



## Aurum<sup>+</sup>

Expandable Bariatric Bed



# User Manual



Benmor Medical has been supporting bariatric care since 1996 and was the first company in the UK specialising in bariatric patient handling equipment.

As pioneers in the sales and rental market for bariatric equipment, Benmor Medical introduced total bariatric sales and rental solutions, allowing our customers to rent or purchase a bed, chair, hoist, commode and wheelchair as one package.

We continually strive to drive innovation and quality within the bariatric market and have established a firm reputation for excellent customer support and class leading products.

Benmor Medical supplies and rents a wide range of products which enable nurses and carers to provide the best quality care to patients.

Our extensive product portfolio includes: -

- Bariatric Beds
- Ultra Low Beds
- Community Beds
- Mattresses
- Hoists
- Riser Recliner Chairs
- Static Chairs
- Commodes
- Walking Aids
- Bariatric Wheelchairs

Our well established reputation in the UK bariatric sector has been achieved by providing excellent 24/7 customer service, supported by innovative products.

For further information, please visit our website: [www.benmormedical.co.uk](http://www.benmormedical.co.uk)

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## 1. Introduction

This user manual contains instructions for the installation, use and maintenance of the Benmor Medical Aurum<sup>+</sup> bed.

The **Aurum<sup>+</sup> bariatric bed** is a hospital bed that has been designed specifically for size and strength. The width adjustment feature on this unique bariatric hospital bed means that it can be transported as a standard bed through the majority of hospital doors. It also means that it can accommodate wider patients by extending the mattress platform when in use.

The platform is fully profiling and powered by strong electric actuators with a maximum safe working patient weight of **440kg / 69stone** and a safe working load of **490kg / 77stone**.

The headboard and footboard of the Aurum<sup>+</sup> bariatric bed can also be extended at a push of a button. This lessens the gap between the Stowable Safety Rails and the head and footboard to minimise the risk of entrapment.

The integral weighing scales enable staff and carers to carry out accurate patient weighs.

The bed is constructed from high quality materials and is designed to function at an elevated level in a hospital environment.

This product meets the requirements established under the directive 93/42/EEC concerning Medical Devices and following harmonised standards where applicable: BS EN60601-1-2 + BS EN 60601-2-52. The manufacturing process has been carried out in accordance with the Quality Management System under the standard ISO 13485:2016 + ISO 9001:2015.



*Benmor Medical shall not be liable for any damage or injury caused by failure to follow the proper instructions as described in this User Manual or by improper use of the bed.*



*Before using the bed, all staff must familiarise themselves thoroughly with the various parts and controls as detailed in this User Manual.*



**Note:** *All references to the position of parts are as viewed from a patient's perspective i.e. as the patient is laying on the bed.*



**Note:** *Benmor Medical reserves the right to modify the information in this User Manual at any time. The information in this User Manual may vary slightly with respect to the basic design of the product.*

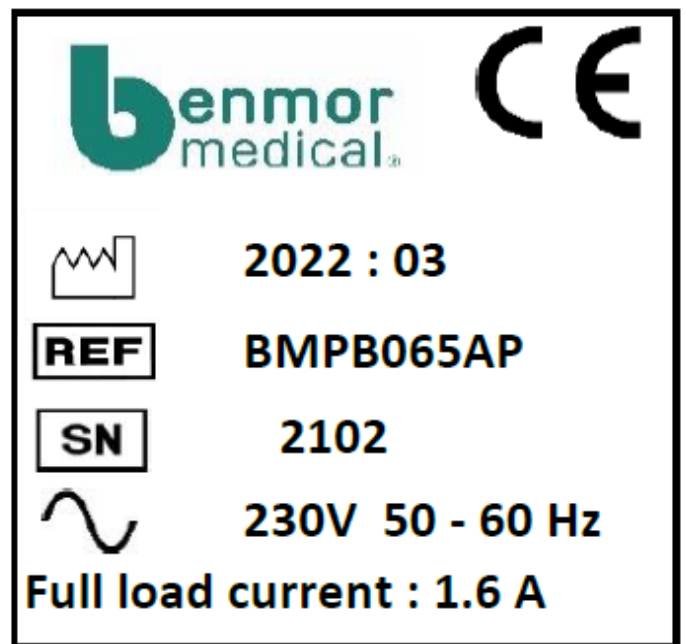
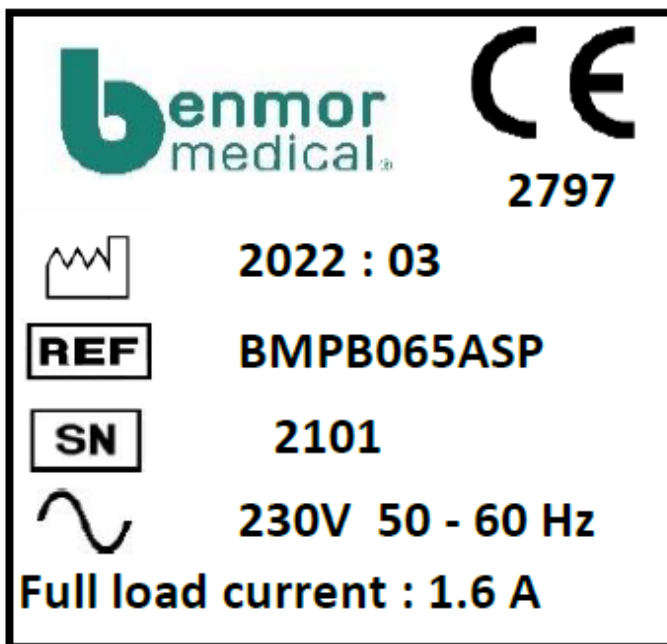
## 2. Identification Labels

When making contact with Benmor Medical the following information is required: -













- The correct Name or Model number of your bed.
- The correct Serial Number of your bed.

Both can be found on the identification labels which are located on the lower base frame.

Examples are shown below: -



### 3. Symbols

Icon	Description
	Attention, consult accompanying documents
	Consult Instructions For Use
	Type B Applied Part
	Type Number
	Serial Number
	Date of Manufacture
	Manufacturer
	General Precautions
	CE Mark relates to both Medical Device Directive 93/42/EC and RoHS Directive 2011/65/EC
	Primary Earth Connection
	Alternating Current
	Class II Equipment

4. Bed Labelling

	<p>Stowable Safety Rail Unlock Label</p>
	<p>Recommended Mattress Selection Label</p>
	<p>Retract Head &amp; Footboard Label.</p>
	<p>Aurum+ Head &amp; Footboard Frame Label</p>
	<p>Aurum+ Max Patient Weight &amp; Safeworking load label</p>
	<p>Stowable Safety Rail lock mechanism label</p>
	<p>Left hand side steer manoeuvre brake label</p>
	<p>Right hand side steer manoeuvre brake label</p>
	<p>No storage label</p>
	<p>Electrical Information Label</p>
	<p>Manual CPR Location</p>
	<p>Manual CPR lever</p>
	<p>Stowable safety rail instruction</p>



## **5. Delivery**

The Aurum<sup>+</sup> Bariatric bed is delivered fully assembled and demonstrated on delivery.

Additional training can be arranged if required. If the bed appears to be damaged or any components are missing on delivery, please contact Benmor Medical immediately.


## 6. Safe Use Guidelines

### WARNINGS AND PRECAUTIONS



- Before using the bed, it is recommended: -
  - All staff involved are familiar with the User Manual.
  - All functions are tested.
  - The bed is decontaminated and cleaned thoroughly before every use.
- The bed must be operated by personnel who have been properly trained or have suitable experience with equipment of this nature.
- The bed must only be used on clean, hard and flat horizontal surfaces.
- Never exceed the maximum load capacity of the bed, even for brief periods.
- The braking system must be locked whilst a patient is on the bed (except for patient manoeuvring).
- Check there is no risk for the patient, carer other people or accessories to become trapped when adjusting any sections activating, raising or lowering of the bed.
- If an emergency situation requires the weight capacity of the bed to be exceeded, adjust all sections of the bed to their lowest positions. This should only be done if absolutely necessary.
- To avoid exceeding the weight capacity of the bed, no person should sit on the bed, next to the patient.
- For side ingress / egress, position the patient in the middle of the bed.
- DO NOT ingress / egress the bed at the head or foot end.
- The power cable for the bed must be unplugged before moving, cleaning or maintenance activities.
- Do not position the bed so that it is difficult to disconnect the mains plug.
- There is a possibility of injury to the patient or user if: -
  - The bed is used on an inappropriate floor surface.
  - The power cable is damaged or pulled out of the power socket.
  - Two or more electric functions are operated at the same time.
  - Any maintenance or repair work is not carried out according to the manufacturer's instructions.

**WARNINGS AND PRECAUTIONS**

	<ul style="list-style-type: none"> <li>• Benmor Medical shall not be liable for any damage or injury caused by the use of accessories provided by other companies.</li> <li>• In the event of any defect which may jeopardise the patient or user safety, or which may damage the bed or building contents, remove the bed and do not use it until the defect is corrected.</li> <li>• Any repair work must be carried out by qualified staff.</li> <li>• When making repairs, only original materials and components should be used. Use only the cleaning and disinfectant agents recommended in this User Manual.</li> <li>• The bed should be left in its lowest position when unattended to reduce risk of patient falls with the Stowable Safety Rails in the upright position.</li> <li>• When routing cables from other equipment on the bed, precautions shall be taken to avoid squeezing those cables between parts of the bed.</li> <li>• Avoid hazards caused by inappropriate handling of the power supply cord e.g. by kinking, shearing or other mechanical damages.</li> <li>• During transportation, transportation bolts will be tightened on to the load cells and when the bed is in use, the transportation bolts need to be loosened.</li> <li>• Use recommended accessories only</li> </ul>
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When choosing bed and mattress combinations, it is important to assess the use of Stowable Safety Rails based on the clinical assessment of each individual patient and in line with local policy. Stowable Safety Rails must only be used with a mattress of the correct size and which is approved for use with the bed. The maximum recommended mattress thickness for use with Stowable Safety Rails is 220mm.



When assessing the suitability of a mattress for use with Stowable Safety Rails, please consider that specialist powered air / foam replacement mattresses will typically envelop the patient when loaded and can generally be deeper than a foam mattress without compromising safety. All Benmor Medical mattress replacements will maintain sufficient clearance between patients and Stowable Safety Rails to preserve the function of the Stowable Safety Rails. Other makes of specialist mattress replacement must be assessed individually prior to use to verify sufficient clearance is maintained.



*Incompatible mattresses can create entrapment hazards. Read instructions for use. Using non- approved mattress may compromise the Stowable Safety Rails and increase the chance of entrapment.*



*Do not modify this equipment without the authorisation from Benmor Medical.*

**Contraindications**

*The Aurum<sup>+</sup> bed is not to be used as a transport bed.*



*Never exceed the maximum load capacity of the Aurum<sup>+</sup> bed, even for brief periods.*

## 7. Environmental Conditions

### Operating

It is recommended that the bed is installed in a dry, indoor environment. The temperature and humidity ranges for optimum performance of the bed are: -

	<b>Min</b>	<b>Max</b>
<b>Temperature (°C)</b>	10	40
<b>Relative Humidity (%)</b>	30	75
<b>Altitude (metres)</b>		< 2000

The Aurum<sup>+</sup> bed is designed for medical purposes only. Electrical installations must comply with your local electrical installation requirements. It is recommended that the bed is disconnected from the electrical mains supply during exceptional cases i.e. lightning storms etc.

### Transport / Storage

	<b>Min</b>	<b>Max</b>
<b>Temperature (°C)</b>	-20	+50
<b>Relative Humidity (%)</b>	30	75
<b>Air Pressure (hPa)</b>	800	1060

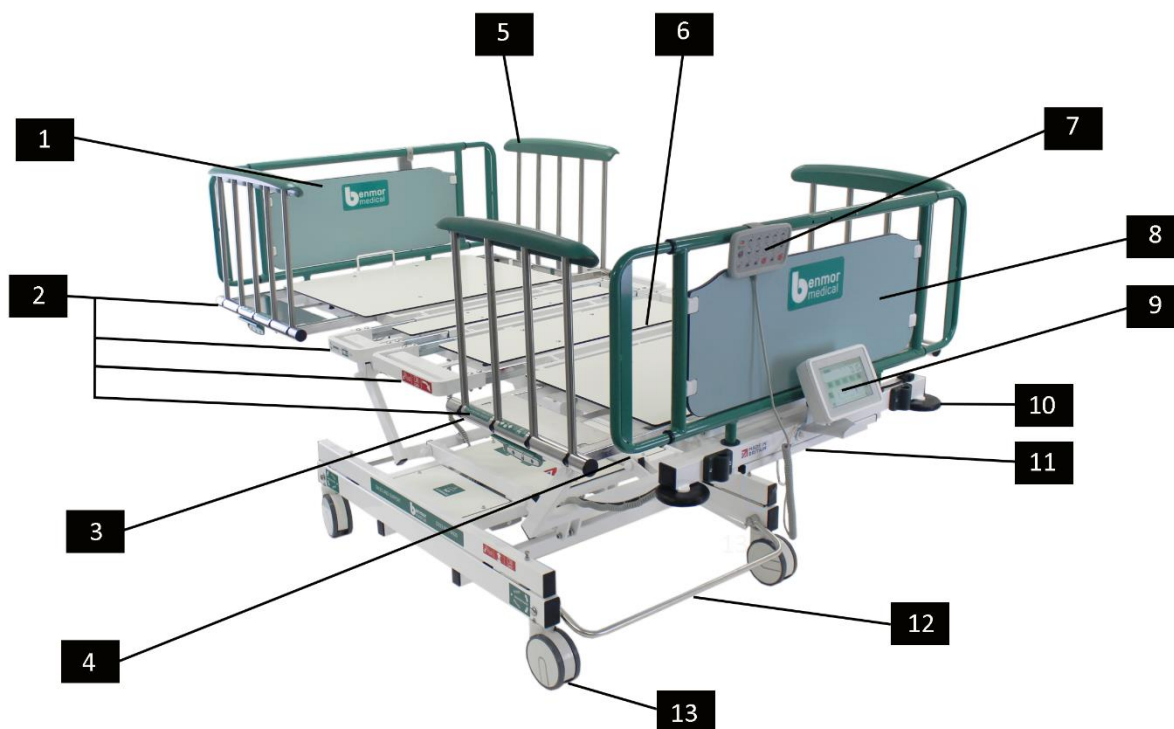
## 8. Technical Specification – Bed Data

	Aurum Bariatric Bed	Aurum <sup>+</sup> Bariatric Bed
<b>Overall Length without scales</b>	2270mm	2270mm
<i>Extended</i>	2355mm	2355mm
<b>Overall Length with scales</b>	2425mm	2425mm
<i>Extended</i>	2510mm	2510mm
<b>Overall Width</b>	1105mm	1090mm
<i>Extended</i>	1405mm	1390mm
<b>Mattress Platform Length</b>	2000mm	2000mm
<i>Extended</i>	2200mm	2200mm
<b>Mattress Platform Width</b>	900mm	900mm
<i>Extended</i>	1200mm	1200mm
<b>Mattress Platform Height</b>		
<i>Without scales</i>	<b>Min 415mm - Max 835mm</b>	<b>Min 415mm - Max 835mm</b>
<i>With scales</i>	<b>Min 415mm - Max 835mm</b>	<b>Min 415mm - Max 835mm</b>
<b>Backrest – Max tilt angle</b>	55°	55°
<b>Upper Leg Section – Max tilt angle</b>	25°	25°
<b>Lower Leg Section – Max tilt angle</b>	18°	18°
<b>Trendelenburg</b>	21°	21°
<b>Reverse Trendelenburg</b>	21°	21°
<b>Safety Rail Height Above Mattress Platform</b>	460mm	460mm
<b>Product weight without scales (approx)</b>	190kg	220kg
<b>Product weight with scales (approx)</b>	215kg	228kg
<b>Maximum Patient Weight (MPW)</b>	413kg / 65 stone / 910lbs	440kg / 69stone / 970lbs
<b>Maximum Safe Working Load (SWL)</b>	413kg / 65 stone / 910lbs	490kg / 77 stone / 1080lbs
<b>Medical Device Classification – Without Scales</b>	Class 1	Class 1
<b>Medical Device Classification – With Scales</b>	Class 1 Measuring	Class 1 Measuring

Electrical Data

Power Supply	230V~ 50-60Hz
Power Consumption	Max. 1.6A AC
Duty Rating	Intermittent 10% (2min / 18min)
Equipment Classification	Class II Type B Applied Part
Liquid Ingress Protection	IPX6

## 9. Product Description



**Note: The above illustration is for reference purposes only. The specification of your actual Aurum<sup>+</sup> bed may vary to the above illustration.**

1. Removable Expandable Head Board
2. Individual Width Adjustable Mattress Sections
3. Manual CPR Cable
4. Integral bed extension
5. Stowable Safety Rails with locking mechanism
6. 4 Section Profiling Platform
7. Supervisors Control Panel
8. Removable Expandable Foot Board
9. Weighing Scales (optional)
10. Protective Bumper Wheels
11. Integral Linen Shelf
12. Central Braking Lever
13. Central Locking 150mm Castors

## 10. Installation and Setup

1. Remove any packaging completely.
2. Carefully check the bed for damage and any missing components.
3. All staff should carefully read the User Manual.
4. Plug the power cable into an electric socket.
5. Test all functions including:
  - Braking System
  - Fowler's position (adjustment of back and leg section).
  - Height adjustment of the mattress platform.
  - Trendelenburg and Reverse Trendelenburg.
  - Lock-out functions
  - Weighing Scales (if fitted).
6. Safely dispose of any packaging.
7. Keep the User Manual in a safe accessible place.

### 10.1 Power Supply and Electrical Connection

The bed is delivered fully assembled and is ready to be connected to the power supply. The battery back-up safety feature allows the bed to be functional for a short time without mains power in emergency circumstances. The battery will automatically charge when the bed is connected to the power supply.

The bed should be placed as close as possible to the power supply and any excess cable safely positioned to avoid accidents.



*To avoid the risk of electric shock, this equipment must only be connected to a mains supply with protective earth.*



*The replacement of power supply cords, fuses and other parts must be performed by a trained Benmor Medical technician.*



*The bed must only be used on clean, hard and flat horizontal surfaces.*



*Use recommended accessories only.*

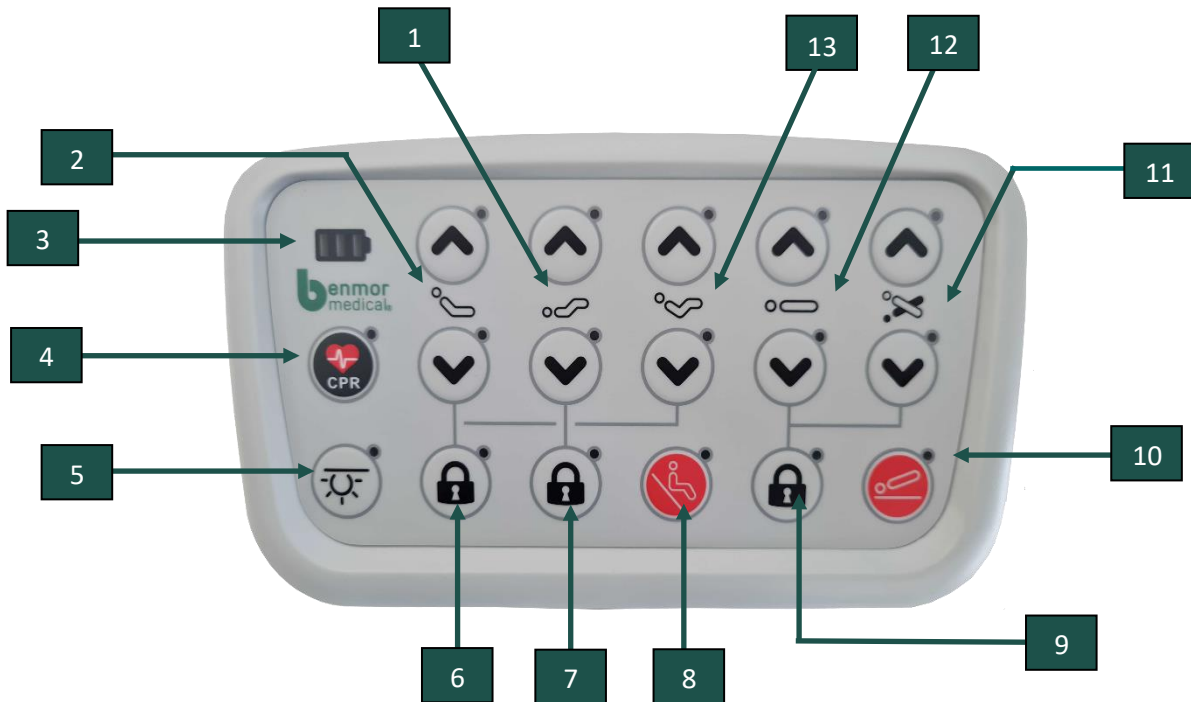


*The Aurum<sup>+</sup> bed is not to be used as a transport bed but can be used for positioning.*

## 11. Bed Adjustment – Supervisor Control Panel

The Supervisors Control Panel is located at the foot end of the bed, connected by a flexible cable and can be conveniently stored / located on the foot board using the clip on the rear of the panel.

The Supervisor Control Panel operates all bed functions as shown below.



1. Knee-break Positioning Buttons
2. Backrest Positioning Buttons
3. Bed Battery Indicator
4. Cardio Pulmonary Resuscitation (CPR) Button
5. Under Bed Light
6. Backrest Lockout Button
7. Knee-break Lockout Button
8. Fowler Positioning Button
9. Height and Tilt Lockout Switch
10. Trendelenburg Anti-Shock Positioning Button
11. Mattress Platform Tilt Buttons
12. Bed Height Adjustment Buttons
13. Auto Contour Adjustment Buttons



## Supervisor Control Panel Symbols



Before carrying out these operations, check there are no objects on or under the lower frame which could interfere with the bed movement.

**Note:** Each control will work independently to ensure one movement at a time.

**Note:** Press and hold the desired button until the required articulation has been achieved.

**Note:** Use the lockout features to prevent unwanted movement.

### 11.1 Knee-break Section Adjustment (1)



To raise or lower the knee-break section of the bed press and hold the desired directional knee-break adjustment button. Movement will continue until the button is released or the limit of travel is reached.

*This function can be locked out by means of the Supervisor Control Panel.*

### 11.2 Backrest Section Adjustment (2)



To raise or lower the backrest section of the bed press and hold the desired directional backrest adjustment button. Movement will continue until the button is released or the limit of travel is reached.

*This function can be locked out by means of the Supervisor Control Panel.*

### 11.3 Battery Indicator (3)



This icon indicates the bed's battery levels. When the bed is plugged in and charging, the lights will flash.

### 11.4 CPR Position (4)



The CPR position is designed for resuscitation purposes only. To activate CPR press the CPR Button. All parts of the bed will simultaneously move to their lowest positions and the mattress platform will move to the horizontal position. The CPR Button must be held until all bed movements have stopped.

### 11.5 Under Bed Light (5)



This button will turn on the underbed light, the LED light on the button will light up when this function is in operation. To turn off the underbed light simply press the button again.

## 11.6 Fowler Positioning (8)



To activate Fowler positioning press and hold the Fowler positioning button. All parts of the bed will simultaneously move and continue until the button is released or the limit of travel is reached.

## 11.7 Trendelenburg Anti-shock Positioning (10)



To activate Trendelenburg Anti-Shock Positioning press and hold the Trendelenburg Anti-Shock Positioning Button. All parts of the bed will simultaneously move to their lowest positions and the mattress platform will tilt to a maximum angle of 21°. This function cannot be locked.

## 11.8 Trendelenburg and Reverse Trendelenburg (11)



Head down tilt (Trendelenburg) and foot down tilt (reverse Trendelenburg) can be applied using the Supervisors Control Panel. To tilt the mattress platform press and hold desired tilt direction button until the desired tilt angle has been reached.

**Note:** Trendelenburg positioning is achieved using the **up** arrow

**Note:** Reverse Trendelenburg is achieved using the **down** arrow

*This function can be locked out by means of the Supervisor Control Panel.*

## 11.9 Bed Height Adjustment (12)



To raise or lower the mattress platform press and hold the desired directional height adjustment button. Movement will continue until the buttons are released or the limit of travel is reached.

*This function can be locked out by means of the Supervisor Control Panel.*

## 11.10 Auto Contour Adjustment (13)



To activate the Auto-contour adjustment of the bed, press and hold the desired directional Auto-contour adjustment button. Movement will continue until the buttons are released or the limit of travel is reached.

*This function can be locked out by means of the Supervisor Control Panel.*

## 11.11 Locking/ Unlocking Bed Movements



The Aurum<sup>+</sup> bed is equipped with a safety function that disables specific individual sections by the use of Lockout buttons located on the Supervisor Control Panel. To lock/unlock specific functions: -

**Backrest and Auto contour Lockout function (6)**

This button will lockout the backrest and auto contour function on the bed. To unlock these functions simply press the button again. When these functions are locked, the LED light on the button will show.

**Knee Break and Auto Contour Lockout function (7)**

This button will lockout the knee break and auto contour function on the bed. To unlock this, simply press the button again. When the function is locked out, the LED light on the lock out button will show.

**Height and Trendelenburg Lockout function (9)**

This button will lockout the bed height and tilt function. To unlock this, simply press the button again. When the height and tilt function is locked out, the LED light on the lock out button will show.



**Note:** When selecting individual Lockout Switches, the Supervisor Control Panel and Patient Handset will be locked out.

## 12. Bed Adjustment – Patient Handset

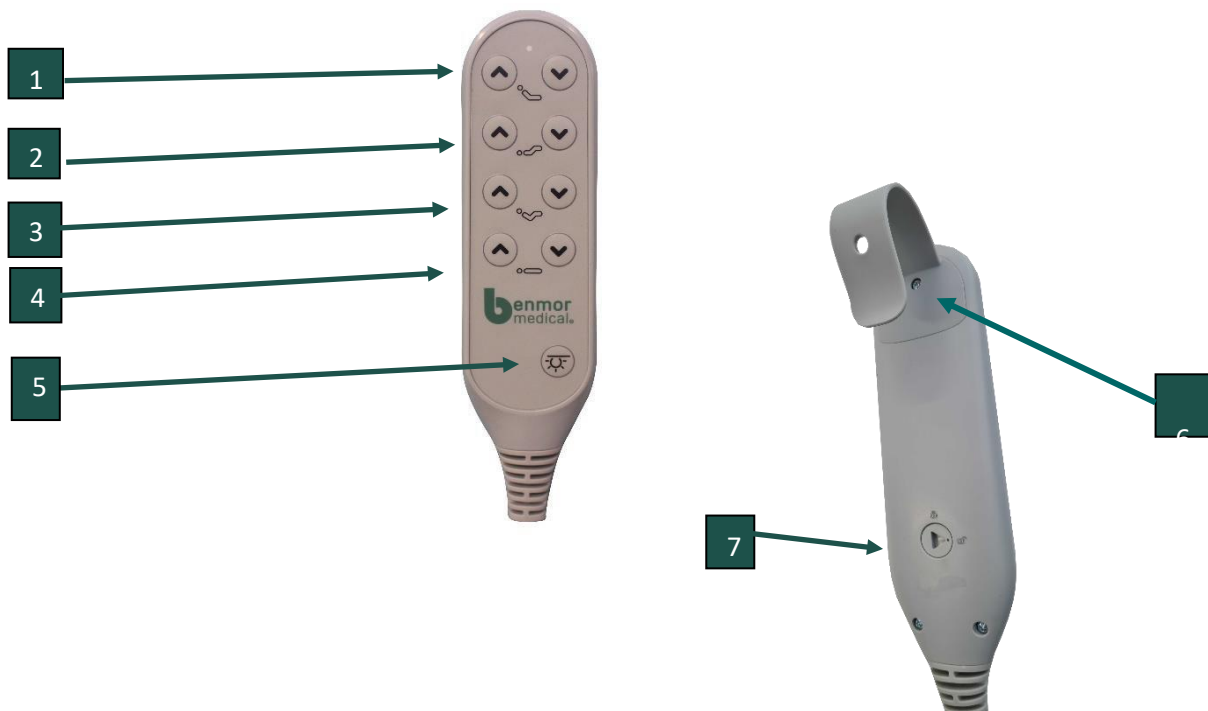


Before carrying out these operations check there are no objects on or under the lower frame which could interfere with the bed movement.



This function can be locked out by means of the Supervisor Control Panel.

The Patient Handset is connected by a flexible cable and can be positioned either side of the bed. It adjusts individual parts of the bed mattress platform and has limited functions opposed to the Supervisor Control Panel.



1. Backrest Positioning Buttons
2. Knee-break Positioning Buttons
3. Auto-contour Adjustment Buttons
4. Height Adjustment Buttons
5. Underbed Light Button
6. Mounting clip/hook
7. Turnkey socket key



**Note:** To prevent the Patient Handset from being damaged it should always be stored, using the hook provided, on your beds Stowable Safety Rail.

12.1 Backrest Section Adjustment (1)



To raise or lower the backrest section of the bed press and hold the desired directional back rest adjustment button. Movement will continue until the button is released or the limit of travel is reached.

12.2 Knee-break Section Adjustment (2)



To raise or lower the knee-break section of the bed press and hold the desired directional knee-break adjustment button. Movement will continue until the button is released or the limit of travel is reached.

12.3 Auto-contour Adjustment (3)



To activate the Auto-contour adjustment of the bed, press and hold the desired directional Auto-contour adjustment button. Movement will continue until the buttons are released or the limit of travel is reached.

12.4 Bed Height Adjustment (4)



To raise or lower the mattress platform press and hold the desired directional height adjustment button. Movement will continue until the buttons are released or the limit of travel is reached.

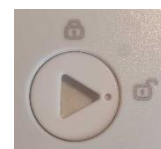
12.5 Under Bed Light (5)



This button will turn on the underbed light, the LED light on the button will light up when this function is in operation. To turn off the underbed light simply press the button again.

12.6   Functionality keys

12.7 Turnkey lock symbol (switching range) (7)



The key for this socket can be found attached to the handset cable.

## 12.8 Locking Procedure

For safety reasons, the Patient Handset is equipped with limited functions compared to the Supervisor Control panel.

To lock out individual functions from the Patient Handset, activate the padlocks on the Supervisor Control panel. ***Refer to the instructions 11.11 on page 19.***



**Note:** *When individual Lockout Switches are activated on the Supervisor Control Panel, these will automatically be locked out on the Patient Handset.*

In addition you can manually lock all functions on the Patient Handset by using the turnkey socket. This is located on the back of the handset. The key to lock or unlock this is located on the handset cable.

### 13. Central Castor Braking

The Aurum<sup>+</sup> bed is equipped with a Central Braking System. A bar located on the bed Undercarriage at the head end and foot end operates all four castors (central braking): -



**Up** – Steering mechanism – when the brake lever is pushed up to its highest position the steering feature is activated.

**Centre** – Neutral Position – when the brake lever is in the central position the castors move freely in all directions.

**Down** – Brake Position – when the brake lever is pushed down in the lowest position, all four castors are fixed and locked into place.



Ensure the bed is set to the 'Brake' position before placing a patient onto your bed.

### 14. Stowable Safety Rails

The Aurum<sup>+</sup> bed has 4 Stowable Safety Rails allowing the user to store the Safety Rails within the bed frame. When in the upright position and collapsing the Stowable Safety Rails, ensure that the bed and Safety Rails are free from any obstructions. To place the Stowable Safety Rail in the upright position, use both hands on the handrail to pull the rail out from the bed frame. Rotate the Stowable Safety Rail 90° upwards and press down on the rail to ensure the lock is engaged.

#### *Unlocking Stowable Safety Rail*



1. To unlock, pull the lever positioned under the Stowable Safety Rail towards you.

#### *To Position Stowable Safety Rail in upright position*



1. Unlock Stowable Safety Rail (as above) with one hand whilst pulling the Stowable Safety Rail out from the frame
2. Rotate the Stowable Safety Rail 90° upward
3. Let the Stowable Safety Rail drop into position, where it will automatically lock in position

*To Position the Stowable Safety Rail in Stowable position*

1. To unlock, pull the lever positioned under the Stowable Safety Rail towards you with one hand whilst pulling the Stowable Safety Rail up from the frame.
2. Rotate the Stowable Safety Rail 90° down so it is level with the mattress platform.
3. Gently push the Stowable Safety Rail into the mattress platform.



*Before adjusting the Stowable Safety Rails in either an upright or stowable position, carefully check there are no objects which may interfere with their function. Take care not to get hands or fingers caught when adjusting the Stowable Safety Rails.*



*The intended use of the Stowable Safety Rails is to prevent the user from falling out of bed. They are not intended to act as a form of restraint or limit the freedom of people by preventing them from intentionally leaving their beds; nor are they intended to restrain people whose condition disposes them too erratic, repetitive or violent movement.*



*The Stowable Safety Rails shall not be used as support or leverage for the patient, when leaving or repositioning on the bed.*

## 15. Width Adjustment

The Aurum<sup>+</sup> bed has a width adjustment feature which allows it to be used alongside standard beds during everyday use but can be expanded quickly and simply to accommodate a larger patient.



*When moving the bed, all extensions including the headboard and footboard MUST be retracted to enable the bed to fit through a standard width door.*

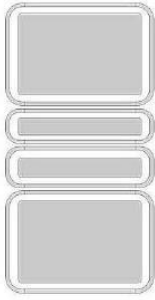


*Before adjusting the mattress platform, carefully check there are no objects which may interfere with the function. Take care not to get hands or fingers caught when adjusting the mattress platform. Always remember to check the locking pins are in place after the extendable sides have been adjusted.*



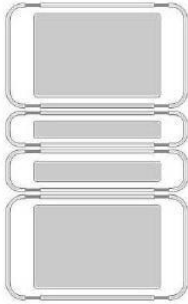
*Before adjusting either the headboard frame or footboard frame, carefully check there are no objects which may interfere with the function. Take care not to get hands or fingers caught when adjusting the headboard frame and footboard frame. Always remember to check the locking pins are in place after the extendable sides have been adjusted. Always retract the headboard and footboard when manoeuvring the bed.*





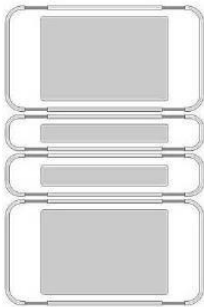
- 36" / 915mm width – standard hospital bed size

The bed is delivered at this size and will need to be adjusted to suit the patient before use. If there are space restrictions when transporting the bed, it can be reduced back to this size to aid with getting through doors or corridors.



- 42" / 1066mm width – intermediate size

This setting gives the patient an extra 3" of space on both sides. The mattress in use on the bed will need to be adjusted to fill the space.



- 48" / 1220mm width – largest size

This setting gives the patient the most space on the bed. There may be difficulties when transporting the bed through doorways and corridors at this setting. If this is the case, reduce the size of the bed to smaller width.

### Adjusting the mattress width

The width of the Aurum<sup>+</sup> bed can be extended to 42" (1066mm) and 48" (1220mm). Each individual mattress section can be individually adjusted to provide flexible care options for specific patients.

The width adjustment of the mattress platform is achieved by the following: -

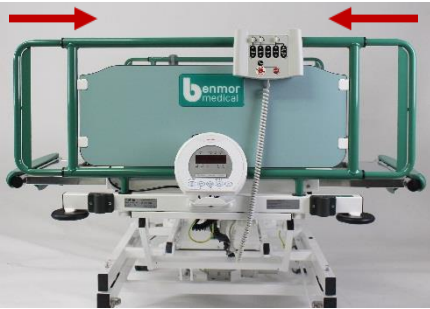


1. Locate locking pin underneath mattress platform.
2. Release the locking pin of the mattress section that you wish to extend.
3. Pull out the individual mattress platform section to the desired width.
4. The locking pin will relocate at the three predetermined widths.
5. Repeat this procedure for each mattress section as required.

### Adjusting the headboard width

The width of the headboard on the Aurum<sup>+</sup> bed can be extended from 41.5" (1054mm) to 49" (1245mm). Both sides of the headboard can be adjusted in accordance with the adjustment of the mattress width.

The width adjustment of the headboard is achieved by the following: -

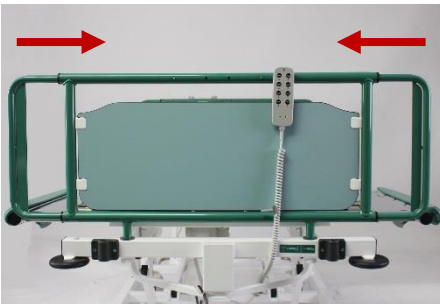


1. Locate the headboard pins in the middle of the headboard frame.
2. Push one pin in to release the side of the headboard you want to extend.
3. Whilst holding the pin in, gently pull out the end of headboard frame until the pin relocates to the outer fixing.
4. Repeat this procedure for the other side of the headboard frame.

### Adjusting the footboard width

The width of the footboard on the Aurum<sup>+</sup> can be extended from 41.5" (1054mm) to 49" (1245mm). Both sides of the footboard can be adjusted in accordance with the adjustment of the mattress width.

The width adjustment of the footboard is achieved by the following: -



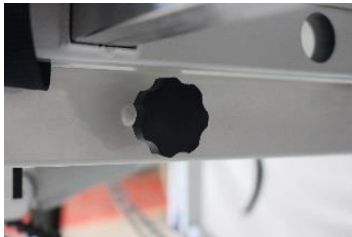
1. Locate the footboard pins in the middle of the footboard frame.
2. Push one pin in to release the side of the footboard you want to extend.
3. Whilst holding the pin in, gently pull out the end of footboard frame until the pin relocates to the outer fixing.
4. Repeat this procedure for the other side of the footboard frame.

## 16. Bed Extension

The Aurum<sup>+</sup> bed can be extended by 8 ¼” (210mm). Adjustment is made at the foot end of the bed.

### Extending the Mattress Platform

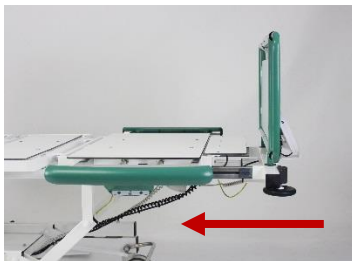
To extend the mattress platform: -



1. Loosen left and right hand wheel screws located underneath mattress platform at the Foot end of the bed.
2. Pull the extension out as far as it will go.
3. Tighten left and right hand wheel screws until they are locked in position.

### Retracting the Mattress Platform

To retract the mattress platform: -



1. Loosen left and right-hand wheel screws located underneath mattress platform at the foot end of the bed.
2. Push the extension back in as far as it will go.
3. Tighten left and right-hand wheel screws until they are locked in position.



*Always install a suitable mattress extension (squab) when the bed is extended.*

## 17. Integrated Linen Shelf

The Linen Shelf is used for supporting clean linen when the bed sheets are being changed.



To prepare the Linen Shelf for use: -

1. Pull it out from below the foot end panel.
2. After use, push the Linen Shelf back under the Foot end panel until it latches in the closed position.

## 18. Manual CPR Function

### 18.1 Operating Manual CPR



Manual CPR cables are located on both sides of the bed frame. You will find these toward the foot end of the frame, the CPR cables are clearly labelled and there are also CPR stickers to mark their location.

To operate this function simply pull the CPR release cable and hold it. This will lower the backrest to enable cardiac pulmonary resuscitation to be carried out.



***Once the manual CPR lever has been pulled, you will need to hold it so that it is fully engaged until the backrest has dropped. Once the backrest has dropped to a horizontal position you can release your hold on the cable.***

### 18.2 Resetting the backrest after operating manual CPR

To reset the backrest after manual CPR, consult the supervisor control unit.



Firstly, press the 'down' arrow on the backrest button.

Next, press and hold the 'up' arrow and release when the angle of the backrest is in the desired position.



***The manual CPR release will lower the backrest at speed. Manual CPR should only be operated in an emergency situation.***



***Before using the manual CPR function, please ensure staff and carers are at a safe distance from the head end of the bed frame to eliminate risk of entrapment.***

## 19. Integral Weighing Scales

The Aurum<sup>+</sup> bed can be supplied with an optional integral weighing scale system. This is located at the foot end of the bed and enables staff and carers to carry out accurate patient weighing in bed.



### 19.1 Safety



Do not overload the instrument beyond its maximum capacity.



Do not apply loads abruptly.



Do not press the touchscreen with sharp or pointed objects.



Unplug the instrument before cleaning it and do not place the instrument in water or other liquids.

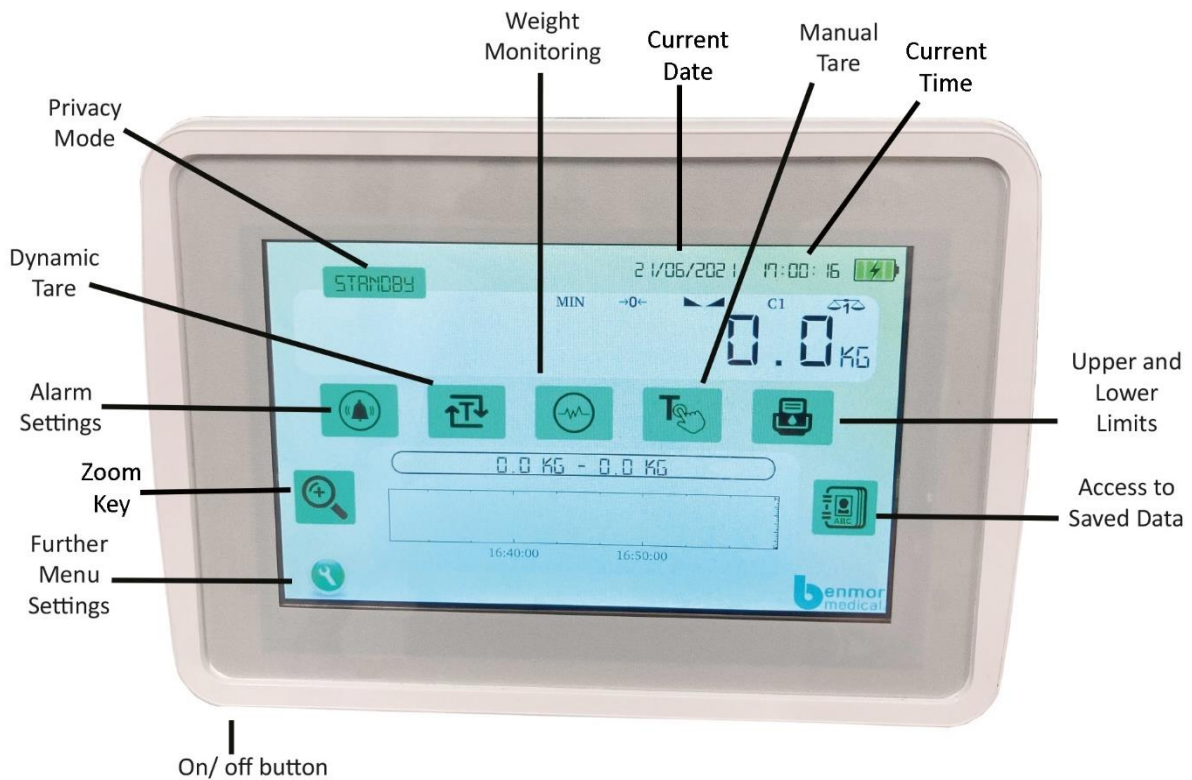


Before operating the scale unit, staff must familiarise themselves with the various functions as detailed in this user manual.

### 19.2 Specifications

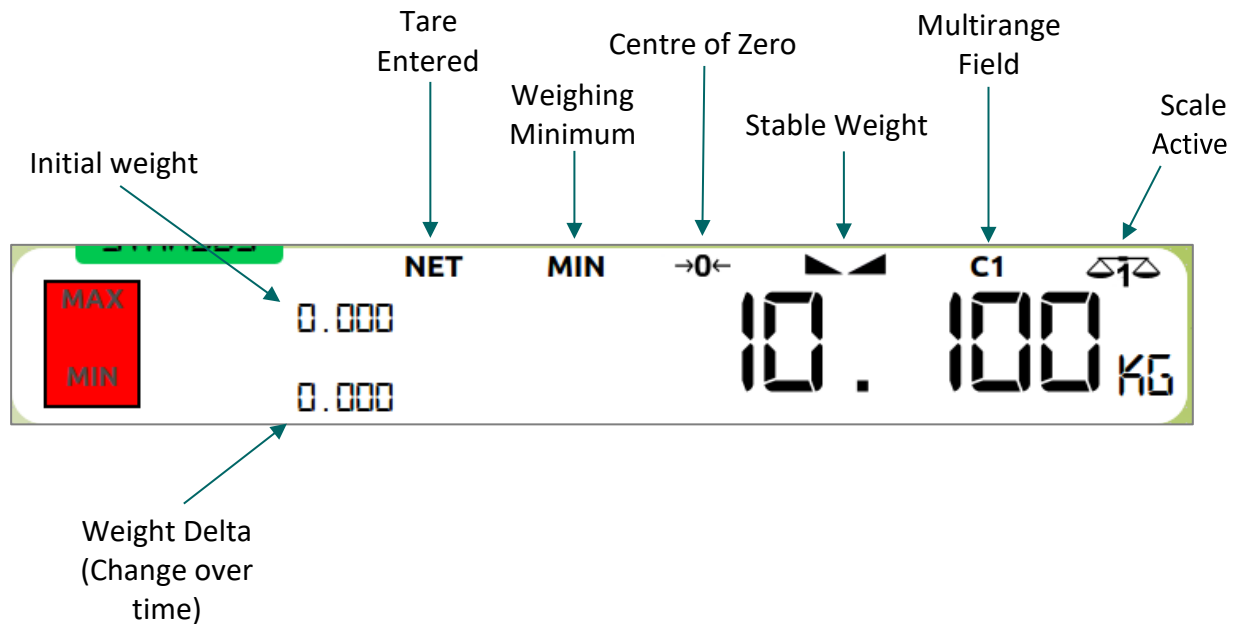
Max Capacity	500kg <b>Note: the safe working load of the bed is 490kg</b>
Divisions	Weight 2 - 300kg = 100g graduation Weight 300 – 500kg = 200g graduation
Certification	CE Marked
Class	Class III Measuring
Display	7" TFT Touch Screen
Display Power	Rechargeable Battery/Adapter 12 V - 2 A
Display Weight	Approximately 500g
Temperature of use	-10° ~ +40°C
Liquid Ingress Protection	IP54

### 19.3 Display Indicator & Functions



OPERATION KEYS		
	<b>Settings Menu</b>	Access to the further settings
	<b>Patient Records</b>	Access to saved patient Directory (if used)
	<b>Dynamic tare</b>	Dynamic tare/Clear tare (long press)
	<b>Tare/Auto Zero</b>	Auto Zero (zero command appears in place of Tare/Monitor set up)
	<b>Manual Tare</b>	To enter a manual tare setting. (This will not be available at zero or when Auto Tare has been set)
	<b>Alarm Settings</b>	Setting the alarm levels/silencing alarm
	<b>Weight Monitoring</b>	Zero/ monitor command
	<b>Upper and lower limits</b>	Upper and lower threshold of weight (when set, an alarm will sound if limits are breached)

## Displayed Indications



### 19.4 Operating the Weighing Scales

1. Ensure that the bed is placed on a flat, stable surface away from heat sources in an environment free of excessive vibrations and air currents.
2. Connect the bed to the mains socket.
3. Lock the wheels to steady the bed and to optimize the weight measurement.
4. Ensure the bed has the mattress and bedding in place before turning the scale unit on.
5. Once the scale display is stable at 0.0kg, it is ready for use.

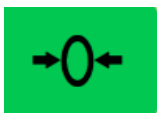


*Note: if the display does not show 0.0kg, press the zero/ monitor command to reset to zero*

6. Carefully place the patient on the bed so that the weight is distributed evenly.
7. The touch screen display will show the patients weight in KG.

### 19.5 Operational Functions

#### 19.5.1 Automatic Zero Calibration/Monitoring



The Auto Zero and Monitoring button will interchange with each other. Auto Zero Calibration can be performed to correct the shifts from zero on the scale.



The command to reset the gross weight will not be executed under the following conditions:

- If there is unstable weight (the weight does not stabilize within 3 seconds after the reset command)
- If the gross weight, compared to the original zero calibration, is greater than the



minimum weighing value

If the reset function is carried out, any tares present are automatically deleted.

The gross weight reset operation is not memorised when the instrument is switched off.

### 19.5.2 Manual Tare




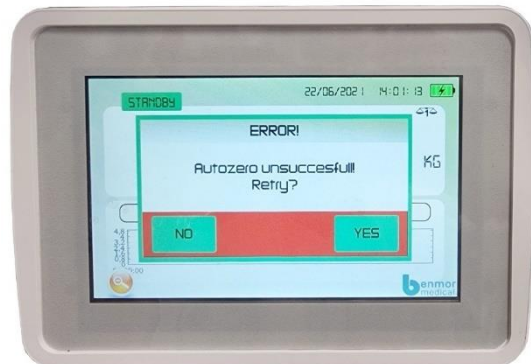
The Manual Tare function will not operate if a Dynamic Tare has already been entered.

The Manual Tare setting is not memorised when the scales are switched off.

#### Setting the scales up with the patient already in the bed:

On occasion, the scale unit may be turned on whilst the patient is in the bed. To gain an accurate net weight reading (weight of the patient only) you will need to deduct the weight of the mattress using the manual tare function.

1. Turn the scale unit on.
2. Scale unit will display an error “Autozero unsuccessful! Retry?”
3. Press ‘NO.’
4. The scale will then display the weight of the mattress and also the weight of the patient.
5. Press the manual tare button. 
6. Input the weight of the mattress and press enter. Weights for mattresses supplied by Benmor Medical can be found below. If using a different mattress contact the manufacturer to obtain the weight.
7. The scale unit will now display the patient’s weight only.



#### Mattress Weights:

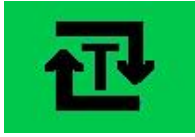
Code	Description	Weight (including extension squabs, cover & pump)
BMPBNDBFC	NoDec Bari Alternating Air Mattress	25.4kg
BMPB065FP	Bari Foam Mattress	31.8kg
BMPB071TM	Verto Turning Mattress	19.6kg
BMHM90W	Hybrid Mattress	33.8kg

#### Deleting a Manual Tare

To delete a Manual Tare value, press the Manual Tare function and enter 0 as the value.



### 19.5.3 Dynamic Tare



The Dynamic Tare function allows you to cancel the weight of additional objects or clothing in order to detect the actual weight (net) of the patient.

#### Adding Weight to the Bed

To add items to the bed whilst the patient is in situ (for example extra bedding or equipment) without affecting the weight reading for the patient, the Dynamic Tare function can be used.



#### To add weight:

1. Press Dynamic Tare.
2. Add the additional weight.
3. Press 'Save.'



#### To deduct weight



1. Press Dynamic Tare Button.
2. Remove the additional weight.
3. Press 'Save.'

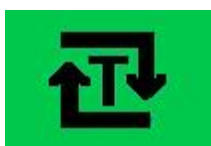


The dynamic Tare command is not available under the following conditions:

- If weight is unstable (the weight does not stabilize within 5 seconds after the Tare command is pressed).
- If the Gross weight is equal to or greater than the maximum capacity of the weighing system.
- If there is a negative Gross Weight.

Whilst using this function, if the weight is unstable, the message "WAITING" will flash. When confirming the Tare weight the message "OK" is displayed.

The Tare Value is not memorised when the scales are switched off.



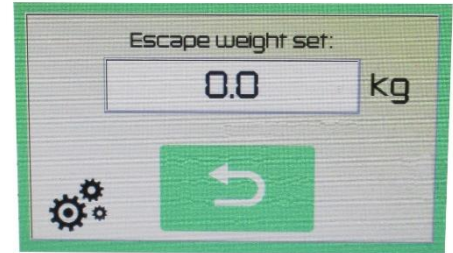
#### Delete Tare

If an automatic tare is entered, pressing this key for more than 2 seconds will allow for removal of the recorded Tare.

### 19.5.4 Bed Exit Alarm



In this setting you can set the weight that will activate the bed exit alarm.

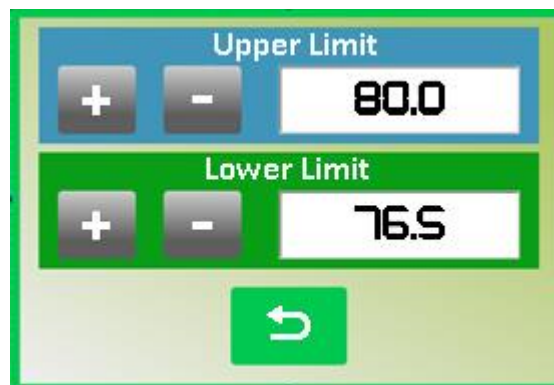


### 19.5.5 Upper and Lower Limits



In this setting you can set an alert if the patient's weight should fall or exceed the user defined weight. The upper and lower limits can be used in instances where weight monitoring is essential, such as during dialysis treatment.

The Upper and Lower Limits can be adjusted as below:



### 19.5.6 Privacy Mode



To protect the patients' sensitive data, there is a privacy setting on the display unit. To access the privacy mode you will need to press the 'Standby' button.

Please note when in Standby Mode the scales are still monitoring the patients weight but the weight will not be displayed.

Standby mode can be used on the standard display and also the simple display and will omit the patients weight from view.

To turn off 'Privacy Mode' press the Standby button again and the weight reading will return to the display unit.

## 19.6 Setting up the scale display

During constant weight monitoring we recommend using the most simplistic display on the scale unit so that the functions are not visible. This is to prevent accidental operation of functions by those that are less familiar with the scale unit.

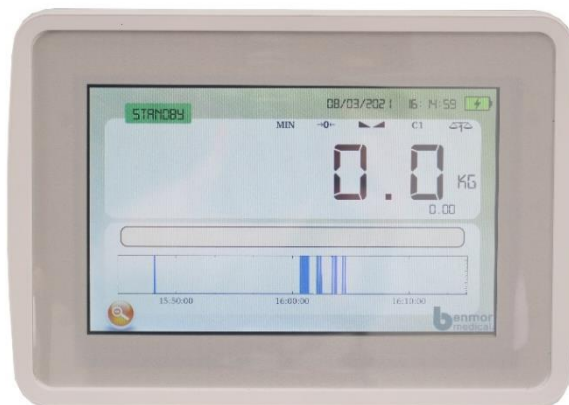
When the scale unit is initially turned on, it will display as below, with all functions visible:



**Standard Display**



To get the simplistic display you will need to press the magnifying symbol.



**Simplistic Display**

The scale unit can remain switched on whilst the bed is in use, it has been designed for use during the entire care period. The simple display is recommended during constant weight monitoring, this setting shows the weight of the patient only.

You will only need to return to the standard display when a function of the scale unit needs to be operated.



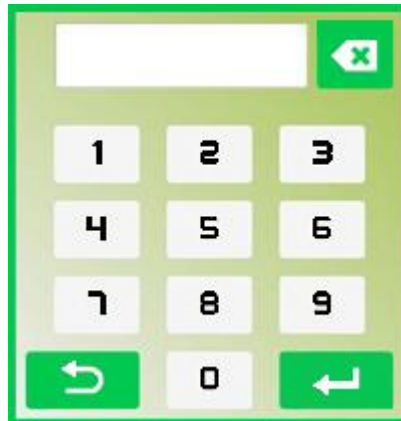
To revert back to the standard display with all functions visible, press this symbol at the bottom left-hand corner of the screen.

## 19.7 Further Menu Settings



This function will give users access to further menu settings. Please note access to further settings is restricted by an operator-controlled passcode.

When this function is pressed, a display box will appear to enter a password. The display will look like this:

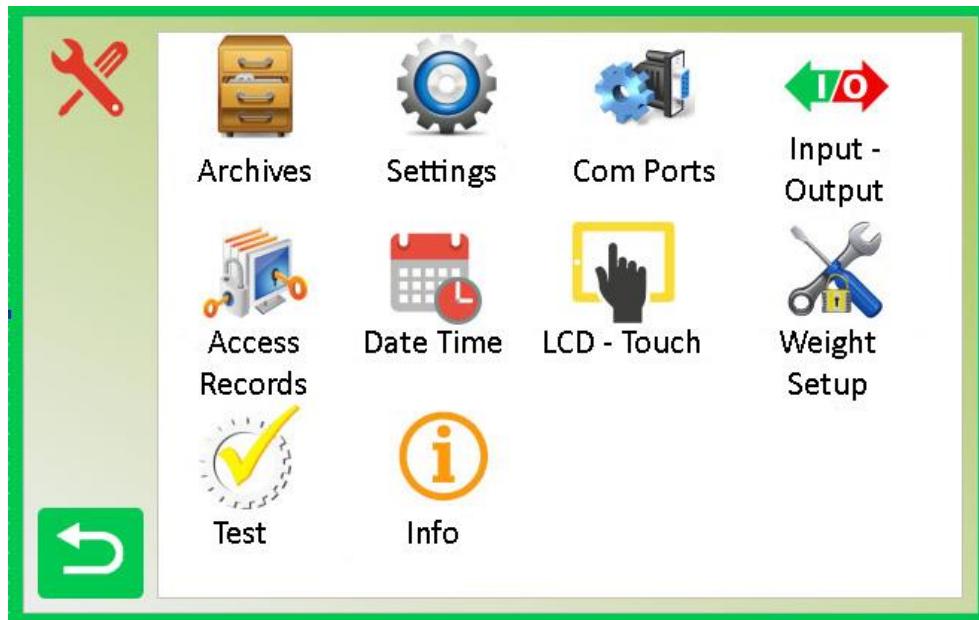


The default passcode is 12. Input the code and press enter to



view the additional menu.

You now have access to the Menu which will look like this on your device:



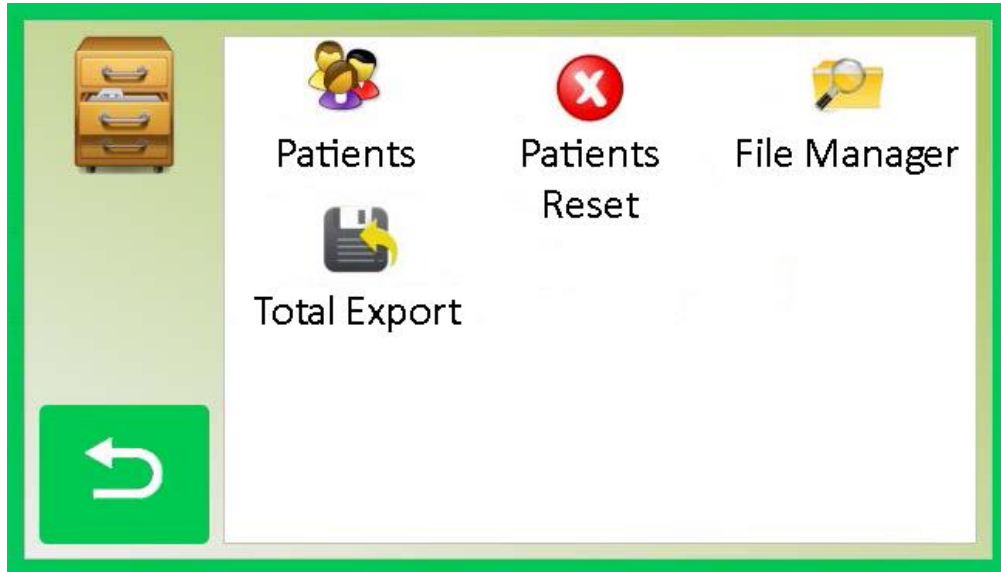
This button will return you to the previous page.



Archives

**Archives Menu**

The Archives Setting Menu allows you to view files that have been stored within the device.



Patients

In this setting you can view or amend patient records. Patient data will be stored in the format below, showing the name, date, weight recorded, time and variation of weight over time.

Alternatively you can reach the Patient Name Directory by pressing the key on the main display.

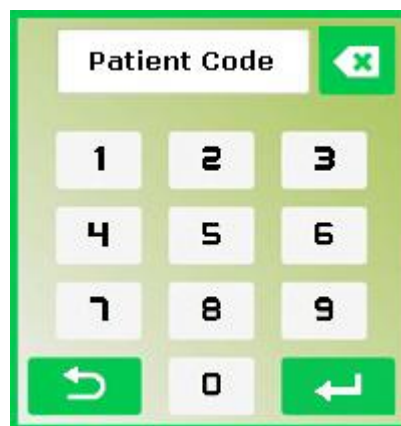


	Name	Date	Weight	Time	Variation
1	Rossi M.	22.09.2016	75.5kg	09:48	-0.25

To add a patients name you will have to set up a 6-digit code that is then memorised by the database.



A form with three input fields and an OK button. The fields are labeled 'Code:', 'Name:', and 'Fiscal Code:'. The 'Code:' field is a 6-digit numeric input. The 'Name:' field is a text input. The 'Fiscal Code:' field is a text input. The OK button is green with white text.



A keypad for entering a 6-digit patient code. It has a title 'Patient Code' and a clear button (X). The keypad contains numeric keys 1-9, 0, a back arrow, and a forward arrow.



A keyboard interface for entering a patient name. It features a large text input field at the top labeled 'Patient Name'. Below the field is a virtual keyboard with keys for letters, numbers, and symbols. The keyboard includes an ESC key, a Cancel key, and a back arrow key. The Space key is labeled 'Space'.



## Patients Reset

### Patient Reset

Deleting patient details can be achieved via the patient reset button found within the Archives Menu.



## File Manager

### File Manager

Through File Manager you can copy files from a USB to the instrument or vice versa. You can also delete or check files that are stored in the device. If there is no USB inserted into the device an info message will appear when pressed which will read 'No Pendrive Found.'



## Total Export

### Total Export

This function can be used when there is a USB installed, it will allow you to export the data present. If there is no USB inserted into the device an info message will appear when pressed which will read 'No Pendrive Found' and the function cannot be utilised.



## Settings

### Settings

In the settings menu you can view your access password, the language set on the device and the unit of measure the scales will display weight



## Com Ports

### Com Ports (optional extra)

This function allows you to manage the communication ports on the device. Equipped with numerous communication ports for interfacing with various peripherals (printers, scanners, PC / PLCs, USB pen drives, LANs, etc.) for exporting the detected weighing parameters to PC, compatible with company IT systems (Gepadial, Sined, etc). Communication ports are located inside the unit.

The Com Ports feature allows you to save stored data onto a USB stick. When doing so, you will need to select 'Save Weighing' on the device. If this is enabled, all the weighing operations performed are saved in a "Weigh.csv" file.

If the USB stick is not detected when weighing, an error message is displayed and the weighing is performed anyway.





**Access Records**

This function will display all existing patient records that have been collected by the scale unit. Records cannot be amended whilst using this function



**Date/ Time Setting**



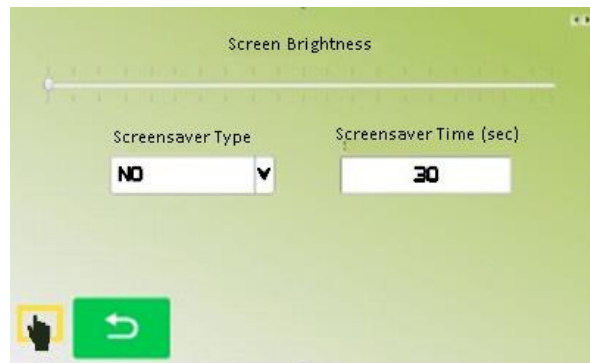
**LCD Touch/ Screen Brightness**

Set the brightness of the LCD display and the time after which to run the Screensaver. The Screensaver can be set as either a change in brightness or as an automatic zoom.

In the event of a change in screen brightness, the weight must be below the minimum weighing.



In the event of an automatic zoom screensaver, the weight must be above the minimum weighing.



### Weight Setup

The weight setup menu is password protected and only accessible to authorised personnel.



Weight set up, including configuration, calibration and gravity acceleration has been completed by a trained engineer prior to installation of equipment. If you require any additional information on this setting please contact Benmor Medical on 0333 800 9000.



### Input – Output

**Input - Output**

This feature is not suitable for customer use – If you require any additional information on this setting please contact Benmor Medical on 0333 800 9000.



### Test

The Test Function should only be used by trained personnel. If you require support please contact Benmor Medical on 0333 800 9000.

**You can perform a variety of Tests in this function, including:**

- Cell signal display
- Host USB (pendrive test)
- Integrated Memory test
- RS232 serial test (via dedicated adapter)
- Input and output test
- Display of the supply voltage
- Temperature display

## 19.8 Weight Error Indications and Messages

The below table outlines potential errors that may occur during use of the scale system:

<b>WEIGHT ERROR INDICATIONS AND MESSAGES</b>	
-----	Indication displayed when the instrument is switched on while waiting for the conditions necessary for weight automatic reset; in case of disabled automatic reset, this indication is not displayed.
<b>OVER</b>	Overload signal, displayed when the gross weight exceeds the maximum capacity of the weighing system by more than 9 divisions.
<b>UNDER</b>	Underload report, displayed when the gross weight is negative by more than 9 divisions.
<b>O - L</b>	Weight missing or out of weighing range signal.

## 19.9 Turning Off the Scale Unit



The on/off button is located underneath the scale interface on the left-hand side. To shut down the scales, the button will need to be held for 4 seconds.

## 19.10 Maintenance and Assistance

For improved and longer duration of the product it should receive thorough general cleaning periodically.

The scale unit must be cleaned with a soft cloth moistened with water or neutral detergent, without using solvents or abrasive substances.

During transportation, make sure not to subject the instrument to blows or excessive mechanical stress.

In case of repairs or assistance, contact Benmor Medical on 0333 800 9000 or via email at [info@benmormedical.co.uk](mailto:info@benmormedical.co.uk).

## 19.11 Identification Labels



## 20. Scrapping and Waste Disposal

If set aside for a long period, protect those parts which could be damaged due to dust build-up.

### Scrapping

When you decide to no longer use this item, we recommend making it unusable. We also recommend making those parts which could be sources of danger harmless.

**Waste disposal**  EU 2002/96/EC

This product complies with the EU Directive 2002/96/EC. The symbol of the crossed-out waste bin on the appliance indicates that the product, needing to be treated separately from household waste, at the end of its useful life must be completed in a separate collection facility for electric and electronic appliances or returned to the dealer upon purchase of a new equivalent appliance. The user is responsible for bringing the appliance to an appropriate collection structure at the end of its life. Appropriate separate collection and sending the appliance for recycling, treatment and environmentally compatible waste disposal contributes to avoid possible negative effects on the environment and health and favours the recycling of the materials the product is made of.

For more detailed information regarding available collection systems, contact your local waste disposal service or the shop where the product was purchased.

As consumers, you are obliged by law to return used or dead batteries. You may deposit old batteries at public collection spots in your town or else with any battery dealer who has placed specific collectors for this purpose. Even when scrapping electric and electronic appliances, they must be removed and deposited in specific collectors.

NOTE: The following symbols indicate the presence of harmful substances:

**Pb Pb = batteries containing Lead**

Cd Cd = batteries containing Cadmium

Hg Hg = Batteries containing Mercury



Do not throw electric parts and used batteries away with household waste. Dispose of the batteries by means of your closest collection centres.

## 21. Cleaning



Disconnect the Aurum<sup>+</sup> bed from the electricity supply before carrying out decontamination procedures.

### Basic cleaning information



*Only use disinfectants designed for cleaning healthcare equipment i.e. Sodium Dichloroisocyanurate (NaDCC), Sodium Hypochlorite (NaOCL) or similar (up to 10,000 ppm available chlorine)*



*Do not use alkaline or acid chemical products. Do not use abrasives (scouring powder), scourers or other materials/ agents which could damage the bed coating. Do not use caustic or corrosive substances to clean the bed. Do not use chemical substances which may affect the finish of the bed, such as acetone, petroleum etc.*



*Do no use phenol based disinfectants.*



*Benmor Medical shall not be liable for any damages caused by the use of inappropriate detergents or disinfectants.*

The Aurum<sup>+</sup> bed should be cleaned and disinfected as per the 'Cleaning Regimes' table below or in line with local infection control policy: -

### **Cleaning Regimes**

Level of cleaning	Areas to be cleaned
<b>1. Daily Cleaning</b>	<b>All exposed surfaces of the bed: -</b> <ul style="list-style-type: none"> <li>➤ Head and foot boards</li> <li>➤ All areas of Stowable Safety Rails</li> <li>➤ Exposed areas of mattress platform</li> <li>➤ Accessories (handsets, lifting pole etc)</li> </ul>
<b>2. Clean before every use</b>	<b>Bed parts stated in (1) and also: -</b> <ul style="list-style-type: none"> <li>➤ All the areas of the mattress platform. The upper parts of the undercarriage.</li> <li>➤ Connecting conduits between mattress platform and undercarriage.</li> <li>➤ Freely accessible metal parts of the mattress platform.</li> <li>➤ Bumper wheels (x4).</li> <li>➤ Central braking system levers.</li> </ul>
<b>3. Complete Cleaning and Disinfection</b>	<b>All parts of the bed stated in (1) and (2), and also: -</b> <ul style="list-style-type: none"> <li>➤ All the metalwork under the mattress platform.</li> <li>➤ All areas under the mattress platform.</li> </ul>

### Cleaning

Wearing suitable protective clothing, clean all surfaces with a disposable cloth soaked in a neutral detergent and hand hot water, being careful with the beds electrical parts. Start by cleaning the upper sections of the bed and work along all horizontal surfaces. Work methodically towards the lower sections of the bed and clean the wheels last.

Take extra care to clean areas that may trap dust or dirt. Rinse with clean water and dry with disposable paper towels. Allow the cleaned parts to dry before replacing the mattress.

### Disinfecting

After cleaning the bed as described above, wipe all surfaces with *Sodium Dichloroisocyanurate (NaDCC)*, *Sodium Hypochlorite (NaOCL)* or similar at a concentration of 1,000 parts per million (0.1%) of available chlorine. Wipe dry with a clean dry cloth. In the case of pooling body fluids, e.g. blood, the concentration of NaDCC or NaOCL should be increased to 10,000 parts per million (1%) of available chlorine. Wipe dry with a clean dry cloth.

## 22. Troubleshooting

Operating issues that can arise with the bed can usually be solved by following these simple steps: -

Problem	Possible Cause	Solution
None of the electric Operating system is Functioning	<ul style="list-style-type: none"> <li>➤ Mains power supply failure.</li> <li>➤ Control box or Supervisor Control Panel are in locked or off position.</li> <li>➤ Loose electrical connections.</li> <li>➤ Electrical unit failure.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Is the power lead plugged in and switched on?</li> <li>➤ Check that the orange power light on the Handset is on.</li> <li>➤ Switch the keys into the open position.</li> <li>➤ Check all connections between the actuators and the control unit.</li> <li>➤ Contact your technical service provider.</li> </ul>
Any individual electric functions are not responding	<ul style="list-style-type: none"> <li>➤ Loose electrical connections.</li> <li>➤ Unit failure.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Check the individual connections to the control unit.</li> <li>➤ Contact your technical service provider.</li> </ul>
Bed is vibrating		<ul style="list-style-type: none"> <li>➤ Contact your technical service provider.</li> </ul>
Castor(s)	<ul style="list-style-type: none"> <li>➤ The castor brake system may be worn out.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Change castor – contact your technical service provider.</li> </ul>
The castor(s) do not swivel correctly.	<ul style="list-style-type: none"> <li>➤ The castors may be dirty.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Clean the castors.</li> </ul>
Scale unit not measuring weight correctly	<ul style="list-style-type: none"> <li>➤ Fault with the system</li> <li>➤ Incorrect Setup</li> </ul>	<ul style="list-style-type: none"> <li>➤ Check that the transport bolts are not in contact with the load cells</li> <li>➤ Contact your technical service advisor.</li> </ul>



**Note:** *If any function of the bed becomes compromising or dangerous to the patient in any way, discontinue use immediately and report to your service provider.*



*Never try to repair an electrical fault if you are unqualified or have not been officially trained by Benmor Medical.*



*Do not attempt to open any of the electrical control boxes. You may get an electric shock. This will also invalidate your warranty.*

### 23. Storage and Transportation

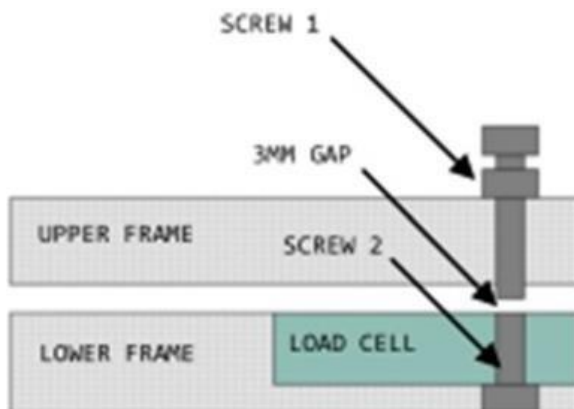
When storing the bed: -

- Unplug the power cable from the cable power supply.
- Remove all accessories (lifting poles, etc.)
- Wrap or cover the bed and its accessories to prevent dust contamination and protect them in a manner which will prevent damage.
- Store the bed in an environmentally safe place.



*The storage conditions, see section 5. Ensure the bed is well wrapped or packed and that no heavy loads are placed on it before transportation.*

Security screw: -



Each load cell for the integral weighing system has an incorporated 'security screw'. This feature is designed to protect the load cells during transportation or in an event of overloading on the bed.

During transportation, Screw 1 will be tightened so that it touches Screw 2. When the bed is in use, the screw needs to be loosened (backed off) to allow the load cell to operate. A 3mm gap is required between the two screws.

## 24. Service and Maintenance

The bed is designed to have the minimum amount of maintenance throughout its lifetime. Cleaning and disinfecting of the bed may result in damage to some parts. Therefore it is advisable the functions of the bed are checked for any signs of deterioration or reduction of function at 12 monthly intervals by a suitably trained person.

- All moving joints and pivot pins must be checked and adjusted/replaced as required i.e. Backrest, Knee-break, Stowable Safety Rails, Width adjustments, Bed Extension, Brake linkages and Castors - Wipe and lubricate with silicon oil as required.
- Stowable Safety Rails safety lock and bed extension latches – check operation and security.
- Inspect all the wiring for damage including the hand set cables and if damaged, do not use the bed until the cable wiring is replaced.
- Check the articulation of the bed including Trendelenburg positions.
- For the scale bed, check the function of the scales.
- Visually examine all bed accessories – check wipe and clean.

All service and repair activities must be carried out by suitably qualified and trained personnel approved by Benmor Medical.

A maintenance program is available which involves an annual visit from a trained Benmor Medical technician and covers minor repairs and general testing. Please contact Benmor Medical for more details.



*In the event of a major defect or any issues which may compromise patient safety, do not use the bed, but contact Benmor Medical immediately.*



*The Aurum<sup>+</sup> bed should be fully serviced every 12 months at minimum.*



*Do not modify the Aurum<sup>+</sup> bed without the authorisation from Benmor Medical.*



## 25. Recommended Accessories

Description	Product Code
<b>Dynamic Air Mattress</b> including pump and inserts for width adjustment. 400kg / 63st safe working load.	BMPBNDBFC
<b>Medium Risk Foam Mattress</b> including inserts for width adjustment. 320kg / 50st.	BMPB065FP
<b>Low Air Loss Turning Mattress.</b> 450kg / 71st	BMPB07TM
<b>Hybrid Mattress</b> including inserts for width adjustment. 380kg/60st.	BMHM90W

## 26. Disposal

This symbol on the products and/or accompanying documents means that used electrical and electronic products should not be mixed with general waste.

Disposing of this product correctly will save valuable resources and prevent any potential negative effects on human health and the environment which could otherwise arise from inappropriate waste handling. If you are unsure of your national requirements with respect to disposal please contact your local authority, dealer or supplier for further information.

Penalties may be applicable for incorrect disposal of waste, in accordance with national legislation.



The above information is based on the European waste electrical and electronic equipment directive 2002/96/EC.

Please note the Aurum<sup>+</sup> bed contains a lead gel battery pack which will require a replacement battery every three years.

## 27. Warranty and Service

Benmor Medical grants a warranty which covers the product for a period of one year from the date of purchase.

During the warranty period, any defect affecting the operation of the equipment due to faulty manufacture or parts will be repaired or replaced free of charge.

Benmor Medical reserves the right to examine the product before repair in order to determine the nature and cause of the defect and whether it is covered by the warranty.

### Exclusions to the Warranty

The warranty does not cover the installation, start-up, cleaning, replacement or supply of any type of accessories. Other areas not covered are 'acts of God', improper installation, degradable environments, smoke, fire, neglect, improper maintenance and storage / operation in extreme environments.

Benmor Medical shall not be liable for any damage, injury or loss caused by misuse of the product.

## 28. Contact Details

### **Benmor Medical (UK) Ltd**



The Aurum Centre,  
Ham Barn Business Park,  
Farnham Road,  
Liss,  
Hampshire,  
GU33 6LB  
United Kingdom

Email: [info@benmormedical.co.uk](mailto:info@benmormedical.co.uk)

Web: [www.benmormedical.co.uk](http://www.benmormedical.co.uk)

Tel: 0333 800 9000

Fax: 0333 800 9001



Standard Aurum<sup>+</sup> bed



2797

Aurum<sup>+</sup> bed with measuring function



[www.benmormedical.co.uk](http://www.benmormedical.co.uk)