

SonderCare

Safe. Healthy. Living.



# SEQUOIA BED

INSTRUCTION MANUAL



## Dear SonderCare Clients,

By purchasing a healthy living adjustable bed from SonderCare®, you have obtained a long-lasting product with functions that meet all the requirements of everyday care while maintaining the highest standards of safety.

We would like to thank you for the trust you have placed in us.

Our company guarantees carefully selected materials and continuous quality control while employing state-of-the-art production technologies.

Complying with the usage and operating instructions helps to prevent the risk of accidents and preserves the high value of your bed.

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## PRODUCT RANGE



Sequoia adjustable bed

## SPECIFIC FUNCTION

SonderCare adjustable beds are used by individuals in private residences and/or private rooms within senior housing facilities. These beds are designed exclusively for this purpose. The comfort and functionality offered by the beds make life easier for users and caregivers.

If the beds are to be used for other applications, prior written agreement from SonderCare is required.

The beds described in this instruction manual are intended for adult occupants with a body weight of at least 40 kg (88 lbs.) and a height of at least 146 cm (4'9").



Caution! The use of incompatible side rails and mattresses can lead to injury as body parts may become trapped.

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## ENVIRONMENTAL SUSTAINABILITY

SonderCare care beds are manufactured in line with the relevant regulations using state-of-the-art processing technologies and are free from hazardous materials. The materials used to finish surfaces are CFC- and solvent-free.

Care beds that are taken out of service due to their age or irreparable damage must be disposed of in line with local disposal regulations.



Caution! Observe the relevant local regulations when disposing of metal, wood and electrical waste.

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## NOTE REGARDING THE INSTRUCTIONS FOR USE

The following instructions and guidelines in this manual are intended for users, caregivers, or other persons tasked with operating the bed.



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The instruction manual must be accessible to users at all times to avoid operating errors and to guarantee fault-free operation. Any users must have a good understanding of the bed and be trained in its operation before operating it for the first time.

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The instruction manual has been written for the Sequoia adjustable bed. The images, graphics and texts they contain may differ from the equipment supplied.

## PICTOGRAMS/SYMBOLS

For ease of reference, we sometimes use pictograms in this manual as follows:



**Important!** Instructions labelled in this way must be strictly observed in order to avoid injury or damage!



**Information!** This pictogram identifies information relating to the current subject.



**Observe service instructions!** We can supply you with special service instructions for accessories or complex work instructions.

# SAFETY INSTRUCTIONS

1. The instruction manual must be read and observed before using the bed.
2. It is vital to observe the information provided on the rating plate! The information on the rating plate is explained in detail on P. 11 of this instruction manual.
3. In the event of any faults or defects that could endanger persons, the bed must not be used.
4. Electrically-adjustable beds must only be operated by the occupant after instruction by trained staff.
5. Before the bed is used for the first time, the operator must be satisfied that it is safe to use and in good condition.
6. The casters must always be placed in the braked position to ensure the occupant does not fall when getting into or out of the bed.
7. The bed can be moved into various positions. When doing so, take care to ensure no parts of the body or other objects are located in the adjustment area.
8. Use caution when adjusting the side rails. Ensure the rails are set to the correct position and are locked in place. When adjusting the position of the reclining surface, care should be taken to ensure the occupant does not come into contact with the side rails in order to avoid injury.
9. The functionality of the side rails must be checked every day. They must not bear any load of over 75 kg (165 lbs.) vertically or over 50 kg (110 lbs.) horizontally.
10. The Sequoia adjustable bed features a battery-operated emergency mode. This allows the one-off lowering of the reclining surface in the event of a power outage. The 9-V batteries in the control unit must be checked during the annual safety inspection and replaced at least every two years.
11. The hand controller functions can be locked or released on the rear side using the key switch. Check that the locking function has taken effect on the hand controller.  
☞ P. 12 Hand controller symbols
12. The electrical components are rated for 110/120 voltage, 60Hz. The power cord will only fit into a grounded electrical outlet (or grounded electrical surge protection device).
13. In addition, the power cord is protected by a mechanical strain relief. Nevertheless, take care to ensure that no sharp edges, mechanical stresses or pinch/shear points are present.
14. The design of the hand controller allows it to be hung on the bed in such a way that the buttons are not activated inadvertently by being pressed between two objects. Ensure that the hand controller is fully accessible and not trapped between the side rail and bedside table.
15. Observe safety distances to walls, window ledges and other furnishings when using the bed in an occupant's room. The safety distances depend on the design and model of the bed and are based on the height adjustment and the tilting motions of the bed. The minimum distance is 75 mm (3").
16. Improper use of the bed may cause hazards. Examples of improper use are:



- ⚠ Unauthorized activation of the electrical functions
- ⚠ Use of the bed by children under the age of 12
- ⚠ Moving the bed by pulling on the power cord or side rails
- ⚠ More than one person adjusting the bed at the same time
- ⚠ Activation of the functions by the occupant without prior instruction
- ⚠ Pulling on the power cord to disconnect it from the power supply
- ⚠ Moving the bed on a sloping or rough surface

It is important that the following safety instructions are observed to prevent risks to occupants and caregivers and to avoid any damage to the bed:

- ⚠ Use only approved mattresses that fit snugly within the bed's side and end mattress retainers.
- ⚠ Liquid permanently present in the motorized area must be avoided (e.g. incontinence).
- ⚠ Servicing and repairs on electrical components must be carried out by specially trained staff and only original replacement parts from the manufacturer must be used.
- ⚠ The bed is not suitable for extended operation beyond a working cycle of two minutes. If the power

control box is overloaded or if it overheats, it will shut off automatically. It can then only be operated again after a cooling period of approx. 30 minutes.

- ⚠ It is essential to avoid obstructing any part of the bed mechanism as this can lead to damage or complete disabling of the drive mechanism due to overheating.
- ⚠ The safe working load must not be exceeded.
- ⚠ The bed and/or mattress is not a substitute for proper care by a health care professional. If the bed's occupant is immobile or otherwise at risk for pressure sores, contact your medical professional immediately.
- ⚠ Safety inspections must be performed annually at minimum. ⇨ P.23 Maintenance

# TECHNICAL DATA

Dimensions	approx. 81.25" x 43.5" (206 x 110 cm)
Reclining surface (RS):	approx. 39" x 79" (200 x 99 cm)
Height adjustment:	approx. 10" to 32.35"* (25 to 82 cm)
*measured from the reclining surface frame	
Back rest adjustment:	71° back rest recline
Upper leg adjustment:	43°
Trendelenburg:	14°
Reverse Trendelenburg:	17°
Maximum load:	225 kg (500 lbs.) <ul style="list-style-type: none"><li>• Occupant 190 kg (420 lbs.)</li><li>• Mattress 20 kg (45 lbs.)</li><li>• Accessories 15 kg (35 lbs.)</li></ul>
Weight:	approx. 120 kg (265 lbs.)

## Low-voltage drive system

(SMPS external switching power supply)

Electrical connection:	120 V≈ 60 Hz
Output voltage:	35 V= 2 A
Over-current off:	7.5–11.5 A
Over-voltage off:	45 V=
Standby operation:	max. 0.5 watt
Protection:	IPX4
Protection class:	II
Lifting system force:	2 x 3000 N
RS adjustment force:	2 x 3000 N
Motor running time:	2 min/off 18 min

## RATING PLATE

Betten Malsch GmbH | Rohbergstraße 9 | D-36208 Wildeck-Obersuhl  
Tel: +49 (0)6626/915 100 | Fax: +49 (0)6626/915 116












1	Care bed AURA	 = 225 kg		6
2	S/N 0815 1234567			
3	Input: 100-240 V ~ 50/60 Hz 2.1-0.9A Output: 35V = 2.0 A	 = 150 kg 		
4	Operation: max. T_on: 2 min min. T_off: 18 min	     	7	
5	Protection Class: IPX4			

Illustration of a rating plate example on a Sequoia adjustable bed.

The rating plate is located on the underside of the reclining surface, at the head of the bed on the right. To inspect the rating plate, raise the head section to the upper position.

1. Model ID
2. Serial number
3. Electrical voltage, frequency, power consumption
4. Operating time of the electrical adjustment system: please take note of this information to prevent overheating. For example, the bed can only be continuously operated for max. 2 min. within an 18 min. period.
5. Protection of electrical equipment from water spray "Only use in dry areas"; Protection Rating Class II (double insulation, protective insulation)
6. Indicates the next recommended inspection

### 7. Explanation of the terms used on the rating plate:



Application part type B



Directive 2002/96/EC relating to old electrical and electronic equipment



Conformity marking in line with the Medical Device Directive



Protection Rating Class II (double insulation, protective insulation)

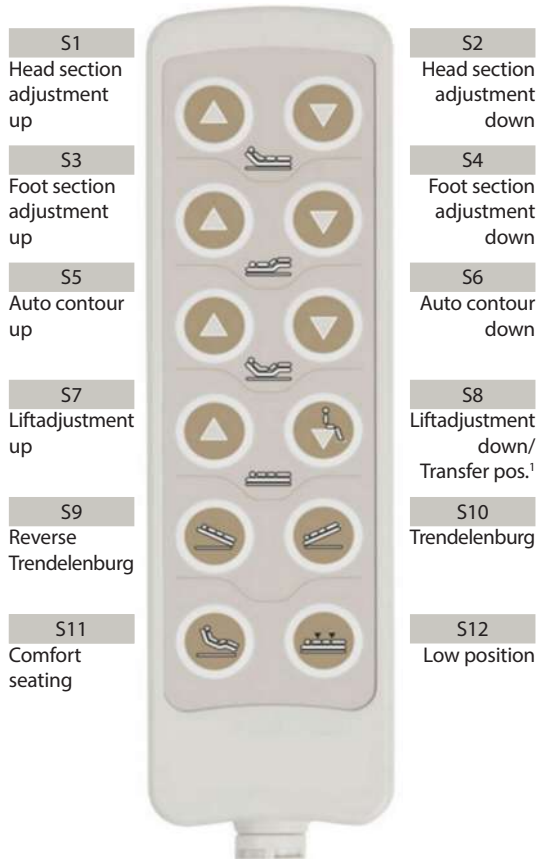


Only use in dry areas



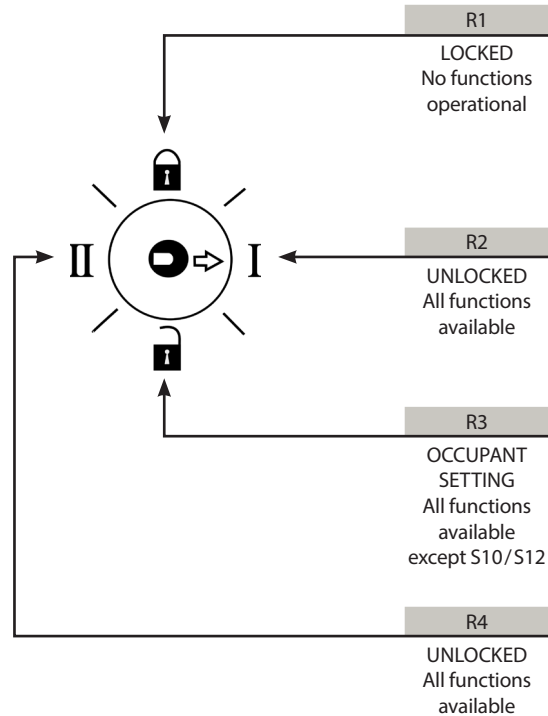
Observe the operating instructions

# HAND CONTROLLER SYMBOLS

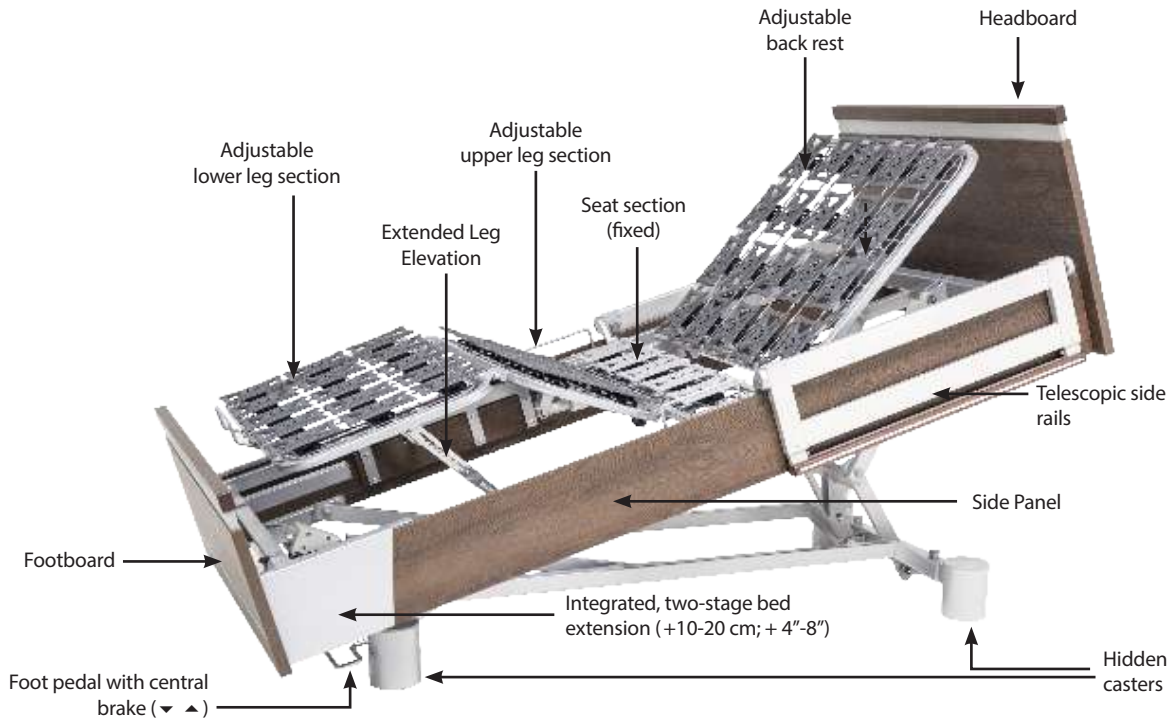


## Locking function

Positioned on the back of the hand controller for restricting operation by occupants.



# FUNCTIONS



## DESCRIPTION OF FUNCTION

Depending on the design of your bed, it can be put into the following positions by adjusting the back rest, the upper leg section, the lower leg section and the height of the bed:

### Back rest

Use the corresponding buttons on the hand controller to adjust the back rest.



When raised, the back rest can be adjusted by 120 mm (4.75") over its usual length to the headboard.

This function (mattress compensation) allows the occupant to sit in a comfortable position without compressing or restricting the stomach or upper body.

### Upper leg section

Use the corresponding buttons on the hand controller to adjust the upper leg section.



The horizontal position of the lower leg section can be adjusted using the finely notched bracket. (extended leg elevation)

### Height adjustment

Use the corresponding buttons on the hand controller to adjust the height.



Caution! Please consider occupant safety when adjusting the height. Ensure that no foreign objects are located in the area of the lifting mechanism.

### Transfer position

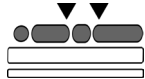
The transfer position facilitates optimum height for entering and exiting the bed for most users. Hold the operating button down until the position is reached.



(Transfer position operating button)

## Low position/fall prevention

Use the corresponding buttons on the hand controller to adjust the bed to the low position.



(Low position operating button)

Press the button to lower the bed from the transfer position to the low position.



Caution! Ensure that there are no objects below the bed before pressing the button! If your bed is equipped with swing-down rails, ensure the rail is rotated into the 'up' position or collapsed so that it does not rest below the bottom of the bed side panel.

## Comfort sitting position

Use the corresponding buttons on the hand controller to adjust the bed to the comfort sitting position.



(Comfort sitting position operating button)

Pressing the button moves the bed quickly into a comfortable sitting position by simultaneously adjusting the backrest, upper leg, and tilting the bed.

This function should only be utilized by mobile occupants without serious physical limitations.



Caution! Please consider occupant safety when setting the comfort sitting position. Ensure that no foreign objects are located in the area of the lifting mechanism.

## Auto contour

Use the corresponding buttons on the hand controller to adjust the auto contour.



(Auto contour operating buttons)

When this function is activated, the back and upper leg sections are adjusted equally so that the occupant can be brought into an upright sitting position.

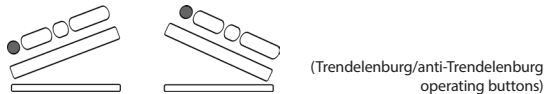
This function should only be utilized by mobile occupants without serious physical limitations.



Caution! Please consider occupant safety when setting the auto contour. Ensure that no foreign objects are located in the area of the lifting mechanism.

## Trendelenburg/ reverse Trendelenburg position

The Sequoia adjustable bed features reclining surface inclination as standard. The head or foot height is set using the button on the hand controller.




Caution! Please consider occupant safety when adjusting the bed inclination. Ensure that no foreign objects are located in the area of the lifting mechanism. This function must only be activated by specialist staff and must be locked on the back of the hand controller by specialist staff. Incorrect settings may result in serious injury to the occupant.

## Hand controller locking function

The electrical unit combines state-of-the-art technology and single-fault safety.

The locking function is a further safety precaution. It is located on the back of the hand controller and can be operated by a caregiver with a key switch. In the event that any of the electrical drives (motors) fail, the functions can be disabled using the corresponding rotary switch.

### Operation:

Hand controller functions can be restricted by turning the key switch to the different switch positions. Symbols  P. 12

## Hand controller holder

The optional hand controller holder is used to position the hand controller within reach of the occupant.



Caution! The hand controller holder is flexible and must not be used as an aid to standing up or as a handle.





## Braking and moving

The Sequoia adjustable bed (mobile at any positioning height) has one central caster brake that is operated mechanically using a brake pedal at the foot end of the bed. The brake pedal is as wide as the entire chassis making it accessible from both sides.



The Sequoia adjustable bed has 3 different setting options:

1. Casters centrally braked (foot pedal down)
2. 4 casters enabled for 360° movement (foot pedal in the middle)
3. 1 caster set to a fixed direction (foot pedal up)



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Caution! The Sequoia adjustable bed can be moved with the reclining surface at any height setting. It is strongly recommended that the bed be moved with the reclining surface in flat position. Once the bed has been moved to its final position, check that the brake has been applied to ensure that the bed is locked.

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## Side rail adjustment

### Assist Rails

1. In Stage 1, the side rail is “free floating” in the lowest position. Simply rotate rail to raise to Stage 2 (Fig. A)
2. In Stage 2, the rail is locked into the upright “mid-height” position. To return to Stage 1 (lowered) position, push and hold the two spring latches inward while rotating the rail downwards (Fig. B).
3. In Stage 3, the rail is locked in maximum height. Press and hold the two spring buttons simultaneously (using thumbs) while pulling upward on the hand rail (Fig. C). Pull equally on both sides to prevent the arms from binding. Ensure the rail locks into place. Follow these actions in reverse to lower the rail. Operate smoothly - Do not force the rail.



Caution! When raising the side rails and side rail height extensions, ensure and check that the latches engage securely. Always use both hands to operate the rail!

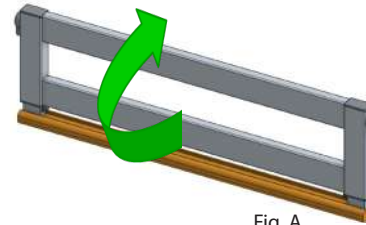


Fig. A

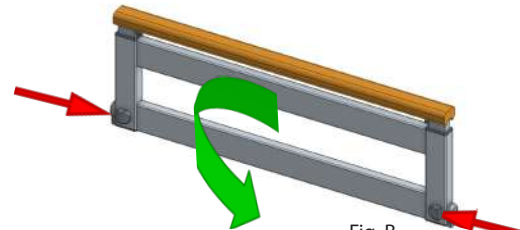


Fig. B

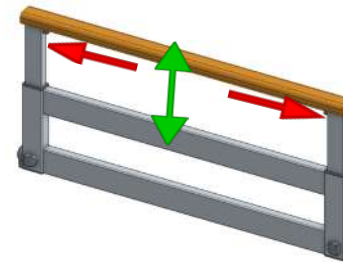


Fig. C



## Integrated bed extension

The reclining surface of the Sequoia can be extended by up to 20 cm (8") without tools and without compromising its appearance.

This function is activated in three stages and without tools using the two locking bolts at the bottom foot end of the reclining surface:

1. Pull both locking bolts upwards and then turn to the right until they engage. The bed extension is now unlocked.
2. Reach below the footboard and carefully pull out the bed extension by approximately 10 cm or 20 cm (4" or 8").
3. Finally, turn the locking bolts back to their original positions. Push the bed extension back carefully until the mechanism engages.



Caution! A mattress insert (accessory) must be used when extending the length of the bed.

## DELIVERY AND ASSEMBLY

SonderCare care beds are generally delivered fully assembled, or are assembled on site by company technicians or contractual partners.

Check your delivered bed to ensure it is complete and in good working condition.

Any defects or damage must be pointed out to the delivery personnel immediately and noted on the delivery document.

Ensure that you have all of the required equipment, transport brackets, and personnel prior to transporting the bed. Contact SonderCare with any questions pertaining to the movement of the bed.

# TROUBLESHOOTING

Motors cannot be operated using the hand controller	Power cord is not plugged in	Plug in the power cord
	Outlet not live	Check outlet
	Cable plug connection not firmly connected	Check plug connections on the motor and hand controller
	Hand controller or drive is faulty	Inform the operator, specialty retailer or Sonder-Care
	Functions locked on the hand controller	Enable functions using key on back of hand controller
Motorised adjustment system is not functioning properly	There is an obstruction in the adjustment area	Check moving parts and remove any obstructions
	The safe working load has been exceeded	Reduce the load

Motors cut out after a long period of operation	The adjustment time or safe working load has been exceeded and the control unit has reacted to overheating	Allow the electrical system to cool down sufficiently.
Opposite function activates when operating the hand controller buttons	Motor plugs have been mixed up	Check that the cables are connected correctly or inform your operator, specialty retailer or Sonder-Care
The side rails can no longer be properly adjusted	The mechanism is obstructed or bent	Check all moving parts and remove any obstructions, or contact our customer service team
Casters do not brake or cannot be rolled	Obstructions have become trapped in the casters	Remove obstructions
	The caster system is faulty	Contact our customer service team

# CLEANING AND DISINFECTION

## Disinfection

The bed should be disinfected regularly and at least prior to any new occupant of the bed. The bed may be disinfected by wiping with standard pre-diluted products or mild detergent and water. Do not spray liquids on the bed. Any cleaners must be used according to the manufacturer's instructions only.



Caution! Under no circumstances use abrasives, cleaning pads or stainless steel cleaners for cleaning. Before using any disinfectants, please consider the dosage and any potential hazards that may be caused by combining them with other substances. Remove the power cord from the wall outlet when disinfecting the care bed and protect all electrical components from moisture.

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## Care of wooden parts

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SonderCare beds use a combination of laminated and real wood parts. The aim is to produce a comfortable design, maximum functionality and a high level of practical use. To ensure you are able to enjoy this product for as long as possible, we recommend cleaning with commercial furniture cleaning products and polishes.

Even after extremely careful selection and sorting of our wooden materials, the wood is subject to a natural aging process. Over time, environmental influences such as air humidity, heat and UV radiation can cause changes in the color of real wood surfaces, even when they are treated. Solid wood elements are a natural product with an individual grain and characteristics. Slight color and shading differences are natural and unavoidable, and do not constitute a manufacturing defect.

## MAINTENANCE & WARRANTY

The manufacturer is only liable for the safety and reliability of the product if it is maintained regularly and used in accordance with the safety instructions. If any significant defects are found during inspection or maintenance which mean the safe operation of the product cannot be guaranteed, the product must be taken out of use. Inspection and maintenance must be carried out at least once a year.



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We offer inspection plans for servicing our care beds in a separate service guide.

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Any faults that impair the function and safety of the bed must be resolved before the bed is used again and must be reported to the responsible person.

Use only original spare parts from SonderCare.

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The manufacturer's transport aid must be used to transport the beds.

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## STORAGE

By purchasing an adjustable bed from SonderCare, you have chosen a premium, high-quality product.

The care beds are guaranteed for 24 months from the date of purchase.

In the event of material or manufacturing defects occurring within the warranty period, the bed will be replaced or repaired free of charge. This excludes failures and defects caused by inappropriate handling or external influences.

Our standard terms of business and delivery apply.

If you have any questions, please contact Sondercare by phone or email:

### Customer service

Toll-free: 1-833-649-7772

Local: (519) 649-7772

Email: [info@sondercare.com](mailto:info@sondercare.com)

