



User-Service Manual

Joerns® Bed Frames

WeCare™ Bed

To avoid injury, read user's manual before using.



Important Precautions

- ⚠ **Warning: Possible Injury Or Death.** This product is intended for use as an adjustable mattress support platform that contours for resident/patient comfort with adjustable height for resident/patient and caregiver convenience. Use of this product in a manner for which it was not designed could result in unproven or unsafe configuration, potentially resulting in injury or death.
- ⚠ **Warning: Possible Injury.** Before adjusting bed, ensure that area under and near bed perimeter is free of people and obstructions. Failure to do so could result in injury or damage to the bed.
- ⚠ **Warning: Possible Injury.** Keep bed in lowest position except when providing care (bathing, clothing changes, etc.). Bed should be at lowest convenient height for entry or exit. Failure to do so could result in injury.
- ⚠ **Warning: Possible Injury Or Death.** Floor locks increase bed stability and resident/patient safety. Floor and caster swivel locks must be locked prior to any resident/patient transfer or resident/patient use of the bed. Failure to do so could result in injury or death.
- ⚠ **Warning: Possible Injury Or Death.** Resident/patients may become entangled in pendant cord. Resident/patients with reduced mental acuity should not be allowed access to pendant. Unsupervised use of pendant could result in injury or death.
- ⚠ **Warning: Possible Injury Or Death.** Bed safe working load is 450 pounds, evenly distributed. This is total weight counting resident/patient, mattress, bedding, and any other equipment or persons likely to be on bed. Do not exceed 450-pound safe working load. Exceeding the safe working load could result in property damage, injury or death.
- ⚠ **Warning: Possible Injury Or Death.** Do not roll bed over abrupt thresholds with resident/patient in bed. Bed is not designed for transporting resident/patient. Transporting resident/patient in the bed could result in injury or death.
- ⚠ **Warning: Possible Fire Hazard.** Use nasal mask or ½ bed tent oxygen administering equipment. Oxygen tent should not extend below mattress support platform. Pendant should not be placed in an oxygen-enriched environment such as an oxygen tent. Use of electrical circuits in an oxygen-enriched environment could result in a fire hazard.
- ⚠ **Warning: Possible Shock Hazard.** Unplug power cord from wall outlet before performing any maintenance, cleaning or service to the bed. Resident/patient should be removed from bed prior to any service being performed on the equipment. Place bed on its side versus working under it. Failure to do so could result in injury or death. **Note:** In case of unexpected movement, unplug bed from any outlet.
- ⚠ **Warning: Possible Shock Hazard.** Position the bed in a manner that allows ease of access to the power cord and wall outlet. Injury may result from improper routing of the

power cord. Always follow the proper factory-installed routing configuration. Failure to do so could result in injury or death.

- ⚠ **Warning:** An optimal bed system assessment should be conducted on each resident/patient by a qualified clinician or medical provider to ensure maximum safety of the resident/patient. The assessment should be conducted within the context of, and in compliance with, the state and federal guidelines related to the use of restraints and bed system entrapment guidance, including the Clinical Guidance for the Assessment and Implementation of Side Rails published by the Hospital Bed Safety Workgroup of the U.S. Food and Drug Administration. Further information can be obtained at the following web address: <http://www.fda.gov/MedicalDevices/ProductsandMedicalProcedures/GeneralHospitalDevicesandSupplies/HospitalBeds/default.htm>.

Important Note: When using the mattress system, always ensure that the resident/patient is positioned properly within the confines of the bed. Do not let any extremities protrude over the side or between the bed assist devices when the mattress is being used.

- ⚠ **Warning: Possible Injury Or Death.** Use a mattress that is properly sized to fit mattress support platform, that will remain centered on mattress support platform relative to State and Federal guidelines. Joerns Healthcare recommends the use of a mattress with minimum dimensions of 35" width and 6" height. Length should match mattress support platform. Use of an improperly fitted mattress could result in injury or death. If using Comfort Extension, see Comfort Extension manual for proper mattress size.
- ⚠ **Warning: Possible Injury Or Death.** If a resident/patient's mental or physical condition could lead to resident/patient entrapment, the mattress support platform should be left in the flat position when unattended. Failure to do so could result in injury or death.

- ⚠ **Warning: Possible Injury Or Death.** Use a properly sized mattress in order to minimize the gap between the side of the mattress and assist device. This gap must be small enough to prevent resident/patient from getting his/her head or neck caught in this location. Make sure that raising or lowering bed, or contouring the mattress support platform, does not create any hazardous gaps. Excessive gaps may result in injury or death.

- ⚠ **Warning: Possible Injury Or Death.** Locate mounting brackets for assist devices strictly according to instructions. Gap between head/foot panel and assist device must be small enough or large enough to prevent resident/patient from getting his/her head or neck caught in this location (see specific Assist Device Installation Instructions for more information). If multiple assist devices are used, position each so that gap between them is large enough for trunk and hips to pass through easily. Make sure raising or lowering bed, or contouring mattress support platform does not create any hazardous gaps. Failure to do so could result in injury or death. **Important Note:** Powered air mattress surfaces may pose a risk of entrapment. Prior to use, ensure the therapeutic benefits outweigh the risk of entrapment.

- ⚠ Warning: Possible Injury Or Death.** Do not use an assist device if any openings within assist device body allow resident/patient to get his/her head or neck lodged within these openings. Use of assist devices with large openings, may result in injury or death.
- ⚠ Warning: Possible Injury Or Death.** Do not use any Joerns® assist device until you verify it is designed specifically for the WeCare bed and it is locked in place. Failure to lock assist devices may result in injury or death.
- ⚠ Warning: Possible Injury or Death.** NEVER permit more than (1) person in /on the bed at any time. NEVER exceed the weight capacity of this bed. The weight capacity of this bed is 450 lbs (204 kg) including accessories and options (not all accessories and options may be used at the same time). Subtract residents/patients weight from beds capacity 450 lbs (204 kg) to determine allowable weight for mattress, bed panels, accessories, and optional equipment. See Accessories Section for accessory weights.
- ⚠ Warning: Possible Injury Or Death.** Do not use any replacement parts not manufactured, marketed, or provided by Joerns Healthcare on any Joerns bed. Use of unapproved replacement parts may result in injury or death.
- ⚠ Warning: Possible Injury Or Death.** If using accessories not manufactured, marketed, or provided by Joerns Healthcare for Joerns beds, consult with the manufacturer for compatibility and limitations prior to use. Failure to do so may result in injury or death.
- ⚠ Caution:** Radio transmitting equipment, cellular phones, or similar electronic devices, used in proximity of bed, may affect bed performance.
- ⚠ Caution:** Particular precaution must be considered during exposure to strong emission sources such as High Frequency surgical equipment and similar devices. Do not route High Frequency cables on or near device. If in doubt, contact a qualified technician.
- Note:** Electromagnetic disturbances may contribute to the improper operation of medical devices. In the case of a bed, it may affect the performance of the bed movement when a function is selected. Do not place the bed in a location that is known to have high electromagnetic fields.
- ⚠ Warning:** Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.
- ⚠ Warning:** Use of accessories, transducers, and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.
- ⚠ Warning:** Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any

part of the WeCare bed, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

Note: The EMISSIONS characteristics of this equipment make it suitable for use in industrial areas and hospitals (CISPR 11 class A). If it is used in a residential environment (for which CISPR 11 class B is normally required) this equipment might not offer adequate protection to radio-frequency communication services. The user might need to take mitigation measures, such as relocating or re-orienting the equipment.

- ⚠ Caution:** This device complies with EMC requirements of IEC 60601-1-2. Radio transmitting equipment, cellular phones or similar electronic devices, used in proximity of bed, may affect bed performance.
- ⚠ Caution:** In the absence of line voltage, all bed adjustments can be achieved via an externally available backup battery (Joerns P/N N211).
- ⚠ Warning: Possible Shock Hazard.** If the bed power cord has a hospital-grade, 3-prong grounding plug, grounding reliability can only be achieved when equipment is connected to an equivalent receptacle marked hospital-grade.
- ⚠ Warning: Possible Injury.** Sitting on or sliding over the Mattress Side Stop can cause skin injury if the bed mattress compresses to less than 1.5 inches under user's weight.
- ⚠ Warning: Possible Injury.** Risk of entanglement or injury may occur if mattress used with Mattress Side Stop does not fill the entire width between stops or which compresses to less than 1.5 inches under user's weight.
- ⚠ Caution:** The Joerns' WeCare bed is intended for use within institutional healthcare environments 2, 3, and 5 (ie: skilled nursing, transitional care, rehabilitational care, assisted living). Joerns Healthcare recommends compliance to the regulations and guidelines specific to your locality.

Joerns assist devices are designed to be used with specific Joerns bed frames. Once mounted on the appropriate bed frame, assist devices become an integral part of the Joerns bed system. As such, these mounted assist devices, meet the IEC 60601-2-52 Bed Standard, within normal use conditions, of the appropriate bed to which they are mounted.

Assemble, install, utilize, and maintain Joerns Assist Devices as described in their accompanying Joerns User/ Service Manual, which also lists the bed type or model with which these devices may be used.

This product is only one part of your healthcare bed system. Proper combinations of mattress, head/foot panels and assist devices are needed to minimize the risk of entrapment. For more information, call Customer Care, 800-826-0270.

There are no known contraindications for this device.

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Save These Instructions

Thank you and congratulations for choosing the Joerns® WeCare™ Bed Frame. Joerns beds are developed with safety, comfort and convenience of both residents/patients and caregivers in mind.

Advanced ergonomic design will provide years of reliable service within your care environment.

Bed System Entrapment Information

Although essential in the practice of long-term care, bedside assists, in recent years, have also been a subject of regulatory review and evolution in design and use.

That focus includes not only the challenge of achieving an appropriate balance between resident/patient security and unnecessary restraint, but also the additional safety issue of entrapment.

The U.S. Food and Drug Administration (FDA), working with our company and other industry representatives has addressed the potential danger of entrapment with new safety guidelines for medical beds. These guidelines recommend dimensional limits for critical gaps and spaces between bed system components.

Entrapment zones involve the relationship of components often directly assembled by the healthcare facility rather than the manufacturer. Therefore, compliance is the responsibility of the facility.

As the leading manufacturer of long-term care beds and a frontrunner in addressing this critical issue, Joerns Healthcare can offer you the expertise, assistance and products to bring your facility into compliance.

Joerns Compliance Solutions

Matching the right bed components in order to meet regulatory guidelines can be complex.

That is why Joerns offers a wide array of compliance options. We assist customers in selecting compliant accessories recommended for their specific bed model.

Creating a Safer Care Environment

While the guidelines apply to all healthcare settings, (hospitals, nursing homes and at home), long-term care facilities have particular exposure since serious entrapment events typically involve frail, elderly or dementia patients.

For More Information

To learn more about compliance options with Joerns products, visit our website at www.joerns.com, or contact our Customer Care reps at 800-826-0270 and ask for free informational publications.

To learn more about entrapment zones, assessment methods and guidelines concerning entrapment, contact Joerns Healthcare at 800-826-0270 or consult the FDA website: <http://www.fda.gov/MedicalDevices/ProductsandMedicalProcedures/GeneralHospitalDevicesandSupplies/HospitalBeds/default.htm>.

Features and Specifications

Joerns® WeCare™ Bed Standard Features

80" Mattress Support Platform
8" to 28" Travel Range
Quiet DC Actuators
Welded Tubular Frame
Grid Sleep Surface
Wide Stable Base
SoftTone Frame Color
Heavy-Duty Casters
Locking System:

- Roll-in-Low Lock System
- Roll at any Height Mobility

 Baseboard Bumper
Mattress Stops

Electrical Specifications

Power: 120V
Frequency: 60Hz
Current Rating: 4.8 Amps
Classification: Class I, Type B
Mode of Operation: 10% Maximum Duty Cycle
2 minutes on/18 minutes off
Circuit Protection: Auto reset current sensors

Environmental Conditions

Operating Conditions:

Ambient Temperature: +10°C to +35°C
Relative Humidity: 30% to 75% Non-Condensing
Atmospheric Pressure: 700 hPa to 1060 hPa
Protected Against Splashing Water IPX4

Storage and Shipping Conditions:

Ambient Temperature: -40°C to +70°C
Relative Humidity: 10% to 100%
Atmospheric Pressure: 500 hPa to 1060 hPa

Bed Identification Numbers

When ordering parts or when contacting our Customer Care Department, please include the bed's model and serial numbers found on the identification label. The identification label is located on bed frame under the mattress support platform foot section.

Accessories and Options

Staff Control
80" Joerns Mattresses
F14 Assist Device Set
F025 Assist Handle
F026 Assist Device
F028 Deluxe Assist Handle
F168 3/4 Length Assist Device (requires mounting kit)
IV Rod
Floor Mat
Bed Transport Bar
4" Length Extension
Comfext Width Extension Kit
Patient Helper and Adapter
On-Board Battery Back-up Accessory

Mechanical Specifications

Description:









Dimensions:

80" Model86.9"L x 35.0"W x 8.75"H
Weight - Total without Panels 145 lb (65.8 kg)
Weight - Head Frame 67.3 lb (30.5 kg)
Weight - Foot Frame..... 77.7 lb (35.2 kg)
Maximum Back Angle 65° to horizontal
Maximum Knee Angle..... 25° to horizontal
Maximum Height Mattress
Support Platform..... 28" Above Floor
Minimum Height Mattress
Support Platform..... 8" Above Floor
Safe Working Load 450 lb (204.1 kg)
Maximum Patient Weight..... 400 lb (181.4 kg)

Conform To:

AAMI STD ES60601-1
IEC STD 60601-1
IEC STD 60601-2-52
Certified to CSA STD C22.2 # 60601-1

I.D. Label Symbol Definition

-  Attention
-  Consult accompanying documents
-  Safe Working Load
-  Maximum Patient Weight
-  Type B Applied Parts, user controls, mattress, support platform
-  Class II Equipment
-  Protective Earth (ground)
-  Pinch Point

Assembly

⚠Caution: Carefully remove the packaging straps (orange zip ties) before attempting to operate the bed.

⚠Caution: Prior to operation, refer to operating conditions above to ensure bed electronics are within ambient temperature.

Check that all parts of the bed were delivered and inspect for damage.

Parts to Prepare:

- a. Head End Frame
- b. Foot End Frame
- c. Safety Pin (2)
- d. Actuator Pin and Clip (2 or 4)
- e. Pendant
- f. End panel(s)

Installation Of Bed Frame -Head and Foot

Tools required: None

Bed Frame Installation:

After cutting orange zip ties,

1. Identify head frame and foot frame by compatible ID labels on left side (Figure 1).
2. Lay frame halves on soft surface feet side down. Place packing material under head frame to make assembly easier (Figure 2). Ensure the split frame tubes are lined up (Figure 3).

⚠Caution: Equipment Damage. Failure to install the actuators in the proper orientation may cause damage to the actuators.

3. Install the back actuator and knee actuator on the head frame and foot frame as shown using the actuator pin and clip (Figure 4).
4. Insert head frame into foot frame and line up pin hole.
5. Insert safety pin on left and right sides, 2 pins total (Figure 5). Be sure to route the actuator cables through the nearest safety pin bail (Figure 6).



Figure 1

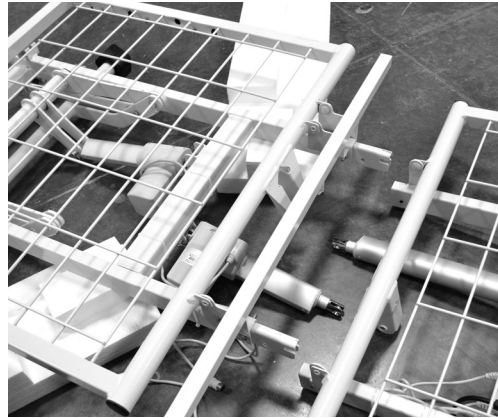


Figure 2

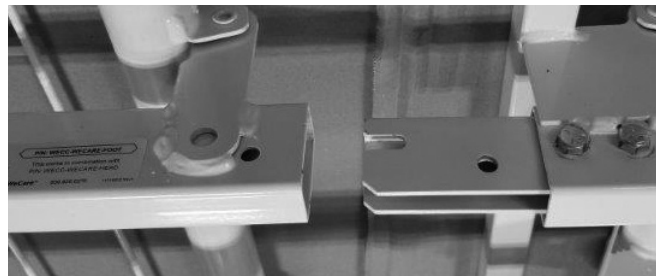


Figure 3



Figure 4

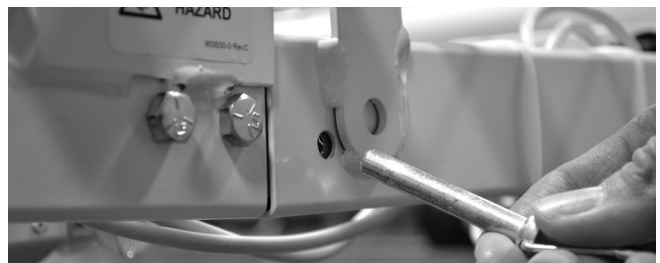


Figure 5

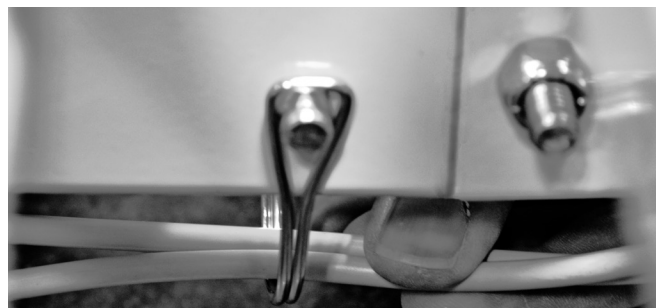


Figure 6

6. Line up back and knee actuators and insert actuator pin then add clip to lock in place (Figure 7 and 8). Ensure the washers are used on the back actuator (Figure 9).
7. Locate back actuator and head end hi-lo cables and route through safety pin bail (Figure 6), then route behind cable bundle (Figure 10 and 11).
8. Insert back actuator cable in port 1 and insert hi-lo actuator head end cable in port 3 (Figure 12).
9. Secure cables with cable clamp (Figure 13).
10. Route power cord in grey clips to head end. Plug-in power cord to power source and raise the bed frame.

Note: Watch for obstructions.



Figure 7



Figure 8

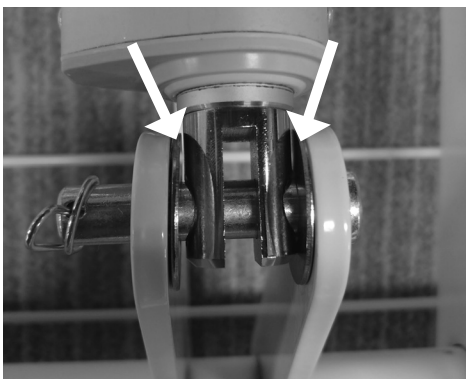


Figure 9



Figure 10



Figure 11



Figure 12

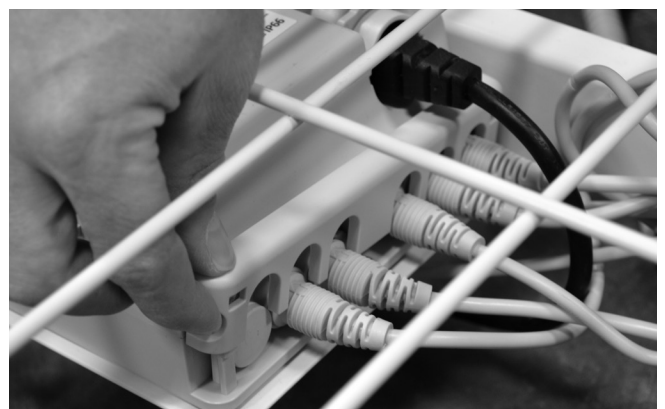


Figure 13

Baseboard Bumper

Recommended Tool: Rubber mallet

1. Place the baseboard bumper as shown (Figure 14).
2. Tap into place with a rubber mallet or press firmly with the sole of your shoe until it locks into place as shown (Figure 15).

Note: If a longer baseboard bumper is needed for use with Trendelenburg/Reverse Trendelenburg, recommend ordering bumper 11011899AL.

Mattress Stops

⚠Warning: Possible Injury. Sitting on, or sliding over, mattress side stop, can cause injury to the skin when used with mattress that compresses to less than 1.5 inches under load.

⚠Warning: Possible Injury. Make sure mattress fills the entire width between side stops. Failure to do so could result in injury.

Tools Required: #2 Phillips screwdriver

1. Locate the screws at each corner of the inside tube at the foot end of the screws mattress support platform; one per side (Figure 16).
2. Remove the screws using the #2 Phillips screwdriver; do not discard the screws.
3. Position and insert the mattress stops in the holes provided (Figure 17). Reinstall the screws removed in step 2.
4. Locate the screws in the holes in each corner of the inside tube at the head end of the mattress support platform; one per side.
5. Remove the screws using the #2 Phillips screwdriver; do not discard the screws.
6. Position and insert the mattress stops in the holes provided. Reinstall the screws removed in step 5.

IV Sockets

Joerns® WeCare™ Bed Platform has four IV sockets as standard equipment. There are two sockets at head end of bed and two at foot end (Figure 18). The IV sockets are used with Joerns IV poles and most ½" IV poles.

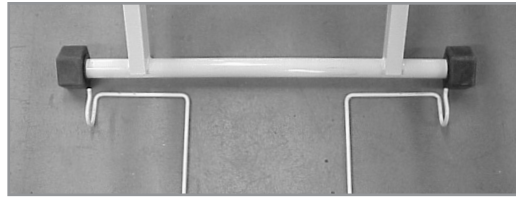


Figure 14



Figure 15



Figure 16



Figure 17



Figure 18

Installation Of Head and Foot Panels

Refer to Bed Panel Installation Sheet for more

Tools required: #2Phillips screwdriver

Head Panel Installation:

1. Head panel has label on back.
2. Lay panel on soft surface front face down.
3. Head panel brackets are longer of two sizes (Figure 19).
4. Install head panel brackets with four screws provided. Bracket offset should face up (Figure 20). Do not tighten until after fitting mounting brackets into bed sockets.
5. Go to final assembly below.

Frame-Mounted Foot Panel Installation:

1. Foot panel does not have label on back. Foot panel will have staff control electronics, if staff control was ordered.
2. Lay panel on soft surface front face down.
3. Foot panel brackets are shorter of two sizes (Figure 19).
4. Install the foot panel brackets with four screws provided. Bracket offset should face up (Figure 20) Do not tighten until after fitting mounting brackets into bed sockets.
5. For foot panel with optional staff control, refer to next page for install instructions and cable routing.
6. Go to final assembly below.

Final Assembly Step for Head Panel and Frame-Mounted Foot Panel:

1. Insert head and foot panel as shown with mounting hardware facing head of the bed (Figure 21).
2. Tighten all screws with panels in place.
3. Panels should slip in and out of their sockets easily and securely.

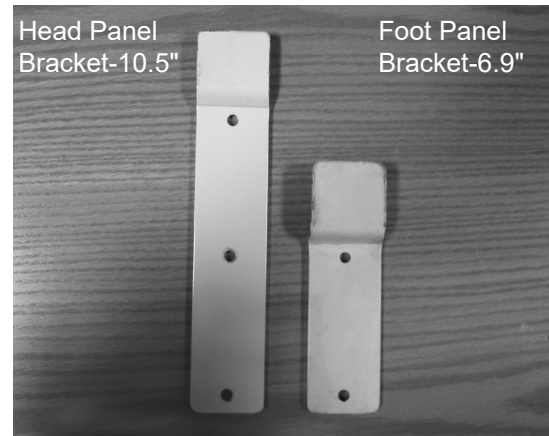


Figure 19



Figure 20



Figure 21

For models with staff control in foot panel - cable install and routing:

1. Raise the bed to a comfortable working height and raise the foot section with the pendant. Then unplug the bed.
2. Locate the two staff control cables. Lay them out side by side with one cable reversed. A male and female connection should be at each end.
3. Unplug the pendant. Route one cable under the control box and plug into pendant port. Route the second cable under the control box and connect to the hand pendant (Figure 22).
4. Route the two cables under the main frame toward the foot end. Zip tie the two cable ends on top of the foot end cross tube (Figure 23).
5. Route cables tightly under the main frame tube. Gather and bundle the excess cables nearest the next cross tube and away from the leg mechanism (Figure 24).
6. Zip tie as shown by arrows (Figure 25).

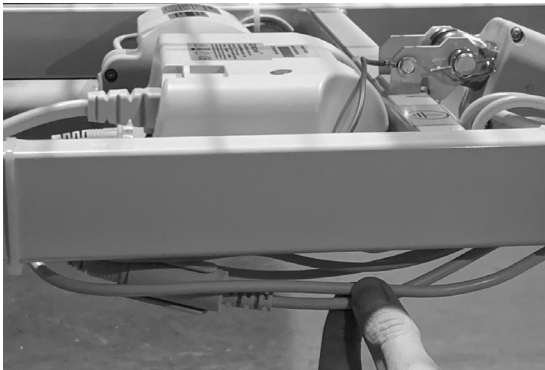


Figure 22



Figure 23



Figure 24

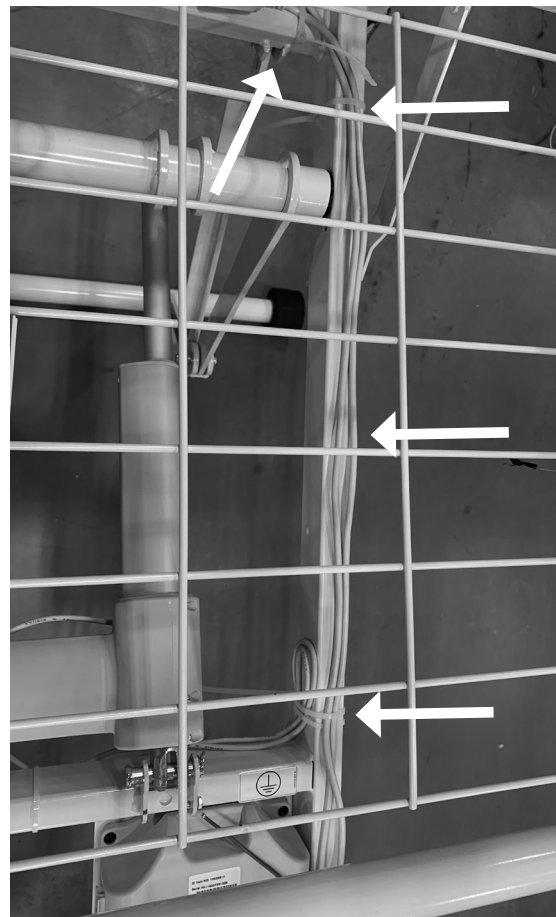


Figure 25

Operation

▲Warning: Possible Injury or Death. This bed should not be operated (control the movements of the bed through the control interfaces) by persons who do not have the cognitive skills to understand the information in the owner’s manual or cannot understand and perform the proper operation of the bed. This bed should not be used or operated by children.

Pendant Operation

Your Joerns® WeCare™ bed comes with a pendant (Figure 26). The pendant allows the patient/resident to operate the bed.

Staff Control Panel Operation (Optional)

The staff control panel (Figure 27) allows the caregivers to operate the bed from the foot panel without walking to the bedside. The caregiver can also individually lock out all functions, both pendant and staff control.

1. To lock out a function, press “Lock” graphic on the panel. Illuminated amber LED indicates that the function is now locked out.
2. To unlock a function, press the “Unlock” graphic on the panel. Amber LED is no longer illuminated, signaling that the function is now operable. If unlock is pressed all functions unlock, user may need to re-lock a function, if desired.

Note: For Trendelenburg/Reverse Trendelenburg, it is recommended to start with the bed in the highest position. Press Trendelenburg/Reverse Trendelenburg button until desired angle is obtained.

▲Caution: Ensure the bed remains stable and does not roll sideways while in Trendelenburg/Reverse Trendelenburg position.

Roll in Low Lock System

1. To keep bed from rolling when in the lowest position, press down on locking lever to lock casters (Figure 28).
2. Standard caster set comes with two locking casters placed at opposing corners of bed.

Mobile Position	Locked Position	Swivel Casters
Low only	Any Height (casters must be locked in Low)	Head & Foot (in Low position only)

Pendant Operation

Back Operation

1. Push button to raise back
2. Push button to lower back

Knee Operation

3. Push button to raise knee
4. Push button to lower knee

Auto Contour Operation

5. Push button to raise back and knee
6. Push button to lower back and knee

Bed Height Operation

7. Push button to raise bed
8. Push button to lower bed

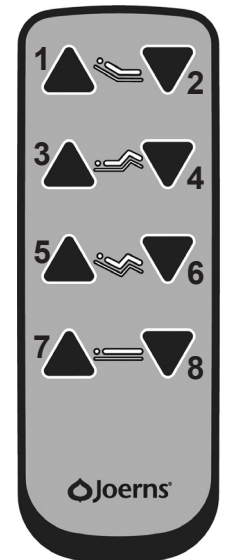
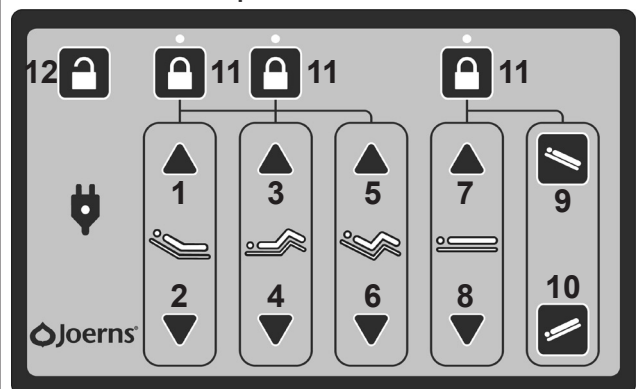


Figure 26

Staff Control Operation



Back Operation

1. Push to raise back
2. Push to lower back

Knee Operation

3. Push to raise knee
4. Push to lower knee

Auto Contour Operation

5. Push to raise back and knee
6. Push to lower back and knee

Bed Height Operation

7. Push to raise bed
8. Push to lower bed

Trendelenburg Operation

9. Push for Reverse Trendelenburg
10. Push for Trendelenburg

Lock Operations

11. Push to lockout function
12. Push to unlock all functions.

Figure 27



Figure 28

⚠Caution: Be careful not to damage power cord when moving or placing bed. After placing bed in service, monitor power cord positioning carefully to prevent damage as you fully operate all bed functions.

⚠Caution: When power cord is not plugged into a wall outlet, place it on sleep surface to prevent it from contacting floor. This will help prevent cord damage when transporting bed.

⚠Caution: If a power cord is damaged, remove bed from service until repairs are performed.

⚠Warning: Possible Injury. Before leaving the bed unattended, check that the casters in the locked position. Never leave an unlocked bed unattended.

⚠Warning: Possible Injury. Check that the casters are in the locked position before allowing the resident to enter or exit the bed.

Servicing

Service parts list available upon request. The actuators and control box contain no serviceable items.

Pendant P/N: 11016809
Power Cord Class I P/N: 11016857

⚠Warning: Possible Shock Hazard. Unplug power cord from wall outlet before performing any maintenance or service to control box.

⚠Warning: Possible high temperature. Prior to servicing any electrical component ensure the component has cooled to room temperature.

Power Cord

Conduct a yearly inspection of power cord to ensure efficient bed operation.

1. Check power cord to make sure it has not been damaged. If power cord needs replacement due to damage, remove bed from service until power cord has been replaced.

Actuator and Control Box Information Cable and Port Identification (Figure 29)

1. Back Actuator (Port 1)
2. Knee Actuator (Port 2)
3. Hi-Lo Actuator (Head end - Port 3)
4. Hi-Lo Actuator (Foot end - Port 4)
- H. Pendant (Port H)

Note: The actuators and control box contain no serviceable parts. Overload protection is achieved via current sensing technology, which will automatically reset. If any bed function fails to operate, check to see if bed is overloaded or constrained from movement.

To Remove Control Box

1. Plugs and ports are numbered so they can be easily reinstalled later (see actuator and control box information).
2. Remove cable clamp from control box (Figure 30).
3. Unplug all actuator cables and pendant control plug. Remove ground wire screw, if present.
4. Remove the three fasteners securing the control unit to the mounting plate (Figure 31).
5. To replace control box, reverse these instructions.

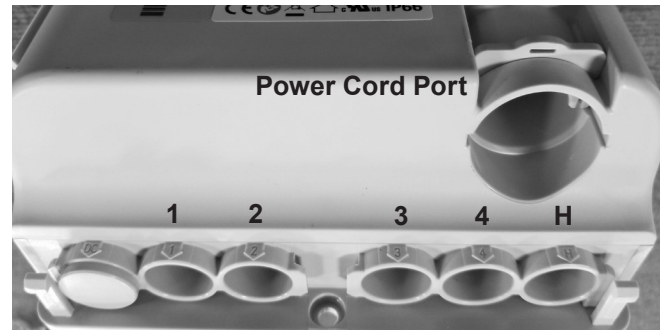


Figure 29

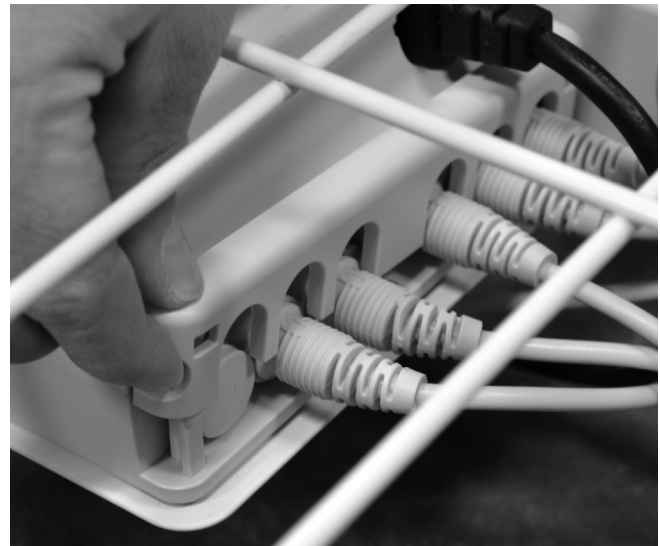


Figure 30



Figure 31

Actuator and Control Box Troubleshooting

Any loss of electrical function should be investigated with the following steps:

1. Make sure that all cables are plugged in, including pendant cable and AC power cord.
2. Switch pendant with a new one or one from a bed that is functioning normally.
3. If these steps fail to resolve the problem, call Technical Support at 800-826-0270.

To Remove Actuator

Recommended Tools: Screwdriver, Hammer, Punch

1. Identify actuator to be replaced.
2. Tip bed on its side or upside down to replace hi-lo actuators.
3. Mark cable ties locations with tape for later reference. Cut cable ties that hold the motor cables to frame.
4. Actuator is held in place by two pins. Use a screwdriver to remove clip on each pin.
5. Slide pins out of holes. If necessary, use hammer and punch to tap out the pins.
6. You may now replace the actuator(s).
7. To reassemble bed, reverse the previous steps, making note of the following two important items:
 - Assemble all hardware as originally installed.
8. Install cable ties per designated locations marked in step 3 by tape.

To Remove AC Power Cord

Recommended Tools: Small Screwdriver, Masking Tape, Cable Ties

1. Raise bed to maximum height if possible.
2. Unplug power cord from wall.
3. Cut cable ties that hold AC power cord to frame. Tape remaining cables in their original position. It is very important to keep actuator cables routed along frame in original factory-installed positions. If this step is not followed, damage to cables or electric shock may result.

⚠ Warning: Possible Shock Hazard. Injury may result from improper power cord routing. Always follow proper factory-installed routing configuration. Be sure to check condition of power cord on a regular basis. Do not use damaged or frayed power cords.

4. Disconnect the ground wire, if present.
5. Using a small screwdriver, alternately depress small latch tabs above and below AC inlet receptacle on the control box. Simultaneously, pull gently outward on AC power cord where it connects to control box until plug comes out.

6. Plug replacement cord into control box until it latches.
7. Re-route AC power cord along frame in same position as original routing.
8. Replace cable ties along with cables in their original position and routing to the control box. If this step is not followed, damage to cables or electric shock may result.
9. Ensure ground wire is re-attached, if applicable.

Troubleshooting

Any loss of electrical function should be investigated with the following steps:

Event	Possible Remedies
Bed not responding to pendant control	<ol style="list-style-type: none"> 1. Check all connections are fully inserted with cable secured. Check cables for damage or fraying. 2. Check actuator pins are connected and secure. 3. Check the bed is plugged into power source and control box green light is illuminated 4. Thermal overload condition. This should self-correct in 2 minutes or less. Do not surpass 10% duty cycle (2 min on/ 18 min off). 5. Check if bed is not overloaded and clear of obstructions 6. If these steps fail to resolve the problem, call Technical Support at 800-826-0270.
Back sleep surface or Knee surface does not raise or lower	<ol style="list-style-type: none"> 1. Ensure the actuator pins and clips were installed properly during assembly 2. Check the actuator cables are fully inserted into control box in the correct port location
Bed moves across the floor at low height	<ol style="list-style-type: none"> 1. Check caster locks are engaged

Note: Electrical damage can occur if a non-approved pendant is connected to the electrical system.

To Maximize Service Life

1. Keep the bed clean.
2. Observe bed operation and report any discrepancies or problems to Joerns Healthcare Technical Support at 800.826.0270
3. After initial week of use, check all threaded fasteners for looseness, and make sure all pins are in their normal location and fastened securely. Check monthly for loose bolts, nuts, pins and other retaining hardware. Tighten any loose hardware, and contact Joerns Healthcare to order any appropriate service parts.
4. Make sure each inspection includes the underside of the bed frame and mattress support platform. Check joints between sleep surface sections for loose fasteners.
5. Visually inspect the bed frame and accessories for any cracking, bending, or hole enlargement. If found, contact Joerns Technical Support at 800.826.0270, remove the bed from service immediately, and replace the affected parts.
6. Check wiring for proper connections and damage (fraying, kinking, or deterioration). Report any damage to Joerns Technical Support at 800.826.0270
7. Check actuators for correct mounting at attachment points and ensure all related pins are mounted securely and properly to the bed frame. Actuators are not serviceable, but are replaceable if required.
8. Lubricate pivot point, pins and bolts as required. The recommended lubricant is Joerns-approved grease #12500013, available from Joerns Technical Support at 800.826.0270.

⚠Caution: Avoid using liquid lubricants to avoid causing a slip hazard.

9. Properly stow pendant. Place pendant in pendant holder right side up, or use hook to avoid excessive bending of cable. Avoid dropping or stretching pendant during use to maximize service life.

Cleaning

⚠Caution: Possible damage to electrical parts, and/or shock hazard.

⚠Warning: Possible Injury or Burns. Do not use flammable liquids or solvents to clean the bed, its components, or surfaces placed on top of it.

Clean all electrical components (actuators, control box, pendant and cables) on your Joerns® bed with a damp, well-wrung cloth. Excess water in or on electrical parts can damage these components.

Do not submerge the pendant in liquid.

Your Joerns® bed has a durable, baked-on epoxy finish, easily cleaned with mild solution of antiseptic cleaner and warm water. Read and follow all label instructions on cleaning products.

Other Suggested Cleaners

- 3% hypochlorite or equivalent
- Quaternary cleaners (active ingredient - ammonium chloride)
- Phenolic cleaners (active ingredient - o-phenyl phenol)
- Chlorinated bleach solution (5.25% - less than 1 part bleached to 100 parts water)

Wood veneer surfaces should be maintained by cleaning with furniture polish or lemon oil. Laminate surfaces should be maintained by cleaning with disinfectant spray.

Maintenance and Inspection Information

Visually inspect bed and accessories for broken welds or cracks, and check for loose hardware on a monthly basis.

If any broken welds or cracks are found, remove bed from use /service immediately and replace affected part(s).

Visually inspect cable routing for pinched or frayed cables.

Any loose hardware should be tightened.

If you require further assistance, contact Technical Support at 800-826-0270.

End of Life Disposal

- Many components of this product may be recycled.
- Please dispose of non-recyclable items properly.

To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources.

Accessories

Accessory Weights

- Drainage Bag Holder: 0.85 lbs (0.38 kg)
- F028 Side Assist (pair): 16.5 lbs (7.48 kg)
- F14SC Side Assist (pair): 13.7 lbs (6.21 kg)
- * Head / Foot Board ~ 14.9 lbs (6.76 kg)
- * Mattress ~ 24.0 lbs (10.89 kg)

* Weights may vary dependent upon model, material, and size.

⚠ Warning: Possible Injury Or Death. Injury or death may result from improper use of bed accessories. Consult with the accessory manufacturer for compatibility, proper installation, and use instructions.

Bed Transport Bar (Figure 32)

1. Bed transport bar is designed to easily move the WeCare™ Bed, particularly when it is lowered onto its casters. **Note:** The WeCare Bed is not designed for use as resident/patient transport devices. Prior to use, please read important warnings related to bed transport bar and follow all instructions below.
2. Install bed transport bar according to supplied instructions. If needed, call Technical Support at 800-826-0270 for instructions.
3. When using bed transport bar to move beds, always push down and forward on handle. Pushing up or attempting to use transport bar to lift bed, especially when crossing over thresholds, may cause it to disconnect from bed, resulting in loss of control of bed.
4. Take extra care when moving bed (remember, do not move bed while occupied by resident/patient) on any sloped surface. Moving a bed on a sloped surface requires two people, one at each end of the bed. Never use bed transport bar to move bed on a slope that exceeds ANSI and/or ADA requirements for accessibility.



Figure 32

Trapeze And Trapeze Adapter

⚠ Warning: Possible Injury Or Death. Improper installation of the trapeze adapter could alter or dislodge the head panel position, increasing the risk of injury or suffocation.

⚠ Warning: Possible Injury Or Death. Follow the manufacturer's directions when installing the trapeze bar. Improper installation of the trapeze bar on the trapeze adapter could cause the trapeze bar to disconnect/collapse or otherwise fail, resulting in injury or death.

⚠ Warning: Possible Injury Or Death. A minimum of 1-inch clearance between the bottom of the trapeze bar and the floor is required when the bed is in its lowest position. Failure to do so could damage the floor and/or cause the bed to become unstable, resulting in injury or death.

Trapeze (Figure 33)

1. We recommend using the Joerns® trapeze with the Joerns trapeze adapter.
2. Install the trapeze assembly according to manufacturer's directions included with the trapeze.

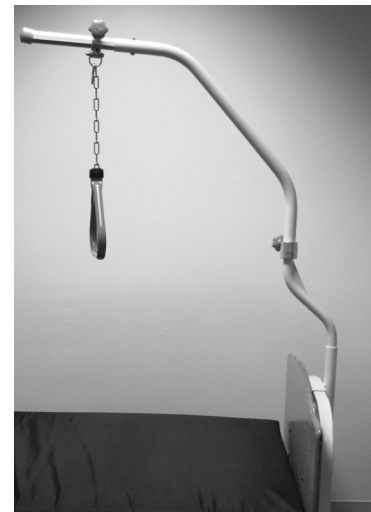


Figure 33

Trapeze Adapter (Figure 34)

1. The trapeze adapter is designed to allow attachment of the trapeze system to the WeCare™ Bed. Prior to use, please read important warnings related to this option and follow all instructions below.
2. Install the trapeze adapter according to the supplied instructions. If needed, call Technical Support at 800-826-0270 for instructions.
3. Install the trapeze assembly onto the trapeze adapter according to the trapeze manufacturer's instructions.
4. Operate the bed from its highest through lowest positions to ensure proper clearance and operation. Some trapeze systems may not be suitable for use with the WeCare Bed, due to its low operating height.
5. Adjustment and use of a trapeze should be in accordance with instructions from a healthcare professional (doctor or therapist).
6. Do not exceed the maximum load condition listed on installation instructions.



Figure 34



Figure 35

Drainage Bag Holder (Figure 35)

- ⚠Warning: Possible BioHazard.** Prior to use, consult the drain bag manufacturer's installation and use instructions. Failure to do so could result in a bag puncture, resulting in a potential biohazard.
- ⚠Warning: Possible Injury Or Death.** Many items that attach to the holder are gravity fed and must be below the bed user to function. Do not allow items attached to the holder to rest or be positioned on the floor where they might be stepped on and adversely affected or damaged. Exercise particular caution when the bed is moved to its lowest position as items attached to the holder at that height are especially at risk. Failure to do so could result in injury or death.
- ⚠Warning: Possible Injury Or Death.** Make sure items hung on this holder have proper clearance and are not pinched or caught during bed adjustment. Failure to do so could result in injury or death.

1. The drainage bag holder is designed as an attachment point for items such as urine collection bags. Make sure items attached to holder are safely secured. Prior to use, please read important warnings related to the drainage bag holder and follow all instructions below.
2. Install the drainage bag holder and attach items to the holder according to supplied instructions. If needed, call Technical Support at 800-826-0270 for instructions.
3. It is important to operate all bed functions through their entire ranges to ensure that items attached to the holder have proper clearance and are not pinched or caught.
4. Attach the holder only to the point and position outlined in installation instructions. Operate all bed functions through their full ranges to ensure that items attached to the holder have proper clearance and are not pinched or caught.
5. Many items that attach to the holder are gravity fed and must be below bed user to function. Do not allow items suspended from the holder to rest on the floor, particularly when the bed is in its lowest position. Otherwise, a safety condition may occur or the function of attached items may be impacted.

Appendix A: Electromagnetic Compatibility (EMC) Information


Manufacturer's Declaration –Electromagnetic Emissions		
The Joerns WECC bed is intended for use in the electromagnetic environment (for professional healthcare) specified below. The customer or the user of the Joerns WECC bed should assure that it is used in such an environment.		
Emissions test	Compliance	Electromagnetic environment-guidance (for professional healthcare environment)
RF emissions CISPR 11	Group 1	The Joerns WECC bed uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment. The Joerns WECC bed is suitable for use in all establishments other than domestic and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
RF emissions CISPR 11	Class A	
Harmonic emissions IEC 61000-3-2	Class A	
Voltage fluctuations / flicker emissions IEC 61000-3-3	Compliance	

Recommended separation distance between portable and mobile RF communications equipment and the Joerns WECC Bed			
The Joerns WECC bed is intended for use in an electromagnetic environment (for professional healthcare) in which radiated RF disturbances are controlled. The customer or the user of the Joerns WECC bed can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the Joerns WECC bed as recommended below, according to the maximum output power of the communications equipment.			
Rated maximum output power of transmitter W	Separation distance according to frequency of transmitter m		
	150 kHz to 80 MHz $d=1,2\sqrt{P}$	80 MHz to 800 MHz $d=1,2\sqrt{P}$	800 MHz to 2,7 GHz $d=2,3\sqrt{P}$
0,01	0,12	0,12	0,23
0,1	0,38	0,38	0,73
1	1,2	1,2	2,3
10	3,8	3,8	7,3
100	12	12	23
For transmitters rated at a maximum output power not listed above, the recommended separation distance d in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.			
Note 1: At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.			
Note 2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.			

Guidance and Manufacturer's Declaration - Electromagnetic Immunity:

The Joerns WECC bed is intended for use in the electromagnetic environment (for professional healthcare) specified below. The customer or the user of the Joerns WECC bed should assure that it is used in such an environment.

Immunity Test	IEC 60601 Test Level	Compliance Level	Electromagnetic Environment-Guidance (for professional healthcare environment)
Electrostatic discharge (ESD) IEC 61000-4-2	Contact: ±8 kV Air: ±2 kV, ±4 kV, ±8 kV, ±15 kV	Contact: ±8 kV Air: ±2 kV, ±4 kV, ±8 kV, ±15 kV	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.
Electrical fast transient/burst IEC 61000-4-4	±2 kV for power supply lines ±1 kV for input/output lines	±2 kV for power supply lines Not applicable	Mains power quality should be that of a typical professional healthcare environment.
Surge IEC 61000-4-5	±0.5 kV, ±1 kV line(s) to line(s) ±0.5 kV, ±1 kV, ±2 kV line(s) to earth	±0.5 kV, ±1 kV line(s) to line(s) ±0.5 kV, ±1 kV, ±2 kV line(s) to earth	Mains power quality should be that of a typical professional healthcare environment.
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	Voltage Dips: 0% U_T ; 0,5 cycle 0% U_T ; 1 cycle 70% U_T ; 25/30 cycles Voltage Interruptions: 0% U_T ; 250/300 cycle	Voltage Dips: 0% U_T ; 0,5 cycle 0% U_T ; 1 cycle 70% U_T ; 25 cycles Voltage Interruptions: 0% U_T ; 250 cycle	Mains power quality should be that of a typical professional healthcare environment. If the user of the Joerns WECC bed requires continued operation during power mains interruptions, it is recommended that the Joerns WECC bed be powered from an uninterruptible power supply or a battery.
Power frequency (50/60 Hz) Magnetic Field IEC 61000-4-8	30 A/m 50 Hz or 60 Hz	30 A/m 50 Hz / 60 Hz	The Joerns WECC bed power frequency magnetic fields should be at levels characteristic of a typical location in a typical professional healthcare environment.
Note: U_T is the a.c. mains voltage prior to application of the test level.			

Guidance and Manufacturer's Declaration – Electromagnetic Immunity			
The Joerns WECC bed is intended for use in the electromagnetic environment (for professional healthcare) specified below. The customer or the user of the Joerns WECC bed should assure that it is used in such and environment.			
Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment – guidance
Conducted RF IEC 61000-4-6	3 Vrms: 0,15 MHz – 80 MHz 6 Vrms: in ISM bands between 0,15 MHz – 80 MHz 80% AM at 1 kHz	3 Vrms: 0,15 MHz – 80 MHz 6 Vrms: in ISM bands between 0,15 MHz – 80 MHz 80% AM at 1 kHz	Portable and mobile RF communications equipment should be used no closer to any part of the Joerns WECC bed including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter.
Radiated RF IEC 61000-4-3	3 V/m 80 MHz – 2,7 GHz 80% AM at 1 kHz	3 V/m 80 MHz – 2,7 GHz 80% AM at 1 kHz	Recommended separation distance $d=1,2\sqrt{P}$ $d=1,2\sqrt{P}$ 80 MHz to 800 MHz $d=2,3\sqrt{P}$ 800 MHz to 2,7 GHz Where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in meters (m). Interference may occur in the vicinity of equipment marked with the following symbol: 
<p>Note 1: At 80 MHz and 800 MHz, the higher frequency range applies.</p> <p>Note 2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.</p>			



Joerns Healthcare Warranty Program for Joerns® WeCare™ Bed Frame

Joerns® WeCare™ Bed is guaranteed for a period of one year from the date of delivery, against defects in materials and workmanship, under normal use and service.

This one-year warranty includes all mechanical and electrical components.

Steel structural components on beds are covered under warranty for a period of 7 years from the date of delivery.

Welds are covered under warranty for the lifetime¹ of the product.

Damage caused by use in unsuitable environmental conditions, abuse or failure to maintain the product in accordance with user and service instructions is not covered.

Any alteration, modification, or repair, unless performed by or authorized in writing by Joerns Healthcare, will void this warranty.

Parts

Joerns beds contain various parts that wear from normal use. These parts, such as DC batteries, are not covered under the one-year warranty, but are covered for 90 days after date of delivery.

¹ Intended product lifetime for welds is 10 years.

Joerns Healthcare's obligation under this warranty is limited to supplying replacement parts, servicing or replacing, at its option, any product that is found by Joerns Healthcare to be defective.

Warranty replacement parts are covered by the terms of this warranty until the product's original one-year warranty period expires.

When requested by Joerns Healthcare, parts must be returned for inspection at the customer's expense. Credit will be issued only after inspection.

Service

Most service requests can be handled by the facility Maintenance Department with assistance from the Joerns Healthcare Product Service Department.

Most parts requested can be shipped next day air at the customer's expense.

Should a technician be required, one will be provided by Joerns Healthcare, at our discretion. Only the Joerns Healthcare Product Service Department can dispatch authorized technicians.

This warranty is extended to the original purchaser of the equipment.

Manufactured By:

Joerns Healthcare LLC
2100 Design Rd. Ste 100
Arlington, TX 76014

Post Acute, Acute, HomeCare
2430 Whitehall Park Dr. Ste 100
Charlotte, NC 28273
(P) 800.826.0270
(F) 800.457.8827

VA/Government
19748 Dearborn Street
Chatsworth, CA 91311
(P) 800.966.6662
(F) 800.232.9796

Canadian Office
35 Consortium Court
London, ON Canada N6E 2S8
(P) 866.546.1151
(F) 519.451.8662

**United Kingdom and
Other Countries**
+44 (0)844 811 1156
+44 (0)844 811 1157

Netherlands
+31 (0)30 6363700
+31 (0)30 6363799