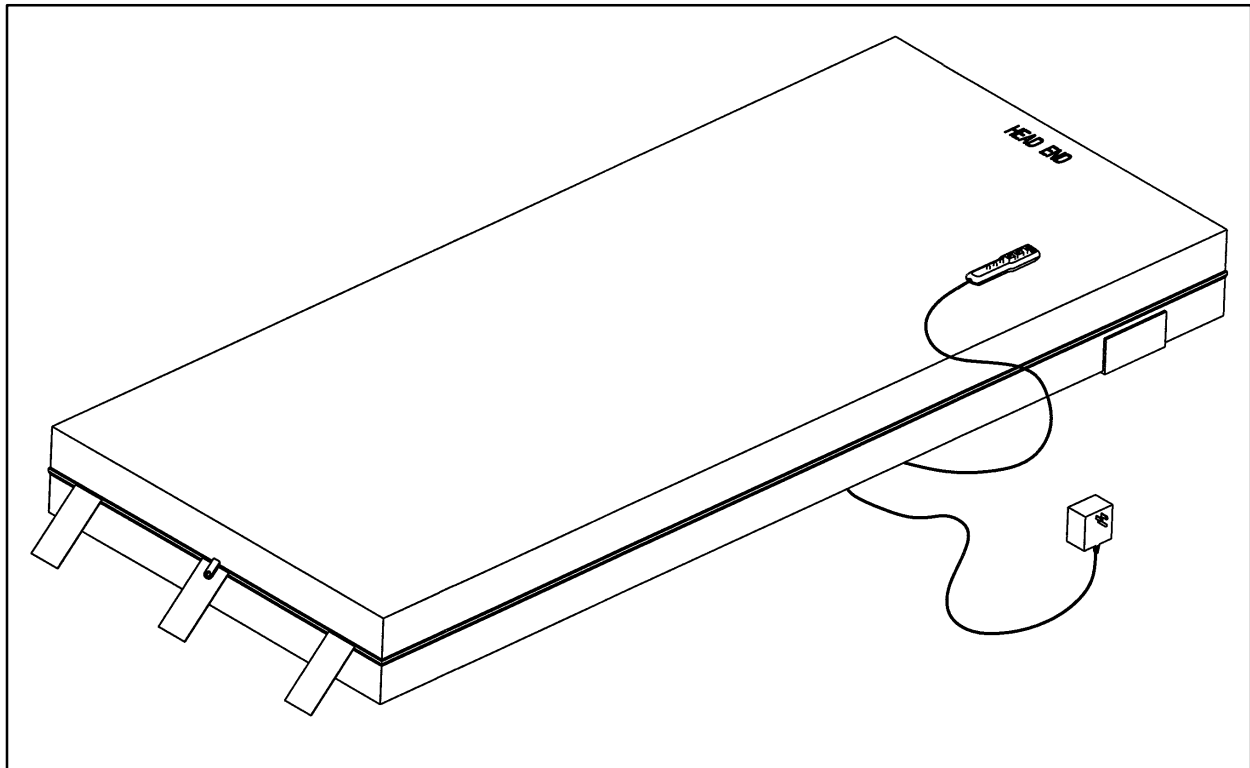

IMPORTANT
File in your
maintenance
records

stryker[®]
Medical



Pressure Management

Dynamic Mattress System 2500

OPERATIONS/MAINTENANCE MANUAL

For Mattress Systems with serial numbers of 970619038 and above

For Parts or Technical Assistance
1-800-327-0770

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Introduction

INTRODUCTION

This manual is designed to assist you with the maintenance of the DMS 2500. Read it thoroughly before using the equipment or beginning any maintenance on it.

SPECIFICATIONS

Size	32" x 80", 35" x 80", 35" x 76", 35" x 84"
Thickness	7"
Weight	35 pounds
Maximum Weight Capacity	500 pounds
Electrical Requirements	110 VAC, 60 Hz, 0.30 Amp 220 VAC, 50–60 Hz, 0.15 Amp

WARNING / CAUTION / NOTE DEFINITION

The words WARNING, CAUTION and NOTE carry special meanings and should be carefully reviewed.

WARNING

The personal safety of the patient or user may be involved. Disregarding this information could result in injury to the patient or user.

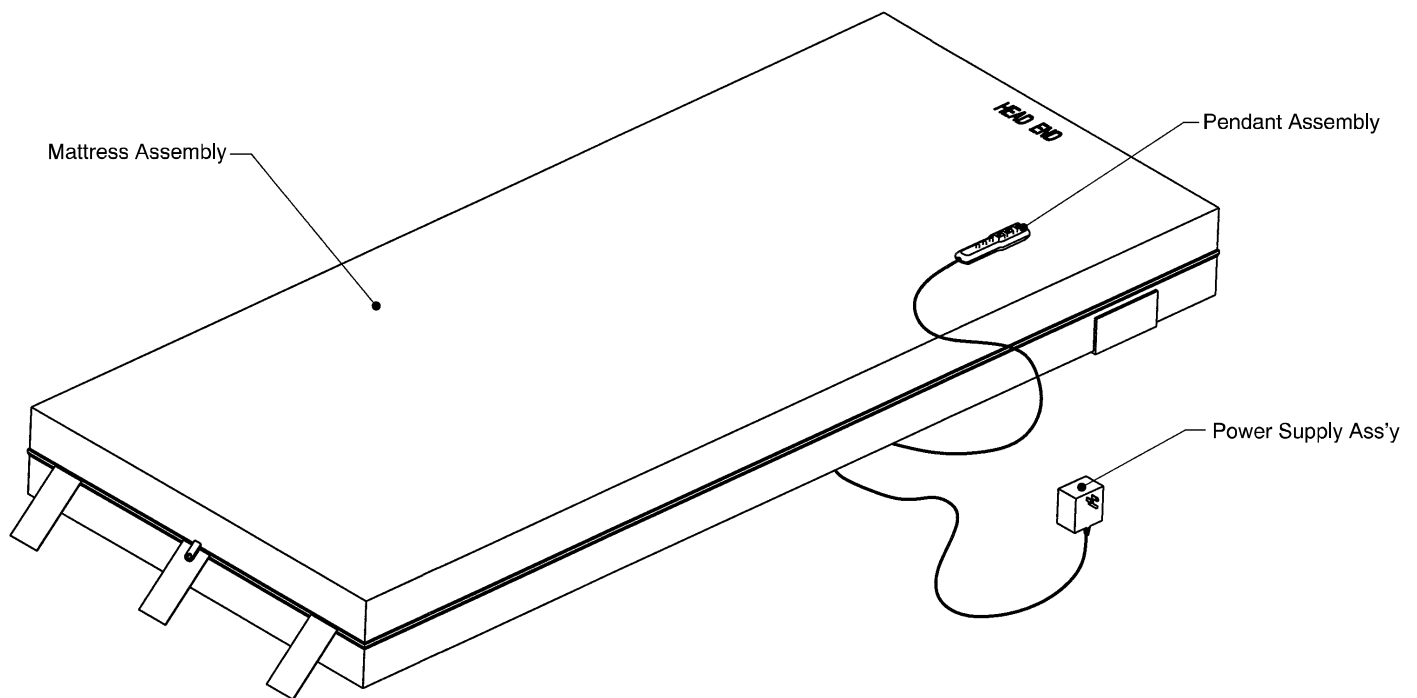
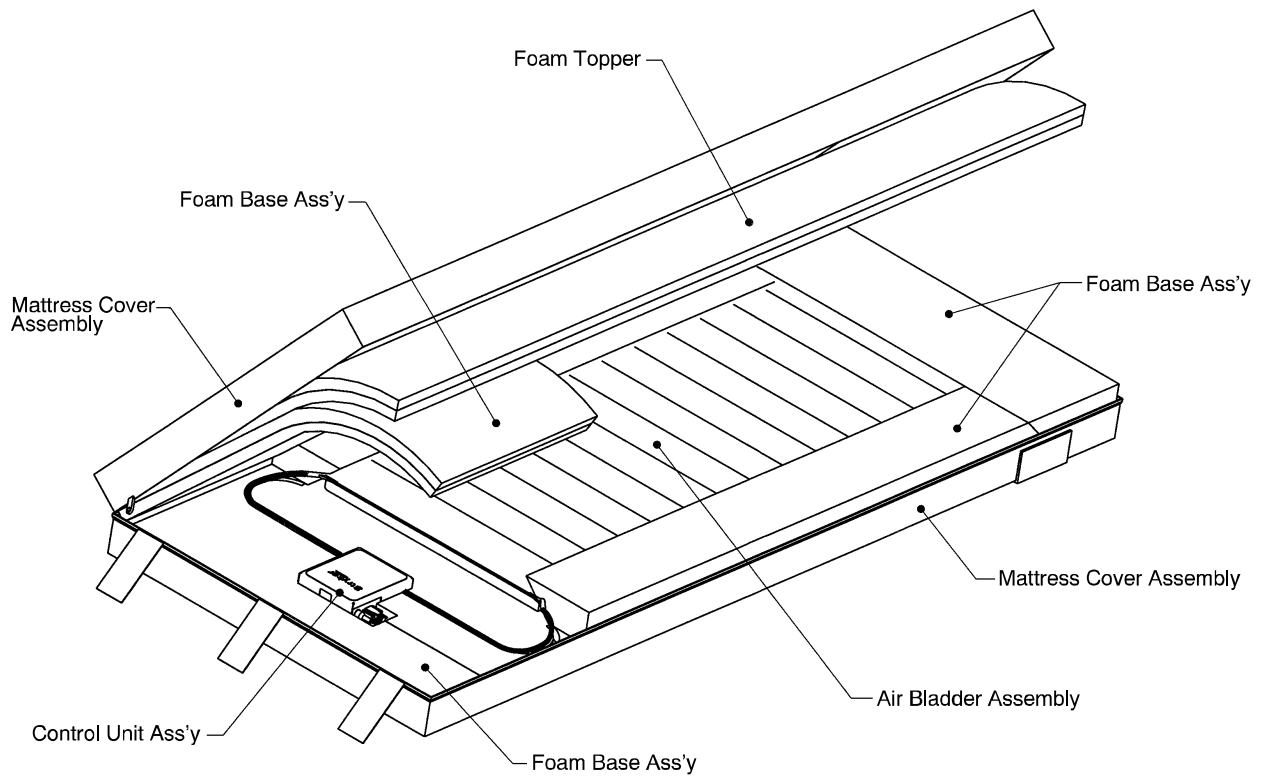
CAUTION

These instructions point out special procedures or precautions that must be followed to avoid damaging the equipment.

NOTE

This provides special information to make maintenance easier or important instructions clearer.

Product Illustrations



Installation and Operation Instructions

INSTALLATION

WARNING

The DMS 2500 should not be used with oxygen administering equipment other than the nasal or mask type. The DMS 2500 should not be used in the presence of flammable anaesthetics.

Unpacking

Before installation, remove the plastic protective cover from the mattress. To install, place the mattress flat on the litter surface with the head end positioned accordingly. Install the mattress on the sleep surface a minimum of two hours before use to ensure complete foam expansion.

Cables

For proper cable installation, route the power supply cable under the mattress along the side and secure it to the litter top with the cable tie provided. Ensure the power cable has sufficient clearance by operating the bed motion controls (bed up/down, head up/down). If necessary, adjust the cable to allow full bed motion.

CAUTION

To avoid damage to the bed or mattress, ensure the cable has sufficient slack to allow full bed motion before putting a patient on the bed.

OPERATION

To turn on the DMS 2500:

Plug the 12 volt transformer into any 110 VAC receptacle. When plugged in, the system will be in the “Automatic” mode. The internal air bladder will immediately begin to inflate to a pre-selected pressure.

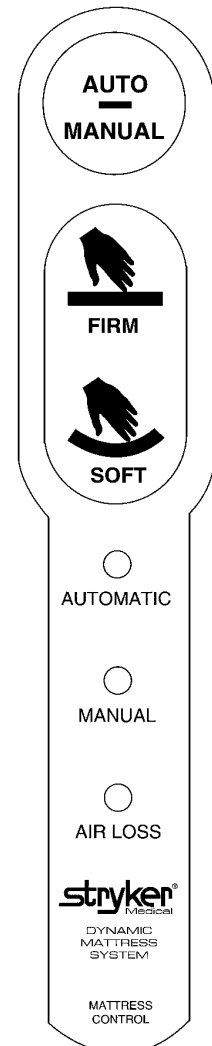
Modes of operation:

Automatic Mode

In the Automatic Mode, the firmness of the mattress is preset and the “FIRM” and “SOFT” buttons are disabled.

Manual Mode

By pressing the “AUTO/MANUAL” button once to place the mattress in the manual mode, the firmness of the mattress can be adjusted. Press the “FIRM” or “SOFT” button and the manual LED indicator will blink to indicate the system is functioning properly.



Preventative Maintenance

CLEANING

Routine maintenance for the DMS 2500 is similar to a standard hospital mattress. Standard hospital cleaning protocol should be employed.

For best results, between patient uses, wipe the entire surface and sides with a properly diluted disinfecting solution.

Fitted sheet cover (optional) will remain impermeable to liquids after a minimum of 10 washings.

In general, when used in those concentrations recommended by the manufacturer, either phenolic type or quaternary type disinfectants can be used with Staph–Chek fabrics. Iodophor type disinfectants are not recommended for use on Staph–Chek fabrics because staining may result. The following products have been tested by the Herculite Laboratory and have been found not to have a harmful effect on Staph–Chek fabrics WHEN USED IN ACCORDANCE WITH MANUFACTURERS RECOMMENDED DILUTION.*

TRADE NAME	DISINFECTANT TYPE	MANUFACTURER	*MANUFACTURER'S RECOMMENDED DILUTION
A33	Quaternary	Airwick (Professional Products Division)	2 ounces/gallon
A33 (dry)	Quaternary	Airwick (Professional Products Division)	1/2 ounce/gallon
Beaucoup	Phenolic	Huntington Laboratories	1 ounce/gallon
Blue Chip	Quaternary	S.C. Johnson	2 ounces/gallon
Elimstaph	Quaternary	Walter G. Legge	1 ounce/gallon
Franklin Phenomysan F2500	Phenolic	Purex Corporation	1 1/4 ounce/gallon
Franklin Sentinel	Quaternary	Purex Corporation	2 ounces/gallon
Galahad	Phenolic	Puritan Churchill Chemical Company	1 ounce/gallon
Hi–Tor	Quaternary	Huntington Laboratories	1/2 ounce/gallon
LPH	Phenolic	Vestal Laboratories	1/2 ounce/gallon
Matar	Phenolic	Huntington Laboratories	1/2 ounce/gallon
Omega	Quaternary	Airwick (Professional Products Division)	1/2 ounce/gallon
Quanto	Quaternary	Huntington Laboratories	1 ounce/gallon
Sanikleen	Quaternary	West Chemical Products	2 ounces/ gallon
Sanimaster II	Quaternary	Service Master	1 ounce/gallon
Vesphene	Phenolic	Vestal Laboratories	1 1/4 ounce/ gallon

Preventative Maintenance

MAINTENANCE

Air Bladder

In the unlikely event of a bladder failure, the “AIR LOSS” indicator on the pendant will light and the control unit will turn off automatically. Unplug the power supply from the wall socket. Remove the mattress top cover and check the air hoses and bladder. If all hoses are intact, replace the mattress cover and plug the power supply into a properly grounded wall socket. The pump should begin to inflate the internal bladder. If the “AIR LOSS” indicator lights again, see page 14 for further instructions.

BIANNUAL CHECKLIST

- All functions on pendant control operating properly (page 10)
- No rips or cracks in mattress cover
- No cables worn or pinched
- Power cord not frayed: no loose connections

Unzip upper cover and inspect internal components

- Foam intact and clean
- Foam not excessively worn
- Fasteners on control unit secure
- No hoses worn or kinked
- All electrical connections tight

Service Information

STATIC DISCHARGE PRECAUTIONS

The electronic circuits in the DMS 2500 control unit are completely protected from static electricity damage only while the control unit is assembled. It is extremely important that all service personnel always use adequate static protection when servicing the DMS 2500 control unit. *Whenever you are touching wires, you should be using static protection.*

Static Protection Equipment

The necessary equipment for proper static protection is:

- 1 static wrist strap; 3M part number 2214 or equivalent,
- 1 grounding plug; 3M part number 61038 or equivalent,
- 1 test lead with a banana plug on one end and an alligator clip on the other; Smith part number N132B699 or equivalent.

Stryker has available the following equipment for proper static protection:

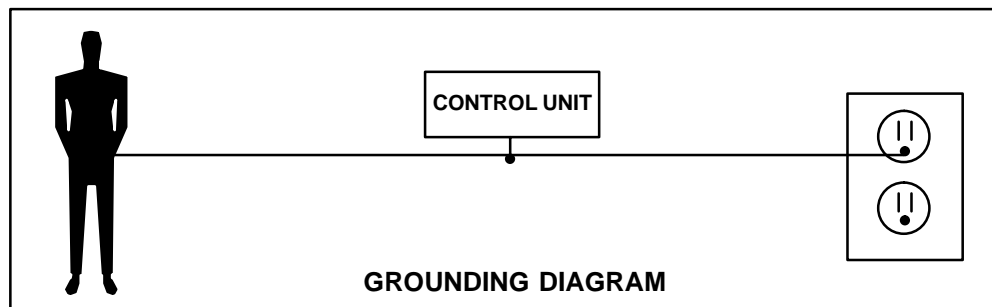
- Complete static protection system – part number 3000-000-753
- 1 grounding plug – Stryker part number 3000-000-754
- 1 static wrist strap – Stryker part number 3000-000-755
- 1 test lead – Stryker part number 3000-000-756

CAUTION

All electronic service parts will be shipped in static shielding bags. Do not open the bags until you have completed steps 4 and 5 of the following procedure. Do not place unprotected circuit boards on the floor. All circuit boards returned to Stryker Medical should be shipped in the static shielding bags the new boards were shipped in.

Static Protection Procedure

1. Unplug the DMS 2500 from the wall receptacle.
2. Unzip upper cover and remove upper foam elements.
3. Insert the grounding plug into a properly grounded hospital grade wall receptacle. Plug the banana plug of the test lead into the receptacle on the grounding plug. Connect the alligator clip on the other end of the test lead to the metal chassis on the control unit.
4. Place the static control wrist strap on your wrist. Connect the alligator clip at the other end of the wrist strap cord to the metal chassis.
5. Remove the upper housing on the control unit.



Service Information

MATTRESS COVER REPLACEMENT

Required Tools:

Wire Cutters

Static Protection Equipment (see page 7)

Replacement Procedure:

1. Unplug the power supply from the wall socket.
2. Unzip and remove the upper mattress cover.
3. Remove and set aside the upper foam layer.
4. Properly ground yourself. (See page 7 for static discharge precautions).
5. Unplug the cables from the control unit.
6. Remove the remaining foam assembly from the bottom cover and set aside.
7. Cut the cable ties securing the cables through the bottom cover grommet.
8. Remove the cables from the bottom cover.
9. Spread out the new bottom cover on a flat surface.
10. Replace the cables through the grommet in the bottom cover.
11. Place the foam assembly containing the air bladder and control unit into the bottom cover being sure the control unit is at the foot end of the new bottom cover.
12. Route the cables along the patient left side of the foam assembly to the control unit.
13. Reconnect the cables to the control unit.
14. Push the cables down into the slit in the base foam assembly.
15. Lift the head end of the foam assembly and pull the cable slack out of the mattress.
16. Fold the grommet material around the cable and replace the cable ties where they were located prior to disassembly.
17. Place the foam assembly back into the bottom cover.
18. Reinstall the upper foam layer with the *pink side down*.
19. Place the upper cover on the mattress with the "Head End" stamp at the head end of the mattress.
20. Zip the upper mattress cover onto the lower cover.
21. Plug the power supply into the wall socket and test the mattress for proper operation.

To replace the upper cover only:

1. Unzip and remove the old upper cover.
2. Unpack the new upper cover and lay it flat on the mattress, aligning the zipper properly.
3. Zip the upper cover onto the lower cover.

Service Information

AIR BLADDER REPLACEMENT

Required Tools: None

Replacement Procedure:

1. Unplug the power supply from the wall socket.
2. Unzip and remove the upper mattress cover.
3. Remove and set aside the upper foam layer.
4. Unplug the hoses from the air bladder fittings.
5. Remove the air bladder from the mattress.
6. Install the new air bladder into the foam frame.
7. Install the hoses on the fittings of new air bladder.
8. Reinstall the upper foam layer, with the pink side down.
9. Reinstall the upper cover on the mattress with the “Head End” stamp at the head end of the mattress.
10. Zip the upper cover onto the lower cover.
11. Plug the power supply into the wall socket and test the mattress for proper operation.

FOAM BASE ASSEMBLY REPLACEMENT

Required Tools: Static Protection Equipment (see page 7)

Replacement Procedure:

1. Unplug the power supply from the wall socket.
2. Unzip and remove the upper mattress cover.
3. Remove and set aside the upper foam layer.
4. Disconnect the hoses from the air bladder. Remove the air bladder from the mattress and set it aside.
5. Properly ground yourself (see page 7 for static discharge precautions).
6. Disconnect the cables from the control unit. Remove the control unit and set it aside.
7. Remove entire foam base assembly.
8. Install the new foam base assembly with the cut-out for the control unit at the foot end of the cover.
9. Install the control unit into the new foam base.
10. Install the air bladder into the new base foam.
11. Reconnect the hoses to the fittings on the air bladder.
12. Route the cables along the patient left side of the foam assembly to the control unit.
13. Reconnect the cables to the control unit.
14. Push the cables down into the slit in the base foam assembly.
15. Reinstall the upper foam layer, pink side down.
16. Reinstall the upper cover on the mattress with the “Head End” stamp at the head end of the mattress.
17. Zip the upper cover onto the lower cover.
18. Plug the power supply into the wall socket and test the mattress for proper operation.

Service Information

PENDANT REPLACEMENT

Required Tools:

Wire Cutters

Static Protection Equipment (see page 7)

Replacement Procedure:

1. Unplug the power supply from the wall socket.
2. Unzip and remove the upper mattress cover.
3. Remove the upper foam layer.
4. Properly ground yourself (see page 7 for static discharge precautions).
5. Disconnect the pendant cable from the control unit.
6. Cut the cable ties holding the cables together.
7. Lift the base foam assembly and cut the cable ties holding the cables through the bottom cover grommet.
8. Remove the pendant from the mattress.
9. Route the cable on the new pendant through the grommet in the bottom cover and along the left side of the foam assembly up to the control unit.
10. Connect the pendant cable to the control unit.
11. Replace the cable ties where they were located prior to disassembly.
12. Push the cables down into the slit in the base foam assembly.
13. Lift the head end of the foam assembly and pull the cable slack out of the mattress.
14. Fold the grommet material around the cable and replace the cable ties where they were located prior to disassembly.
15. Reinstall the upper foam layer, with the *pink side down*.
16. Reinstall the upper cover on the mattress with the “Head End” stamp at the head end of the mattress.
17. Zip the upper cover onto the lower cover.
18. Plug the power supply into the wall socket and test the mattress for proper operation.

Service Information

POWER SUPPLY REPLACEMENT

Required Tools:

Wire Cutters

Static Protection Equipment (see page 7)

Replacement Procedure:

1. Unplug the power supply from the wall socket.
2. Unzip and remove the upper mattress cover.
3. Remove and set aside the upper foam layer.
4. Properly ground yourself (see page 7 for static discharge precautions).
5. Disconnect the power supply cable from the control unit.
6. Cut the cable ties holding the cables together.
7. Lift the foam base assembly and cut the cable ties securing the cables through the bottom cover grommet.
8. Remove the power supply cable from the mattress.
9. Route the cable on the new power supply through the grommet in the bottom cover and along the left side of the foam assembly up to the control unit.
10. Reconnect the power supply cable to the control unit.
11. Install cable ties around the cables near the control unit where they were located prior to disassembly.
12. Push the cables down into the slit in the base foam assembly.
13. Lift the head end of the foam assembly and pull the cable slack out of the mattress.
14. Fold the grommet material around the cable and replace the cable ties where they were located prior to disassembly.
15. Reinstall the upper foam layer, *pink side down*.
16. Reinstall the upper cover on the mattress with the "Head End" stamp at the head end of the mattress.
17. Zip the upper cover onto the lower cover.
18. Plug the power supply into the wall socket and test the mattress for proper operation.

Service Information

CONTROL UNIT CIRCUIT BOARD REPLACEMENT

Required Tools:

Static Protection Equipment (see page 7)
5/16" Socket Wrench or Nut Driver

Standard Screwdriver
3/16" Socket Wrench or Nut Driver

Needle Nose Pliers

Replacement Procedure:

1. Unplug the power supply from the wall socket.
2. Unzip and remove the upper mattress cover.
3. Remove and set aside the upper foam layer.
4. Properly ground yourself (see page 7 for static discharge precautions).
5. Disconnect the cables from the control unit.
6. Disconnect the hoses from the air bladder.
7. Remove the control unit from the mattress.
8. Using a standard screwdriver, unsnap the cover of the control unit.
9. Unplug the power connector for the air compressor.
10. Remove the two 5/16" nuts holding the circuit board cover to the bottom cover of the control unit.
11. Remove the two 3/16" modified standoff screws holding the circuit board hand pendant port to the side of the bottom cover.
12. Remove the pressure switch hose from the circuit board.
13. Using needle nose pliers, squeeze the two standoffs holding the circuit board in place and lift up slightly on the circuit board from the circuit board end to remove the circuit board.
14. Reverse the above procedure to install the new circuit board.
15. Plug the power supply into the wall socket and test the mattress for proper operation.

CONTROL UNIT AIR COMPRESSOR REPLACEMENT

Required Tools:

Standard Screwdriver

Replacement Procedure:

1. Unplug the power supply from the wall socket.
2. Unzip and remove the upper mattress cover.
3. Remove and set aside the upper foam layer.
4. Disconnect the cables from the control unit.
5. Disconnect the hoses from the air bladder.
6. Remove the control unit from the mattress.
7. Using a standard screwdriver, unsnap the cover of the control unit.
8. Unplug the power connector for the air compressor.
9. Unplug the pressure switch hose from the air compressor.

Service Information

CONTROL UNIT AIR COMPRESSOR REPLACEMENT (CONTINUED)

10. Firmly grip the air compressor and lift it out of the control unit box (the air compressor is held down with double-faced tape).
11. Clean the double-faced tape off the bottom cover.
12. Remove the protective coating from the double-faced tape on the replacement air compressor.
13. Install the replacement air compressor into the control unit box. Press down firmly to secure the double-faced tape.
14. Reconnect the pressure switch hose to the air compressor.
15. Reconnect the power connector to the inside of the control unit box.
16. Snap the top cover onto the control unit.
17. Reinstall the control unit into the mattress.
18. Reconnect the hoses to the air bladder.
19. Reconnect the cables to the control unit.
20. Reinstall the upper foam layer.
21. Zip the upper cover onto the lower cover.
22. Plug the power supply into the wall socket and test the mattress for proper operation.

CONTROL UNIT REPLACEMENT

Required Tools:

Static Protection Equipment (see page 7)

Replacement Procedure:

1. Unplug the power supply from the wall socket.
2. Unzip and remove the upper mattress cover.
3. Remove and set aside the upper foam layer.
4. Properly ground yourself (see page 7 for static discharge precautions).
5. Disconnect the cables from the control unit.
6. Disconnect the hoses from the air bladder.
7. Remove the control unit from the mattress.
8. Install the new control unit into the mattress.
9. Connect the cables to the new control unit.
10. Reconnect the hoses to the air bladder.
11. Push the cables down into the slit in the base foam assembly.
12. Reinstall the upper foam layer, *pink side down*.
13. Reinstall the upper cover on the mattress with the “Head End” stamp at the head end of the mattress.
14. Zip the upper cover onto the lower cover.
15. Plug in the power supply and test the mattress for proper operation.

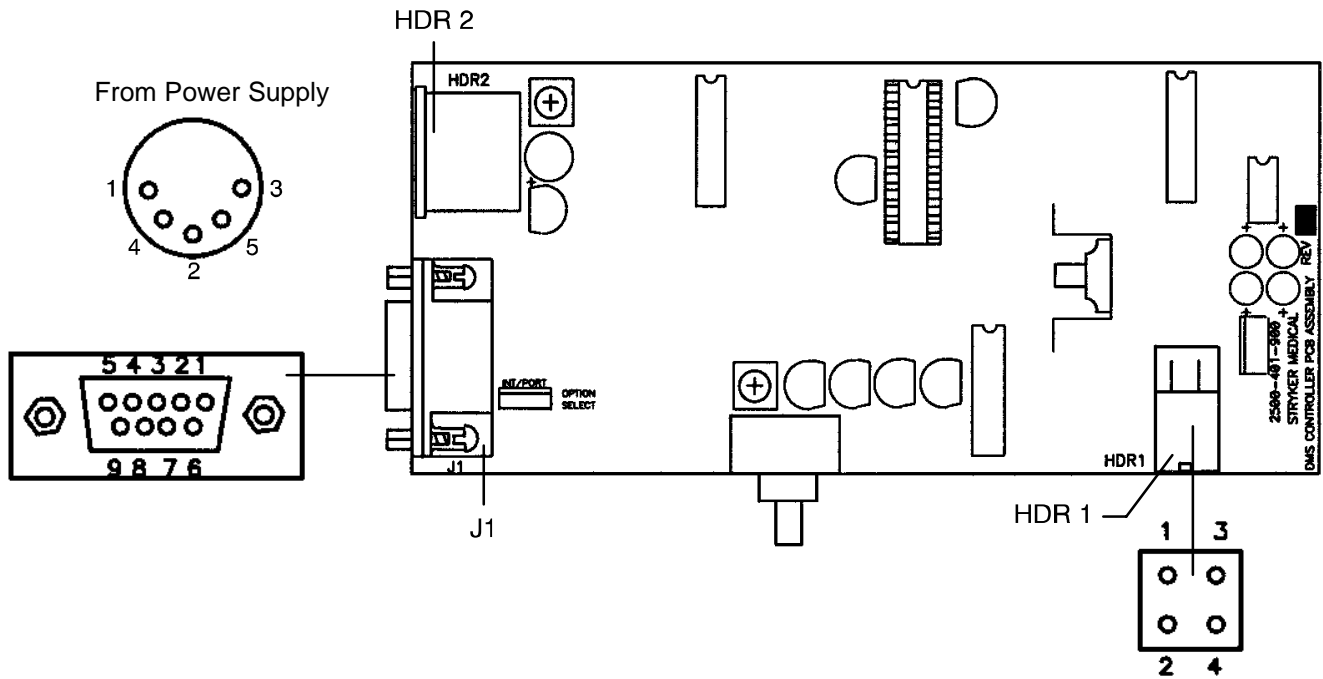
Service Information

TROUBLESHOOTING GUIDE

PROBLEM/SYMPTOM	SOLUTION(S)
AIR LOSS LED on.	Check air connections between bladder and control unit. Check for leak in bladder. Unplug transformer from wall socket and plug back in. Replace bladder (page 9). Replace control unit (page 13).
Auto LED does not light when plugged in.	Plug into another wall socket. Open control unit and check for 12 VDC at power supply connector. Replace power supply assembly (page 10). Replace control unit (page 13).
Cannot switch from AUTO to MANUAL mode, otherwise system functions properly.	Check pendant cord and connector. Replace pendant (page 10).
Cannot adjust FIRM or SOFT, otherwise system functions properly.	Check pendant cord and connector. Replace pendant (page 10).
Cover stained, upper foam layer stained.	Check cleaning solution and protocol. Replace outer cover (page 8). Replace upper foam topper.

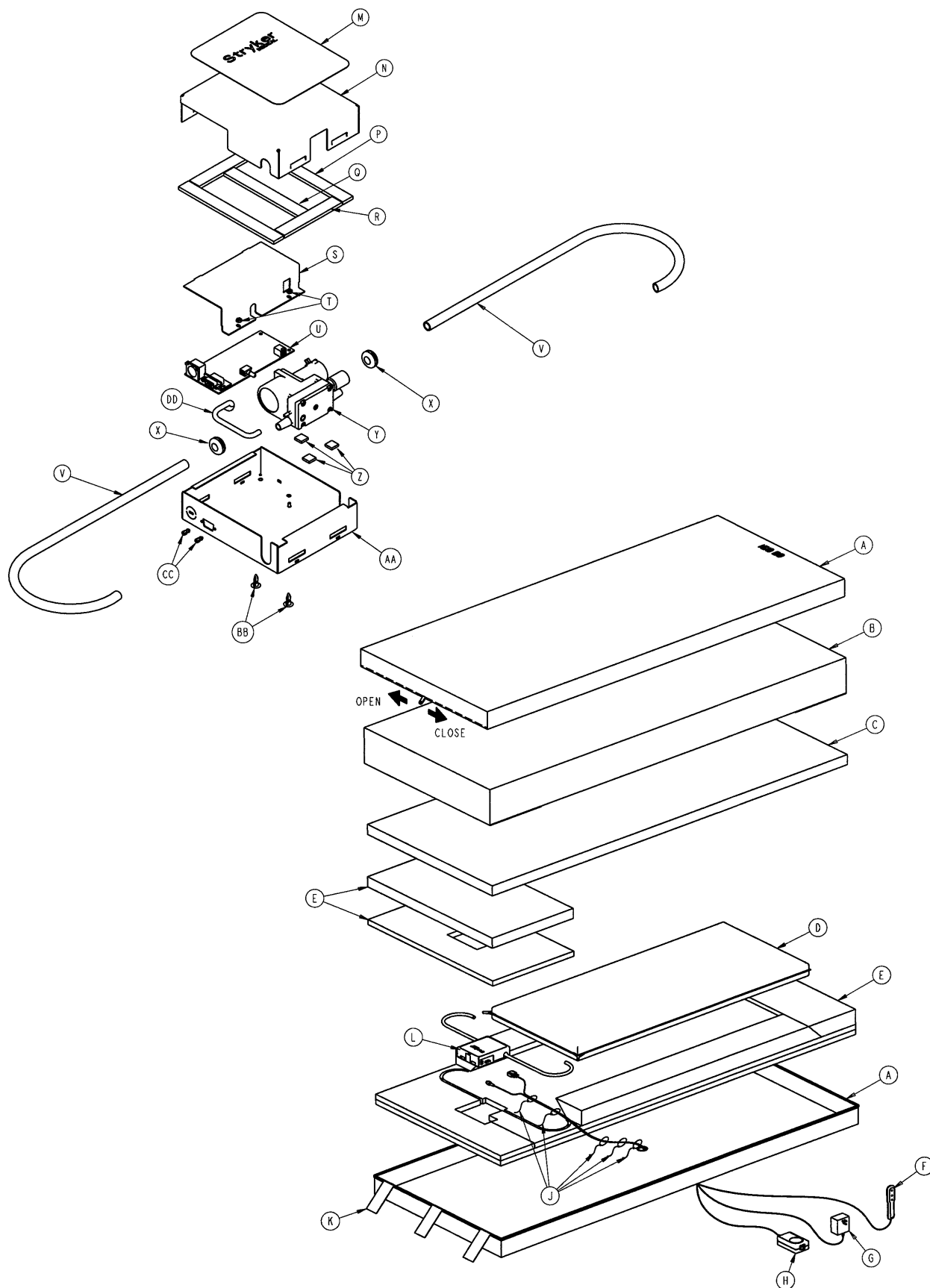
Circuit Board

CONTROL PCB – P/N 2500–401–900



CONNECTOR LOCATION	VOLTAGE	POSITIVE LEAD	NEGATIVE LEAD	DESCRIPTION
PS	+12 – +14 VDC	Pin 1	Pin 3	Power Supply
PS	+12 – +14 VDC	Pin 4	Pin 3	Power Supply
HDR 1	+12 – +14 VDC	Pin 4	Pin 3	Air Compressor
J1	+5 VDC	Pin 2	Pin 3	Hand Pendant
J1	Digital (Ref.)	Pin 6	Pin 3	Manual LED
J1	Digital (Ref.)	Pin 7	Pin 3	Auto LED
J1	Digital (Ref.)	Pin 8	Pin 3	Error LED
J1	+12 – +14 VDC	Pin 9	Pin 3	Power Supply

DMS Mattress Assembly



DMS Mattress Assembly

Item	Part No.	Part Name	Qty.
A	(see chart page 18)	Mattress Cover Assembly	1
B	2400-200-000	Flame Barrier Cover	1
C	(See Chart Below)	Foam Topper	1
D	2500-900-24	Air Bladder	1
E	(see chart page 18)	Foam Base Assembly	1
F	2500-311-000	DMS Pendant Assembly	1
G	2500-501-123	120VAC-12VDC Power Supply	1
H	2500-511-123	230VAC-12VDC Power Supply	1
K	(see chart page 18)	DMS Mattress Label	1
L	(see chart page 18)	DMS Control Unit	1
M	(see chart page 18)	DMS Control Unit Label	1
N	2500-491-104	Upper Enclosure	1
P	7900-1-291	Foam Tape (7" Long)	2
Q	7900-1-291	Foam Tape (5.5" Long)	1
R	7900-1-291	Foam Tape (4.25" Long)	2
S	2500-901-58	PCB Shield	1
T	16-23	Locking Nut	2
U	2500-401-900	DMS Controller PCB	1
V	7900-1-261	3/8" I.D. Hose (20.5" Long)	2
X	52-811	Hose Mounting Grommet	2
Y	2500-901-007	12VDC DMS Pump	1
Z	2500-901-54	Rubber Pump Mount	3
AA	2500-491-103	Lower Enclosure	1
BB	59-765	PCB Mount	2
CC	59-725	Female Screwlock	2
DD	7900-1-260	1/8" I.D. Hose (6" Long)	1

DMS Mattress Assembly

ITEM	PART NUMBER	PART NAME	QTY.
A1	2500-320-000	Cover, 32x80, Nylon	1
A2	2500-320-100	Cover, 32x80, Rose	1
A3	2500-320-200	Cover, 32x80, Lectrolite	1
A4	2500-356-000	Cover, 35x76, Nylon	1
A5	2500-356-100	Cover, 35x76, Rose	1
A6	2500-356-200	Cover, 35x76, Lectrolite	1
A7	2500-350-000	Cover, 35x80, Nylon	1
A8	2500-350-100	Cover, 35x80, Rose	1
A9	2500-350-200	Cover, 35x80, Lectrolite	1
A10	2500-354-000	Cover, 35x84, Nylon	1
A11	2500-354-100	Cover, 35x84, Rose	1
A12	2500-354-200	Cover, 35x84, Lectrolite	1

ITEM	PART NUMBER	PART NAME	QTY.
C1	2500-201-4	Foam Topper, 32x80	1
C2	2500-203-4	Foam Topper, 35x76	1
C3	2500-200-4	Foam Topper, 35x80	1
C4	2500-202-4	Foam Topper, 35x84	1

ITEM	PART NUMBER	PART NAME	QTY.
E1	2500-211-21	Base Foam Assembly, 32x80	1
E2	2500-213-21	Base Foam Assembly, 35x76	1
E3	2500-210-21	Base Foam Assembly, 35x80	1
E4	2500-212-21	Base Foam Assembly, 35x84	1

ITEM	PART NUMBER	PART NAME	QTY.
K1	2500-200-115	Domestic Portable DMS Mattress Label	1
K2	2500-201-115	International Portable DMS Mattress Label	1

ITEM	PART NUMBER	PART NAME	QTY.
L1	2500-401-123	Portable/12VDC Hybrid DMS Control Unit	1
L2	2500-404-123	Portable Auto-Only DMS Control Unit	1

ITEM	PART NUMBER	PART NAME	QTY.
M1	2500-411-124	Portable/12VDC Hybrid DMS Control Unit Label	1
M2	2500-414-124	Portable Auto-Only DMS Control Unit Label	1

Replacement Parts

<u>PART NAME</u>	<u>PART NUMBER</u>
Air Bladder Kit	2500-100-701
Circuit Board, Control Unit	2500-401-900
Control Unit Kit	2500-401-123
Cover Kit, Lectrolite, 32x80	2500-100-712
Cover Kit, Lectrolite, 35x76	2500-100-721
Cover Kit, Lectrolite, 35x80	2500-100-715
Cover Kit Lectrolite, 35x84	2500-100-718
Cover Kit, Nylon, 32x80	2500-100-710
Cover Kit, Nylon, 35x76	2500-100-719
Cover Kit, Nylon, 35x80	2500-100-713
Cover Kit, Nylon, 35x84	2500-100-716
Cover Kit, Rose, 32x80	2500-100-711
Cover Kit, Rose, 35x76	2500-100-720
Cover Kit, Rose, 35x80	2500-100-714
Cover Kit, Rose, 35x84	2500-100-717
Foam Base Assembly, 32x80	2500-201-021
Foam Base Assembly, 35x76	2500-213-021
Foam Base Assembly, 35x80	2500-200-021
Foam Base Assembly, 35x84	2500-202-021
Foam Topper, 32x80	2500-201-004
Foam Topper, 35x76	2500-203-004
Foam Topper, 35x80	2500-200-004
Foam Topper, 35x84	2500-202-004
Pendant Assembly	2500-311-000
Power Supply Assembly, Domestic	2500-501-000
Power Supply, International	2500-511-000
Pump Kit	2500-100-700
Top Sheet, 32x80	2500-320-001
Top Sheet, 35x76	2500-376-001
Top Sheet, 35x80	2500-350-001
Top Sheet, 35x84	2500-354-001

Warranty

Limited Warranty:

Stryker Medical Division, a division of Stryker Corporation, warrants to the original purchaser that the Model 2500 Dynamic Mattress System (*cover excluded*) should be free from defects in material and workmanship from the date of initial delivery for a period of five (5) years under normal institutional usage as follows:

Electrical Components and Mattress Core:

Electrical Components and Mattress Core Components are warranted for a five (5) year period from the date of delivery against structural defects and workmanship. Defective components will be repaired or replaced at Stryker Medical's option during that period. If Stryker Medical elects to repair or replace the component during the first year, freight charges will be paid by Stryker Medical. Freight charges for the remainder of the warranty period are the responsibility of the customer.

Mattress Cover:

The Staph–Chek® Vinyl and the Stryker Sentinel Nylon covers are warranted for a period of two (2) years under normal institutional use. Cover damage/staining resulting from misuse, burns, improper storage/handling, or use of caustic solutions or improperly diluted cleaning solutions do not constitute normal usage.

This warranty is only applicable when all the products are installed and used in accordance with Stryker's published instructions. During this warranty period, Stryker will repair, or, at its option, replace free of charge, defective merchandise manufactured or distributed by Stryker. Normal foam wear includes some loss of memory over time. Loss of foam memory up to one inch of the total thickness of the mattress will be considered normal and will not be judged defective. In the event that a defect or damage is caused by the transport carrier, a claim should be filed with the carrier. Stryker will not be responsible for such defects or damages. In the case of a product replacement, the new warranty will extend from the date of replacement. For replacement of parts, the new warranty will apply to replaced parts only.

Stryker's warranty only extends to original purchases acquiring new product directly from Stryker. No warranty is made with respect to nonstandard materials selected by and used at the request of the customer, to damage resulting from the customer's transfer to storage, or to damage resulting from accident, alteration, or misuse.

To Obtain Parts and Service:

Stryker products are supported by a nationwide network of dedicated Stryker Field Service Representatives. These representatives are factory trained, available locally, and carry a substantial spare parts inventory to minimize repair time. Simply call your local representative, or call Stryker Customer Service at (800) 327-0770.

To obtain the benefit of these warranties, customers must contact the Stryker Customer Service Department for further instructions. Customers will be required to establish that a claim is within the warranty period by producing the invoice for the product or such other evidence as may be reasonably satisfactory to Stryker. Additionally, the warranty on the mattress is void if the manufacturer's tag is removed from the mattress.

Warranty

Supplemental Warranty Coverage:

Stryker has developed a comprehensive program of extended warranty options designed to keep your equipment operating at peak performance at the same time it eliminates unexpected costs. We recommend that these programs be activated *before* the expiration of the new product warranty to eliminate the potential of additional equipment upgrade charges. Stryker offers the following Supplemental Warranties:

Extended (Parts and Labor)

- All replacement parts (excluding mattresses and consumable items)
- Labor and travel for *all* scheduled and unscheduled calls
- Biannual Preventive Maintenance Inspections and repairs
- JCAHO paperwork for preventive maintenance
- Priority Emergency Service

Standard (Labor Only):

- Labor and travel for *all* scheduled and unscheduled calls
- Biannual Preventive Maintenance Inspections and repairs
- JCAHO paperwork for preventive maintenance
- Priority Emergency Service

Basic (Parts Only):

- All replacement parts (excluding mattresses and consumable items)
- Priority Emergency Service

Return Authorization:

Merchandise cannot be returned without approval from the Stryker Customer Service Department. An authorization number will be provided which must be printed on the returned merchandise. Stryker reserves the right to charge shipping and restocking fees on returned items.

SPECIAL, MODIFIED, OR DISCONTINUED ITEMS NOT SUBJECT TO RETURN.

Damaged Merchandise:

ICC Regulations require that claims for damaged merchandise must be made with the carrier within fifteen (15) days of receipt of merchandise. **DO NOT ACCEPT DAMAGED SHIPMENTS UNLESS SUCH DAMAGE IS NOTED ON THE DELIVERY RECEIPT AT THE TIME OF RECEIPT.** Upon prompt notification, Stryker will file a freight claim with the appropriate carrier for damages incurred. Claim will be limited in amount to the actual replacement cost. In the event that this information is not received by Stryker within the fifteen (15) day period following the delivery of the merchandise, or the damage was not noted on the delivery receipt at the time of receipt, the customer will be responsible for payment of the original invoice in full.

Claims for any short shipment must be made within thirty (30) days of invoice.

International Warranty Clause:

This warranty reflects U.S. domestic policy. Warranty outside the U.S. may vary by country. Please contact your local Stryker Medical representative for additional information.

Please call your local representative, or call (800) 327-0770 for further information



European Representative

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