

Impression™
Non-Powered Support Surface
Model 2981

stryker®

Operations/Maintenance Manual



For Parts or Technical Assistance:
USA: 1-800-327-0770 (option 2)
Canada: 1-888-233-6888

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Introduction

INTENDED USE OF MANUAL

This manual is designed to assist with the operation of the Impression™ non-powered support surface, model 2981. Carefully read this manual thoroughly before using or beginning maintenance on the support surface. To ensure safe operation of this equipment, it is recommended that methods and procedures be established for educating and training staff on the safe operation of the support surface.

INTENDED USE OF PRODUCT

The Impression™ support surface is intended to be used to help in the prevention and treatment of pressure ulcers.

PRODUCT DESCRIPTION

The Impression™ support surface is a non-powered support surface that assists in improving patient outcomes, focusing on equalizing pressure, reducing moisture and enhancing comfort.

PRODUCT SERIAL NUMBER IDENTIFICATION

Location: attached to the foam crib at the foot end of the support surface. Unzip the cover to access the foam crib.
Format:

Y	Y	M	M	S#	S#	S#	S#	S#	S#	<ul style="list-style-type: none"> • Y (first Y) = Year • Y (second Y) = Year • M (first M) = Month product built • M (second M) = Product Model • S# - Sequence number assigned to product
0	9	B	G	0	0	0	1	5	0	<ul style="list-style-type: none"> • 09 = Year (see year legend below) • B = February (see month legend below) • G = Impression (see model legend below) • 000150 = Sequence number (unit number)






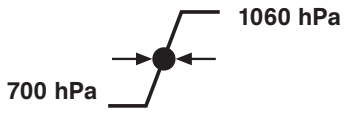
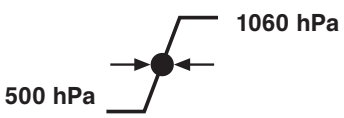
Year Legend	
2008	08
2009	09
2010	10
2011	11

Month Legend	
January	A
February	B
March	C
April	D
May	E
June	F
July	G
August	H
September	J
October	K
November	L
December	M

Model Legend	
Impression (non-powered)	G
Low Air Loss Pump	F

Introduction

SPECIFICATIONS

Non-Powered Support Surface			
• Models	2981	• 80" • 84"	L59-102 L59-101
• Dimensions		• 80"	80" x 35" x 7"
		• 84"	84" x 35" x 7"
• Weight of support surface assembly		• 31 lbs	14,1 kg
•  Safe Working Load		• 500 lbs	226,8 kg
Support Surface Cover - Sloped Heel			
80"	Goretex 59-1060	Nylon, Polytetrafluoroethylene Membrane, Waterproof, Breathable, No Latex	
84"	Goretex 59-0775		
Environmental Conditions	Operation		Storage and Transportation
Ambient Temperature	 50 °F (10 °C) 86 °F (40 °C)		 -13 °F (-25 °C) 140 °F (60 °C)
Relative Humidity (Non-Condensing)	 30% 75%		 10% 95%
Atmospheric Pressure	 700 hPa 1060 hPa		 500 hPa 1060 hPa
Product Compliance (with Flame Barrier Option)	CAL TB 603 16 CFR 1632 16 CFR 1633 CAL TB 129		

Stryker reserves the right to change specifications without notice.

Introduction

WARNING /CAUTION / NOTE DEFINITION

These words carry special meanings and should be carefully reviewed.

WARNING

Alerts the reader about the situation which if not avoided, could result in death or serious injury. It may also describe potential serious adverse reactions and safety hazards.

CAUTION

Alerts the reader of a potentially hazardous situation, which if not avoided, may result in minor or moderate injury to the user or patient or damage to the equipment or other property. This includes special care necessary for the safe and effective use of the device and the care necessary to avoid damage to a device that may occur as a result of use or misuse.

NOTE

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

Symbols



Warning/Warning, consult accompanying documentation



Safe Working Load Symbol



Moisture Management



Non-Powered Envelopment

Summary of Safety Precautions

SUPPORT SURFACE

Before operating or servicing the Impression™ non-powered support surface, it is important to read and understand all information in this manual. Carefully read and strictly follow these guidelines. The warnings and cautions are repeated throughout the manual, where applicable.

To ensure safe operation, methods and procedures must be established for educating and training the staff.

WARNING

- Do not transfer the patient from one bed to another using the support surface with a patient on it. Doing so can result in serious patient injury.
 - Do not use the support surface cover straps to lift or move the support surface with a patient on it. Doing so can result in a serious patient injury and can cause physical damage to the product.
 - It is the responsibility of the caregiver to monitor the patient and skin condition at regular intervals (every 8 hours, or once per shift) to ensure patient safety and proper support surface performance.
 - Disinfect the support surface between patients. Failure to do so could result in cross-contamination and infection.
 - Patient stability and siderails coverage may be compromised with the use of an overlay.
 - Siderails must be up and head/foot board in place during litter operation.
 - Discontinue use if the support surface cover is ripped, torn or damaged in any way. Degradation represents end of life of the cover.
 - To reduce risk of patient or user injury and equipment damage, do not exceed the safe working load of the hospital bed frame when supporting both the patient and the support surface.
 - A sheet (or equivalent) must be positioned between the patient's skin and the support surface prior to use.
-

CAUTION

- **Extra precautions are needed for patient at risk of a fall (i.e. agitated or confused) to help reduce the likelihood of a fall.**
 - The support surface cover must be completely dry before storage or adding linens. Failure to remove excess disinfectant could cause degradation of the cover material.
 - Follow all applicable safety rules and protocols concerning patient and care giver safety.
 - Monitor the patient's skin condition regularly to ensure skin integrity.
 - Avoid contact of sharp objects with support surface. Punctures, cuts and tears in the cover could result in contamination of the cushions (support surface internal components), prevent proper air pressure control and compromise therapy and safety.
 - Be aware of devices or equipment placed on the top of the support surface. The weight, heat generated, or a sharp edge of a device or equipment could damage the support surface.
 - It is the responsibility of the caregiver team to evaluate the appropriate CPR protocol to be used with the surface.
 - Disposable diapers or incontinence pads may be used with this product. Ensure appropriate skin care is provided following each episode.
 - **BED SPECIFIC CAUTION:** Leave the frame in the lowest position when the patient is unattended to help reduce the potential occurrence and severity of a potential fall.
-

CONTRAINDICATIONS

Stryker promotes the clinical assessment of each patient and appropriate usage by the caregiver. Air support therapy is not recommended for patients with, but not limited to:

- Unstable spinal cord injury.
- Cervical, thoracic, and/or lumbar fracture.
- Cervical traction.

Summary of Safety Precautions

OPTIONAL LOW AIR LOSS PUMP

Before operating or servicing the optional Low Air-Loss Pump, it is important to read and understand all information in this manual. Carefully read and strictly follow these guidelines. The warnings and cautions are repeated throughout the manual, where applicable.

To ensure safe operation, methods and procedures must be established for educating and training the staff.

WARNING

- Make sure the optional Low Air Loss Pump is installed in a safe and stable manner on the bed. See installation recommendations for proper positioning of the optional Low Air Loss Pump.
 - Make sure there is no potential interference between the optional Low Air Loss Pump (tubing and power cord) and the bed while in operation/movement.
 - When moving the bed, remove the optional Low Air Loss Pump to avoid potential fall or damage caused by transportation.
 - Do not sit or put objects on the optional Low Air Loss Pump. Excessive weight may cause damage to the optional Low Air Loss Pump.
-

Product Inspection

The condition of the Impression™ non-powered support surface is the responsibility of the owner. There is no setup required to use this product only an inspection of the support surface and cover prior to **first time use**. A qualified service technician should inspect the product thoroughly and confirm the items listed below are free from damage prior to putting into service. Product inspection is recommended during routine care.

SUPPORT SURFACE

_____ Verify there are no rips, cracks, tears or holes in the support surface cover.

_____ Verify the support surface cover straps are intact and not damaged.

The condition of the optional Low Air Loss Pump is the responsibility of the owner. Prior to **first time use**, a qualified service technician should inspect the product thoroughly and confirm the items listed below are free from damage prior to putting into service. Product inspection is recommended during routine care.

OPTIONAL LOW AIR LOSS PUMP

_____ Verify there are no cracks, holes or damages on the optional Low Air Loss Pump and on his components (tubing, power cord).

_____ Verify the hooks are intact and not damaged. The tension in the hooks should be enough to retain the optional Low Air Loss Pump on the bed.

_____ Verify the ON/OFF switch is working properly.

_____ While in operation, verify there is no air leak from the optional Low Air Loss Pump and from the connecting tube.

Setup Procedures - Optional Low Air Loss Pump

INSTALLING THE OPTIONAL LOW AIR LOSS PUMP ON THE BED

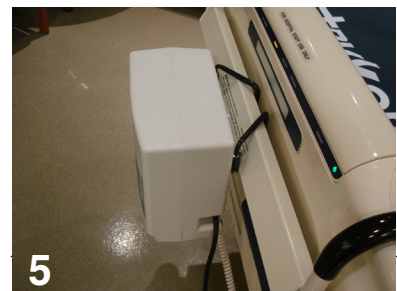
No tools required for installation.

1. Lay the optional Low Air Loss Pump on a flat surface with the back side facing upwards.
2. Plug the power cord (supplied with the optional Low Air Loss Pump) into the power cord connector located on the back side of the pump (see photo #1).
3. Plug the air tube (supplied with the optional Low Air Loss Pump) into the quick connect located on the back side of the pump (see photo #2).



4. Identify your bed model name and/or model number.
5. Position and secure the optional Low Air Loss Pump on to the bed footboard as shown below for your respective bed.

2030 Epic / 2040 ZOOM® / 3002 S2 (photo #3-5)



3002 S3 Secure II MedSurg Bed (photo #6-8)



Setup Procedures - Optional Low Air Loss Pump

INSTALLING THE OPTIONAL LOW AIR LOSS PUMP ON THE BED (CONTINUED)

FL27 InTouch™ Critical Care Bed (photo #9-11)

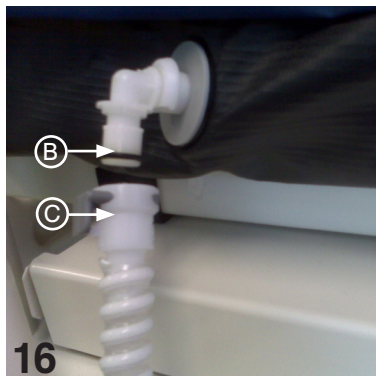
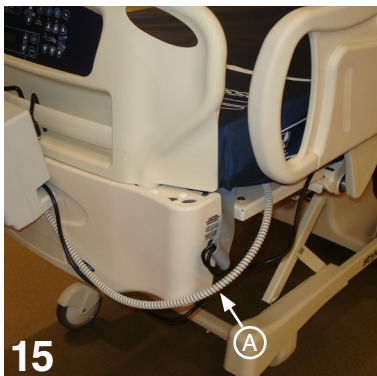


FL28 GoBed II MedSurg Bed (photo #12-14)



NOTE: Ensure the Optional Low Air Loss Pump hooks are attached securely on to the bed footboard.

7. Route the optional Low Air Loss Pump air tube (A) along the right side of the footboard and under the support surface (see photo #15).
8. Locate the air tube (B) on the support surface on the head end of the bed and connect to the optional Low Air Loss Pump air tube quick connect (C) (see photo 16). Photo #17 displays a correct connection.



9. Route the power cord as identified below:
 - If your bed is equipped with an optional 120V outlet, route the power cord along the bottom of the footboard then plug into the 120V outlet installed on the bed.
 - If your bed is not equipped with an optional 120V outlet, route the power cord to the right of the footboard and along the underside of the support surface towards the head end of the bed. Plug into a wall outlet.

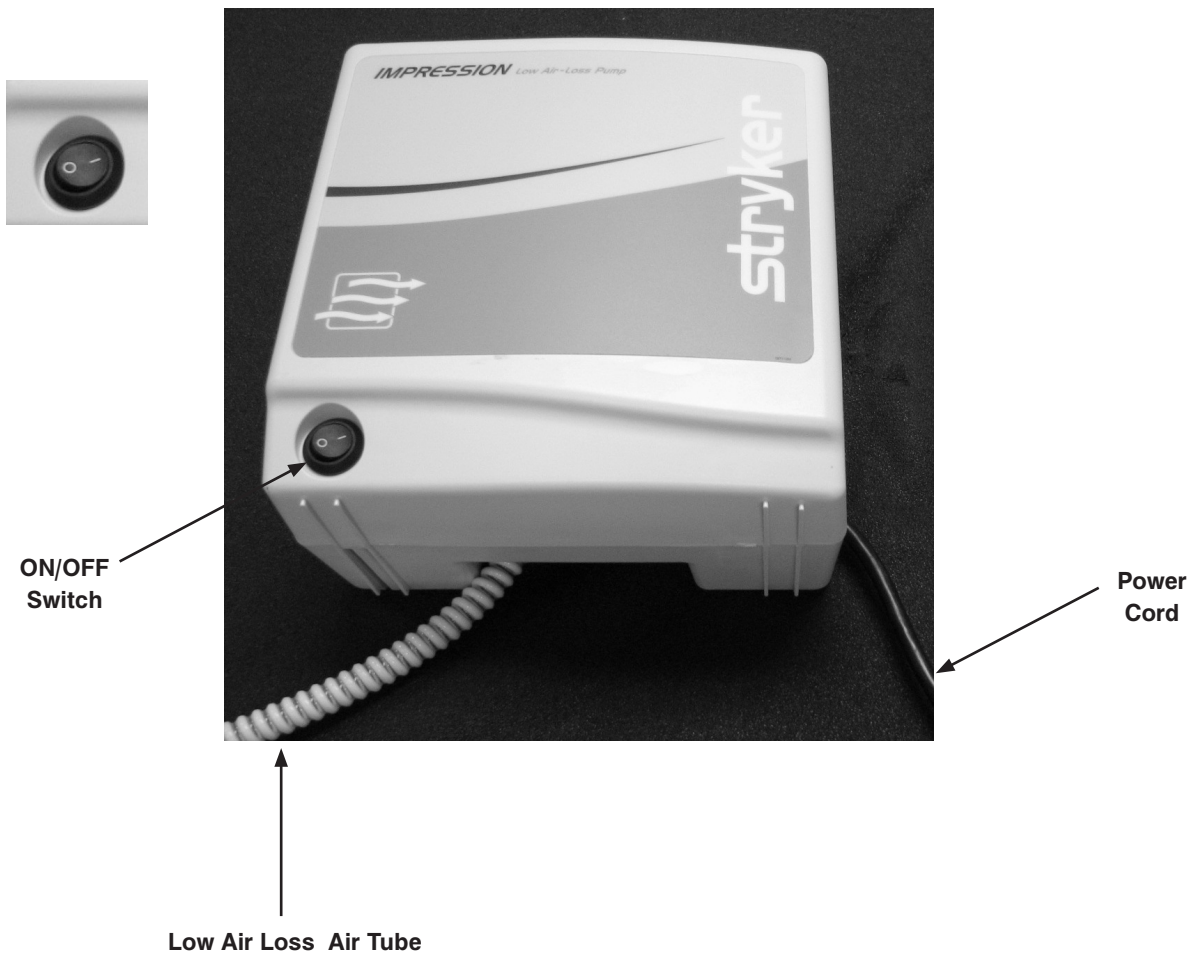
Operation Guide - Optional Low Air Loss Pump

TURNING 'ON' THE OPTIONAL LOW AIR LOSS PUMP

1. Press the "ON/OFF" switch located in the bottom left side of the pump to the "ON" position (see photo below).
2. The air supply to the support surface cover will begin.

TURNING "OFF" THE OPTIONAL LOW AIR LOSS PUMP

1. Press the "ON/OFF" switch located in the bottom left side of the pump to the "OFF" position (see photo below).
2. The air supply to the support surface cover will stop.



Nursing Care

TRANSFERRING A PATIENT TO AND FROM THE IMPRESSION™ NON-POWERED SUPPORT SURFACE

WARNING

Do not transfer the patient from one bed to another using the support surface with a patient on it. Doing so can result in serious patient injury.

1. Position the patient along the center line of the support surface.
2. Lock the brakes on both bed frames.
3. Adjust the height of the bed to the same level as the surface to which (or from which) the patient is to transfer.
4. Transfer the patient following all applicable safety rules and institution protocols to ensure patient and caregiver safety.



INCONTINENCE / DRAINAGE

This support surface is not intended to manage incontinence, therefore it is recommended to use incontinence management devices when appropriate. Disposable diapers or incontinence pads may be used. Ensure to provide appropriate skin care following each episode.

WARNING

It is the caregiver's responsibility to monitor the patient's condition at regular intervals to ensure patient safety. Consult physician if erythema or skin breakdown occurs.

Preventative Maintenance Checklist

The Impression™ non-powered support surface and optional Low Air Loss Pump requires an effective maintenance program, we recommend checking the items listed below annually. Use this sheet for your records. Keep on file.

SUPPORT SURFACE CHECKLIST

- _____ Cover zipper opens and closes properly and has no visible damage.
- _____ Cover is free from tears, rips, holes, cuts or other openings.
- _____ If excessive wear is observed on the cover, it is strongly recommended to replace this cover.
- _____ Support Surface cover straps are intact and not damaged.
- _____ Straps are properly securing support surface assembly to the crib.
- _____ Support Surface has no visible signs of sagging in the mid section.
- _____ Foam and other components do not degrade or come apart.
- _____ Flame barrier (if option present) has no visible sign of damage. If excessive wear is observed, it is recommended to replace it.
- _____ Quick Connect is intact and not damaged.

OPTIONAL LOW AIR LOSS PUMP CHECKLIST

- _____ Verify there are no cracks, holes or damages on the optional Low Air Loss Pump or any of its components (tubing, power cord).
- _____ Verify the hooks are intact and not damaged. The tension in the hooks should be enough to retain the optional Low Air Loss Pump on the bed.
- _____ Verify the ON/OFF switch is working properly.
- _____ While in operation, verify there is no air leak from the optional Low Air Loss Pump and from the connecting tube.

Support Surface Serial No.

Optional Low Air Loss Pump Serial No.

Completed by: _____ Date: _____

Cleaning

ROUTINE CARE - SUPPORT SURFACE

Wipe down the entire Impression™ non-powered support surface surface with a mild soap and lukewarm water solution and a clean, soft cloth. Rinse and dry. Apply a disinfectant to the entire support surface outer surface. Lift up the head section of the support surface to clean the bottom surface.

To clean the bottom of the foot section, carefully lift up the foot section and fold it over the seat section. Clean as described above. Allow the surface to completely dry then gently lower the foot section back into its original position.

CAUTION

- The support surface cover must be completely dry before storage or adding linens. Failure to remove excess disinfectant could cause degradation of the cover material.
 - Internal components of this support surface are not cleanable. If there is contamination inside the support surface it should be discarded.
-

SUGGESTED CLEANERS FOR HARD TO CLEAN AREAS AND DISINFECTION

- Quaternary Cleaners (active ingredient - ammonium chloride).
 - Phenolic Cleaners (active ingredient - o-phenylphenol).
 - Chlorinated Bleach Solution (5.25% - less than 1 part bleach to 100 parts water).
-

CAUTION

- Iodophor type disinfectants (Betadine, for example) will stain fabrics.
 - Prolonged contact with bleach solutions, improper dilution ratios for any cleaning agent, or poor rinsing of fabric surface after disinfecting and cleaning may cause damage to both the appearance and performance of the fabric.
 - Laundering is not recommended.
 - Do not use harsh cleaners or solvents.
 - When using Chlorinated Bleach Solution, make sure to rinse the fabric thoroughly with water after usage of the cleaner. Failure to remove excess disinfectant could cause degradation of the cover material.
 - The use of Virex® TB is not recommended.
-

Note

All cleaning agents must first be spot tested on an inconspicuous part of the fabric to ensure that they do not damage the fabric. User must dilute cleaning agent in accordance with manufacturer's instructions.

ROUTINE CARE - OPTIONAL LOW AIR LOSS PUMP

Wipe down the exterior surface of the optional Low Air Loss Pump with a mild soap and lukewarm water solution and a clean, soft cloth. Rinse and dry. Apply a disinfectant to the exterior surface as needed.

Service Information

COVER REMOVAL AND REPLACEMENT

Tools Required:

- Diagonal Pliers
- 13/16" Combination Wrench

1. Unzip the support surface cover.
2. Using diagonal pliers cut the LAL tube at the 90 degree fitting for the LAL pump.
3. Using a 13/16" combination wrench, remove the nut and washer which secures the 90 degree fitting to the support surface cover and set the nut and fitting aside for re-installation.
4. Remove the old cover from the support surface.
5. Install the new cover onto the support surface.

Note: Make sure that the sloped foot section of the cover and of the crib are located in the same direction (labels are located at the foot section).

6. Install the 90 degree fitting through the cover, place the nut and washer over the fitting and then attach the barb to the LAL hose by turning it counter clockwise into the hose.
7. Using a 13/16" combination wrench, tighten the nut on the 90 degree fitting.
8. Note: Make sure the connector for the pump is pointed towards the floor when tightening.
9. Zip the cover together.
10. Put the support surface back into service.

PODS ASSEMBLY REMOVAL AND REPLACEMENT

1. Flip the support surface assembly over.
2. Unzip the support surface cover.
Note: If you have the flame barrier option detach the Velcro holding the flame barrier together at the foot end of the support surface and remove flame barrier.
3. Unbutton the pods assembly from the crib by unbuttoning the eleven buttons.
4. Remove the pods assembly from the foam crib.
5. Place the new pods assembly into the foam crib.
6. Note: The check valves on the pods assembly should match up with the notches in the foam crib.
7. Attach the pods assembly to the crib by attaching all of the buttons.
8. Note: If you have the flame barrier option reinstall flame barrier and secure the Velcro together. The flame barrier should be installed with the Velcro positioned on the foot end.
9. Zip the support surface cover together.
10. Put the support surface back into service.

Service Information

FLAME BARRIER REPLACEMENT

1. Unzip the support surface cover.
2. Detach the Velcro holding the flame barrier together at the foot end of the support surface and remove flame barrier.



CAUTION:

Be careful with the cover which will still be attached to the LAL fitting so not to damage the cover or the fitting.

3. Install new flame barrier and secure the Velcro together.
Note: The flame barrier should be installed with the Velcro positioned on the foot end.
4. Zip the support surface cover together.
5. Put the support surface back into service.

LAL PUMP CONNECTOR REPLACEMENT

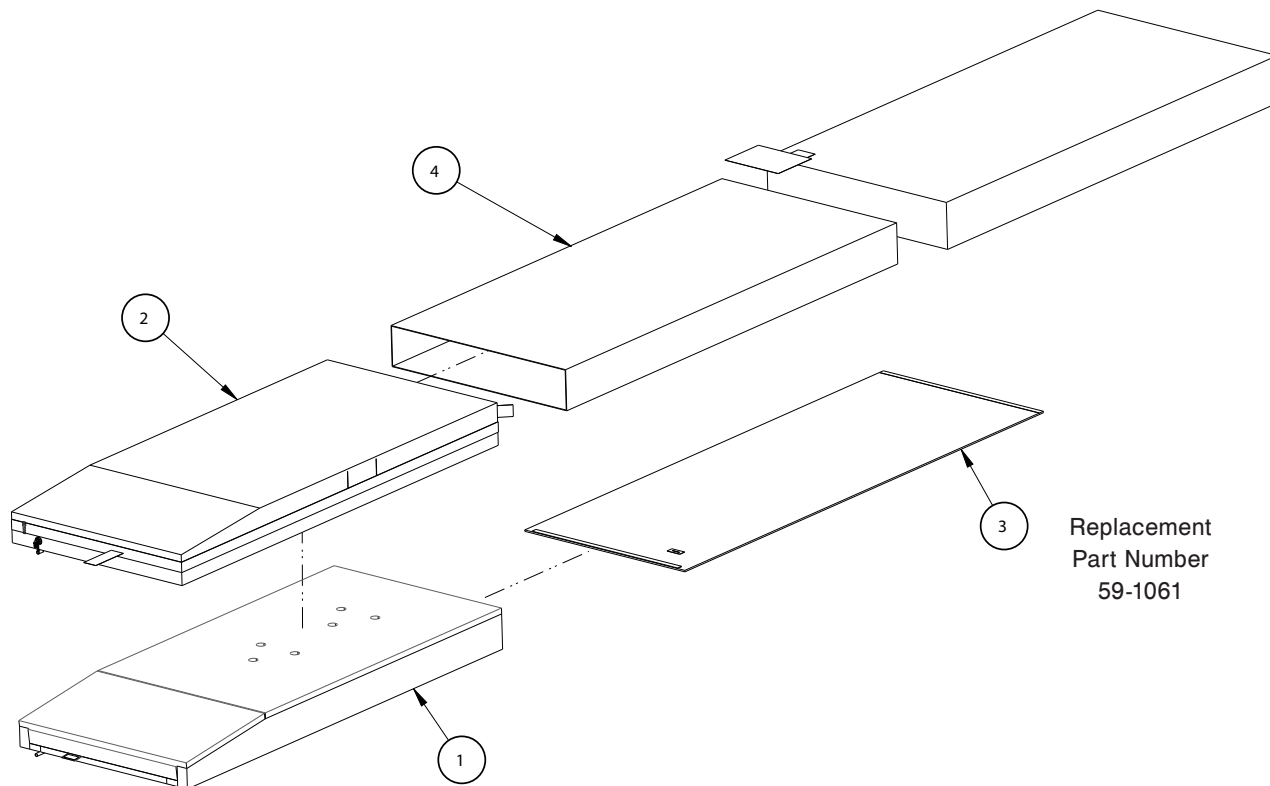
Tools Required:

- Diagonal Pliers
- 13/16" Combination Wrench

1. Unzip the support surface cover.
2. Using diagonal pliers cut the LAL tube at the 90 degree fitting for the LAL pump.
3. Using a 13/16" combination wrench, remove the nut and washer which secures the 90 degree fitting to the support surface cover.
4. Install the new 90 degree fitting through the cover, place the nut and washer over the fitting and then attach the barb to the LAL hose by turning it counter clockwise into the hose.
5. Using a 13/16" combination wrench, tighten the nut on the 90 degree fitting.
Note: Make sure the connector for the pump is pointed towards the floor when tightening.
6. Zip the cover together.
7. Put the support surface back into service.

Support Surface Cover, 80", with Flame Barrier Assembly

- 2981-000-014



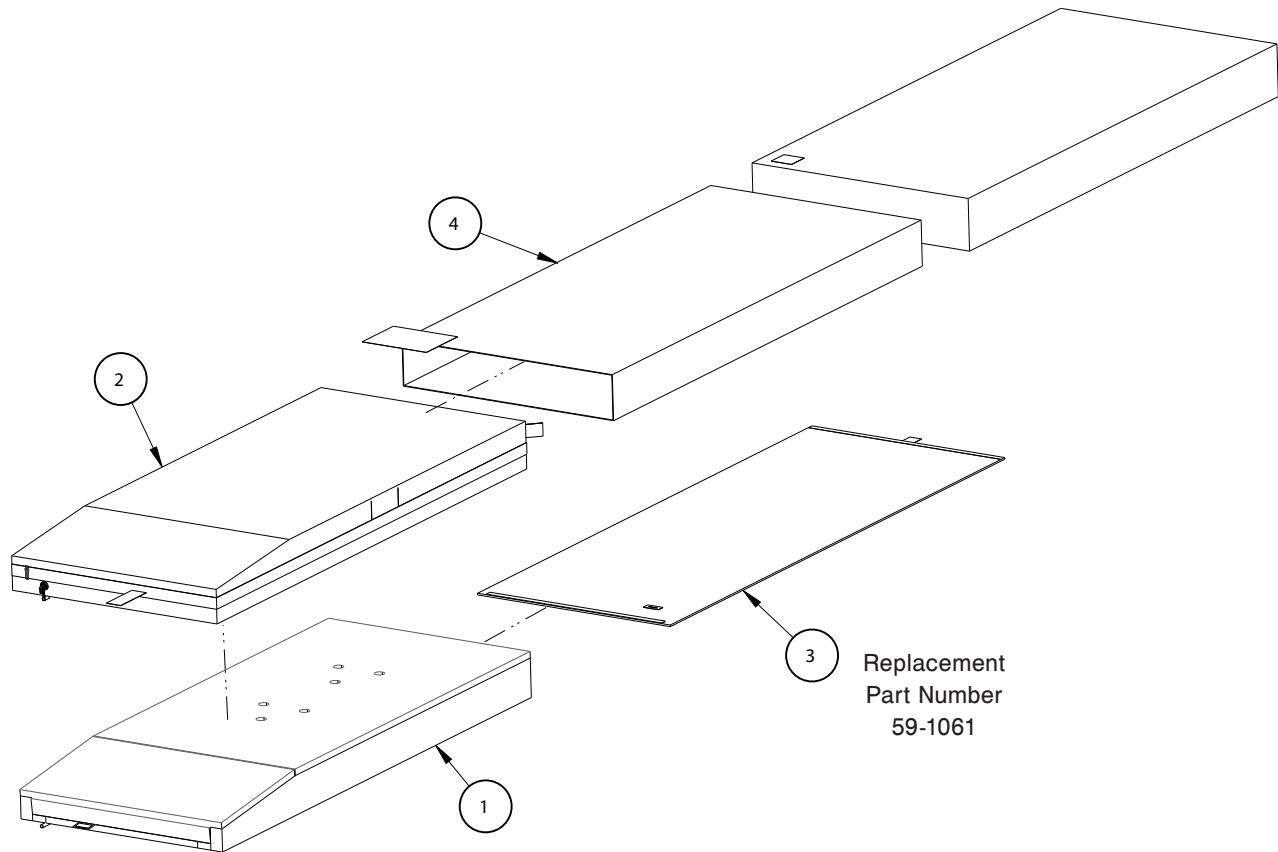
2981-000-014 Rev B with Plastic Bag and Cardboard Box Packaging - (For Reference Only)

Item	Part No.	Part Name	Qty.
1	L59-102	Support Surface Assembly (page 22)	1
2	OL590103	80" Goretex Cover (page 24)	1
3	OL590106	Flame Barrier	1
4	OL590108	Packaging, Plastic Bag and Box	1

*** Part numbers for items 1-4 are reference numbers only and cannot be ordered.**

Support Surface Cover, 84", with Flame Barrier Assembly

- 2981-000-004



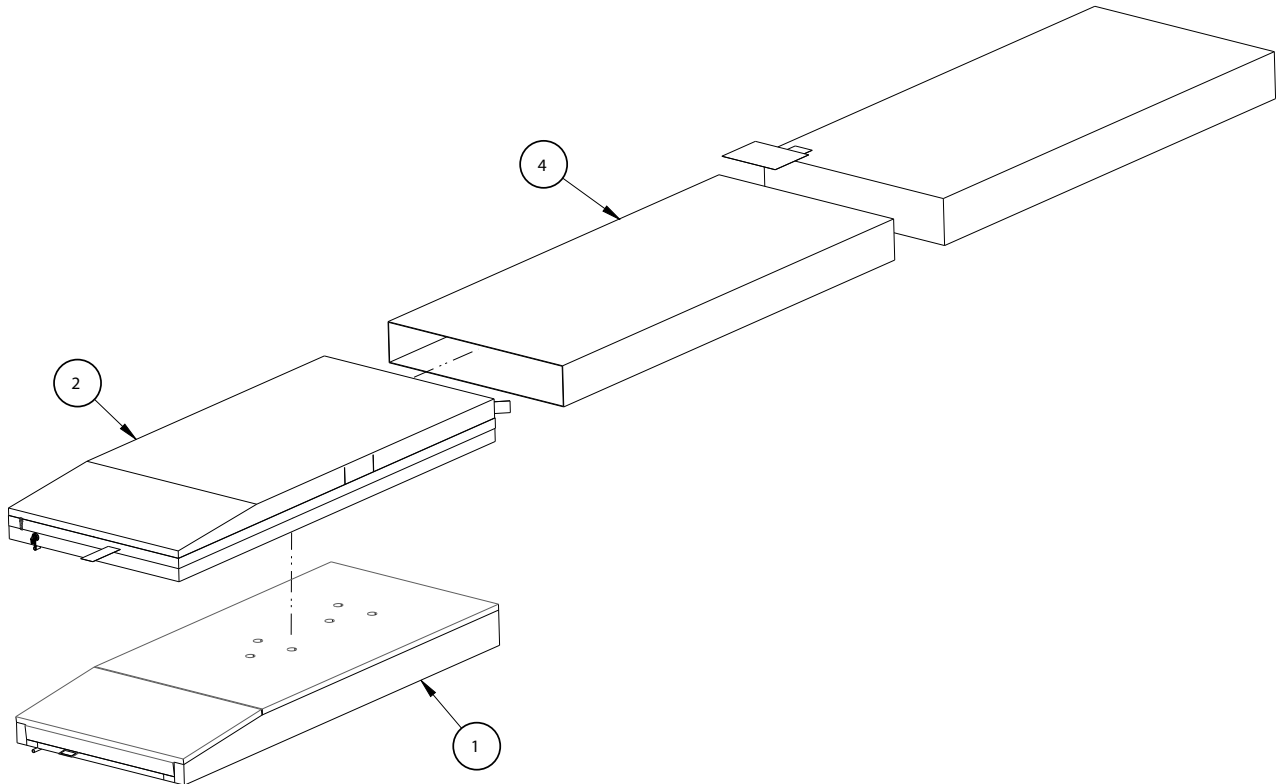
2981-000-004 Rev B - with Plastic Bag and Cardboard Box Packaging - (For Reference Only)

Item	Part No.	Part Name	Qty.
1	L59-101	Support Surface Assembly (page 23)	1
2	OL590101	84" Goretex Cover (page 24)	1
3	OL590106	Flame Barrier	1
4	OL590108	Packaging, Plastic Bag and Box	1

*** Part numbers for items 1-4 are reference numbers only and cannot be ordered.**

Support Surface Cover, 80", without Flame Barrier Assembly

- 2981-000-013



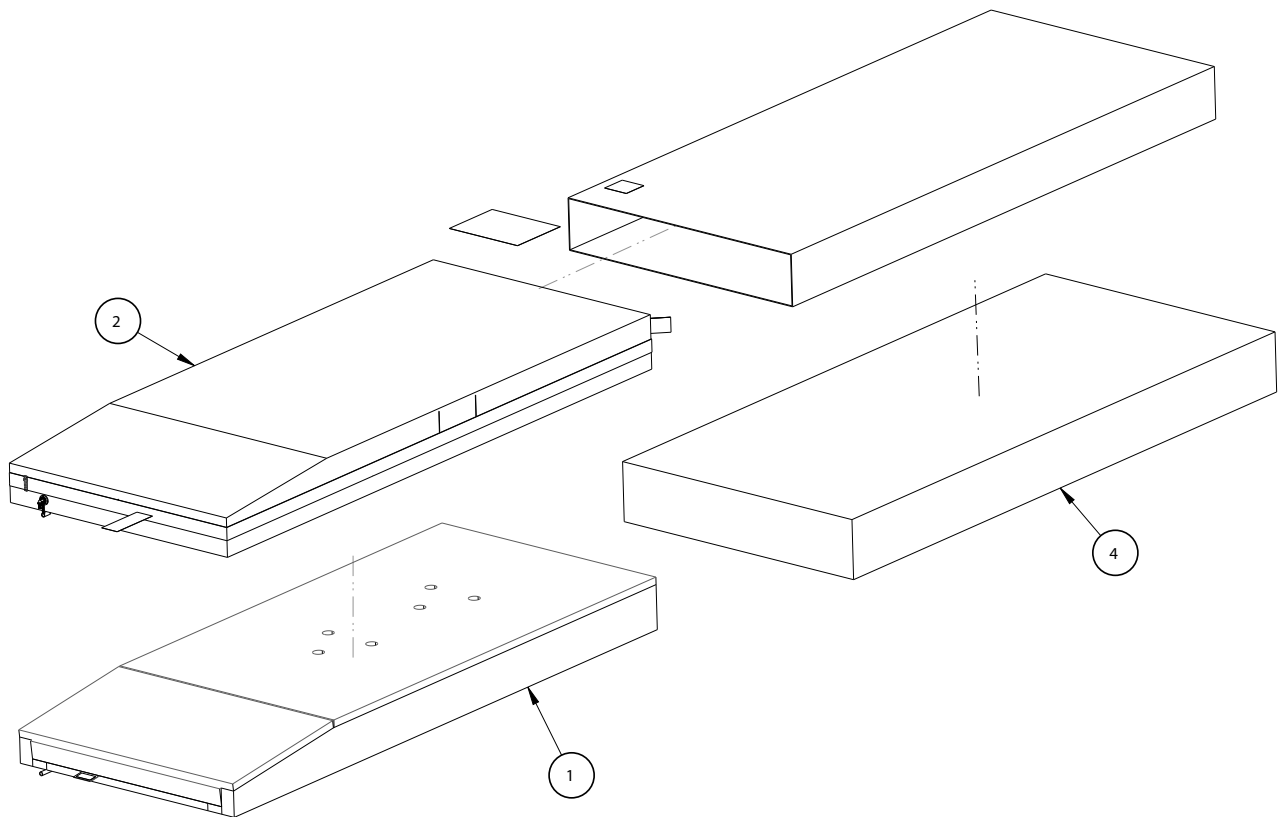
2981-000-013 Rev B - with Plastic Bag and Cardboard Box Packaging - (For Reference Only)

Item	Part No.	Part Name	Qty.
1	L59-102	Support Surface Assembly (page 22)	1
2	OL590103	80" Goretex Cover (page 24)	1
3	OL590105	Without Flame Barrier	1
4	OL590108	Packaging, Plastic Bag and Box	1

* Part numbers for items 1-4 are reference numbers only and cannot be ordered.

Support Surface Cover, 84", without Flame Barrier Assembly

- 2981-000-003



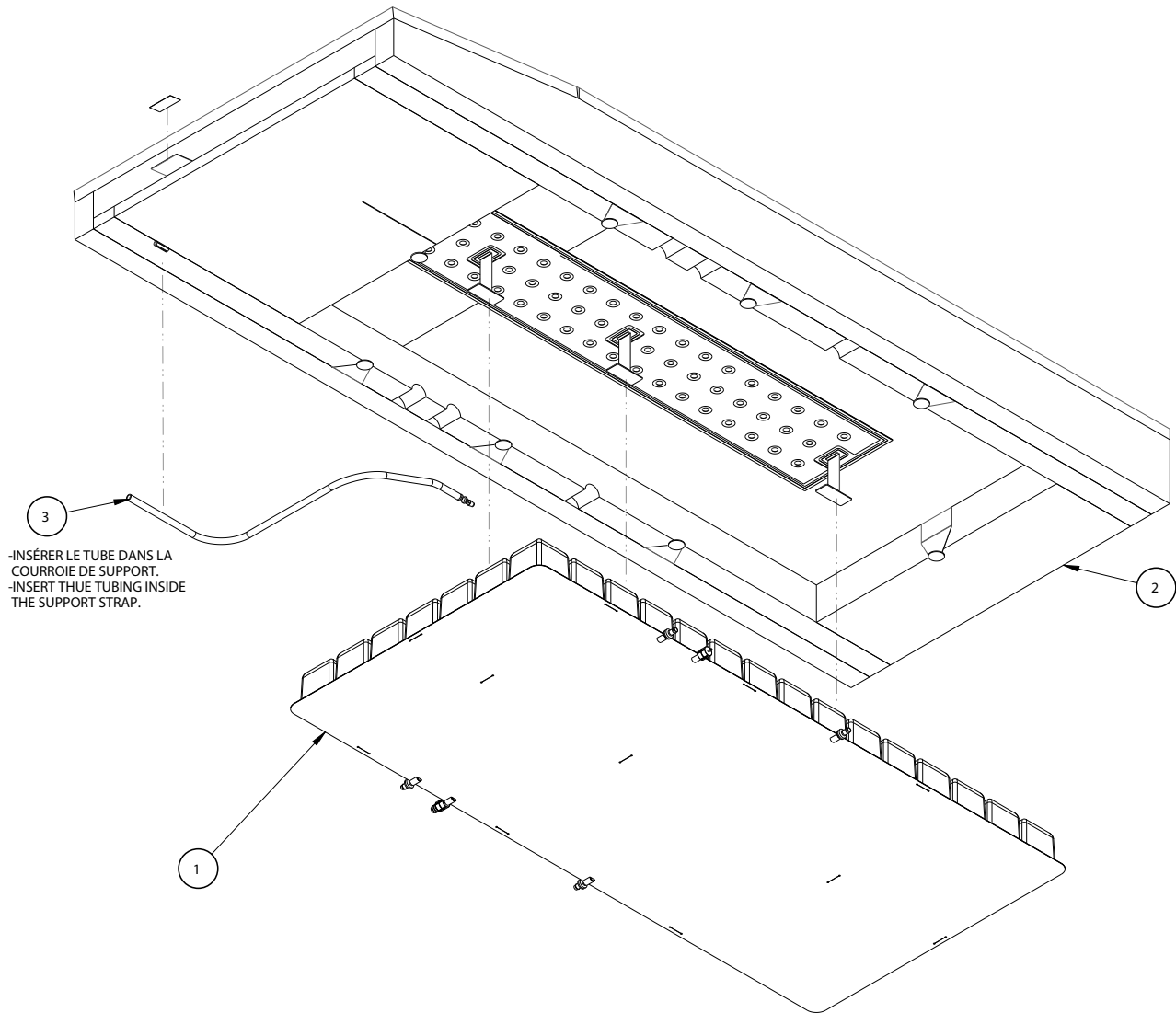
2981-000-003 Rev B - with Plastic Bag and Cardboard Box Packaging - (For Reference Only)

Item	Part No.	Part Name	Qty.
1	L59-101	Support Surface Assembly (page 23)	1
2	OL590101	84" Goretex Cover (page 24)	1
3	OL590105	Without Flame Barrier	1
4	OL590108	Packaging, Plastic Bag and Box	1

* Part numbers for items 1-4 are reference numbers only and cannot be ordered.

Support Surface Assembly, Sloped Heel, 80"

Assembly Part Number: L59-102 Rev B (Reference Only)

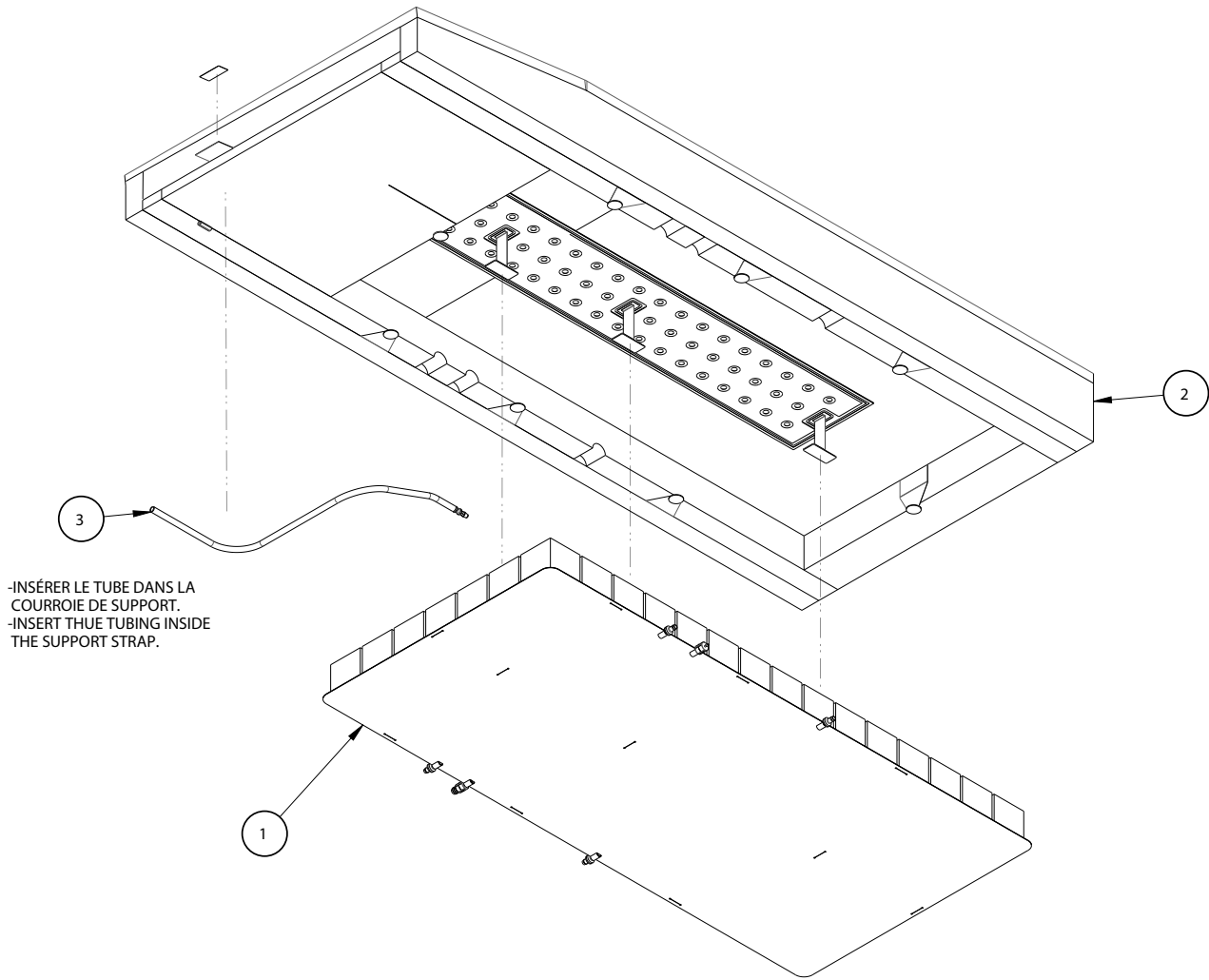


-INSÉRER LE TUBE DANS LA
COURROIE DE SUPPORT.
-INSERT TUBE TUBING INSIDE
THE SUPPORT STRAP.

Item	Part No.	Part Name	Qty.
1	59-1007	Pods Assembly	1
2	59-1050	80" Impression	1
3	59-1056	LAL Tube Side Assembly	1
4	QE71-1205T	Stryker Serial Number	1

Support Surface Assembly, Sloped Heel, 84"

Assembly Part Number: L59-101 Rev C (Reference Only)

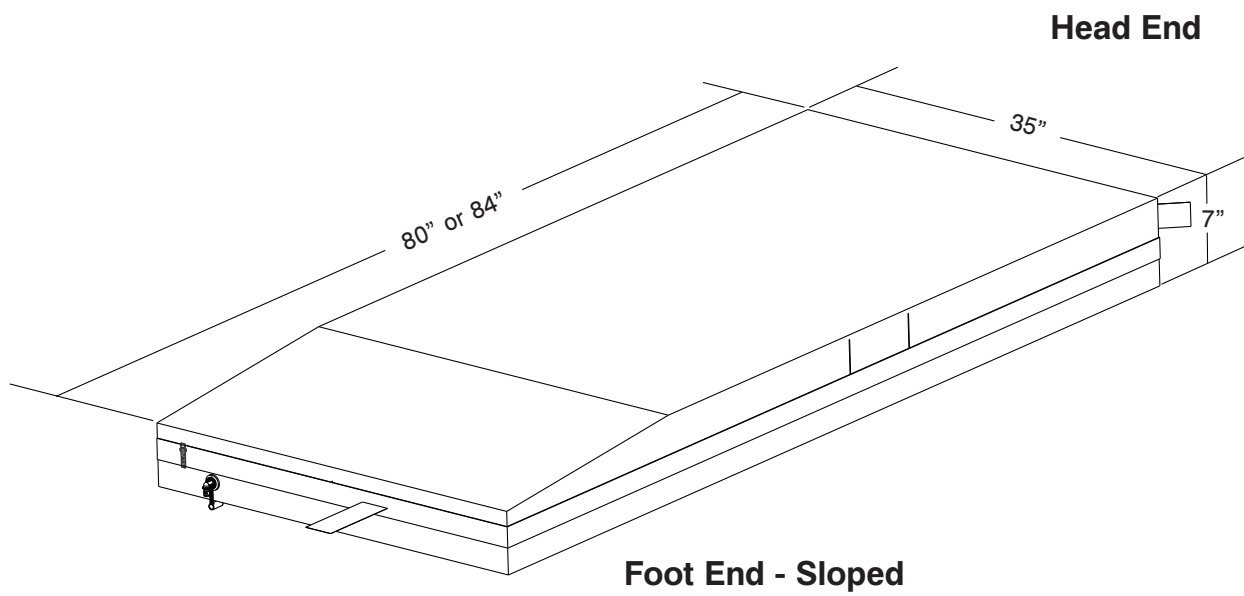


Item	Part No.	Part Name	Qty.
1	59-1007	Pods Assembly	1
2	59-1062	Foam Assembly	1
3	59-1056	LAL Tube Side Assembly	1
4	QE71-1205T	Stryker Serial Number	1

Support Surface Cover

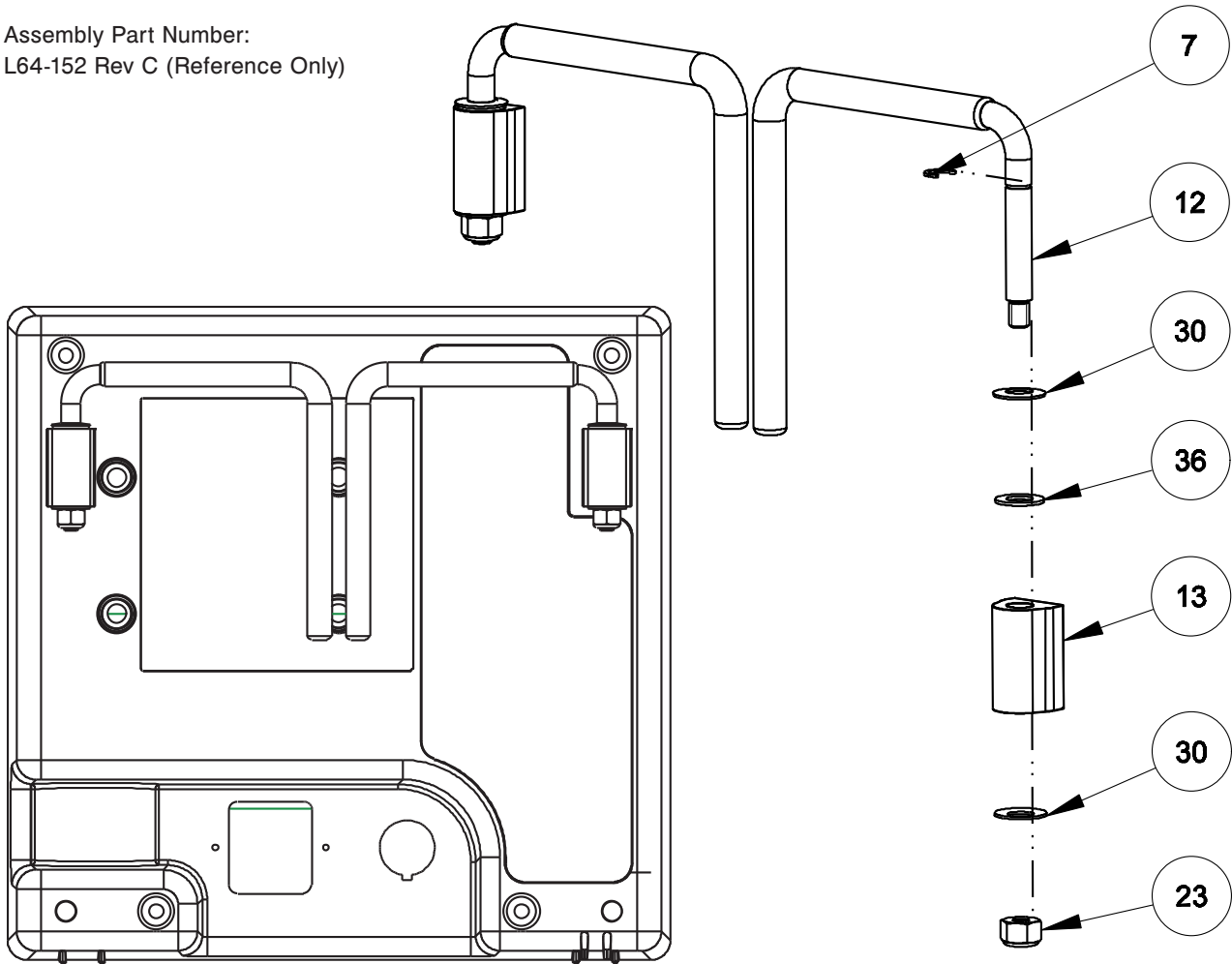
COVER OPTIONS - SLOPED HEEL

Cover Type	Part Number
80"	OL590103 (59-1060)
84"	OL590101 (59-0775)

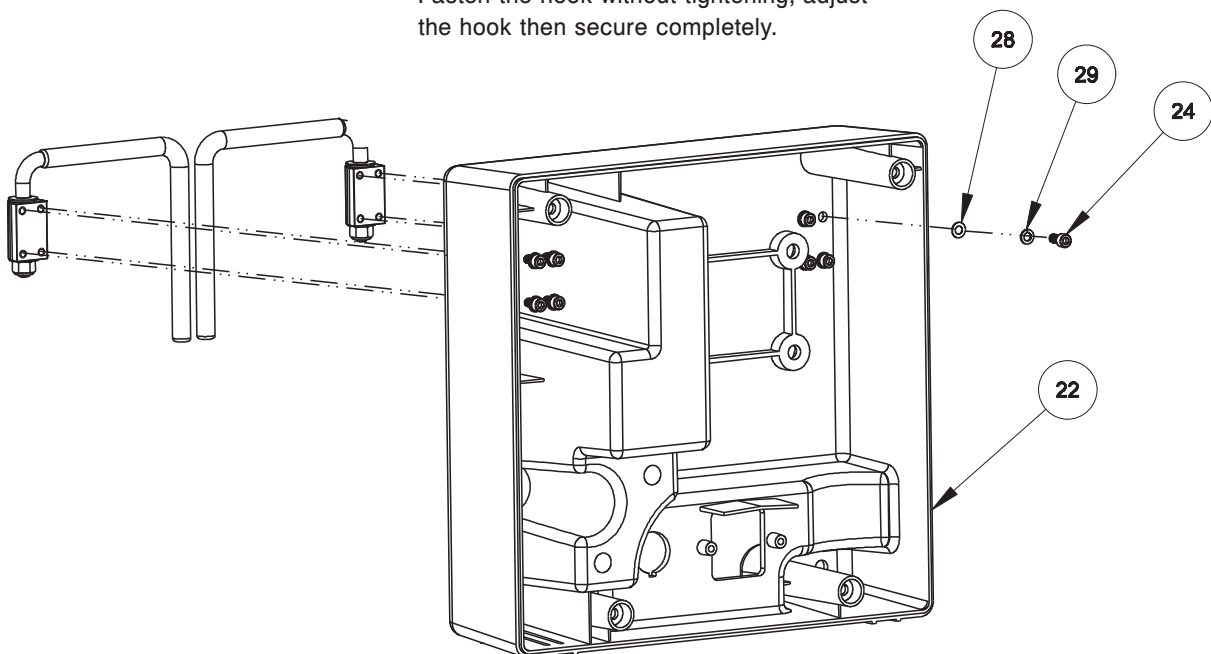


Optional Low Air Loss Pump - FA64236

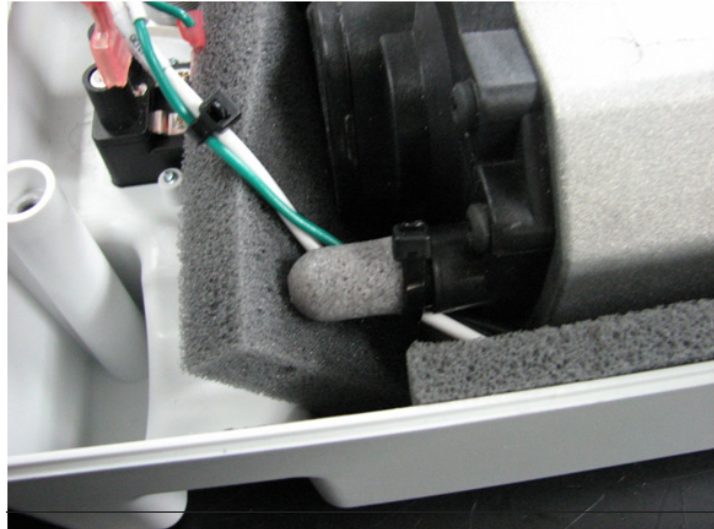
Assembly Part Number:
L64-152 Rev C (Reference Only)



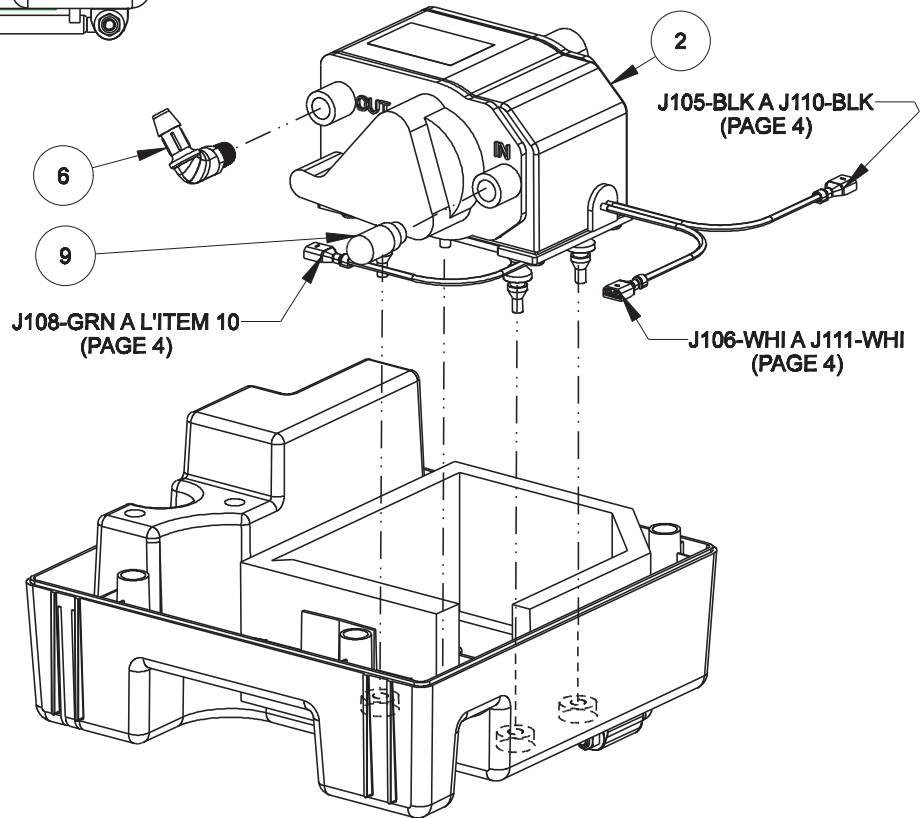
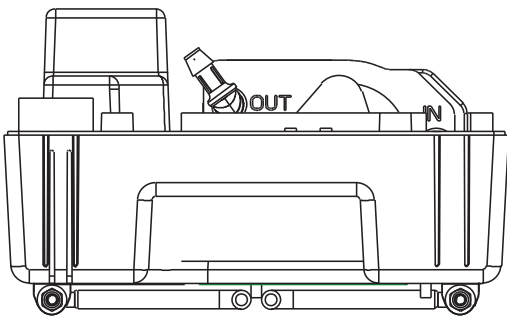
Ensure the hooks are parallel and straight.
Fasten the hook without tightening, adjust
the hook then secure completely.



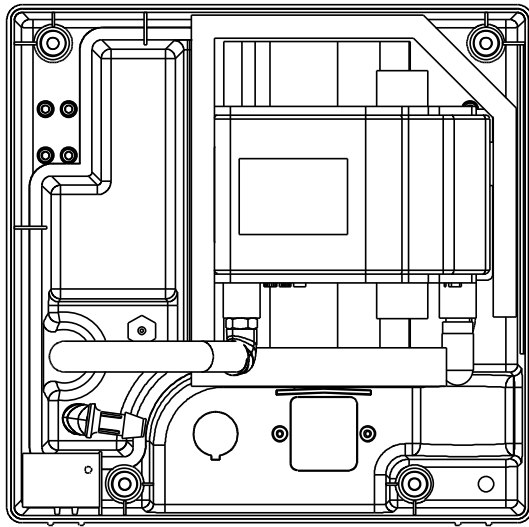
Optional Low Air Loss Pump - FA64236



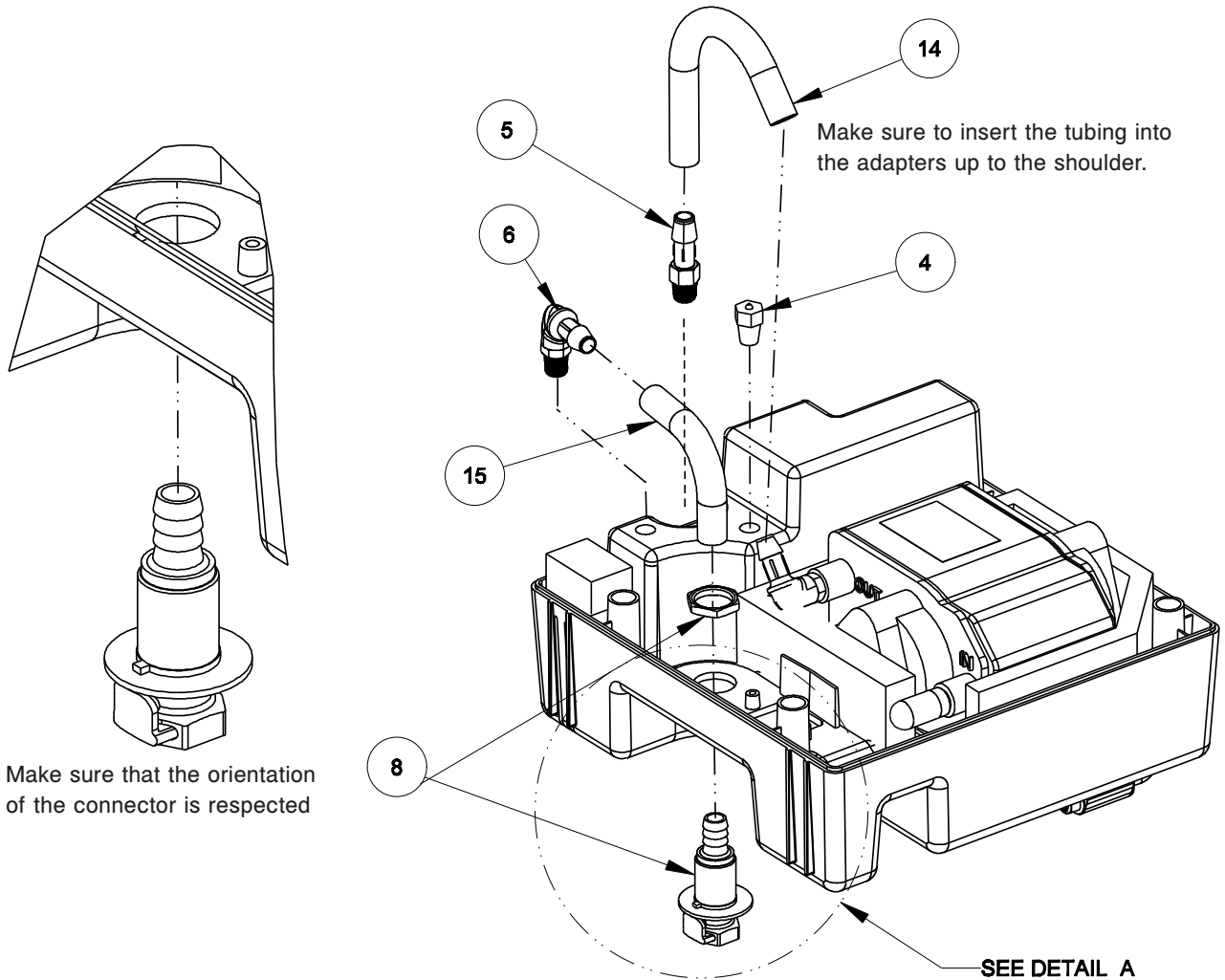
Attach wire at the muffler with a tie-wrap (Item #32).



Optional Low Air Loss Pump - FA64236



Tighten as much as possible items 4, 5, 6, and 9, then hand tighten with a wrench (1/2 to 1 turn).

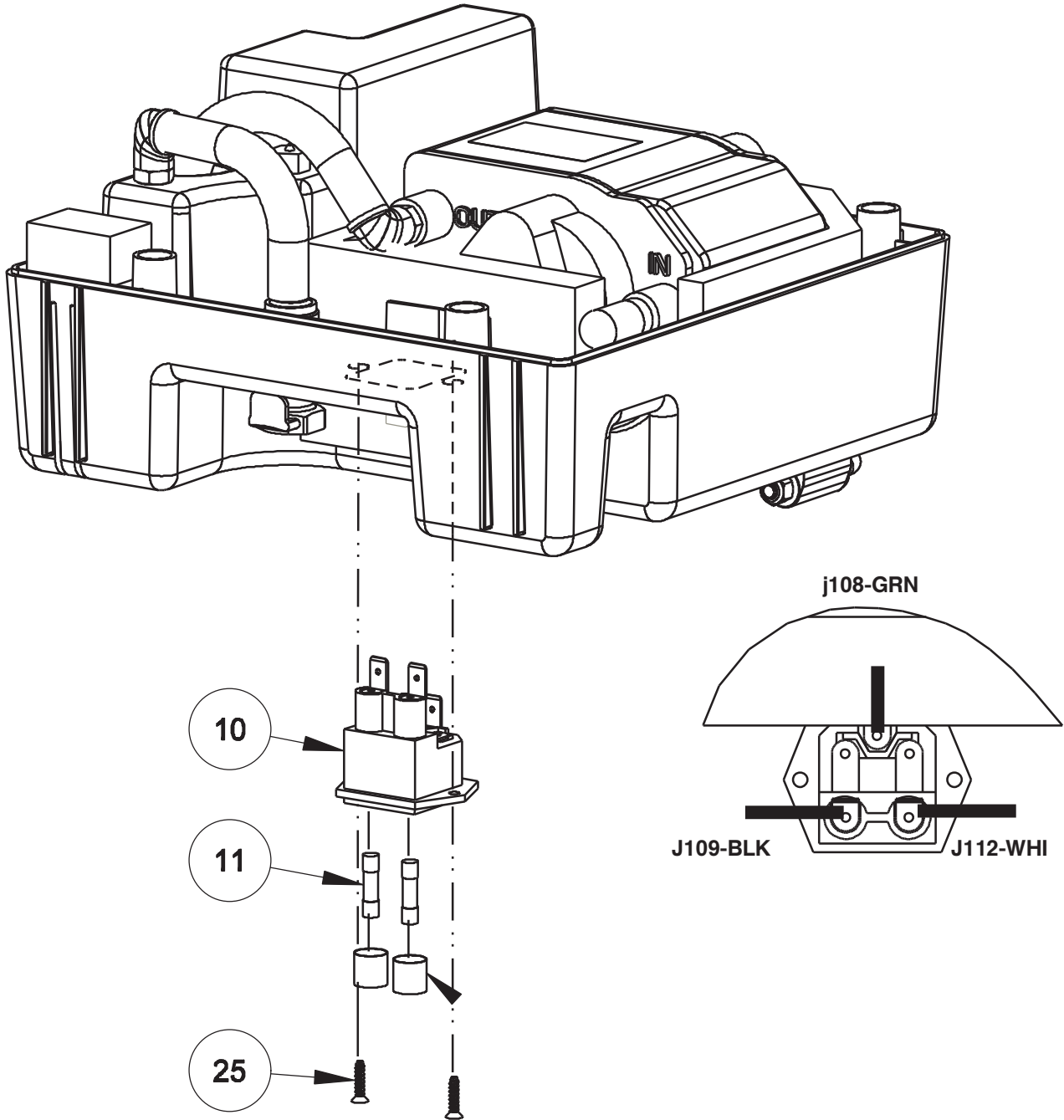


Make sure that the orientation of the connector is respected

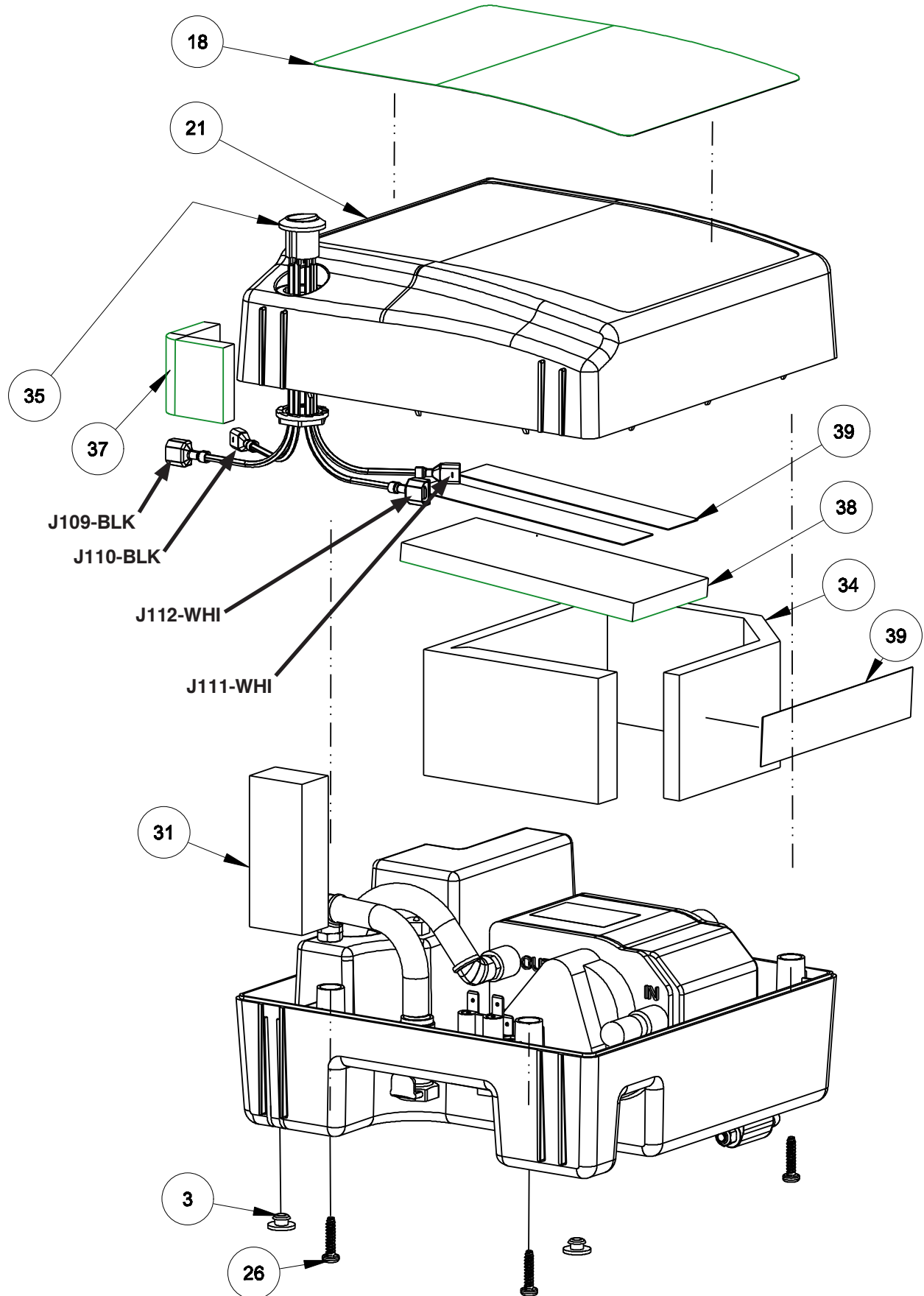
Make sure to insert the tubing into the adapters up to the shoulder.

SEE DETAIL A

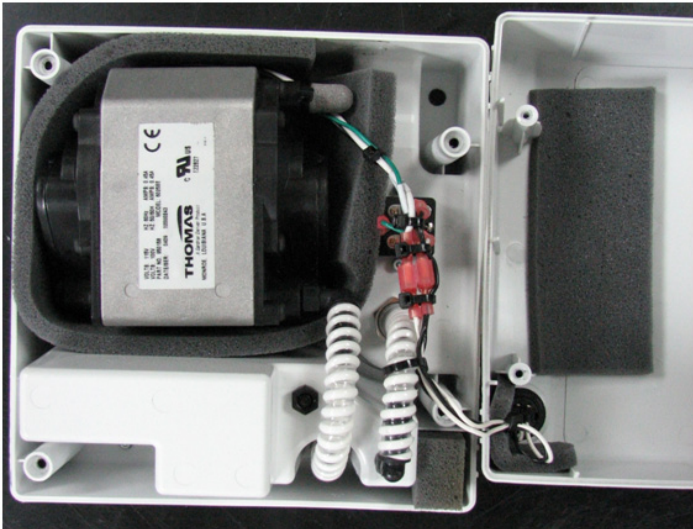
Optional Low Air Loss Pump - FA64236



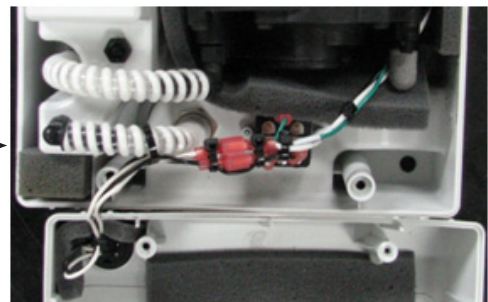
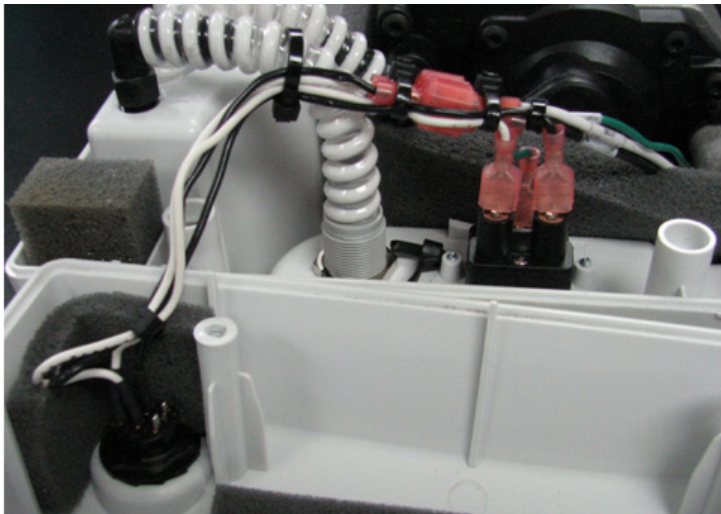
Optional Low Air Loss Pump - FA64236



Optional Low Air Loss Pump - FA64236



Power button position must be orientated as the following:
Off to the left of the box on to the right of the box.

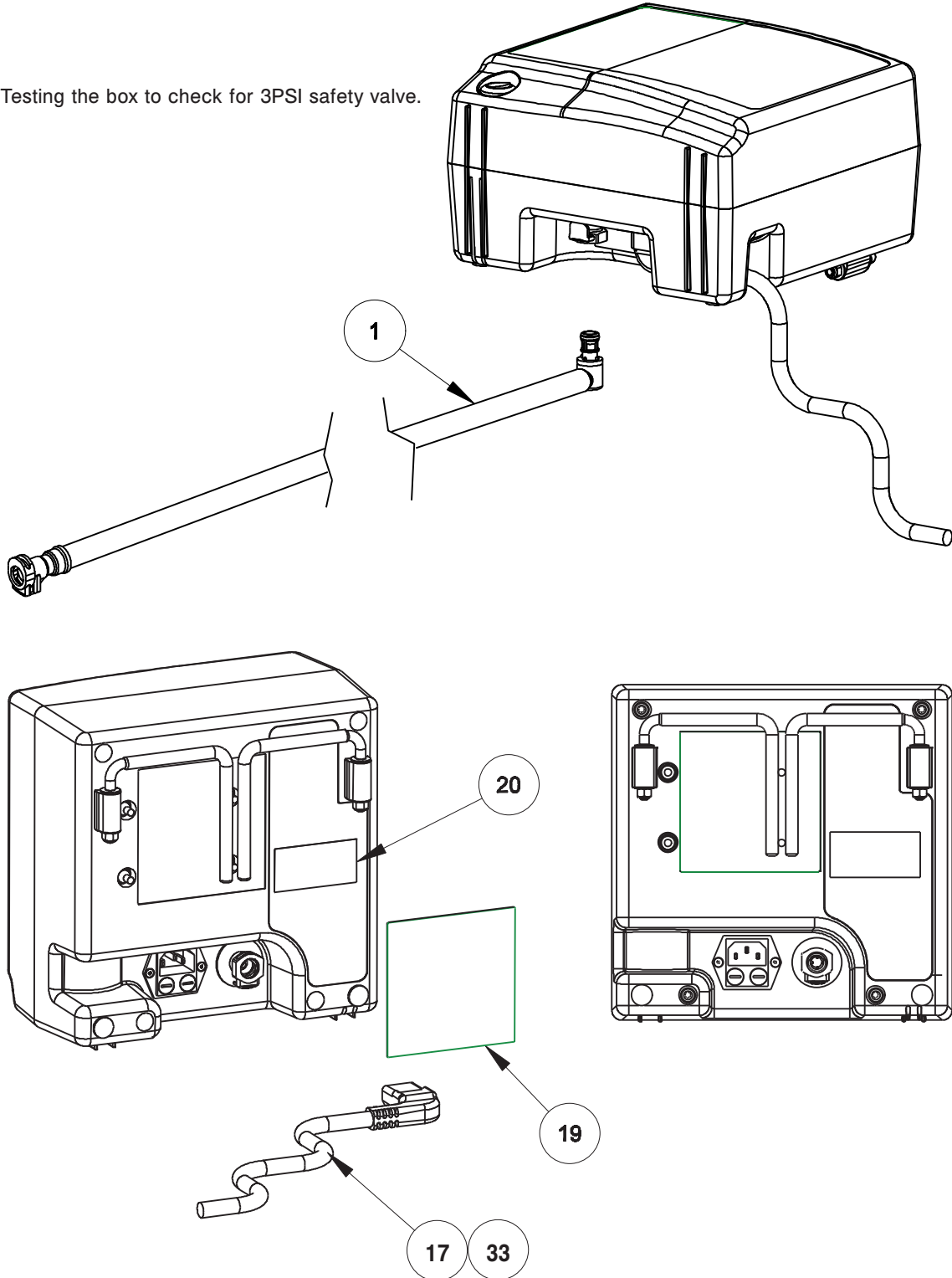


Top View

Attach wire at the connector with a tie wrap (Item #32).

Optional Low Air Loss Pump - FA64236

Testing the box to check for 3PSI safety valve.



Optional Low Air Loss Pump - L64-152

Rev D

Item	Part No.	Part Name	Qty.
1	59-0483	External Low Air Loss Tubing Ass'y	1
2	59-0521	Linear Pump 6025 SE 120V	1
3	QDF1033	Rubber Bumper	2
4	QDF1034	Relief Valve 1/8"-NPT-3PSI	1
5	QDF1035	Adapter 3/8" x 1/8"-NPT	1
6	QDF1036	Elbow 90, 3.8" x 1/8"-NPT	2
7	QDF1039	C-Clip, 1/4 x .311"	2
8	QDF1045	Quick Connect 3/8" Hose Barb, Nonvalved Panel Mount Body	1
9	QDF1050	Muffler 1/8"-NPT	1
10	QDF1047	Connector / Fuse Holder	1
11	QDF1055	Fuse 2.0 AMP 5mm x 20mm	2
12	QDF59-0404	Pump Box Hook	2
13	QDF59-0405	Hook Mount	2
14	QDF59-0408	Long Internal Tubing 3/8"	1
15	QDF59-0451	Short Internal Tubing 3/8"	1
17	QDF8066-3	3 Foot Power Cord	1
18	QE71-1263	Front Label	1
19	QE71-1265-T	CSA Norm Label	1
20	QE71-1267-T	Stryker Serial Number	1
21	QP59-0385	Front Part Box	1
22	QP59-0453	Back Part Box	1
23	VE32A0G	Nylon Nut	2
24	VV10A0C12	Socket Screw	8
25	VV21A0A16	Tapping Screw	2
26	VV23A1E28	Tapping Screw	4
28	VW10J09	Flat Washer	8
29	VW20B08	Lock Washer	8
30	VW30J16	Belleville Washer	4
31	QDF59-0591	Acoustic Foam	1
32	QDF9518	Cable Tie	3
33	QDF8066-13	10 Foot Power Cord	1
34	QDF59-0733	Acoustic Foam (2" x 1" x 1")	3
35	QDF59-0650	External LAL Cable	1
36	VW10J0815	Flat Washer	2
37	QDF59-0786	Connecter Foam	1
38	QDF59-0787	Top Foam	1
39	QDF7826	3m Transfer Tape 1"	3

Warranty

LIMITED LIFETIME WARRANTY

Stryker Medical Division, a division of Stryker Corporation, warrants to the original purchaser the Impression™ Non-Powered Support Surface, model 2981 to be free from defects in material and workmanship for a period of five (5) years after date of delivery. The optional Low Air Loss Pump is warranted to be free from defects in material and workmanship for a period of one (1) year after date of delivery. Stryker's obligation under this warranty is expressly limited to supplying replacement parts and labor for, or replacing, at its option, any product which is, in the sole discretion of Stryker, found to be defective. If requested by Stryker, products or parts for which a warranty claim is made shall be returned prepaid to the factory. Any improper use or any alteration or repair by others in such manner as in Stryker's judgment affects the product materially and adversely shall void this warranty. Any repair of Stryker products using parts not provided or authorized by Stryker shall void this warranty. No employee or representative of Stryker is authorized to change this warranty in any way.

Stryker Medical Support Surface products and optional Low Air Loss Pump are designed for a 5 year expected service life under normal use, conditions, and proper care. Subject to the limitations set below, Stryker will repair or, at our option, replace defective merchandise free of charge.

- Three (3) years, non-prorated warranty on support surface cover.
- Five (5) years, non-prorated limited warranty on support surface.

The Limited Lifetime Warranty is void in cases of modifications, misuse, improper assembly or maintenance, accidents, damage caused by a carrier other than Stryker Medical, and the use of customer's own material.

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 USA at 1-800-327-0770, Canada 1-888-233-6888.

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

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.

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