

**USER MANUAL****C-MATT™ MATTRESS**

Congratulations on the purchase of your Casco C-Matt Mattress replacement. Casco has been making quality brand-name healthcare products for major hospital equipment manufacturers for over 30 years. We continue this tradition by using the same quality materials and methods to build this mattress as we do for OEM brand mattresses. You get a quality mattress, expert product support, and competitive prices to make your purchasing decisions easier. Below are user instructions and warranty information. Inform your housekeeping, nursing, and maintenance staffs of this valuable information that will help you get the service life from this product that we guarantee. Keep this User Manual with the product. Be sure that each person who will be installing, moving or cleaning any C-Matt mattress has read this manual.

**SET-UP AND INSTALLATION BEFORE PATIENT USE**

The mattress is shipped in a plastic bag and is either flat or folded and compressed into a carton.

1. In a work area, away from patient rooms or common areas, unpack the mattress. The packing materials may pose hazards to patients and residents. You must properly dispose of all packing materials.
2. Inspect the mattress to ensure it was not damaged in shipment and that it is the correct model and size ordered.
3. If the product is damaged or the order is not correct: Contact Casco Manufacturing Solutions, Inc. Customer Service Department at (800) 843-1339. Describe the problem to a customer service specialist and they will aid you in returning and replacing the mattress at our expense.
4. If the mattress is received satisfactorily, discard all shipping materials. A manufacturer's tag is attached at one end of the mattress. Do not remove manufacturer's tag. Removal of the tag will void the warranty.

**NOTE**

*If the mattress is not to be used immediately, remove the mattress from the box and store the product flat in a cool, dry place. Avoid storage areas that are not temperature or humidity controlled.*

5. Please note that a "Cleaning and Disinfection Instruction" label is attached behind the manufacturer's tag. Cleaning and Disinfection instructions are also included below. Ensure supervisory, housekeeping, and appropriate personnel are familiar with the prescribed cleaning methods.
6. For best results and patient comfort, we recommend that prior to use, the mattress be allowed to reach ambient patient room temperature. Folded and boxed mattresses need time for compressed foam to return to its normal designed shape and original configuration. Depending on temperature and time in shipment, this may take anywhere from a few minutes to a few hours.

**NOTE**

*Casco uses various commercial carriers to deliver your shipment to your door. A polyurethane foam mattress can act as an insulator and can store heat or cold for a period of time. Environmental conditions, due to weather or seasonal changes, can expose the mattress to extreme temperatures that would be most uncomfortable for a patient.*

7. Once the mattress has reached ambient temperature, install the mattress on the bed frame.

**WARNING**

*You must observe proper sizing of mattress for each bed frame the C-Matt mattress will be installed on. Check the bed frame manufacturer's recommended mattress sizes for correct fit. An undersized mattress can be hazardous to patients. Refer to the FDA's brochure "A Guide to Bed Safety."*

8. Use standard facility linens to cover the mattress. Incontinence pads may be used in conjunction with this product.
9. The product is ready for patient or resident use.

**CLEANING**

The mattress must be cleaned and disinfected between each patient change. Do not launder or dry clean this mattress. Mattress covers (top, bottom and sides) should be thoroughly cleaned with mild soap and water and a soft cloth to remove dirt and foreign substances.

**DISINFECTION**

Follow standard precautions. Use an EPA-registered disinfectant in accordance with manufacturer's label instructions. Do not allow cleaning solutions to pool or saturate the surface. Allow covers to air-dry.

**INSPECTION**

**Frequency** - Inspect the mattress and components at every patient change, cleaning, or at a minimum every month.

**Covers** - Regular inspection of the mattress covers ensures that the mattress is in good condition to receive a patient or resident. Inspect the mattress cover at every patient change for cuts, rips, tears, or cracks. Do not use this product if the cover material is damaged. While inspecting the sleep surface also check the bed frame deck for broken or missing springs or metal parts that could or have damaged the mattress. Bed decks with springs sometimes sag due to overloading from heavy patient weights and years of use. Avoid placing this or other foam mattresses on a worn or sagging bed deck. Repair or replace any bed frame that is in poor condition.

**Foam** - The best American-made 100% virgin, polyurethane foams are used in the manufacture of our mattresses. There are no fillers. The foams used in this mattress meet California Technical Bulletin 117 and an optional flammability barrier allows the mattress to meet California Technical Bulletin 129 standards. With use any foam may compress over time. Replace the foam core if it becomes permanently compressed by more than one inch.

**Fire Barrier** - Mattresses with the optional fire barrier should be inspected semi-annually. Replace any barrier if it is worn or shows signs of breakdown, or moisture damage

## **REPLACEMENT**

Replace worn or damaged mattress components that do not meet inspection criteria. Replace mattress cover if it is ripped or torn. The foam core must be replaced if it has been soiled or damaged by moisture.

## **WEIGHT CAPACITY**

Even the best polyurethane foams lose their original resiliency over time. Most of our mattresses are limited to a patient weight of 350 pounds unless otherwise indicated. Do not place patients in excess of 350 pounds on the mattress. Excess weight can permanently compress the foam and damage the product.

## **REPAIR PARTS**

Casco makes available to the purchaser original equipment replacement parts for damaged or worn-out components so you can restore your mattress to its original configuration. Call Casco Customer Service at (800) 843-1339 and speak with a product specialist to help you properly identify the parts you need. Model identification and product dimensions can be found on the manufacturer's tag on the product. This information will ensure you purchase the right parts.

## **LIMITED WARRANTY**

Casco Manufacturing Solutions, Inc. has a reputation for providing superior products to our customers. Our goal continues to be "Customer Satisfaction." In the spirit of our commitment to our customers, we are proud to offer the following warranty.

### **What does the warranty cover?**

The warranty covers C-Matt Products against defects in workmanship and materials and only for damages arising from shipment or normal usage in a hospital or healthcare facility. This warranty cannot be changed by any employee, distributor, or representative of Casco, except in writing and signed by an officer of Casco.

### **What does this warranty not cover?**

The warranty does not cover against damages that arise from abnormal use such as those caused by improper handling, cleaning, or negligent use. The warranty does not cover delamination (cracking/peeling) of the cover, or contamination of the core as a result of cleaning with improperly diluted hospital grade solutions.

### **What is the period of warranty coverage?**

The C-Matt Products are covered on a non-prorated basis for the following period from the date of the original purchase. Warranties are non-transferrable.

- Five (5) Years – C-Matt Prevention, C-Matt Comfort Ultima, C-Matt Comfort, C-Matt Birthing Beds, C-Matt Bariatric500 and C-Matt Bariatric900
- Three (3) Years – C-Matt Stretcher Pads, C-Matt Basic and BasicPlus, C-Matt Sealed Institutional

**What will Casco do to correct the problem?**

Casco will provide a qualified product specialist to assist the facility personnel in obtaining technical service to answer their questions and provide assistance in obtaining repair parts and replacement parts. Casco's responsibility is expressly limited to supplying replacement parts or a replacement mattress, which is, in the sole discretion of Casco, found to be defective. No returns, allowances, credits, discounts, charge backs, or other deductions will be made without Casco's prior written authorization.

**What will we not do?**

We will not replace or repair products that experience normal wear when the product is used for its intended purpose. We will not pay for or reimburse shipping expenses after two (2) years from date of purchase. The customer is advised that all foam will lose some of its resiliency and fabric may stretch or become faded over time. This is normal and is not included in this or any other warranty applicable to this product.

**How do you get service?**

In the United States, call the Casco Customer Service Department at (800) 843-1339, Monday through Friday. Outside the United States, contact your authorized Casco distributor. To expedite service, have the following information available:

- Product model and dimensions (length and width in inches). This information is noted on the manufacturer's tag.
- Description of problem.
- Customer name and contact information.

**What must you do to keep the warranty in effect?**

Do not remove the manufacturer's tag. Follow care and cleaning instructions in the User Manual or cleaning and disinfection instructions on the care label. Do not place patients in excess of 300 pounds on the mattress. This will void the warranty. Excess weight can permanently compress the foam and damage the product prematurely.

**Is there an out of warranty exchange policy?**

Upon request, Casco will ship replacement product after the warranty expiration date. Please call the Casco Customer Service Department for current pricing.

**How does state law relate to this warranty?**

This warranty gives you specific legal rights, and you may have other rights, which may vary from state to state.

**CASCO DISCLAIMS ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND THE WARRANTY OF MERCHANTABILITY.**