

P100 / SofCare® Pump

REF 2880

REF 2890

stryker®

Service Manual

CE
0086

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Troubleshooting

Problem/Failure	Possible Cause	Recommended Action
Mattress is too soft	Pump performance degradation	Replace pumping set
		Replace filter
	Pump does not work	Replace fuse
	Mattress has leak	Replace mattress

Quick Reference Replacement Parts

Part Name	Part Number	For product model
Pumping set (50Hz, 4 Liter)	2880030525	P100/P100UK/SofCare/SofCareUK
Filter	2880030526	P100/P100UK/SofCare/SofCareUK
Fuse (power cord with fuse)	2880030521	P100/SofCare
	2880030524	P100UK/SofCareUK
Pump Exhaust assembly	2880030522	P100/P100UK
Pump Exhaust assembly with end cap	2890030523	SofCare/SofCareUK
Knob, white	2880030523	P100/P100UK/SofCare/SofCareUK
Pump Service Manual for P100 and SofCare	2880009002	P100/P100UK/SofCare/SofCareUK
Pump Exhaust With End Cap	2890030523	SofCare/SofCareUK

Service

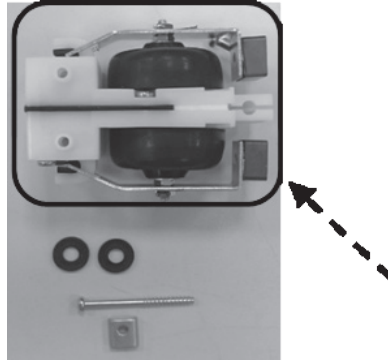
PUMPING SET REPLACEMENT

TOOLS REQUIRED:

- Phillips screwdriver for M3 screws
- Threadlocker (LOCTITE 290)

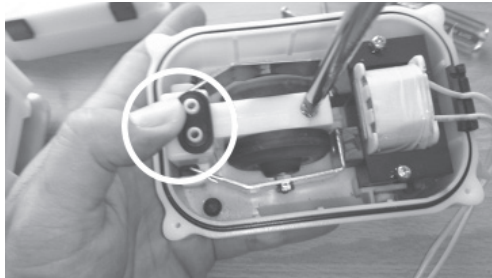
PROCEDURE:

1. Remove and save the 4 screws on the rear case.
2. Pumping set is inside the compressor. Remove and save the 4 screws on the compressor. Open the case.
3. Remove the screw holding the pumping set.
4. Take out the pumping set.
5. Keep the rubbers, screw, and washer. Replace pumping set with a new one and discard the old one.

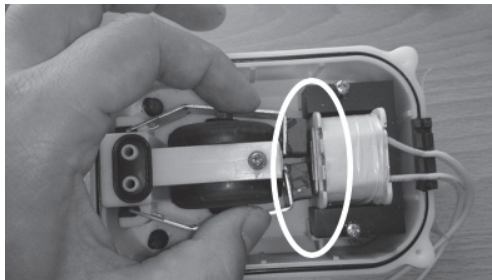


ASSEMBLE THE PUMPING SET:

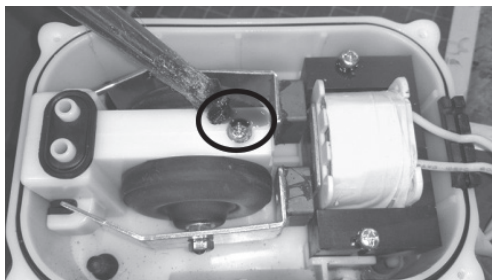
1. Use your thumb to push back the pumping set and hold this position, and then tighten the screw.



2. Press the vibration rods to make sure they will not touch the front object.



3. Apply threadlocker around the screw to set for the best bond.



Service

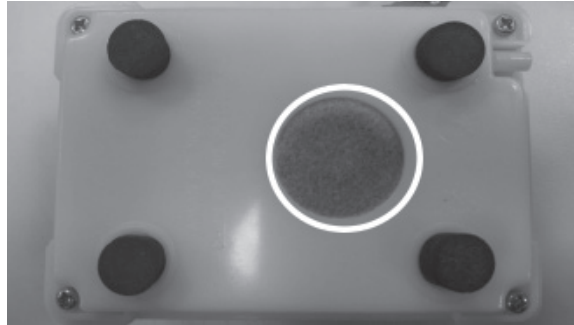
FILTER REPLACEMENT

TOOLS REQUIRED:

- Slotted screwdriver

PROCEDURE:

1. Use a slotted screwdriver to extrude the old filter on the compressor.
2. Discard the old filter
3. Replace a new filter



Note: Replace the filter after 3 months of use

FUSE POWER CORD SET REPLACEMENT

TOOLS REQUIRED:

- Slotted screwdriver

PROCEDURE:

1. Remove and save the 4 screws on the rear case.
2. Remove the wires from the power switch.



3. Unplug the power cord and discard.
4. Replace with a new fuse power cord set.

Note: The fuse is sealed in the power cord so we need to replace the whole power cord.

KNOB REPLACEMENT

TOOLS REQUIRED:

- Slotted screwdriver

PROCEDURE:

1. Turn the knob to the lowest level.
2. Make a mark to point the position.
3. Remove the knob. You can use a slotted screwdriver to remove it. Be careful not to scratch the front case.
4. Aim the mark and put the new knob on the original position.

Note: It is very important to keep the same position. Otherwise, the pressure will not be as expected as the one indicated by the knob.



Photo is for reference only.

P100 EXHAUST REPLACEMENT

TOOLS REQUIRED:

- Phillips screwdriver for M3 screws

PROCEDURE:

1. Remove and save the 4 screws on the rear case.
2. Disconnect three tubing from exhaust assembly. (See Fig. 1)
3. Replace the new pump exhaust by connecting the tubing to selector. The connections are as shown as below pictures in Fig.2.

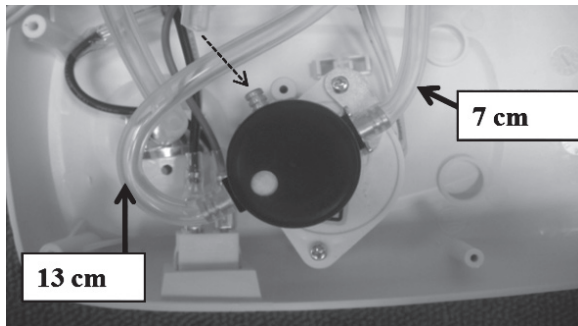


Fig. 1



Fig. 2

SOFCARE PUMP EXHAUST REPLACEMENT

TOOLS REQUIRED:

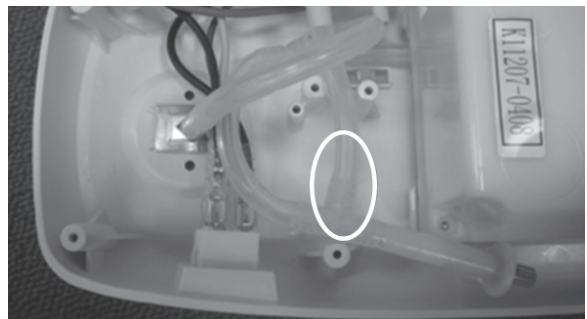
- Slotted screwdriver

PROCEDURE:

1. Remove and save the 4 screws on the rear case.
2. Disconnect the 3 tubes from the exhaust assembly.
3. Put the exhaust on the correct position. The red stopper close to the compressor side.



4. Replace the new pump exhaust by connecting the tubing to the 3-way connector as circled.





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