



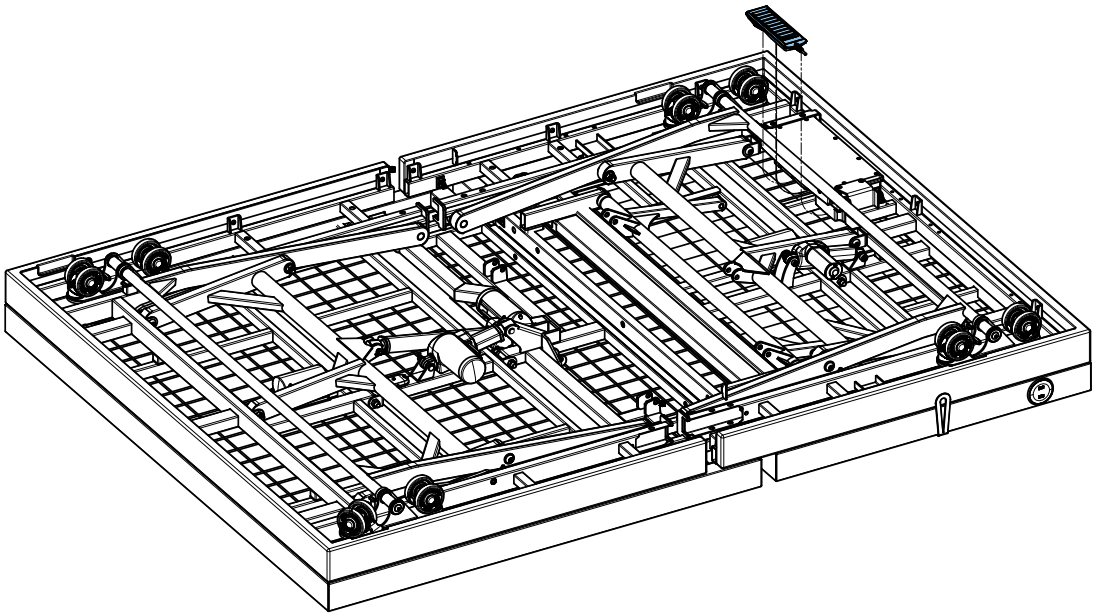
11. Once all bolts have been removed, pull the two halves of the bed apart to create a small gap, 30-40mm.



12. Remove the connector bars from both sides of the bed.



13. Secure the handset and power cable under the control box during transport.

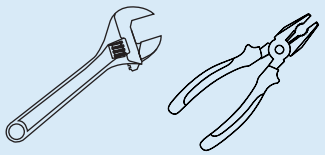


14. Ensure all hardware removed from the bed are transported with the bed and are not lost. If using a suitable trolley to assist in moving the bed halves the actuators and mattress retainers can be secured to the trolley using a strap.

10.2 PULL APART ASSEMBLY

TOOLS REQUIRED

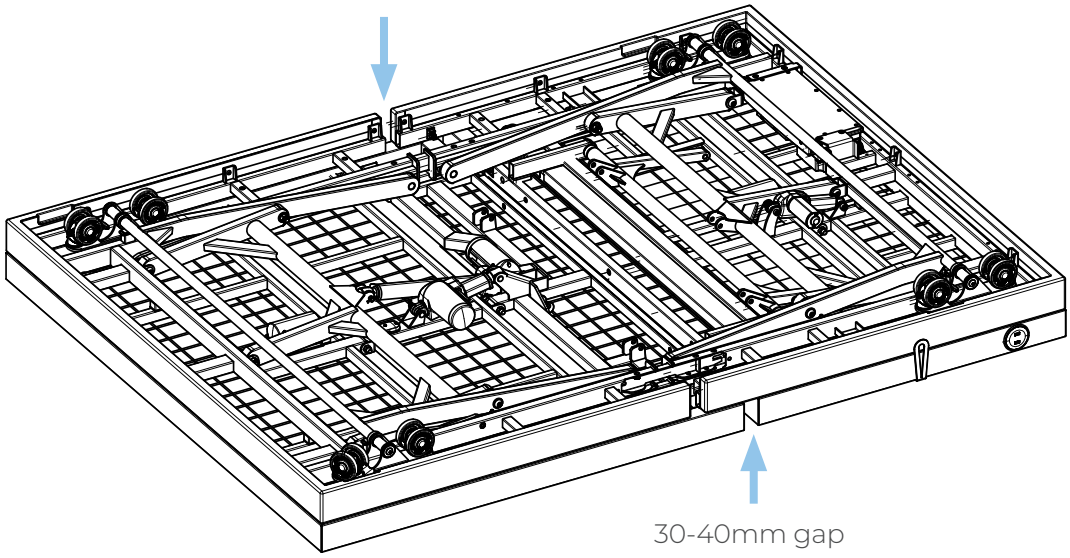
- Any two of 13mm Socket, 13mm Crescent Spanner, or Adjustable Shifter/Spanner
- Optional – Pliers, Soft Rubber Mallet



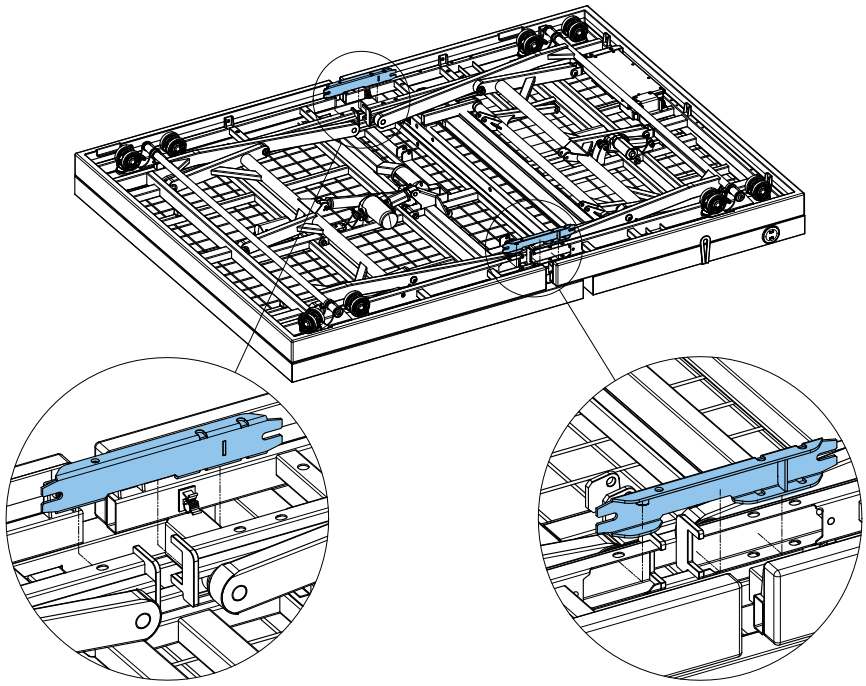
1. Ensure floor is carpeted or lay out a blanket/cardboard to protect the bed upholstery from damage during assembly.

2. Lay the two bed halves placed TOP DOWN so all components can be accessed easily from the underside of bed.

3. Push the two halves of the bed together, so that a small 30-40mm gap remains between.



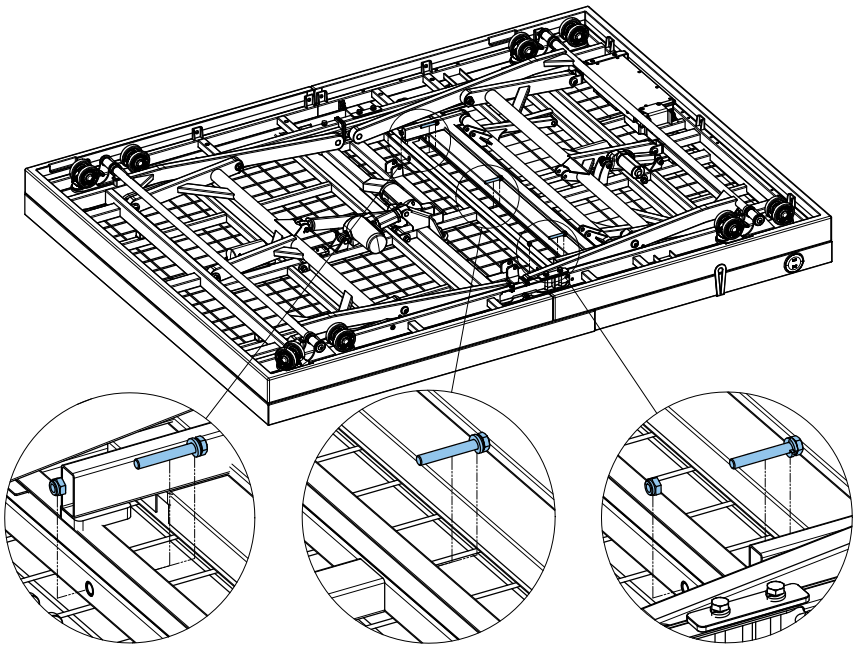
4. Insert the connector bar to both sides of the bed. The warning label will face out and be visible once inserted, the smaller end of the connector bar is toward the foot-end of the bed.



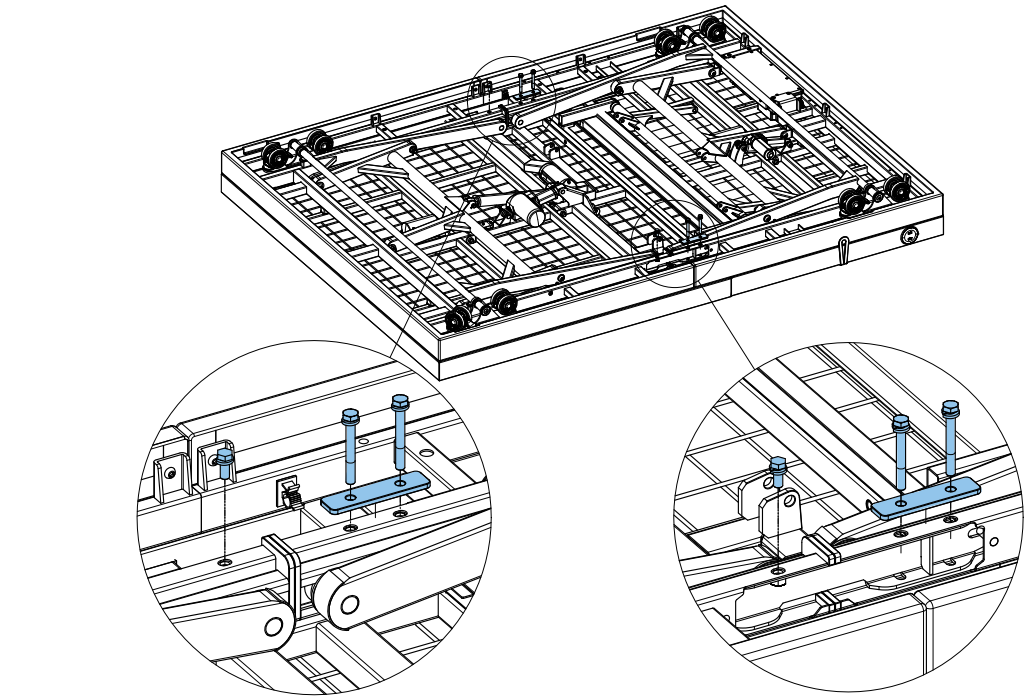
5. Push both halves of the bed together to remove the gap.

6. Use the tab in the connector bar to help align the bolt holes. Lifting the joint slightly or using a soft rubber mallet will help if adjusting the connector bar is difficult.

7. Insert the 3 bolts to the middle frames of the bed tighten these completely. Ensure split washer and washer are used.



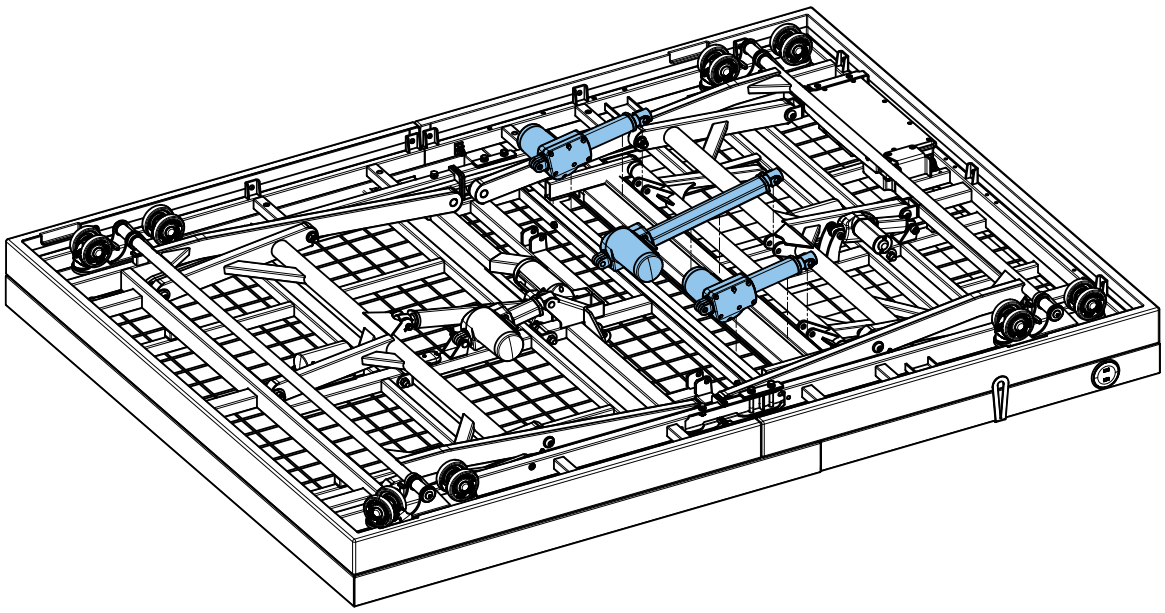
8. Align the plate to the two holes of the connector bar and insert the 3 bolts on both sides of the bed. Ensure split washers and washers are used. Tighten the small bolts first followed by the longer bolts.

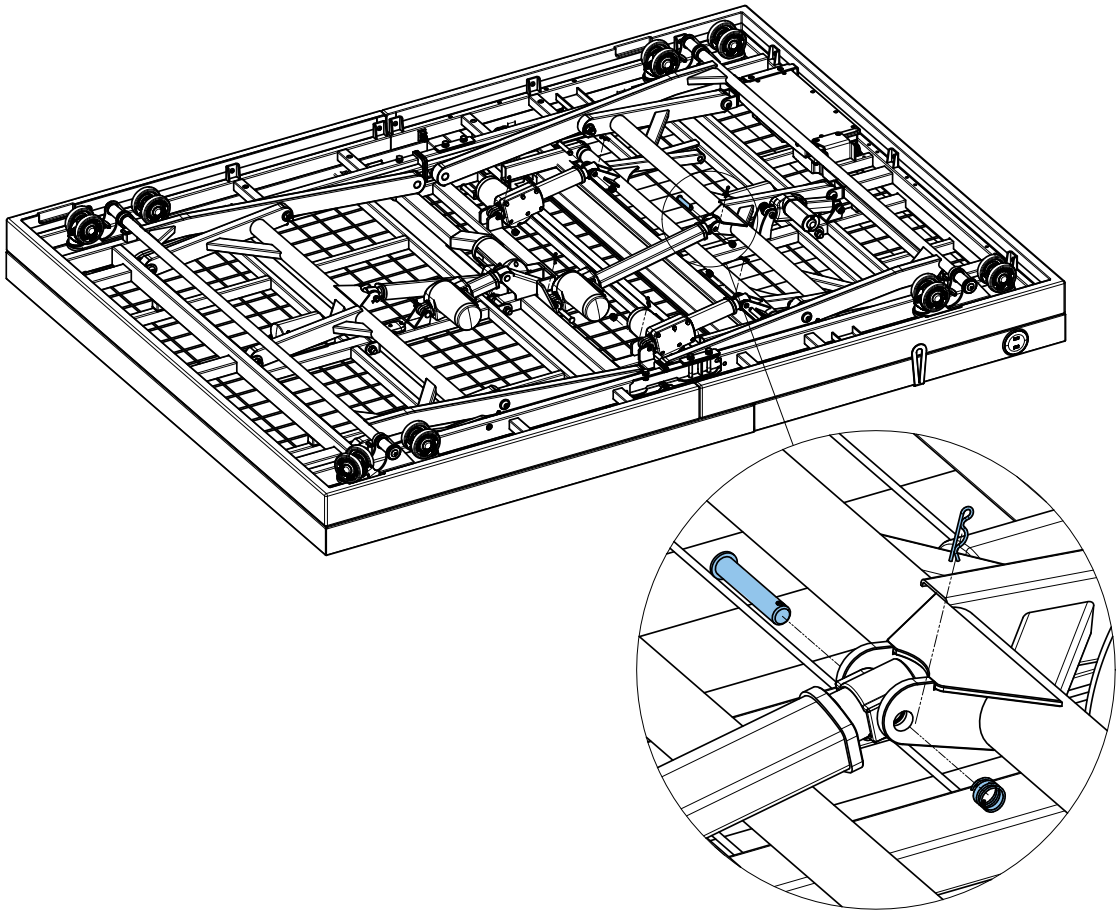


9. Double-check that each of the 9 bolts used to join the two halves of the bed are firmly tightened.

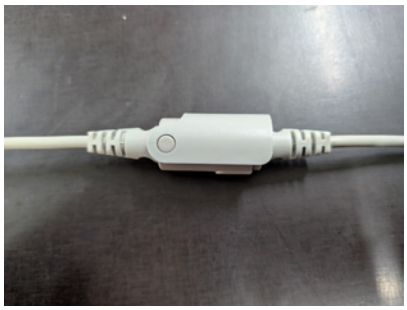
10. Attach the head-end HiLow and backrest actuators using the provided clevis pins and R-clips. Route the cables through the provided cable clips to the outer frame sections.

    Long Single and King Single beds only have 1 backrest actuator.

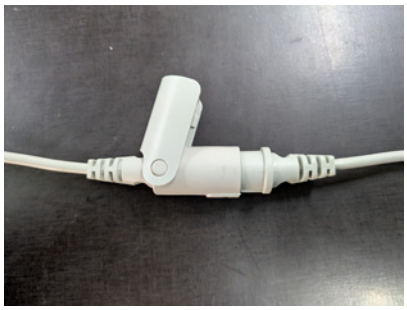




11. Match and plug in the cables at both sides of the bed. The cables are all labelled so they can be easily matched up. Ensure the security latch is properly secured to prevent the cables from accidentally disconnecting. Store excess cable on the head side of the bed.

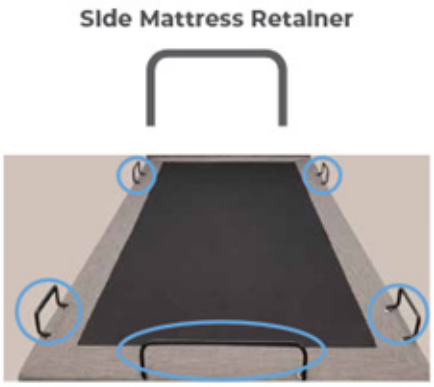






12.If the bed is new out of the box, return to section 9.2 to complete instillation.

13.Turn bed FACE UP, secure 4 x mattress retainers (side) and 1 x mattress retainer (foot) in place by pushing into allocated slots. Finally, place the mattress onto the bed ensuring all mattress retainers hug the sides and footend.





14.Plug the bed in to power and conduct a Factory Reset to ensure control box and actuators are correctly synchronised before first use.

To conduct a factory reset:

Press Night Assist button for 5 seconds until LED starts flashing. While LED light flashes, simultaneously press Zero Gravity and legrest up buttons until mattress deck goes to flat position, bed lowers to minimum height and battery/LED indicator flashes three times.

11. STORAGE & MOVEMENT

WARNING

DISCONNECT the bed power cord before moving the bed.
DO NOT remove the power cord from the source by pulling on the cord.
DO NOT pull on the power cord, or handset cord to manoeuvre the bed.
ALWAYS APPLY THE BRAKES when the bed is in a stationary position.

HANDLE WITH CARE

- ComfiMotion Beds should be stored in a clean, dry, well ventilated area.
- Do not drop and avoid shock or violent impact when transporting.
- Aidacare offers many bed moving trolley options, please contact us for further information on **1300 133 120** or visit our website at **aidacare.com.au**.

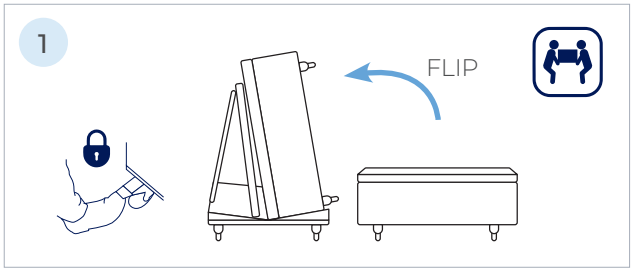
COMFIMOTION COMPACT TRANSPORT TROLLEY

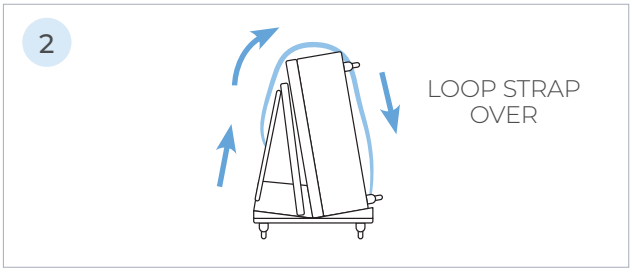
Bed frame mechanisms arrive in the box secured with fasteners to minimise loading difficulty and centralise the bed centre of gravity for loading.

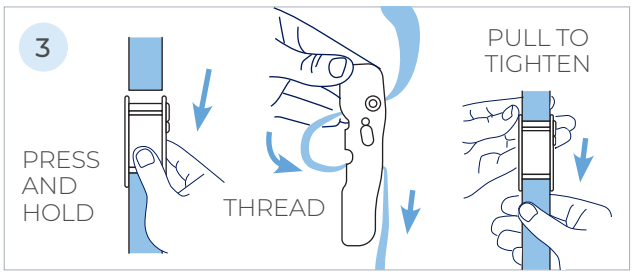


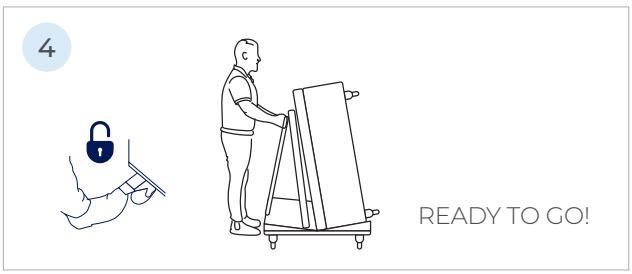
KEY FEATURES

- **Tight Turning Radius:** Short wheel base with large low resistance castors make manoeuvring through tight spaces manageable.
- **Reduce Stock Damage:** Padded trolley surfaces protect the fragile upholstery of the bed surround, reducing damage during freight and handling.
- **WHS Outcomes:** Safety strap and lockable castors make loading and unloading the trolley a simple process.









12. CLEANING



BEFORE CLEANING always disconnect the bed from the mains power source.

NOTE: It is strongly recommended that protective clothing be used when cleaning.

NOTE: The following procedure also applies to bed accessories, but does not include mattresses.

- Wipe the beds surfaces with a soft cloth moistened with hot water and mild detergent.
- Rinse with clean water and dry with a clean cloth.
- Ensure bed upholstery is only lightly wiped, it is important not to leave this wet after cleaning.
- Allow the cleaned parts to dry before replacing the mattress.



DO NOT clean with bleach!

13. SERVICE & MAINTENANCE

To prolong the working life of the bed and for trouble free operation it is recommended that routine inspections should be performed by a person who is suitably qualified and well acquainted with the design, use and care of ComfiMotion beds.

If inspection reveals that the safety of the bed is jeopardised in any way, it should be IMMEDIATELY WITHDRAWN FROM SERVICE, tagged as such and the owner notified, until repair or replacement has occurred.

13.1 INSPECTION

- A visual and functional inspection should be performed monthly
- Visually inspect electrical components: can you see damage to the hand control or power cord?
- Visually inspect mechanical components: can you see damage, chips or deformation to the frame, headboard or accessories?
- Is the hand control functioning as it should?
- Are the castors, brakes and accessories functioning as they should?

13.2 PREVENTATIVE MAINTENANCE:

The following preventative maintenance procedures should be carried out every 12 months or as otherwise specified:

NOTE: Other than general maintenance activities all other service or repair work must be performed by qualified and trained persons or agents approved by Aidacare.

- Overall functional check that all hand control functions are operating the bed as expected.
- Overall inspection for visible signs of wear, tear or damage to the integrity of electronics and Cables.
- Actuators and all moving components should not make unusual noises.

NOTE: If you are unsure if your ComfiMotion bed is working correctly, Contact Aidacare or your local authorised Aspire Dealer.

14. TROUBLESHOOTING

EFFECT	POSSIBLE CAUSE	VERIFICATION	CORRECTIVE ACTION
Bed does not stay in place	Locking castors not preventing bed movement. Brake System is malfunctioning.	Not all locking castors have been engaged. Brake pedal is in lowest position, but bed does not stay in place.	Engage 2 x locking castors on the foot end of the bed (both sides) . If this does not work, contact your sales representative or a qualified Aidacare service technician.
Bed does not move as expected when pressing handset buttons	Electronics plugged into control box incorrectly. System was not reset after power failure or electronic components plugged/ unplugged to/from control box.	Bed acts differently to what is defined in section 6.2 Handset Operation.	Conduct Electronics System Reset procedure (see steps 13 and 14 in section 6.2 Handset Operation). Contact your sales representative or a qualified Aidacare service technician. **Check installation is correct per Section 6.**
Massage motor is noisy	Massage motor faulty. Loose R clips on actuator mounts. Loose components on bed. Actuator mounts missing springs.	Unplug massage motors one at a time to see if one is more noisy. Check actuator mounts for loose R clips. Check bed frame for any loose components that can make noise during massage vibration.	Replace massage motor. Replace R clip on actuator mounts. Add springs to actuator mounts. Fix/replace any loose components.

15. WARRANTY & SERVICE

15.1 BEDS AND ACCESSORIES

Congratulations on the recent purchase of your Aspire ComfiMotion bed, mattress and/or accessories. ComfiMotion beds and accessories carry a comprehensive warranty as detailed below *(see 15.2 Mattresses for mattress warranty information)*. Please keep proof of purchase for proof of warranty commencement.

PRODUCT	DESCRIPTION	WARRANTY
BED		
Activ care	Frame	10 Years warranty
	Electronics	2 Years warranty
	Handset, cables and fabric	1 Year warranty
Fixed Companion	Frame	10 Years warranty
	Fabric	1 Year warranty
ACCESSORIES		
Bed Rail BEA830212	Comprehensive	5 Years warranty
Crook Handle BEA830211	Comprehensive	5 Years warranty
Headboards	Chesterfield + Allure	1 Year warranty
SPLIT KING UPGRADE KIT		
Brackets	Comprehensive	1 Year warranty
Electronics	Comprehensive	2 Years warranty
PILLOWS		
Breeze BEP050100	Comprehensive	1 Year warranty
Plush BEP050110	Comprehensive	1 Year warranty
MATTRESSES*		
Memory Foam	Comprehensive	10 Years limited warranty
Pocket Spring	Comprehensive	5 Years limited warranty

*More details on next page

CONSUMER WARRANTY AGAINST DEFECTS

Aidacare is bound by Australian Consumer Law in respect to Warranty Against Defects. A copy of the Aidacare Warranty Against Defects statement is available on the Aidacare home page at **aidacare.com.au**. All warranty matters should be directed to Aidacare Customer Service on **1300 133 120**.

Aidacare does not warrant against excessive or incorrect use, modification or any situation that could not be deemed as fair wear and tear. This is a back to base warranty and does not cover freight costs pertaining to the return of any items under warranty. Aidacare acknowledges and conforms to all ACCC guidelines around consumer rights. For further information contact Aidacare on; **1300 133 120** or email **product@aidacare.com.au.**

Aidacare will not warrant the safety and or correct functioning of products where any original components have been changed or modified by non-Aidacare approved and trained service & maintenance staff or external providers. Furthermore, safety is not guaranteed where components have been replaced with non-original Aidacare approved parts. If any faults are detected upon receipt of this product please phone Aidacare. Any faults that are detected during normal use should be reported to Aidacare immediately to determine if warranty conditions apply and if so, the necessary repair or replacement work to be completed.

Spare parts list is available upon request.

15.2 MATTRESSES

COMFIMOTION MATTRESSES

10 YEARS WARRANTY Memory Foam

5 YEARS WARRANTY Pocket Spring

The below information outlines the terms and conditions of your limited mattress warranty, it should be noted that your specific legal rights may vary from state to state.

I. PRODUCTS COVERED BY THIS LIMITED MATTRESS WARRANTY

This limited mattress warranty extends to mattresses manufactured by Aidacare Pty Ltd. (“Aidacare”) under the Aspire brand, purchased directly from Aidacare or an Aspire ComfiMotion approved second party distributor located in Australia.

Mattresses are designed to work on a firm, solid and well-ventilated bed base that is structurally capable of supporting the weight of the mattress and user(s). This mattress Warranty does not cover your Product if you use it in a manner incompatible with that intended design.

II. WHO IS COVERED BY THIS MATTRESS WARRANTY?

This limited mattress warranty extends to the original purchaser of an Aspire ComfiMotion Memory Foam and/or Pocket Spring mattress who is located in Australia and complies with the products intended use. All Aspire ComfiMotion warranties, including any implied warranties, are valid only for the period of time the mattress is owned by the original purchaser of the mattress. The “original purchaser,” for the purposes of this mattress warranty, is the first purchaser of the mattress from Aidacare or an Aspire ComfiMotion approved second party distributor. Please retain a copy of your receipt as proof of purchase. All Aspire ComfiMotion limited warranties are not transferable.

III. ASPIRE COMFIMOTION LIMITED MATTRESS WARRANTY AND RESPONSIBILITIES

Aidacare warrants the Aspire ComfiMotion mattresses in its original packaging sold to you against the defects in material and workmanship set forth below ("defects") for a period of:

- **10 Years** for Aspire ComfiMotion **Memory Foam** Mattress **or**,
- **5 Years** for Aspire ComfiMotion **Pocket Spring** Mattress

from the time your mattress is purchased by you, when the mattress is used normally for its intended purposes and on a bed base that is structurally capable of supporting the weight of the mattress and user(s).

IV. WHAT IS COVERED?

Defects covered by this limited mattress warranty **include:**

MEMORY FOAM	POCKET SPRING
✓ Deterioration causing the mattress to have a visible indentation greater than **25 millimetres** that is not associated with an indentation or sag which results from use of an improper or unsupportive foundation or adjustable bed base. Normal wear requires that a mattress be continuously supported by a matching foundation or adjustable bed base with a proper bed frame sufficient to support the collective weight of the mattress and foundation.	✓ Deterioration causing the mattress to have a visible indentation greater than **32 millimetres** that is not associated with an indentation or sag which results from use of an improper or unsupportive foundation or adjustable bed base. Normal wear requires that a mattress be continuously supported by a matching foundation or adjustable bed base with a proper bed frame sufficient to support the collective weight of the mattress and foundation.
✓ Any physical flaw in the mattress that causes the foam material to split or crack, despite normal usage and proper handling.	✓ Coils or wires that protrude or have torn the fabric.
✓ Any manufacturing defect in the assembly of the Aspire ComfiMotion Memory Foam Classic or the Multistretch Pressure Care mattress cover that may affect the products performance.	✓ Coils or wires that are loose or broken.

The Aspire ComfiMotion Memory Foam Mattress is strictly intended for domestic use only. This product is NOT intended for hoteling, commercial, hospital, specialised or commercial care usage, prevention or treatment of pressure injuries. It is strongly recommended to consult an Occupational Therapist and/or health professional for prescribed and specialised care solutions.

V. EXCLUSIONS

The Aspire ComfiMotion limited mattress warranty **does not** include:

A normal increase in softness of the foam pressure-relieving material or pocket spring coils which does not affect the pressure-relieving and/or supportive qualities of the mattress.

Comfort preference.

The defect is caused as a result of the product being bent, squeezed, exposed to cold temperatures or damp conditions for a period of time causing the material to tear or permanently deform.

The product has been wet, soaked or exposed to harsh climate conditions such as flooding or humidity, against Aidacare's recommendations.

The mattress or mattress cover is found to be very stained, soiled and/or otherwise unhygienic.

The product has been altered or repaired without the Aidacare's prior permission.

The use of mattress on base slats more than 75 millimetres.

Physical abuse or damage to the structure and/or cover material, including but not limited to, burns, cuts, tears, heat or liquid damage (including bleach or products containing such), or stains; provided, that the defect is caused by such abuse or damage.

Minor manufacturing anomalies that do not impact the performance of the mattress (including mis-stitching on quilting and/or the cover).

Any mattress (whether manufactured by Aidacare or not) sold by resellers who are not authorised retailers.

Mattresses sold "as-is", "preconditioned", "reconditioned", "used", "comfort return", "returned", "previously owned", or any other similar wording indicating that the mattress is not "new" or of "first quality", or has previously been purchased or used by another consumer.

In the event of a defect, Aidacare's sole and exclusive liability and your sole remedy under this limited mattress warranty will be, at Aidacare's discretion, to provide a replacement mattress or mattress cover, subject to your fulfilment of "Your Responsibilities" below. Aidacare will endeavour to replace the product from the same line. However, should the mattress or mattress cover be discontinued or unavailable, a substitute product will be issued as the replacement. The replacement mattress or mattress cover may vary in colour, style or design from the original product purchased.

VI. YOUR RESPONSIBILITIES

In the event of a defect and in order to get the benefit of this limited mattress warranty, you must return your mattresses to the original place of purchase and provide Aidacare or an Aspire ComfiMotion approved second party distributor with proof of the original date of purchase. Should shipping costs be required to return your mattress, you will not be responsible for those costs.

Evidence of a defect and any claims must be sent to place of purchase (Aidacare or an Aspire ComfiMotion approved second party distributor) before the limited mattress warranty expires.

VII. CONSUMER WARRANTY AGAINST DEFECTS

Aspire does not warrant against excessive or incorrect use, modification or any situation that could not be deemed as fair wear and tear. This is a back to base warranty and does not cover freight costs pertaining to the return of any items under warranty. Aspire acknowledges and conforms to all ACCC guidelines around consumer rights.

Aspire will not warrant the safety and or correct functioning of products where any original components have been changed or modified by non-Aspire approved and trained service and maintenance staff or external providers. Furthermore, safety is not guaranteed where components have been replaced with non-original Aspire approved parts. If any faults are detected upon receipt of this product please contact Aspire. Any faults that are detected during normal use should be reported to Aspire immediately to determine if warranty conditions apply and if so, the necessary repair or replacement work to be completed.

16. MANUFACTURER, EU REPRESENTATIVE & IMPORTER DETAILS

If you have any questions, you can contact:



Manufacturer:

Aidacare Pty Ltd

ABN 40 134 398 833

Building 3A, 1 Moorebank Avenue,
Moorebank NSW 2170
Australia

1300 133 120 | **product@aidacare.com.au**



EU Representative:

European Device Solutions Ltd
Stratton House, Bishopstown Road, Cork T12 Y9TC Ireland
info@europeandevicesolutions.eu



Importer:

Aidacare Ltd

Registration 13785408

Arcadia House, Maritime Walk, Ocean Village,
Southampton SO14 3TL United Kingdom

01622 541235 | **info@aidacare.co.uk**

17. SERVICE LOG BOOK

Year 1 Date: _____

Service Type: _____

Condition Report: _____

_____

Inspected by: _____ Signature: _____

Action taken: _____ Date: _____

Year 2 Date: _____

Service Type: _____

Condition Report: _____

_____

Inspected by: _____ Signature: _____

Action taken: _____ Date: _____

Year 3 Date: _____

Service Type: _____

Condition Report: _____

_____

Inspected by: _____ Signature: _____

Action taken: _____ Date: _____

Year 4 Date: _____

Service Type: _____

Condition Report: _____

_____

Inspected by: _____ Signature: _____

Action taken: _____ Date: _____

Year 5 Date: _____

Service Type: _____

Condition Report: _____

_____

Inspected by: _____ Signature: _____

Action taken: _____ Date: _____

NOTES

AIDACARE PTY LTD

Building 3A, 1 Moorebank Avenue,
Moorebank NSW 2170
Australia

1300 133 120 | comfimotion.com.au

AIDACARE LIMITED

Arcadia House, Maritime Walk,
Ocean Village, Southampton SO14 3TL
United Kingdom

01622 541235 | aidacare.co.uk

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