

PRODUCT & ASSEMBLY GUIDE

# Manual Hi-Lo

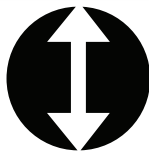
## FOUNDATION



ELECTRIC



ARTICULATION



HI-LO

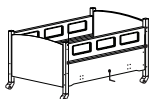


FIXED

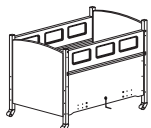


MANUAL

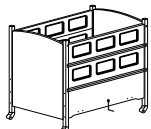
*The Manual Hi-Lo foundation uses a manual crank to raise and lower the foundation.*



☐ **SleepSafe** (Low Bed)



☐ **SleepSafe II** (Medium Bed)



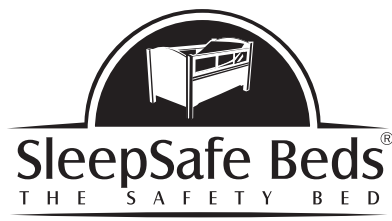
☐ **SleepSafer** (Tall Bed)

☐ Dual View



☐ **SleepSafer** with Extension

☐ Dual View ☐ with Topper



**SleepSafeBed.com | 866.852.2337**

3629 Reed Creek Drive | Bassett, VA 24055 | FDA Registered

# Table of Contents

1. Pre-Assembly Information
2. Component Chart #1
3. Component Chart #2
4. Assembly Guide: SleepSafe Low Bed
5. SleepSafe II Medium Bed
6. Assembly Guide: SleepSafer Tall Bed
7. SleepSafer Tall Bed Dual View
8. Assembly Guide: SleepSafer Tall Bed
9. with Extension / Top
10. Safety Rail Adjustment Instructions
11. Padding Information
12. Mattress Information
13. Final Installation Checklist
14. Operator's Guide
15. Maintenance / Popular FAQ's
16. Warranty Information
17. DME Provider / Technical Support
18. Serial Number

*This guide is available as a PDF. Contact Customer Service at 866.852.2337 for more information.*



**MANUAL HI-LO**

## Tools Needed for Assembly



Allen and Torx Wrenches  
(Supplied)



Flat and Phillips Head  
Screwdrivers



3/8" Open or Closed  
End Wrench



Two People for Assembly

# Note! Read Before Assembly

- **KEEP THIS PRODUCT & ASSEMBLY GUIDE.**

IT CONTAINS THE SERIAL NUMBER

- CAREFULLY REMOVE AND LAY OUT ALL COMPONENTS. FAMILIARIZE YOURSELF WITH INSTRUCTIONS TO FACILITATE THE ASSEMBLY OF YOUR BED.

- CHECK COMPONENTS AND CONTENTS OF ENCLOSED HARDWARE BAG WITH THE HARDWARE LIST ON FOLLOWING PAGES.

- KEEP THE FOUR CARDBOARD STANDS FOR ASSEMBLY AND POSSIBLE FUTURE USE.

DUE TO THE PRESENCE OF SMALL PARTS DURING ASSEMBLY, KEEP OUT OF REACH OF CHILDREN.

- IMPORTANT: FOLLOW THE INSTRUCTIONS IN THE SPECIFIED ORDER TO ENSURE THE BED IS PROPERLY ASSEMBLED.

- COMPLETE ASSEMBLY. ENSURE EACH COMPONENT IS INSTALLED. DO NOT OMIT ANY COMPONENT FROM INSTALLATION.

- NEVER USE THIS BED IF THERE ARE ANY MISSING FASTENERS, LOOSE JOINTS, BROKEN PARTS, TORN MESH, OR PADDING INADEQUACIES. CONTACT SLEEPSAFE BEDS AT 866.852.2337 FOR ASSISTANCE.

- NEVER SUBSTITUTE OR ALTER PARTS, THE PRODUCT INCLUDING SIDE RAILS, MUST BE FULLY INSTALLED PRIOR TO USE.

- IF BED IS PADDED, CHECK THAT ALL PADDING IS FIRMLY ATTACHED.

- DO NOT USE POWER TOOLS DURING ASSEMBLY OR DISASSEMBLY

- WARNING STRANGULATION HAZARD: STRINGS CAN CAUSE STRANGULATION! NEVER PLACE BED NEAR WINDOW WHERE CORDS FROM BLINDS OR DRAPES MAY STRANGLE A CHILD.

- KEEP REMOTE CONTROL CORD AWAY FROM BED WHILE MOVING THE SAFETY RAIL UP OR DOWN TO PREVENT PINCHING OF THE CORD.

- KEEP REMOTE CONTROL CORD AWAY FROM BED'S INTERIOR TO PREVENT ENTANGLEMENT AND STRANGULATION

- AN UNINTERRUPTED POWER SUPPLY (UPS) UNIT IS RECOMMENDED FOR MISSION CRITICAL CONTROL OF BED FOR USER










- DO NOT SUBSTITUTE MATTRESS. IT IS SPECIFICALLY DESIGNED AND FITTED FOR A SLEEPSAFE® BED AND ITS USER.



**SleepSafeBed.com | 866.852.2337**

3629 Reed Creek Drive | Bassett, VA 24055 | FDA Registered

# Included Components for Assembly

		SLEEPSAFE (Low Bed)	SLEEPSAFE II (Medium Bed)	SLEEPSAFER (Tall Bed)	SLEEPSAFER (w/Extension)	SLEEPSAFER (w/Ext. & Top)	SLEEPSAFER (Dual View)	SSR (Dual View w/Extension)	SSR (Dual View w/Ext. & Top)
Cardboard Spacer 		4	4	4	4	4	4	4	4
90 mm Allen Bolt 		8	12	16	28	28	12	28	28
3/4" Hex Bolt 		8	8	8	8	8	8	8	8
Barrel Nut (If the bed is unpadded) 		8	12	16	28	40	12	28	40
40 mm Allen Bolt 						Tw-12 Fu-18 Qu-18			Tw-12 Fu-18 Qu-18
Allen / Torx Wrench Set (Various sizes) 		1	1	1	1	1	1	1	1
Square Bit Driver 		1	1	1	1	1	1	1	1
Casters (Attached) 		4	4	4	4	4	4	4	4
Extension Safety Latch & 2 Screws 					1	1		2	2







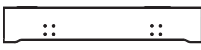
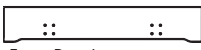
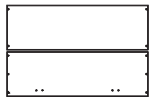




MANUAL HI-LO



**SleepSafeBed.com**  
**1-866-852-2337**

3629 Reed Creek Dr. | Bassett, VA 24055

# Included Components for Assembly

	SLEEPSAFE (Low Bed)	SLEEPSAFE II (Medium Bed)	SLEEPSAFER (Tall Bed)	SLEEPSAFER (w/Extension)	SLEEPSAFER (w/Ext. & Top)	SLEEPSAFER (Dual View)	SSR (Dual View w/Extension)	SSR (Dual View w/Ext. & Top)
Manual Hi-Lo Frame 	1	1	1	1	1	1	1	1
Crank Set: Extension, Crank, Bolt, Plugs 	1	1	1	1	1	1	1	1
Mattress 	1	1	1	1	1	1	1	1
Headboard and Footboard Set 	1	1	1	1	1	1	1	1
Side Panel 	2	2						
Front Panel 			1	1	1	2	2	2
Back Panel 			2	2	2			
Safety Rail 	2	2	2	2	2	4		4
Extension End Panel 				2	2		2	2
Extension Side Panel 				2	2		2	2
Extension Topper 					1			1

# Assembly Guide

✓ SleepSafe (Low Bed)

✓ SleepSafe II (Medium Bed)

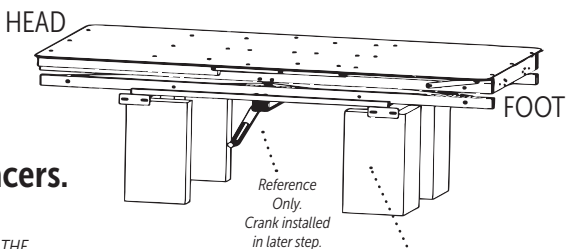
**After unpacking bed and checking the contents**

1

**Set Manual Hi-Low Foundation on 4 provided cardboard spacers.**

**IMPORTANT!**

CHECK THE BED ORDER FOR THE DESIRED LOCATION OF THE CRANK. In this diagram, the crank has been mounted to the right of the head. The crank position could be mounted to the left of the head.



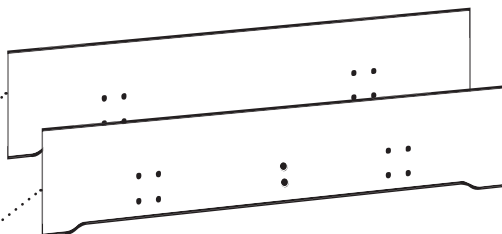
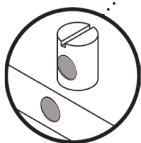
When placing spacers beneath foundation, allow room for both side panels to be attached.

2

**Insert Barrel Bolts into Side Panels.**

(Note: Barrel Bolts are pre-inserted on padded beds)

Align and push in Barrel Nut as shown. Use flathead screwdriver for assistance.

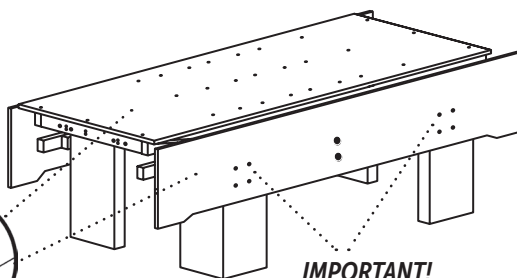
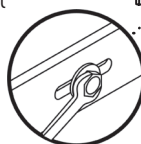


SleepSafe Bed (Low Bed) Side Panels use 8 Barrel Bolts  
SleepSafe II (Medium Bed) Side Panels use 12 Barrel Bolts

3

**Attach Side Panels to foundation.**

(Use 3/8" wrench to install eight 3/4" Hex Bolts inside the panel)



Use 4 Hex Bolts inside each panel.

**IMPORTANT!**

First choose depth for mattress to floor height. High setting adds height.



MANUAL HI-LO



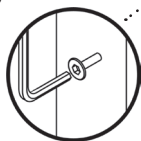
**SleepSafeBed.com**

**1-866-852-2337**

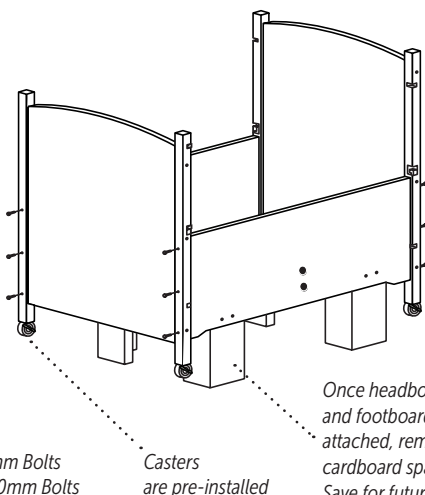
3629 Reed Creek Dr. | Bassett, VA 24055

## 4 Attach Headboard and Footboards to Side Panels.

(Use 4mm Allen Wrench to fasten 90mm Allen Bolts to Side Panels)



*SleepSafe Bed (Low Bed) uses (8) 90mm Bolts  
SleepSafe II (Medium Bed) uses (12) 90mm Bolts*

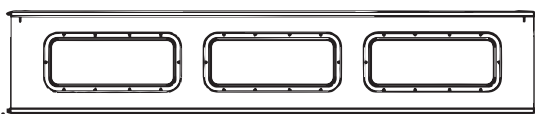
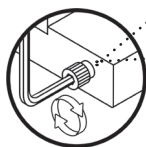


*Casters are pre-installed*

*Once headboard and footboards are attached, remove cardboard spacers. Save for future use.*

## 5 Prepare Safety Rail Hinge Pins for Installation.

CLOCKWISE  
INCREASES play.  
COUNTER-CLOCKWISE  
DECREASES play.



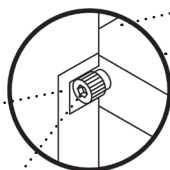
Factory preset has hinge pins that may be extended. These pins need to be adjusted evenly on both sides to fit properly when inserted into the posts.

*NOTE: Full instructions for safety rail adjustment are found on page 10.*

## 6 Install Crank Handle, Safety Rails, and Mattress.

Insert the safety rail hinge pins into both posts when safety rail is in the down position.

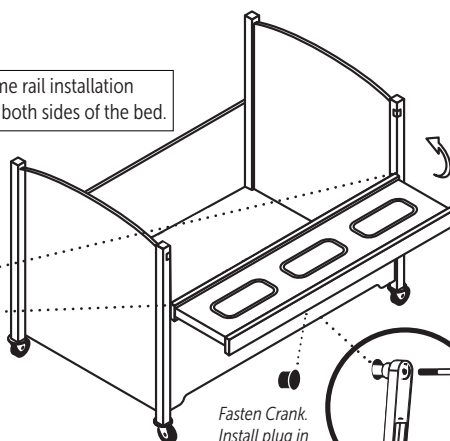
Strike



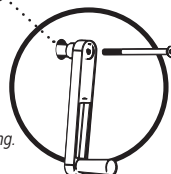
Hinge Pin

*Once installed, use both hands to pivot the safety rail up to attach it securely to the posts.*

Same rail installation for both sides of the bed.



*Fasten Crank. Install plug in unused opening.*



# Assembly Guide

✓ SleepSafer (Tall Bed)

✓ SleepSafer (Dual View)

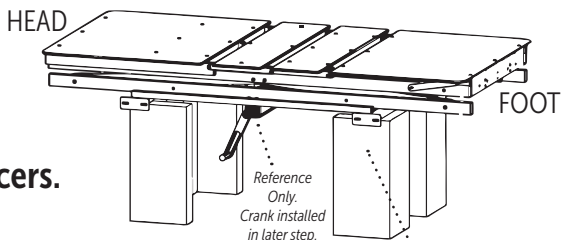
**After unpacking bed and checking the contents**

**1**

**Set Manual  
Manual Hi-Lo  
Foundation on  
4 provided  
cardboard spacers.**

**IMPORTANT!**

CHECK THE BED ORDER FOR THE DESIRED LOCATION OF THE CRANK. In this diagram, the crank has been mounted to the right of the head. The crank position could be mounted to the left of the head.



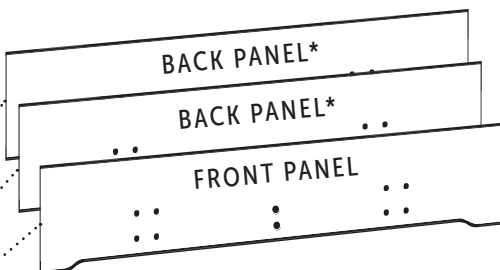
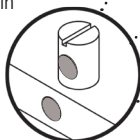
When placing spacers beneath foundation, allow room for both side panels to be attached.

**2**

**Insert Barrel Bolts  
into Back and  
Front Panels.**

(Note: Barrel Bolts are pre-inserted in padded beds)

Align and push in Barrel Nut as shown. Use flathead screwdriver for assistance.



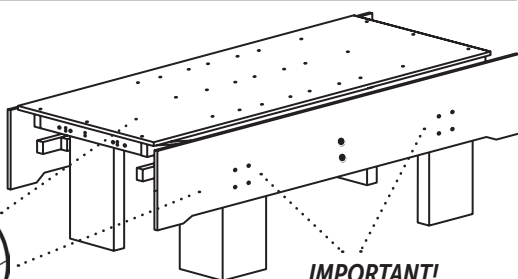
SleepSafer Bed (Tall Bed) Back Panels uses 10 Barrel Bolts  
SleepSafer Bed (Tall Bed) Front Panel use 6 Barrel Bolts

\* Dual View Option uses 2 Front panels only. No Back Panels.

**3**

**Attach Panels  
to foundation.**

(Use 3/8" wrench to install eight 3/4" Hex Bolts inside the panel))



**IMPORTANT!**

First choose depth for mattress to floor height. High setting adds height.



MANUAL HI-LO



**SleepSafeBed.com**

**1-866-852-2337**

3629 Reed Creek Dr. | Bassett, VA 24055



4

## Attach Headboard and Footboards to Panels.

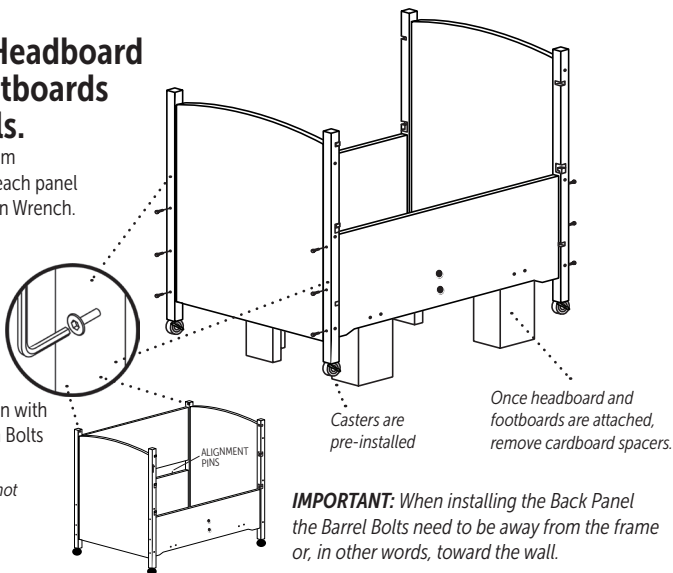
Fasten (6) 90mm Allen Bolts to each panel with 4mm Allen Wrench.

5

## Install Back Panel.

Set in place with alignment pins, then fasten with (2) 90mm Allen Bolts to each post.

**NOTE:** This step not necessary for Dual View option

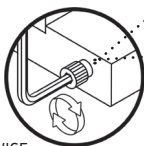


**IMPORTANT:** When installing the Back Panel the Barrel Bolts need to be away from the frame or, in other words, toward the wall.

6

## Prepare Safety Rail Hinge Pins for Installation.

CLOCKWISE  
INCREASES play.  
COUNTER-CLOCKWISE  
DECREASES play.



Factory preset has hinge pins that may be extended. These pins need to be adjusted evenly on both sides to fit properly when inserted into the posts.

**NOTE:** Full instructions for safety rail adjustment are found on page 10.

7

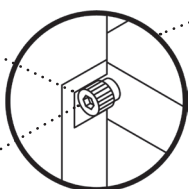
## Install Crank Handles, Safety Rails, and Mattress.

Insert the safety rail hinge pins into both posts when safety rail is in the down position.

Install Four Rails for DUAL VIEW option.

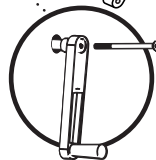
Strike

Hing Pin



Once installed, use both hands to pivot the safety rail up to attach it securely to the posts.

Fasten Crank. Install plug in unused opening.



# Assembly Guide

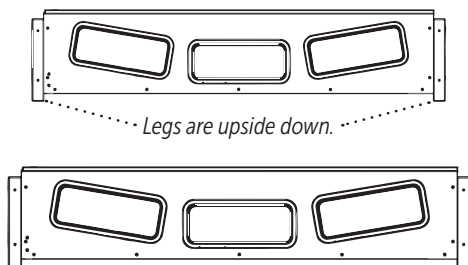
✓ **SleepSafer (Tall Bed)**  
**Open & Closed Extensions**

*After unpacking bed and checking the contents*

**1**

## Set Extension Side Rails Upside Down and on their Legs.

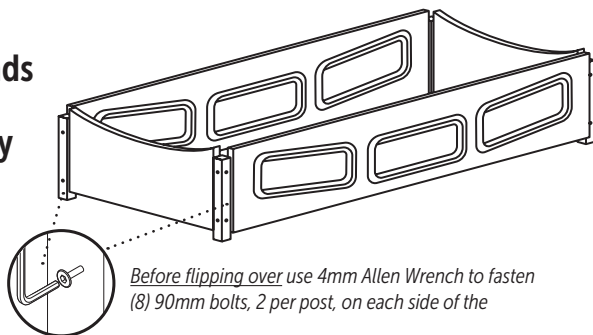
*Assemble this with two people,  
otherwise one person can  
assemble one panel at a time  
after the the rest of the bed  
is assembled.*



**2**

## Attach Extension Ends to Side Rails. Flip Assembly Over.

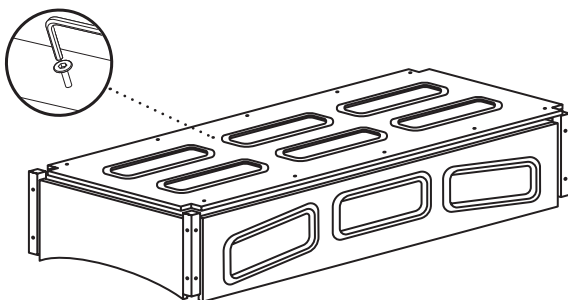
Illustration shows  
assembly upside down.  
Flip unit over when  
assembly completed.



**3**

## If Applicable, Attach the Top to the Extension.

Use 4mm Allen  
Wrench to attach  
Extension Top  
with (12) 40mm  
Allen Bolts.



MANUAL HI-LO



**SleepSafeBed.com**  
**1-866-852-2337**

3629 Reed Creek Dr. | Bassett, VA 24055

**4**

This SleepSafer® Tall Bed Extension installation step is based on ordering it with the SleepSafer® Tall Bed. Retrofitting this Extension requires additional instruction.

**A Loosen top bolts on all 4 bed posts.**

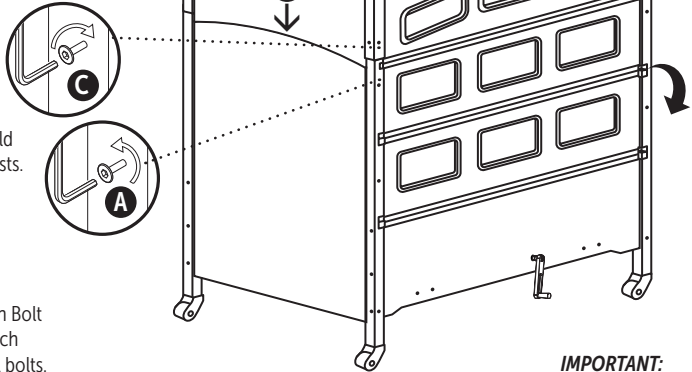
This allows play in the frame to fit the Extension.

**B Set the Extension on top of bed posts.**

Extension posts should align with the bed posts.

**C Fasten Extension to the Bed.**

Fasten (1) 90mm Allen Bolt into each post to attach Extension. Tighten all bolts.



**IMPORTANT:**

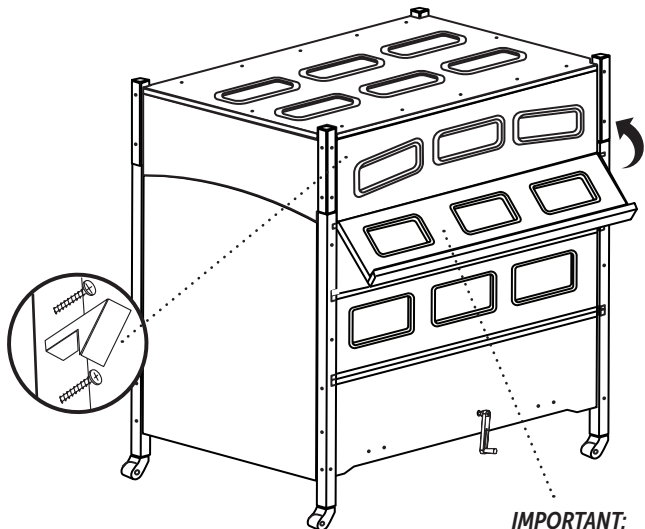
Bottom Safety Rail pivots down. Use both hands to carefully operate.

**5**

**Install Safety Latch to Extension.**

Align safety latch to threaded inserts located in the predrilled holes in the Extension. Use Phillips head screwdriver to mount the latch to the Extension.

The latch will catch and secure the top safety rail when raised into position. Use thumb to push latch up to release the rail.



**IMPORTANT:**

Be sure to support safety rail with both hands while moving the rail into their secure positions.

# Up and Down Safety Rail Adjustment

## 1 Does the Safety Rail need adjustment?

For proper operation the pin should be centered in the strike. If not centered, follow the following steps to center the pin in the strike.

## 2 Remove Strike from Bed Post.

Use Drill with Torx bit to remove screws from the Strike. Gently tap the strike out of the bed post with hammer or mallet to access

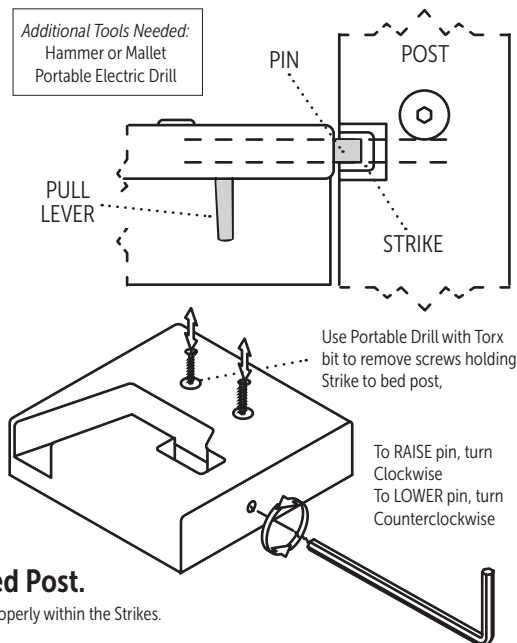
## 3 Adjust Set Screw.

Use Torx 10 wrench to adjust set screw. Keep in mind which direction that you need to adjust the pin. If the pin needs to be raised, turn the set screw clockwise. If the pin needs to be lowered, turn the set counter-clockwise.

## 4 Reinsert Strike into Bed Post.

Check to see if the Pins are centered properly within the Strikes.

Additional Tools Needed:  
Hammer or Mallet  
Portable Electric Drill



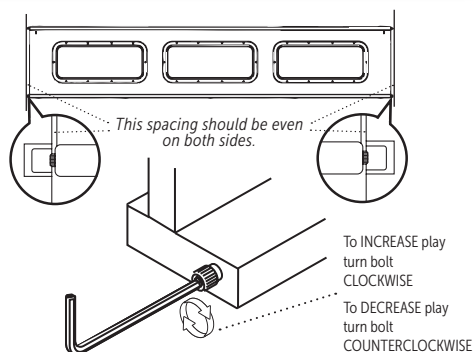
# Side by Side Safety Rail Adjustment

## 1 Does the Safety Rail need adjustment?

When up and secure, check the spacing between the end of the safety rail and the headboard and footboard legs. They should be spaced evenly.

## 2 Remove Safety Rail and adjust the play.

If spacing is not even, or there is too much side-to-side play in the rail, turn the black hex bolt using the 1/4" Allen Wrench provided.



MANUAL HI-LO



**SleepSafeBed.com**

**1-866-852-2337**

3629 Reed Creek Dr. | Bassett, VA 24055

# SleepSafe Bed Padding Information

## Materials:

- 70 Denier Nylon Fabric Cover with a Fluid Resistant Healthcare Coating
- 3/4" High Density Foam Padding

## Padding Features:

The safety rail pads extend up and over the rails and attach to the outside of the safety rails. The headboard and footboard pads extend to the top and to the edges of the legs of headboard and footboard.

- Anti-Static
- Bacteria Resistant
- Malodor Protection
- Fluid Resistant
- Fungal Resistant
- Flame Retardant
- Tear Resistant



## Padding Attachment:

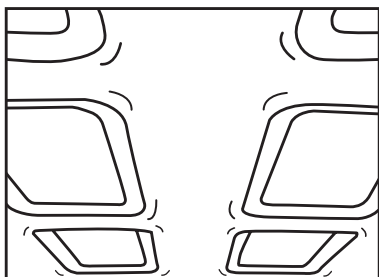
- Industrial strength Velcro is used to secure the padding to inside panels and safety rails.

## Padding Maintenance

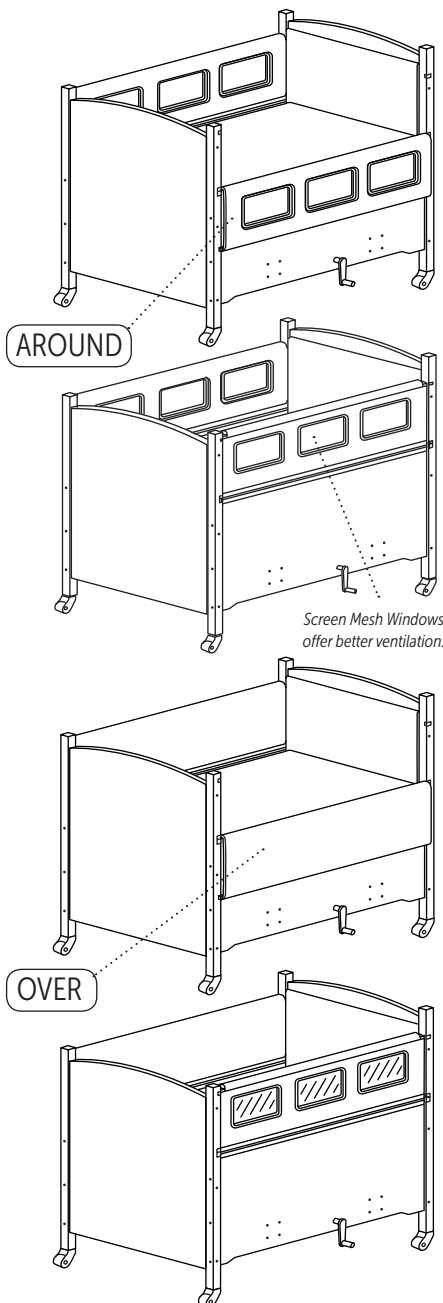
- For cleaning, use warm water and a mild cleanser. If the padding is over the windows, it can be removed and cleaned. If the padding is around the windows, please do not remove. It is best to clean this padding in its place.

## Important Note:

Padding is installed at the factory and will cover ALL 4 sides. Padding only 1 or 2 sides is NOT an option. Padding removal will cause a gap between the mattress and the bed's interior.



*Padding for a SleepSafer Tall Bed with an Extension Top works around the screen mesh windows for better ventilation.*



# SleepSafe Bed Mattress Information

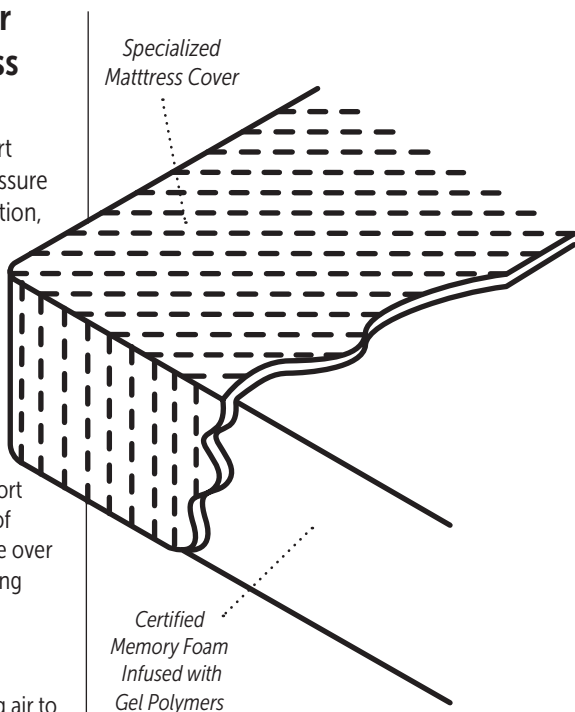
## SleepSafe Bed® – Our Memory Foam Mattress with Gel Technology

SleepSafe® Bed mattress support surfaces provides optimized pressure redistribution, rapid heat dissipation, and increases in breathability compared to standard foam.

- Reduced incidence of pressure ulcers by channeling heat away from the body much faster than standard foam, virtually ridding perspiration moisture.
- Superior pressure redistribution achieved by providing more support and less cradling at higher levels of compression, distributing pressure over a larger surface area and eliminating static fatigue.

### How Does It Work?

The technology works by allowing air to pass through open cells, channeling it away from the body instead of trapping it within the closed cells of traditional memory foam. The infusion of gel polymers throughout the foam contributes both cooling properties and the virtual elimination of static fatigue. As a result of the marriage between open cell foam and gel infusion, the mattress holds its shape better, redistributes pressure over a larger surface area, and successfully wicks heat away from the body, leaving patients cool, dry, and comfortable.



### Foam products meet the following criteria:

- |                         |                                      |
|-------------------------|--------------------------------------|
| • Low Emissions (VOC's) | • Performance – Tested               |
| • BPA Phthalate – Free  | • Made without Ozone Depleters       |
| • CFC – Free            | • Mercury, Lead and Heavy Metal Free |
| • BHT – Free            | • Made without Formaldehyde          |
| • PBDE – Free           | • Methylene Chloride – Free          |
| • Emissions – Tested    | • Environmentally Innovative         |
| • Content – Tested      | • Material Certification             |

### Other notes about the foam in mattresses:

- Foam products use a blend of natural oil-based and conventional polyols.
- Benefits farmers looking for a new market for crops.
- Polyol is made partially from plant-based renewable oils such as soy bean and castor beans.



MANUAL HI-LO



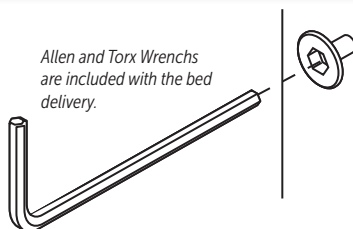
**SleepSafeBed.com**  
**1-866-852-2337**

3629 Reed Creek Dr. | Bassett, VA 24055

# Final Bed Installation Checklist

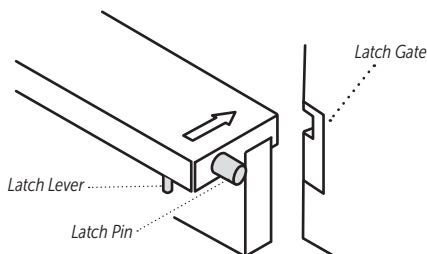
## 1 Check all bolts to see that they are tight.

Be sure all fasteners that hold the components are hand tightened with wrenches.



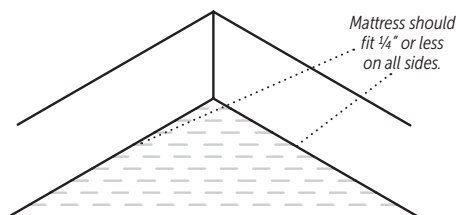
## 2 Check Safety Rails to be sure they operate and latch properly.

Safety Rails should pivot correctly, align properly and securely latch into the gate located on the bed posts.



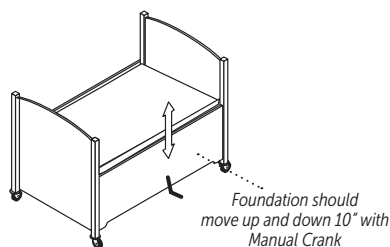
## 3 Check fit between headboard, footboard, bed sides and mattress.

The mattress should always fit snugly against the sides. If not, contact the DME or Customer Service at SleepSafe Beds.



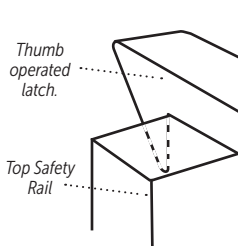
## 4 Check Bed Operation with the Hand Crank.

This foundation uses a manual crank to control the height of the foundation. The range of this up and down movement is around 10 inches. It should operate smoothly and easily.



## 5 For Extensions, check operation of Safety Latch holding the top Safety Rail.

Top Safety Rail should set in place when lifted up and into place on the Extension.



This latch should be properly mounted to the Extension to ensure top Safety Rail is securely held in place.

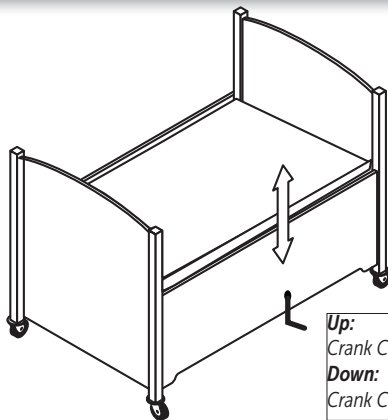
# Operator's Guide: Manual Hi-Lo

## Operating the Manual Hi-Lo Foundation

This foundation uses a manual crank in the front of the bed to control the height of the foundation. The total range of this up and down movement is around 10 inches.

To move the foundation up, turn the Crank **CLOCKWISE**.

To move the foundation down, turn the Crank **COUNTERCLOCKWISE**.



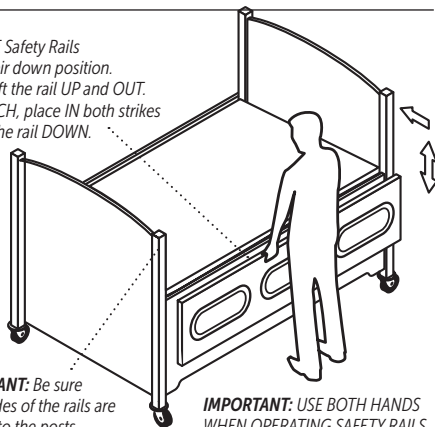
**Up:**  
Crank Clockwise  
**Down:**  
Crank Counterclockwise

## Handling, operating and securing the Safety Rails.

Safety Rails on the SleepSafe (Low Bed), SleepSafe II (Medium Bed) and SleepSafer (Tall Bed) are removable. Removing the Top Rail first on the Tall bed is recommended. The top Safety Rail on the SleepSafer with the Extension is not removable. The Top Rail attaches to the Extension.

It is always recommended to handle the Safety Rails gently and firmly with both hands. Be sure both sides of the Safety Rail are securely attached to the post before leaving the bed alone.

*REMOVE Safety Rails from their down position. Gently lift the rail UP and OUT. To ATTACH, place IN both strikes and let the rail DOWN.*



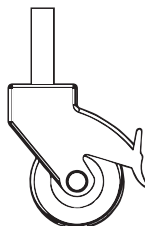
**IMPORTANT:** Be sure BOTH sides of the rails are secured to the posts.

**IMPORTANT:** USE BOTH HANDS WHEN OPERATING SAFETY RAILS.

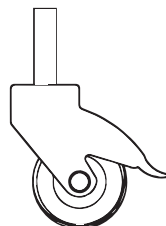
## How the Casters Work.

The casters are pre-installed at the factory in the bottom of the headboard and footboard legs. It is recommended that the casters are locked when the bed is in use to add to the bed's stability.

The casters are locked when the tab is in the down position. Unlocked when the tab is up.



**LOCKED**



**UNLOCKED**



MANUAL HI-LO



**SleepSafeBed.com**

**1-866-852-2337**

3629 Reed Creek Dr. | Bassett, VA 24055



## Frequently Asked Questions

### ***How do I get replacement parts? What should I do if I have a repair problem?***

Please call your local dealer that helped you purchase the bed. They should be able to help with any problem you may have. If your original dealer cannot help you with replacement parts or repair, please contact us directly so we may assist you at 866-852-2337.

### ***Is there a way to install the cranks on the other side of my bed?***

Yes. Call the office at 866-852-2337 and we will send you detailed instructions for how to move the cranks to the other side of the foundation. We recommend that two people work on this installation as it involves turning the foundation over to access the actuators and other chassis components.

### ***My child's medical needs have changed. Can I change the foundation?***

Yes. Most SleepSafe® Bed foundations can be converted to another bed. We will be glad to assist you. Give us a call, toll-free, at 866-852-2337 for more information about SleepSafe® Bed conversions. To convert any SleepSafe Bed foundation, you will need to purchase a Conversion Kit from SleepSafe® Beds. Insurance may or may not cover the additional cost of the conversion kit. It may be necessary to submit another letter of medical necessity justifying the change. You will need to make the purchase through your local DME provider of SleepSafe® Beds.

### ***Can I buy just a mattress?***

Yes, as a replacement for a SleepSafe® Bed mattress. We do not recommend using a SleepSafe® Bed mattress for another bed type. Our mattresses are designed and custom sized to fit inside a SleepSafe® Bed and may not be appropriate for other beds. Safety is our number one priority and our mattresses are designed to fit snugly within the wooden bed frame to reduce the chance of burrowing or entrapment.

### ***How do I clean my SleepSafe® Bed?***

All surfaces of a SleepSafe® Bed can be cleaned with water and mild detergent using a soft cloth. Please avoid any abrasives and solvents.

## Annual Maintenance Checklist

- ☒ ***Tighten all bolts on panels and posts.***  
*Use provided Torx and Allen Wrenches to hand tighten. Avoid power tools.*
- ☒ ***Lubricate working components beneath the bed.***  
*Lubricate the pins, actuators and hinges.*
- ☒ ***Clean Padding and Check Velcro® if bed is padded.***  
*Use a mild detergent to gently clean surfaces, avoid abrasive cleaning pads or sponges. Check to see that Velcro® is attached properly.*

# Bed/Mattress Warranty Information

## Full One-Year SleepSafe® Bed Warranty

The SleepSafe® Bed is warranted against defects in workmanship or materials for a period of one year from the date of purchase. Sleep Safe Beds, LLC will repair or replace any defective part at no cost to the purchaser if the shipping of the part is within the continental United States.

## Limited Five Year SleepSafe® Bed Warranty

During the second through fifth years from the date of purchase, SleepSafe Beds, LLC will replace any part found to be defective. Purchaser shall pay all service and shipping costs related to the replacement of the defective part.

## Terms and Conditions for SleepSafe® Bed Warranty

A SleepSafe® Bed is expressly prescribed for a single user. This warranty will cover the bed for this user only. Warranty coverage beyond this use is handled on a case by case basis. This warranty applies to normal use and does not cover any damage caused by excessive wear, abuse, misuse, mishandling or modification of the product.

## SleepSafe® Bed Mattress Warranty Information

All SleepSafe® Bed models are shipped with a CertiPUR-US® memory foam mattress with gel infused technology. This support surface provides optimized pressure redistribution rapid heat dissipation and increases in breathability compared to standard foam. Memory foam infused with gel polymers is designed for patient comfort as well as clinical superiority. Benefits include: reduced incidence of pressure ulcers by channeling heat away from the body significantly faster than standard foam, virtually eliminating perspiration moisture. The mattresses are water resistant, but are not waterproof.

## Full One-Year Warranty for SleepSafe® Bed Mattress

Full one year warranty from date of purchase. SleepSafe® Beds, LLC will replace the mattress due to a defect in the materials and workmanship of the mattress, at no cost to the purchaser.

## Limited Five Year Warranty for SleepSafe® Bed Mattress

During the second to fifth year, SleepSafe® Beds, LLC will replace the mattress due to a defect in the materials or workmanship of the mattress, with the shipping costs to be paid by purchaser.

## Terms and Conditions for SleepSafe® Bed Mattress Warranty

Any breakdowns or deterioration of the product caused by factors other than a defect in the materials and workmanship of the mattress, such as repeated exposures to bodily fluids by incontinence, are not covered by this warranty.



MANUAL HI-LO



**SleepSafeBed.com**

**1-866-852-2337**

3629 Reed Creek Dr. | Bassett, VA 24055

## Durable Medical Equipment Provider

Bed Serial # \_\_\_\_\_

Installation Date \_\_\_\_\_

DME Provider \_\_\_\_\_

DME Contact \_\_\_\_\_

DME Address \_\_\_\_\_

DME Phone \_\_\_\_\_

DME Email \_\_\_\_\_

Installed by \_\_\_\_\_

## Customer Service & Technical Support

### SleepSafe Bed Support

Hours: 8 AM to 5 PM / M-F / EST

Toll Free: 866.852.2337

Local: 276.627.0088

Fax: 276.627.0234

Web: SleepSafeBed.com

*In case of an EMERGENCY after hours, please call 866-852-2337 for instructions on how to access the on-call help desk.*

### DME Provider Support

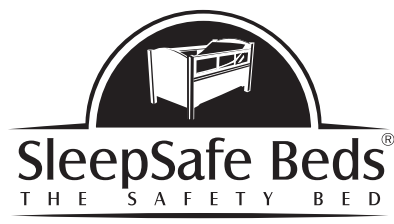
DME: \_\_\_\_\_

Contact: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Web: \_\_\_\_\_



**SleepSafeBed.com | 866.852.2337**

3629 Reed Creek Drive | Bassett, VA 24055 | FDA Registered

WI-820.120-3 Manual Hi-Lo [3] Rev. 01