



# Instructions Manual

MODEL: QD7000 Series

**⚠ WARNING!**  
To avoid injury, you must read this manual before using bed.



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*Use Care and Service Parts Manual*  
**Valet Low Bed**



# IMPORTANT SAFETY PRECAUTIONS - Read all instructions before using Bed.



## Classifications and Icons

The International Electrotechnical Commission (IEC) requires use of icons to improve readability and increase understanding of the content. The text uses an uppercase signal words "CAUTION", "WARNING" or "DANGER". Iconic symbols are used to permit easier comprehension.

## Icons and Symbols used on the Valet Bed

|   |   |
|---|---|
|    | DANGER, CAUTION and WARNING symbol is used to identify situations or actions that may affect the patients or user safety. |
|    | ALTERNATING CURRENT   |
|    | TYPE B APPLIED PART   |
| IP54  | ENCLOSURE PROTECTION TYPE   |
| IP66  | ENCLOSURE PROTECTION TYPE   |
|  | ON / OFF INDICATOR LAMP   |
|  | CLASS II EQUIPMENT  |
|  | UP  |
|  | DOWN  |
|  | TRENDELENBERG ELEVATION5  |
|  | AUTO CONTOUR ELEVATION  |
|  | HEAD DECK ELEVATION   |
|  | KNEE DECK ELEVATION   |
|  | BED ELEVATION   |
|  | FUNCTION LOCK   |

# IMPORTANT SAFETY PRECAUTIONS - continued

-  **WARNING!** For your safety, the information in this manual must be followed to minimize the risk of fire, electric shock, or to prevent property damage, personal injury, or loss of life.
-  **WARNING! POSSIBLE INJURY OR DEATH.** This bed is intended for use as an adjustable mattress deck that is designed for patient and caregiver comfort and convenience. Use of this product in any way that it was not designed for could result in injury or death.
-  **WARNING!** Make sure the bed is in the lowest position when the patient is left unattended. This can reduce the severity of any injuries resulting from patient falls.
-  **WARNING!** Patients may become entangled in the hand pendant cord. Patients with diminished mental acuity should not be allowed access to the pendant. Failure to do so could result in injury or death.
-  **WARNING!** Except when the bed is being moved, the brakes should always be set (locked). After applying the brakes test the motion of the bed to ensure that the brakes are properly engaged. Patients use the bed for support when getting in or out of bed, and could be injured if the bed unexpectedly moves sideways.
-  **WARNING!** The safe working load of this bed is 500 lbs evenly distributed, which includes the weight of the patient, mattress and all accessories and visitor. Also jumping, falling on or standing on the bed will concentrate the load and might result in property damage, personal injury or death.
-  **WARNING!** When lowering the bed, ensure that no person, limbs, bedding or any foreign objects are protruding between the bed frame and the floor. Ensure that Over bed tables and patient lifts are safely removed.
-  **WARNING!** Ensure that no arms, hands, legs or feet are under when lowering the mattress frame decks.
-  **WARNING! POSSIBLE INJURY OR DEATH** Use only the proper size mattress in order to minimize the gap between the side of the mattress and the assist device. The gap must be small enough to prevent the patient from getting his/her neck caught in this location (read Entrapment Guidelines for further information).
-  **WARNING!** Care must be made to ensure that the patient does not fall-on or slide-over the mattress side stops which may cause injury.

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Assembly

Operating Instructions

Maintenance

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Customer Support

# IMPORTANT SAFETY PRECAUTIONS - continued

Safety Instructions

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**WARNING!** Plug the bed directly into a 110-120 VAC 60 Hz properly grounded Hospital Grade outlet. Avoid use of extension cords at all times.



**WARNING!** Improper connection of the equipment grounding conductor can result in the risk of electrocution. DO NOT modify the plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded. Check with a certified electrician.



**WARNING!** The Electric Motors must remain dry. Care must be taken during cleaning and use to ensure that electrical components remain dry.



**WARNING!** Do not operate the bed in the presence of flammable gases and oxygen.



**WARNING!** Ensure that no damage is made to power cords by rolling the bed over them. Ensure cords are not frayed or damaged.



**WARNING!** When moving the bed place the handset Pendant control out of the reach of the patient.



**WARNING!** Fluid spills on the bed electronics can result in a hazard. In the event of a spill, immediately:

- Unplug the bed from the power source and remove it from service.
- Remove the patient from the bed and clean the spill
- Remove the bed from service until the bed is tested and determined to be safe.

Failure to do so may result in personal injury or property damage.



**WARNING!** The siderails should always be in the up position when the patient is left unattended. Test the siderails to ensure that they are properly latched before leaving the patient..



**WARNING!** Only authorized / certified personnel should perform preventative maintenance. Maintenance by unauthorized personnel could result in property damage or injury.



**WARNING!** Follow Manufacturer instructions when installing accessories especially the Patient Helper Bar, this bar could fall and result in injury or death.



**WARNING!** Use of replacement parts or accessories from other manufacturer's will invalidate the warranty and could damage the bed.

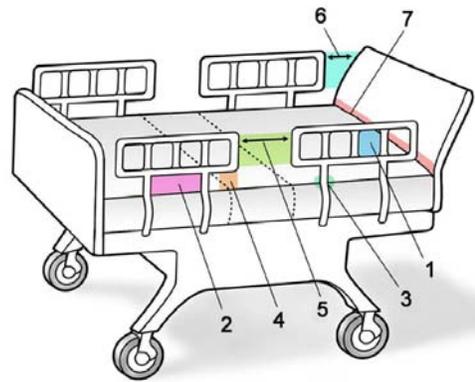
# IMPORTANT SAFETY PRECAUTIONS - continued

## DANGER - RISK OF ENTRAPMENT

The U.S. Food and Drug Administration (FDA) has recently warned against the potential danger of entrapment and published safety guidelines for hospital beds. The FDA has identified seven zones in the hospital bed system where there is a potential for patient entrapment. Entrapment may occur in flat or articulated bed positions, with the rails fully raised or in intermediate positions. The seven entrapment zones are identified in the drawing below.

### ENTRAPMENT ZONES:

- Zone 1: Within the Rail
- Zone 2: Between the Top of the Compressed Mattress and the Bottom of the Rail, Between the Rail Supports
- Zone 3: Between the Rail and the Mattress
- Zone 4: Between the Top of the Compressed Mattress and the bottom of the Rail, at the End of the Rail
- Zone 5: Between the Split Bed Rails
- Zone 6: Between the End of the Rail and the Side Edge of the Head or Foot Board
- Zone 7: Between the Head or Foot Board and the Mattress End



### COMPLIANCE - Entrapment Safety

The entrapment zones are a resultant of the dimensional interaction between the bed and components that are often assembled by the Healthcare Facility and not the Manufacturer.

The Healthcare Facility is responsible for compliance with the Entrapment Guidelines by

matching the right components and accessories to the right bed.

To learn more about the entrapment zones, assessment methods and guidelines for compliance with the entrapment regulation visit the FDA web site.

### Disclaimer

Valet beds are intended to be used for resting and sleeping in a long term care environment. The beds are not to be used as a tool for diagnosis (determining cause of an illness), treatment (action(s) taken to change the course of an illness) or monitoring (reading and/or recording physiological parameters).

# PRODUCT FEATURES AND SPECIFICATIONS

## Product Features and Specifications

The Valet bed is designed to lift a maximum load of 500 pounds. To prevent overloading of the DC controller, the hi/low lift function of the bed may not be combined with the head or foot deck operation. The maximum load for using multiple functions concurrently is 350 pounds, including patient, mattress, bedding bed accessories and visitors.

| Valet Bed  | Specification   |
|--|---|
| Height Floor to Mattress Support   | 7 7/8 – 25" Travel Range.   |
| Deck Angles<br>1. Head elevation<br>2. Foot elevation  | 0 - 60 degrees.<br>0 - 30 degrees.  |
| Adult Bed Length<br>1. Overall length<br>2. Sleep surface  | 86 3/4 inches (including bumpers and Head & Foot Boards).<br>80 inches.   |
| Youth Bed Length<br>1. Overall length<br>2. Sleep surface  | 81 1/4 inches (including bumpers and Head & Foot Boards).<br>74 inches.   |
| Bed Width Overall width (side rails raised)  | 41 1/8 inches.  |
| Mattress Deck<br>1. Width<br>2. Length   | 35 inches.<br>74 or 80 inches.  |
| Mattress Support Deck Construction   | Welded steel angle frame and rod. (Optional Perforated Pan Steel Deck)  |
| Bed End Panels   | Permanent or removable mounting.  |
| Electric Motors  | Four (4) DC self lubricating Linear Actuators. Stainless steel Stroke Tubes.                                    |
| Emergency Power back-up battery Pack.  | Optional. 24 Volt.  |
| Electrical Safety Certification  | UL and CSA approved (CSA 60601-1 compliance).   |
| Electrical components  | Water resistant. IPX4.  |
| Motor Function Controls<br>1. Hi/Low Elevation<br>2. Head Deck<br>3. Knee Deck<br>4. Auto-Contour function (Head + Foot) | Eight (8) function pendant.<br>Up and Down keys.<br>Up and Down keys.<br>Up and Down keys.<br>Up and Down keys. |
| Pendant Graphics   | International (IEC) Standard symbols.   |
| Number of Pendant Controls included  | One.  |
| Foot End Control   | Optional factory installed.   |

*NOTE: Specifications are subject to change without notification.*

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# PRODUCT FEATURES AND SPECIFICATIONS- continued

|  |  |  |
|--|--|--|
| Side-rails   | 1. ½ length head & foot<br>2. ¾ length (main frame mounted)<br>3. Full length (main frame mounted) | Optional Factory or field installed.<br>Optional Factory or field installed.<br>Optional Factory or field installed.                 |
| Side Rail Construction                               |  | Welded rectangular steel tube construction. Latching mechanism capable of one hand operation. Optional full wrap around vinyl cover. |
| Assist Rail  |  | Optional field installed.  |
| Bumpers Head End Wall Stand-Off Bumpers.             |  | High-impact absorption bumpers.  |
| Swivel Casters                                       |  | Heavy duty 3" – 2 total locking and two swivel casters. (mobility at any bed height - Optional).                                     |
| Immobilizer Legs                                     |  | Built in, stabilizes the bed during hi/lo travel cycles  |
| I.V. Ports   |  | Six (6) I.V. Pole locations.   |
| Traction   |  | Four (4) 3/4" diameter posts on mainframe.   |
| Trapeze- patient helper bracket and a patient helper |  | Optional.  |
| Bed Extender   |  | Optional. 6" additional sleep surface head end only.   |
| Vascular Foot Deck Ratchets                          |  | Manual elevation to help aid for cases of edema.   |
| Voltage/Hertz/Phase                                  |  | 115/60/1.  |
| Rated Amps   |  | 4.3 Amp Max.   |
| Cord Type / Length                                   |  | 2.5 Meters minimum 3 prong.  |
| Safe Working Load                                    |  | 500 lbs (350 lbs when using multiple functions).   |

*NOTE: Specifications are subject to change without notification.*

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# ASSEMBLY INSTRUCTIONS

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## INTRODUCTION

Your Valet Bed is equipped with four motors to operate each of five functions:

- 1 **Bed up/down** Adjusts the height of the bed from 7-7/8" to 25".
- 2 **Head up/down** Adjusts the angle of the head deck from 0° to 60°.
- 3 **Knee up/down** Adjusts the angle of the knee deck from 0° to 30°.
- 4 **Auto-Contour up/down** Adjusts the angle of the head and knee deck simultaneously.
- 5 **Auto-Trendelenberg** Adjust the Trendelenberg angle.

This instruction manual covers options and accessories which may not be included on your bed. Before operating your Valet Bed, be sure that you have completely read and understood the instructions and warnings contained in this manual.

## Unpacking / Assembly

Your Valet bed is shipped in a vertical position with the Foot-End on the ground. If it has not been lowered flat, then two people are required to lower it gently to the ground.

## Unpacking Instructions (PLEASE RECYCLE)

Cut cable ties securing the deck, the hand pendant, the power cord and the side rails. There are also ties securing wiring in place, care must be taken so that only the shipping ties are removed. These ties can be identified by the fact that they have not been trimmed.

Remove cardboard sleeve protecting the foot end of the bed.

Remove one package attached to the frame containing four Mattress Stops and hardware. These need to be installed later before the installation of the Head and Foot Boards. Make sure that all parts are included prior to disposing of the packaging material and immediately report any missing parts to MC Healthcare Customer Service.

 **WARNING! POSSIBLE INJURY OR DEATH** improper routing of the power cord could result in injury or death. Ensure that you do not remove any Cable ties that are intended to keep the power cord away from moving parts.

## Head and Foot Boards

These boards can be installed on the bed by simply sliding the board into the corresponding slots in the bed frame.

## Siderails

Valet beds come, in most cases, with the siderails already installed. Test for function and safety when installing the bed.

# ASSEMBLY INSTRUCTIONS - continued

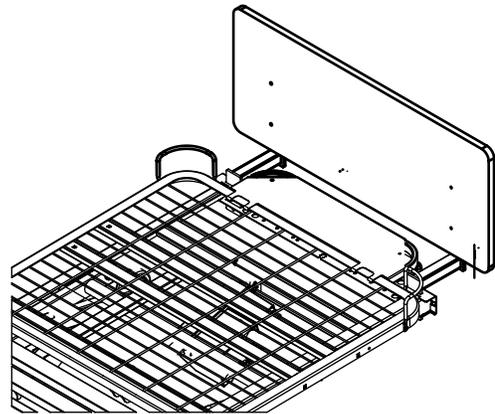
## Mattress

The Valet bed has been designed to minimize the risk of patient entrapment while maintaining as much patient comfort and protection as possible. The siderails work together with the mattress to minimize the gaps that the patient may be exposed to during normal use. All of the mattresses supplied by M.C. Healthcare Products work together with the siderails to meet the FDA regulations and guidelines at the time of purchase. If other mattresses are used, it is up to the end user to determine whether their mattress is suitable for minimizing entrapment risks.

Contact your local M.C. Healthcare Products Representative for mattress sizing recommendations.

## Bed Extender

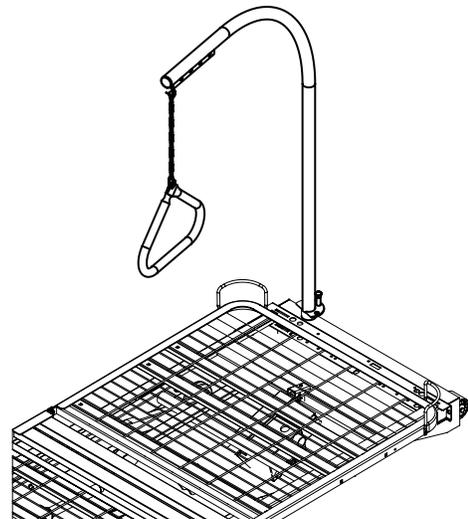
The bed extender is designed to be attached at the head end of the bed. The extender attaches directly to the head deck. If a headboard is to be used with the extender, then a set of headboard extender brackets are required to offset the headboard, and allow clearance for the extender. The mattress pad extends the actual sleep surface, and attaches to the extender with Velcro to hold it in position.



**WARNING! POSSIBLE INJURY OR DEATH** Use only the proper size mattress and extension in order to minimize the Entrapment Zone gaps. The gaps must be small enough to prevent the patient from getting his/her neck caught in this location (read Entrapment Guidelines for further information).

## Patient Helper Bar

The patient helper bar attaches to the head end of the main frame of the bed to provide a patient with limited mobility some assistance for moving around in bed. The helper bar is tested to 150 pounds.



## Mattress Stops Installation

Tools Required: Phillips Screwdriver and a 3/8" wrench (optional)

Parts Included:

| Item # | Part Number         | Description                                   | Qty |
|--------|---------------------|---|-----|
| 1      | QS3484<br>QS3647 OR | CORNER MATTRESS STOP<br>SIDE MATTRESS STOP OR | 4   |
| 2      | QP1563              | MACHINE SCREW #10-32 X 1/2" PHILLIPS          | 8   |
| 3      | QP1834              | NUT 10-32 LOCKWASHER                          | 8   |

### Procedure:

Step 1 - Raise the bed to make the installation easier.

Step 2 - Locate the proper holes in each corner of the bed (some models use side stops as illustrated below).

Step 3 - Place a Mattress Stop (1) in one corner, overlapping the pre-punched holes.; as illustrated

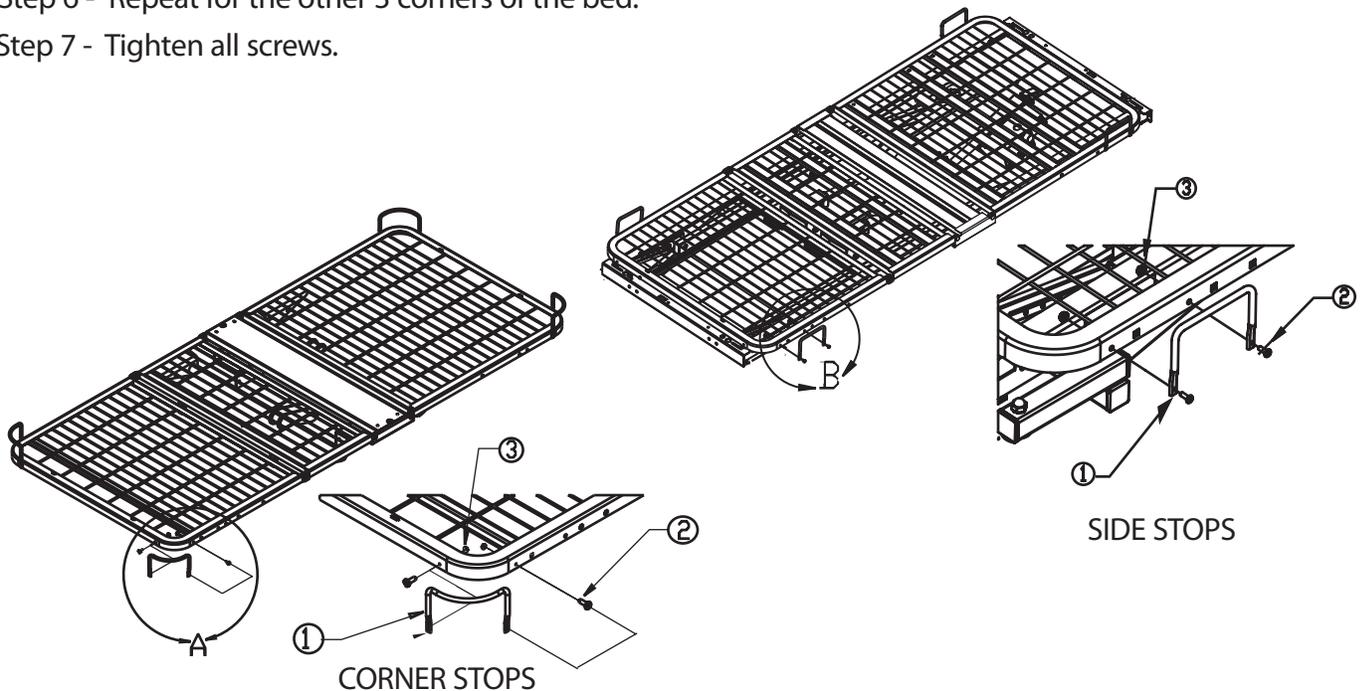
Step 4 - Place a screw (2) through one of the holes, and thread a nut (3) onto the screw, behind the deck frame. Tighten nut finger tight . Repeat for the other hole.

Step 5 - Tighten the screws with a Phillips head screwdriver. Use a 3/8" wrench to prevent the nut from

spinning. Be careful not to strip the head of the screws.

Step 6 - Repeat for the other 3 corners of the bed.

Step 7 - Tighten all screws.



# ASSEMBLY INSTRUCTIONS - continued

## Roller Bumper Installation (whenever supplied)

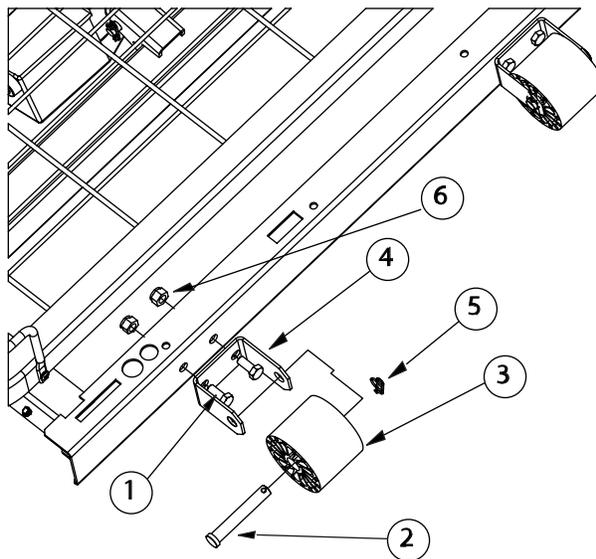
Tools Required: Ratchet wrench with 1/2" socket- 1/2" wrench

Parts (included):

| Item # | Part #  | Description              | Qty |
|--------|---------|--------------------------|-----|
| 1      | 1850    | BOLT HEX 5/16-18 X 3/4"  | 4   |
| 2      | QP-1550 | CLEVIS PIN 7/16 X 2-3/4" | 2   |
| 3      | QP-2041 | URETHANE ROLLER          | 2   |
| 4      | QS-3560 | ROLLER BUMPER BRACKET    | 2   |
| 5      | QP-1748 | COTTER RING RUE 1/2"     | 2   |
| 6      | 1854    | LOCKNUT 5/16 - 18        | 4   |

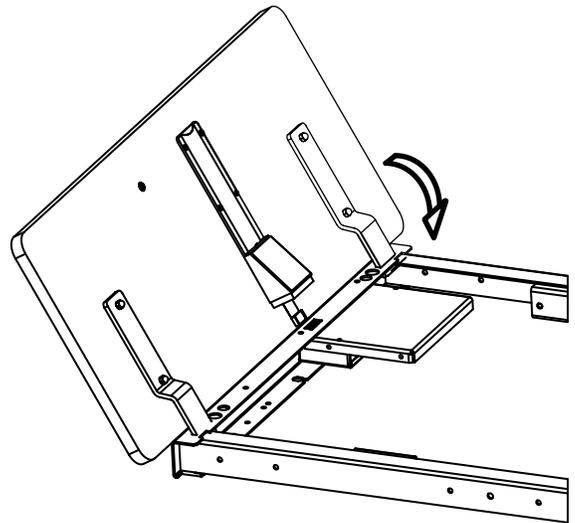
### Procedure:

- Step 1 - Mount Roller bracket (4) on the head end of the bed frame as shown, using two hex head bolts (1) and lock nuts (6). Repeat for other side.
- Step 2 - Hold roller (3) inside the opening of the bracket, and insert clevis pin (2) through both of the holes in the bracket and the center of the roller to hold it in place.
- Step 3 - Insert the cotter ring (5) in the small hole in the end of the clevis pin.
- Step 4 - Repeat for the opposite side.



## Foot End Control Setup

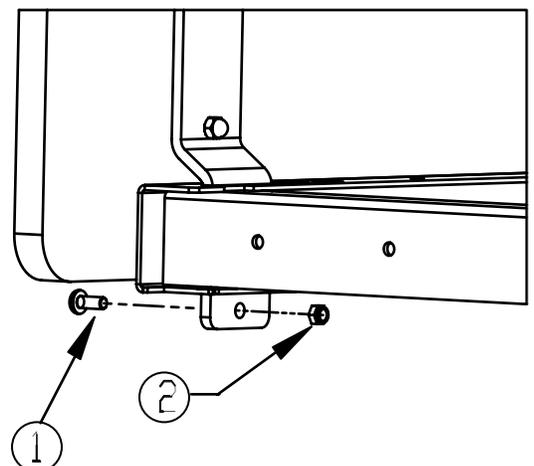
- 1 Remove any cardboard from the foot end channel of the bed
- 2 Start to mount the footboard on the bed, but do not insert the legs all of the way
- 3 Tip the board towards you, and remove the connector tail from the ribbon cover. Do not twist this cable.
- 4 While holding the board, attach the connector to the pins visible in the end channel below. Take care to get the connectors lined up properly.
- 5 Straighten the board, and lower it to fully install it. Tuck in any excess cable length as the board is lowered to avoid pinching of ribbon cable.
- 6 Plug in the bed and test all functions. The green power LED should light up to show that the keypad is working properly.



Green LED



- 7 Attach the bolt (1) and locknut (2) through the hole in the bottom of each footboard bracket to prevent the footboard from being removed accidentally.



# OPERATING INSTRUCTIONS

## Hand Pendant

The bed is operated from the hand pendant, which can be placed at a suitable location for operation by the bed occupant, or the caregiver.

## Siderails

### ½ Length Head End Siderails

Lifting the siderail up completely will latch it into the upright position. To lower the rail, you must press the release lever which is in the middle of the lower channel (between the two arms.) The head end rails swing towards the foot of the bed and the foot end rails swing towards the head end of the bed.

### Full Length and ¾ Length Siderails

Lifting the siderail up completely will latch it into the upright position. To lower the rail, you must press the release lever which is located at the foot end of the lower channel before lowering. Both the Full and ¾ rails swings towards the foot of the bed.



Safe Lifting  
Hand Position

**⚠ WARNING!** The siderail pads must be removed prior to operating siderails. Failure to do so could result in injury.

**⚠ WARNING!** The siderails should always be in the up position when the patient is left unattended. Test the siderails to ensure that they are properly latched before leaving the patient.

**⚠ WARNING!** Always evaluate patients for and guard against patient risk of side rail entrapment in accordance with medical protocols. Failure to do so could result in injury and/or death..

## Mobility

The Valet Bed is mobile only at its lowest height (less than 8"). Raising the bed above 8" height engages the Immobilizer Leg assembly and renders the bed immobile throughout the height range (8" to 25" height). To lower the bed to its mobile position press and hold the Bed Down button on the Hand Pendant or Foot End Control; Until the bed is completely lowered.

**⚠ WARNING!** Except when the bed is being moved, the bed should rest on immobilizer legs or Locked Casters (on some models).

### Total lock Casters (on some models)

To engage the total lock casters, gently press down on the locking tab with your toe on both casters. This will prevent any movement of the caster (rolling or swiveling). The rubber wheel gives good traction on most floor surfaces.

To release the casters and allow mobility of the bed, gently press down on the release lever to unlock each caster.

Step on to  
LOCK



Step on to  
RELEASE



### Directional Lock Hinge

Patients tend to use the bed for support when getting in or out of bed. Patients could be injured if the bed moves sideways, to guard against this risk you must engage the "Directional Lock Hinges". Simply flip the U-shaped tab down with your toe over both casters. This will prevent any lateral movement (swiveling) of the caster. To release the casters and allow full mobility of the bed, gently flip the U-shaped tab over the square leg tube for each caster.

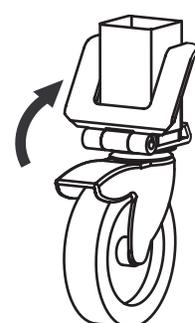
**NOTE:**

*DO NOT STEP ON THE U-SHAPED LOCK TABS. Use your toe to flip the Lock Tabs UP or DOWN as illustrated.*

### Patented Directional Lock Hinged System



Locked



Unlocked

**⚠ WARNING!** Except when the bed is being moved, the casters should always be locked. After applying the brakes test the motion of the bed to ensure that the brakes are properly engaged. Patients tend to use the bed for support when getting in or out of bed, and could be injured if the bed unexpectedly moves sideways.

# OPERATING INSTRUCTIONS



## Bed Controls

The Valet Bed is electrically operated using Hand Pendant Controls or Foot End Controls (available on some models) as follows:

### 1 Head Deck Operation

To gently raise the patient's Head, press and hold the top Head UP  button on the pendant.

To gently lower the patients Head, press and hold the top Head DOWN  button on the pendant.

### 2 Foot Deck Operation

To gently raise the patient's Knees and Feet, press and hold the Foot UP  button on the pendant.

To gently lower the patient's Knees and Feet, press and hold the Foot DOWN  button on the pendant.

### 3 Auto-Contour Feature

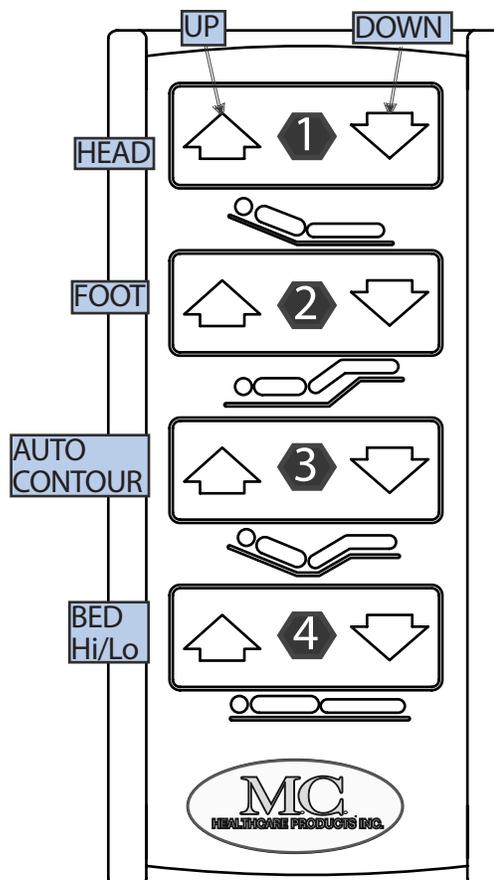
To gently raise the patient's Head and Feet simultaneously, press and hold the Auto-Contour UP  button on the pendant.

To gently lower the patient's Head and Feet simultaneously, press and hold the Foot DOWN  button on the pendant.

### 4 Bed Deck Hi/Lo Elevation

To gently raise the Valet Bed, press and hold the bottom Bed UP  button on the pendant.

To gently lower the Valet Bed, press and hold the bottom Bed DOWN  button on the pendant.



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## Foot End Control Operation

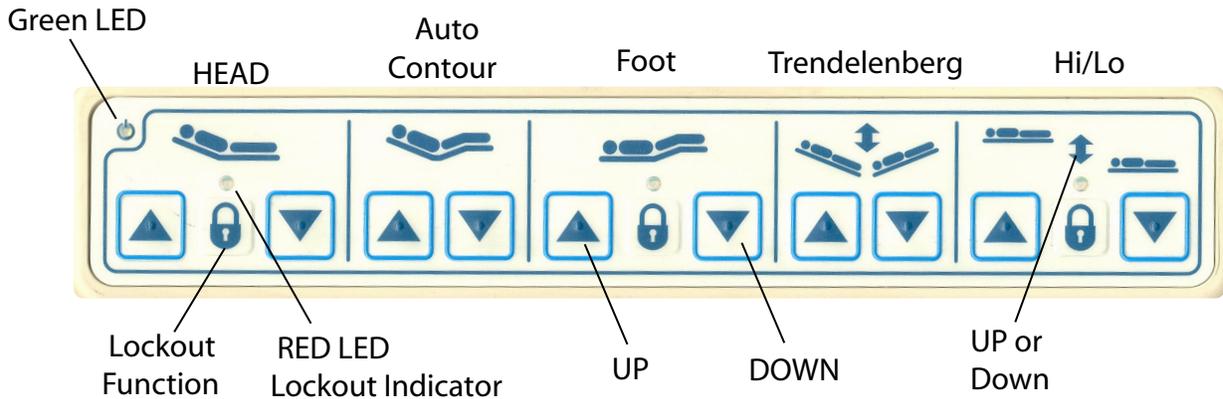
The Foot end controls operate the bed as well as allowing the caregiver to lock out certain functions from being operated by the hand pendant.

There is a green light at the top left hand corner that will indicate if the bed is powered up and the keypad is plugged in properly.

The lockouts are indicated by red lights above each "lock" symbol. The status can be toggled on and off by pressing the lock button. When the red light is on the hand pendant and the foot end control are both locked out.

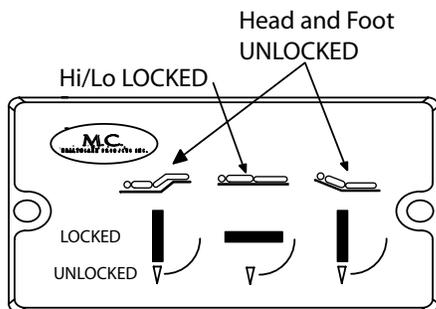
To operate the functions from the foot end, ensure that the function is not locked out (the red light should be off) and then press the function up or down as required.

When the keypad is disconnected, then all functions will work on the hand pendant regardless of the lockout state. This is a safety feature in case of an emergency where the footboard needs to be removed quickly, or in the case of a broken keypad.

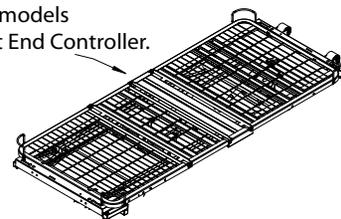


## Lockout Box:

The optional lockout device allows the caregiver to lockout some or all of the bed functions so that they cannot be operated by the hand pendant.



LOCKOUT BOX- Optional on models without Foot End Controller.



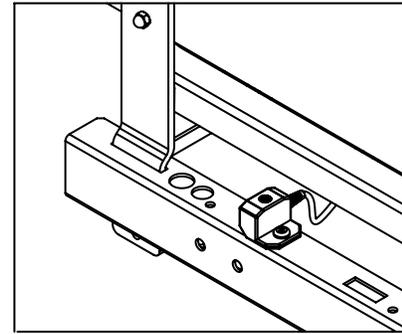
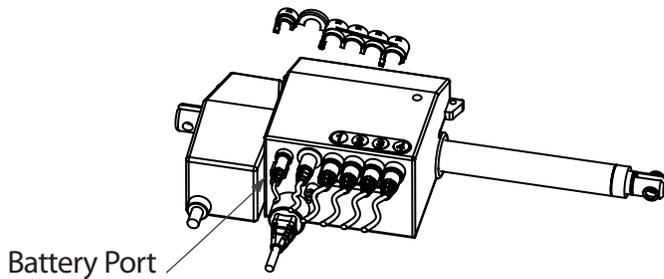
# OPERATING INSTRUCTIONS

## Backup Battery

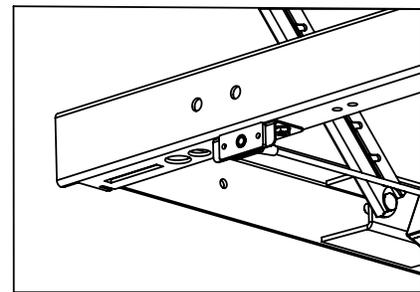
The backup battery is for use when there is a power outage, or the bed needs to be operated where there is no power source nearby.

An optional battery plug connector is available that allows easy access to the battery port on the DC controller. The connector is mounted behind the headboard on top of the main bed frame (on models with Foot End Control the battery plug connector is mounted underneath the footboard). To use this, simply plug the power lead of the battery into the plug.

On a bed with no optional battery connector, you must access the battery port on the controller. There is a retaining clip securing the ports which must be removed prior to inserting the battery cable.



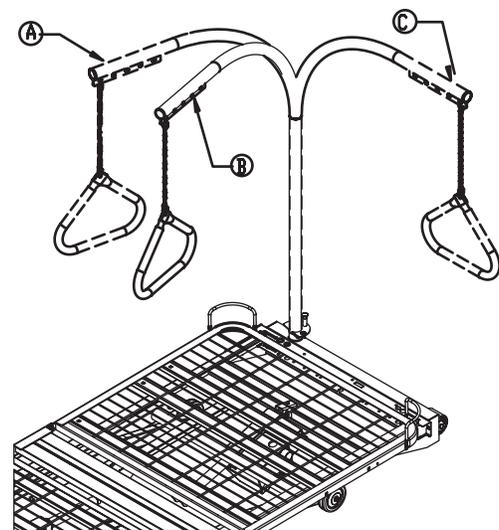
Head End Connector



Foot End Connector

## Patient Helper

The patient helper consists of a bracket mounted to the frame, and an arm with an adjustable handle. The arm can be located in three positions by use of a locking spring pin. There is a side position for assistance entering and exiting the bed (A), an in-bed position for assistance with repositioning (B), and a storage position (C). The chain is attached using a “quick link” that allows the height and position of the handle to be easily adjusted.



## Cleaning

The Valet bed can be cleaned with warm water and a mild detergent or diluted disinfectant. Use a damp cloth or a sponge to clean all exposed surfaces of the bed. Take care not to use excessive water around the control panels and the control box.

The Valet bed was not designed to be cleaned using a high pressure wash tunnel.

## Preventive Maintenance

There are a number of maintenance items that should be reviewed every 6 months to ensure proper functioning of the bed.

**LUBRICATION** – All pivot points and bolted rotating joints should be lightly oiled with a penetrating lubricant containing an extreme pressure additive (e.g. Castle Iron Man). A lithium based grease is not a suitable alternative for this application. No lubrication is required on the motor itself, but the clevis pins may be lubricated if required. Remove any excess oil/grease after application with a cloth.

**MOTOR OPERATION**– The motors should run smoothly and quietly throughout their range.

Normal operation over full range - The bed should move evenly through its full range of motion from low to high position and from flat to contoured with no jerking or twisting.

**GRINDING, POPPING, OTHER NOISES** – The bed should be fairly silent. Some motor/gear noise is normal, and some settling noises are expected, but nothing loud and no squeaking. Look for abnormal wear, lubricate any joints exhibiting noise.

**BENT PARTS** – Check for abnormally bent parts.

**RETAINING RINGS** – All clevis pins should have retaining rings present. Replace any missing pins.

**FASTENERS** – Ensure that all fasteners are tightened and seated completely. Do not over-tighten the fasteners at the pivot points of the decks.

**CABLING**– Inspect the cabling on the bed to ensure that it is all still in place with no dangling or loose wires, and that it is not interfering with any moving parts. Check for any cut, nicked or crushed wiring. Reattach any loose wires, and repair or replace any damaged wires.

**POWER CORD** – Inspect the power cord for nicks or crushed insulation. Replace if damaged.

**CASTER LOCKING** – Check to ensure that the casters swivel and roll freely when unlocked, and do not swivel or roll when the lock is engaged. Tighten, repair or replace if damaged, loose or not working properly.



# TROUBLESHOOTING TIPS

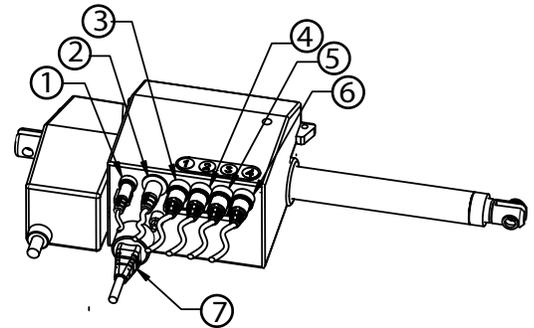
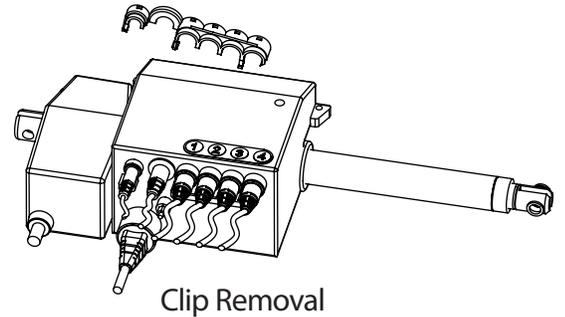
## Before you call for Service (Always record Serial Number of the bed)

If you are having a problem with your Valet bed, please go through this troubleshooting section to see if your problem can be resolved easily. If you are still having problems, then please call our Parts and Service Department for assistance at 1-800-268-8671. Do not ship any parts back to M.C. Healthcare Products without an RMA (Return Material Authorization) number, they will not be accepted, and no credit will be given.

### PROBLEM: One motor function not working - Models without Foot End Controls

When some, but not all functions work on a bed equipped without Foot End Controls, it typically indicates that there is a problem with the hand pendant, the Foot End Controls, or one of the motors, but not the Main Control Box.

- 1 If a nurse lock-out box is present, ensure that it is unlocked. If it is not, then turn the function switch to the unlock position, and the function should now work. If this is not the case, continue with the next step.
- 2 Remove the retaining clip that covers all of the plugs. To do this, use a small screwdriver to unclip one end, then pull to remove the clip.
- 3 Ensure that all of the connectors are firmly seated, and then check to see if this corrects the problem.
- 4 Try using a different handset, either from another bed, or a spare. If this resolves the problem then a replacement handset is needed.
- 5 If the problem persists, try switching the motor ports. Select a motor that is working, and plug it into the port that is not working. If the function works (it may work in reverse) then the problem is with the motor.
- 6 Plug the motor that was not working into a working port and try it. If the motor works in this port, then the problem is with the controller



#### PORTS

- |                         |                         |
|-------------------------|-------------------------|
| 1 – DC Battery          | 2 – Hand Pendant        |
| 3 – Foot Motor (Red)    | 4 – Head Motor (Yellow) |
| 5 – Spare Hi/Lo (White) | 6 – Hi/Lo motor (Blue)  |
| 7 – AC power inlet      |                         |

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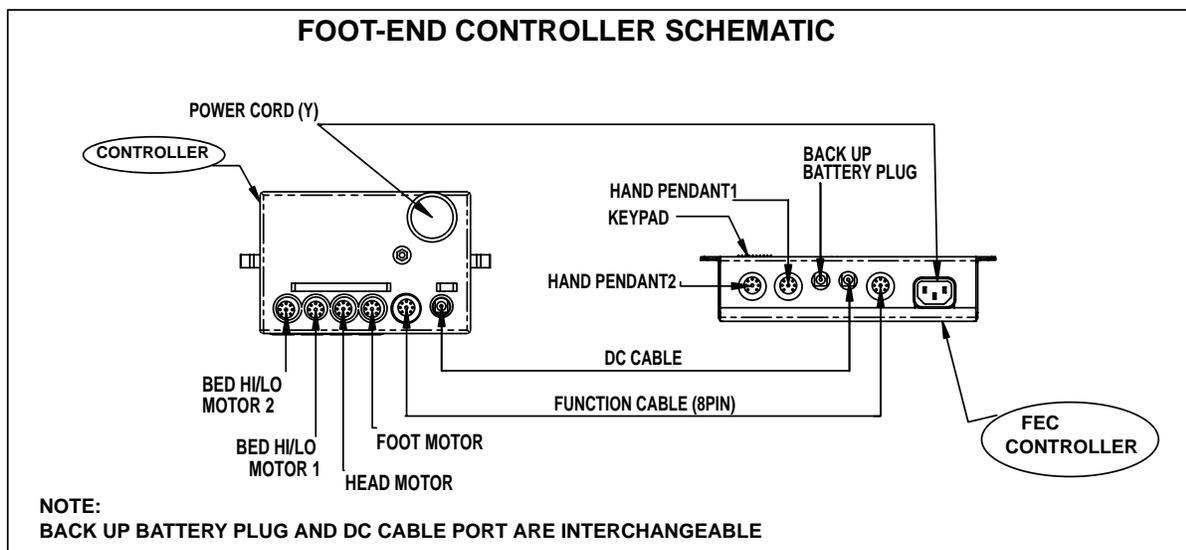
## TROUBLESHOOTING TIPS

### Before you call for Service (Always record Serial Number of the bed)

#### Problem: One motor function not working, With Foot End Controls

When some, but not all functions work on a bed equipped with Foot End Controls, it typically indicates that there is a problem with the hand pendant, the Foot End Controls, or one of the motors, but not the Main Control Box.

- 1 Check to ensure that the function is unlocked. When the red LED on the footboard is lit up, this indicates that the associated function is locked out. If it is lit, then press the button to switch to the unlocked position. The function should now work. If this is not the case, continue with the next step.
- 2 Remove the retaining clip from the motor controller as shown on the previous page, that covers all of the plugs. To do this, use a small flathead screwdriver to unclip one end, then pull to remove the clip.
- 3 Ensure that all of the connectors are firmly seated, and then check to see if this corrects the problem.
- 4 Try unplugging the function cable (port 2 in diagram) and using a hand pendant directly plugged into the control box. If all of the functions work, then there is a problem with the Foot End Controls. Call M.C. Healthcare Products for assistance.
- 5 If the problem persists, try switching the motor ports. Select a motor that is working, and plug it into the port that is not working. If the function works (it may work in reverse) then the problem is with the motor.
- 6 Plug the motor that was not working into a working port and try it. If the motor works in this port, then the problem is with the controller.

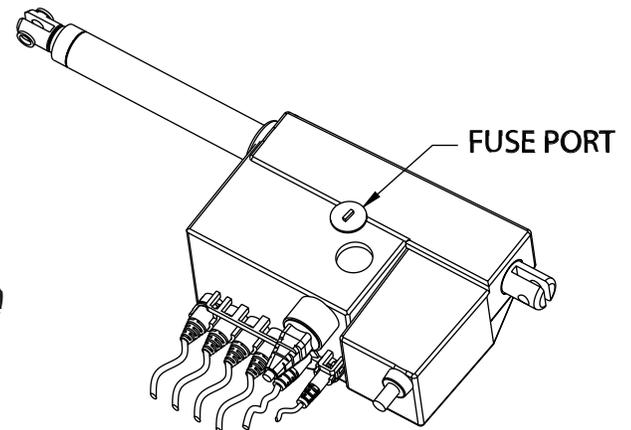
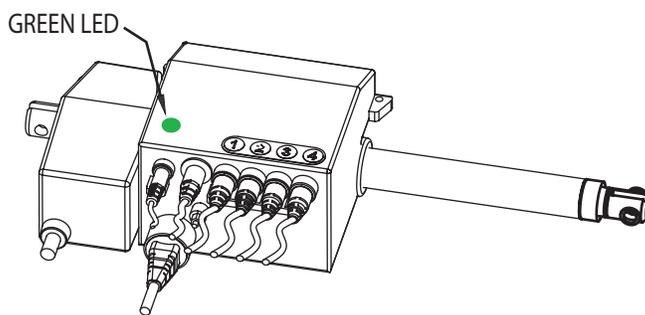


## TROUBLESHOOTING TIPS

### No motor functions

When no bed functions work, it typically indicates a problem with the Control Box or the power cord, and not the components plugged into it.

- 1 Check that the bed is plugged into a working electrical outlet.
- 2 Check the cord and the plug for damage. Look for breaks, pinches or creases in the cord.
- 3 On the main control unit there is a green LED light, this indicates power to the control unit. Check to ensure this light is glowing when the bed is plugged in. Re-check all ports for connection, and wall socket.



- 4 If the LED is not glowing, then the main fuse may have blown. In this case you must unplug the bed, open the fuse port by pulling on the tab straight up with a pair of pliers, and replace both fuses using a pair of long nose pliers or a fuse replacement tool. Spare fuses are included in the fuse cover, and replacements can be ordered from M.C. Healthcare Products.
- 5 If the hand pendant is plugged into a nurse lockout box, ensure that all functions are unlocked. If they are all unlocked and the bed still does not function, then unplug the hand pendant from the nurse lockout, and plug it directly into the controller. You will need to remove the retaining clip that covers all of the connectors. To do this, use a small screwdriver to unclip one end, then pull to remove the clip (refer to page 18). If the bed works, then the problem is with the nurse lockout box.
- 6 Check that the hand pendant is plugged completely into the port on the controller.
- 7 If the problem still persists, then try a hand pendant from another bed, or a spare hand pendant. If the bed works, then the problem is with the hand pendant. If the bed still does not work, then the problem is a faulty controller.

Performing these steps accurately will assist in pinpointing the problem, and M.C. Healthcare Products will be able to expedite the correct replacement part to you.

## CUSTOMER SERVICE

### How to make a warranty claim:

Do not disassemble any electrical component parts.

- 1 Troubleshoot the electrical system (motors, controller and hand pendant) to determine the correct part that is not functioning. Contact M.C. Healthcare Products - Parts and Service department if required.
- 2 Obtain purchasing authority from your facility with a purchase order reference number.
- 3 Have the serial number from the bed to which the claim pertains.
- 4 Communicate with M.C. Healthcare - Warranty claims processor.
- 5 Describe the reason or cause of failure.
- 6 Order the parts required to return the bed to proper operation.
- 7 Obtain an RMA number for authorization to return parts.
- 8 Receive and install replacement parts, ensure that the bed is functioning as intended.
- 9 Return the claimed defective parts, with RMA tags attached to each part, and the RMA number clearly marked on the packaging. Only parts with RMA tags may be returned. For health and safety of our employees we will only accept cleaned parts.

### Billing Process

- 1 M.C. Healthcare Products will receive orders for warranty claimed products..
- 2 M.C. will assign an RMA number for parts that are to be returned to support the warranty claim.
- 3 M.C. will ship orders, via ground delivery. If overnight air delivery is requested, this additional charge will be billed to the customer, (no overnight freight credit will be issued for validated warranty claims.). Included with the parts will be RMA tags for each part to be returned.
- 4 M.C. will invoice for the parts, under the purchasing authorization communicated.
- 5 Upon receipt of the returned parts, with the RMA tags attached, M.C. Healthcare quality inspectors will review each part to determine if the part was a product failure, or if some other action caused the part to fail.
- 6 When the warranty is validated, a credit invoice will be issued to cancel the charges for the parts and the ground shipping of the warranted item(s). (A freight credit will be issued during the first year of the warranty, but not during the second year, when it will be due and payable within 30 days.)
- 7 If the failure of the part is attributed to an action that caused the part to fail, then there will be no credit, the warranty claim is denied, and the invoice issued is due and payable.

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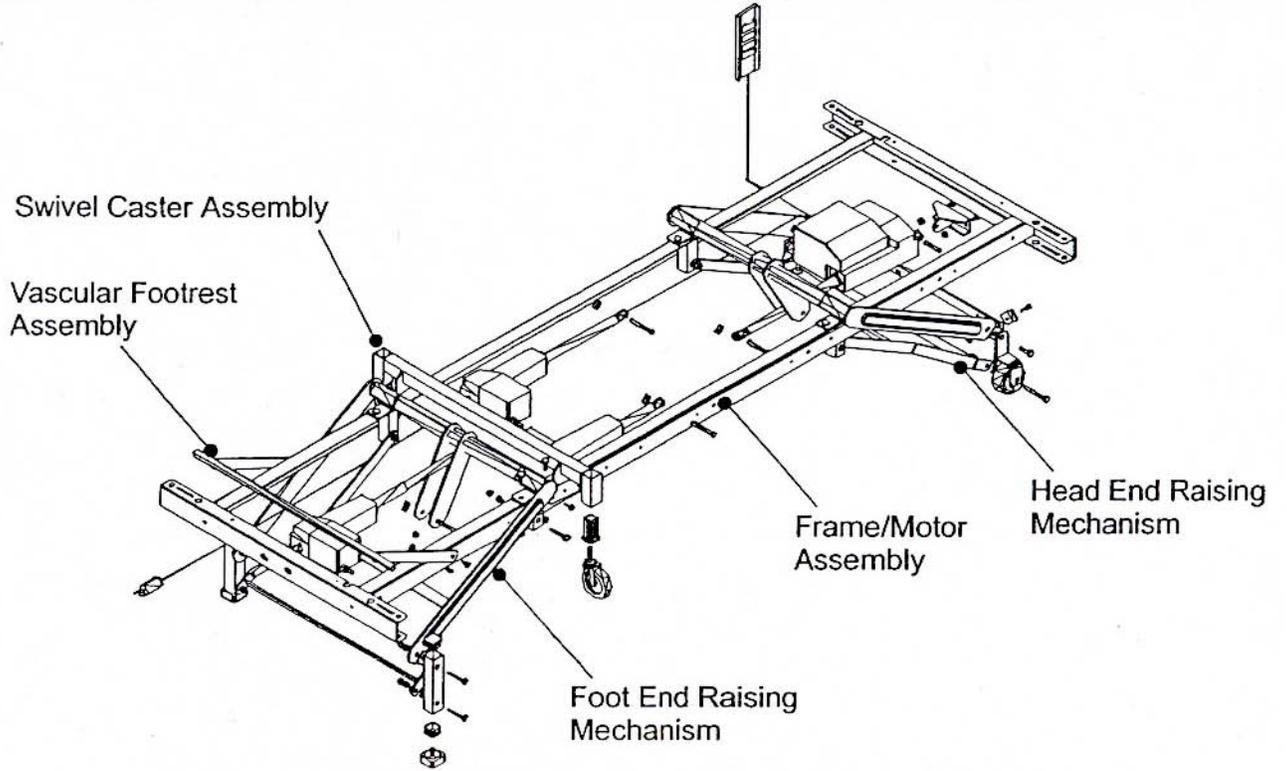
Customer Support



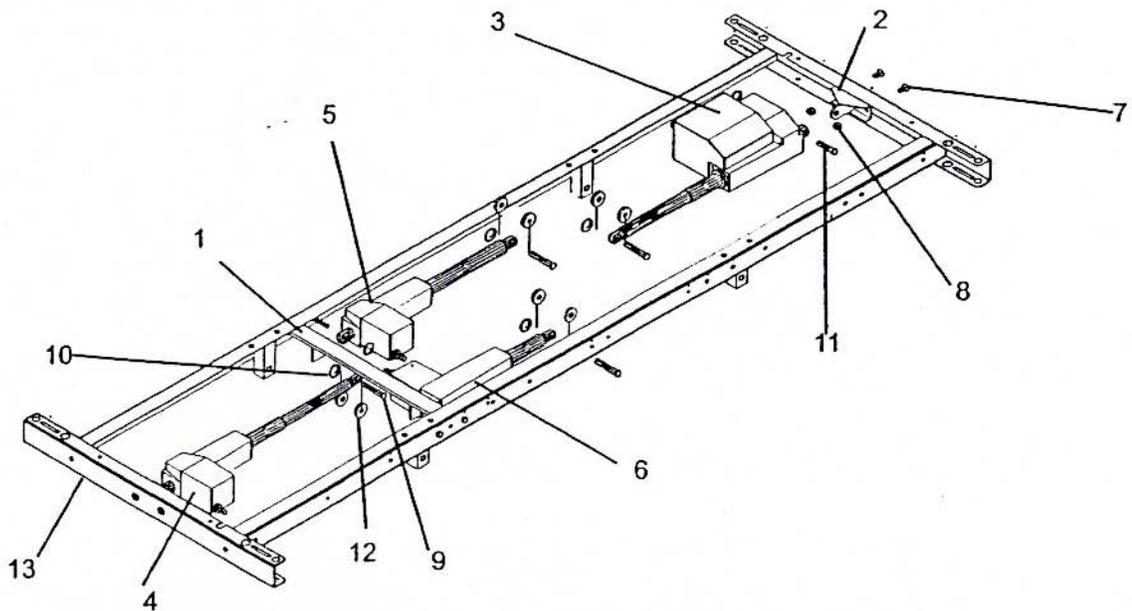


# REPLACEMENT PARTS

## 1. MAIN FRAME COMPONENTS



## 2. FRAME/MOTOR ASSEMBLY



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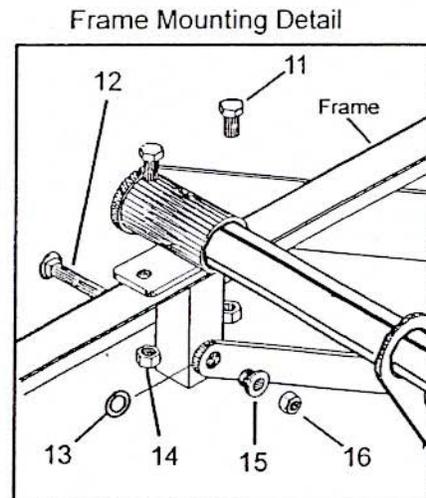
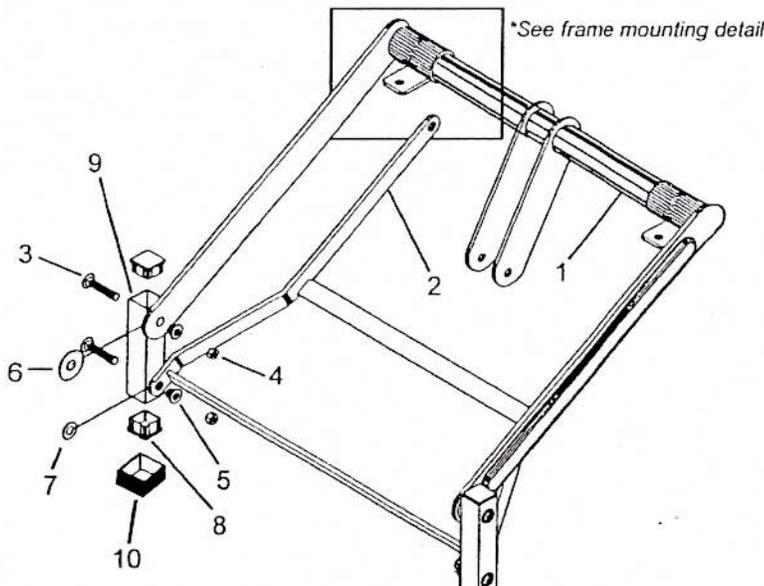
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# REPLACEMENT PARTS

| Item # | Part # | Description                                     | Quantity per Assembly |
|--------|--------|---|-----------------------|
| 1      | QS3305 | Head/Foot Motor Mount Bracket                   | 1                     |
| 2      | QS3268 | High/Low Motor Mount Bracket                    | 2                     |
| 3      | QP1662 | Valet Head High/Low Motor / Controller - QP1482 | 1                     |
| 4      | QP1661 | Valet Foot High/Low Motor                       | 1                     |
| 5      | Qp1444 | Valet Valet Head Deck Motor                     | 1                     |
| 6      | QP1445 | Valet Knee Deck Motor                           | 1                     |
| 7      | QP1025 | 5/16-18 unc x 3/4" Bolt                         | 4                     |
| 8      | 1854   | 5/16-18 unc Nylon Insert Locknut                | 4                     |
| 9      | QP1007 | 7/16" x 2-1/2" Clevis Pin                       | 4                     |
| 10     | QP1008 | Cotter Ring                                     | 8                     |
| 11     | 4112   | 3/8" x 1-3/4" Clevis pin                        | 4                     |
| 12     | QP1523 | Nylon Spacer                                    | 8                     |
| 13     | QS3286 | Valet Adult Main Frame (for 80" beds)           | 1                     |
| 13     | QS3285 | Valet Youth Main Frame (for 76" beds)           | 1                     |

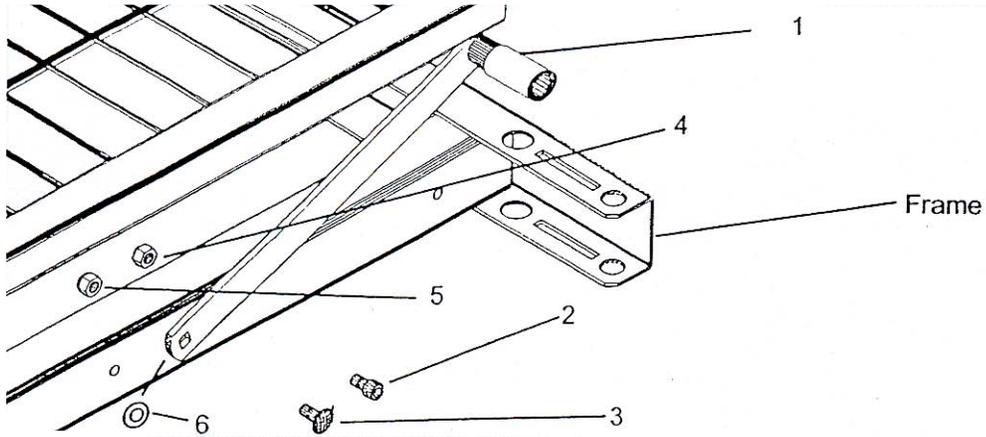
## 3. FOOT END RAISING MECHANISM



| Item # | Part # | Description                     | Quantity per Assembly |
|--------|--------|---------------------------------|-----------------------|
| 1      | QS3263 | Valet Pivot Arm                 | 1                     |
| 2      | QS3264 | Valet Follower Bar              | 1                     |
| 3      | QP1114 | 3/8-16 unc x 2" Carriage Bolt   | 4                     |
| 4      | 1826   | 3/8-16 unc Nylon Lock Nut       | 4                     |
| 5      | QP1305 | 3/8 I.D Nylon Shoulder Washer   | 4                     |
| 6      | 4010   | 1-5/8" O.D Nylon Washer         | 2                     |
| 7      | 4011   | 7/8" O.D Nylon Washer           | 4                     |
| 8      | 2004   | 1-1/4" Square Black Plug        | 2                     |
| 9      | QS3306 | Valet Leg Tube                  | 2                     |
| 10     | QP1220 | Rubber Gripper Foot             | 2                     |
| 11     | 1817   | 3/8-16 unc x 3/4" Hex Head Bolt | 4                     |
| 12     | QP1114 | 3/8-16 unc x 2" Carriage Bolt   | 2                     |
| 13     | 4011   | 7/8" O.D Nylon Washer           | 2                     |
| 14     | 1858   | 3/8-16 unc Nut                  | 4                     |
| 15     | QP1305 | Nylon Shoulder Washer           | 2                     |
| 16     | 1826   | 3/8-16 UNC Nylock Nut           | 2                     |

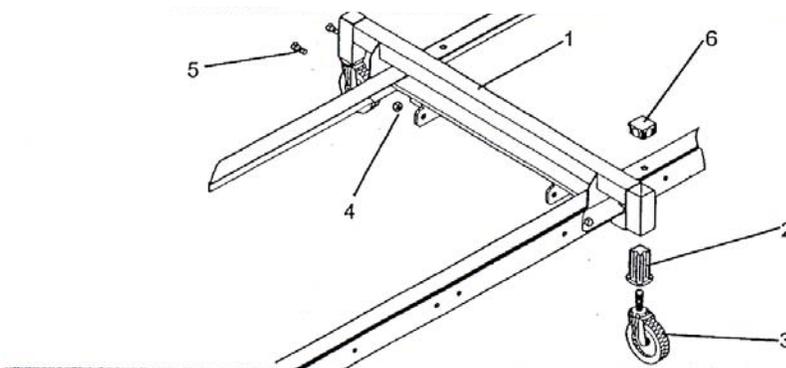
# REPLACEMENT PARTS

## 4. VASCULAR FOOTREST ASSEMBLY



| <i>Item #</i> | <i>Part #</i> | <i>Description</i>                | <i>Quantity per Assembly</i> |
|---------------|---------------|-----------------------------------|------------------------------|
| 1             | QS3260        | Vascular Bale Arm                 | 1                            |
| 2             | QP1517        | 5/16-18 unc Socket Head cap Screw | 2                            |
| 3             | QP1025        | 5/16-18 unc Carriage Bolt         | 2                            |
| 4             | 1855          | 5/16-18 unc Nut                   | 2                            |
| 5             | 1854          | 5/16-18 unc Nylon Lock Nut        | 2                            |
| 6             | 4011          | 5/16" I.D SAE Washer              | 2                            |

## 5. CASTER BRACKET ASSEMBLY



| <i>Item #</i> | <i>Part #</i> | <i>Description</i>               | <i>Quantity per Assembly</i> |
|---------------|---------------|----------------------------------|------------------------------|
| 1             | QS3269        | Valet Caster Bracket             | 1                            |
| 2             | QP1058        | Plastic Caster Socket            | 2                            |
| 3             | 2055          | 3" Swivel Caster                 | 2                            |
| 4             | 1850          | 5/16-18 unc x 3/4" Hex Head Bolt | 4                            |

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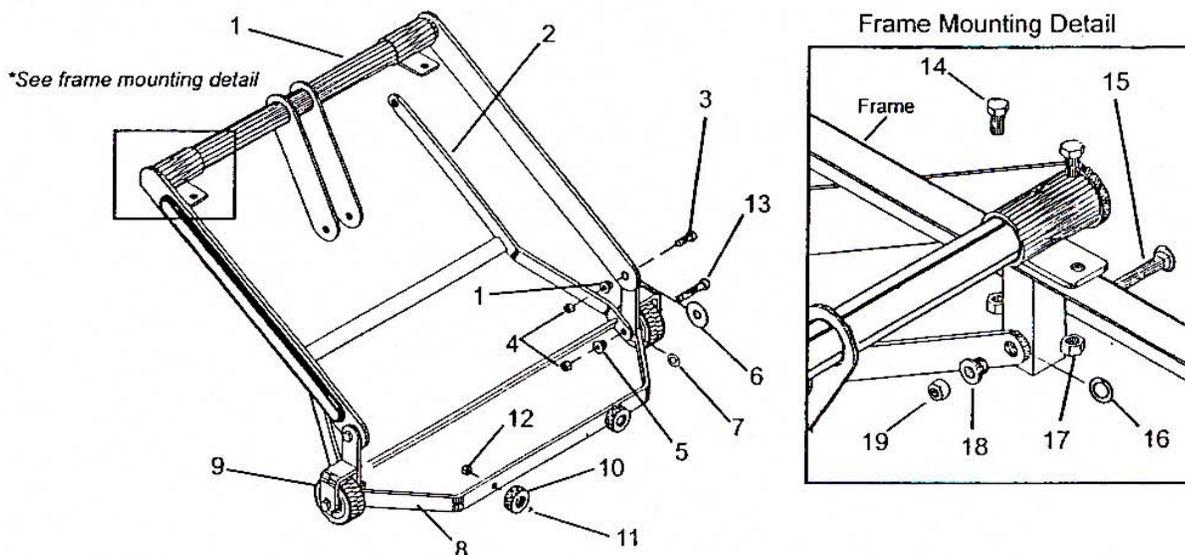
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# REPLACEMENT PARTS

| Item # | Part # | Description              | Quantity per Assembly |
|--------|--------|--------------------------|-----------------------|
| 5      | 1855   | 5/16-18 unc Nut          | 4                     |
| 6      | 2004   | 1-1/4" Square Black Plug | 2                     |

## 6. HEAD END RAISING MECHANISM



| Item # | Part # | Description                          | Quantity per Assembly |
|--------|--------|--------------------------------------|-----------------------|
| 1      | QS3263 | Valet Pivot Arm                      | 1                     |
| 2      | QS3264 | Valet Follower Bar                   | 1                     |
| 3      | 1806   | 3/8-16 unc x 1" Hex Head Bolt        | 2                     |
| 4      | 1826   | 3/8-16 unc Nylon Lock Nut            | 4                     |
| 5      | QP1305 | 3/8 I.D Nylon Shoulder Washer        | 4                     |
| 6      | QP1198 | 1-5/8" O.D Nylon Washer              | 2                     |
| 7      | 4011   | 7/8" O.D Nylon Washer                | 4                     |
| 8      | QS3267 | Roller Bar                           | 1                     |
| 9      | QP1471 | Valet Roller Caster 3" Dia. x 1-1/4" | 2                     |
| 10     | NP1002 | Rubber Bumper                        | 2                     |
| 11     | 1850   | 5/16-18 unc x 3/4" Hex Head Bolt     | 2                     |
| 12     | 1855   | 5/16-18 unc Nut                      | 2                     |
| 13     | QP1512 | 3/8-16 unc x 3" Hex Head Bolt        | 2                     |
| 14     | 1817   | 3/8-16UNC x 3/4" Hex Head Bolt       | 4                     |
| 15     | QP1114 | 3/8-16 unc x 2" Carriage Bolt        | 2                     |
| 16     | 4011   | 7/8" O.D Nylon Washer                | 2                     |
| 17     | 1858   | 3/8-16 unc Nut                       | 4                     |
| 18     | QP1305 | Nylon Shoulder Washer                | 2                     |
| 19     | 1826   | 3/8-16 unc Nylon Lock Nut            | 2                     |

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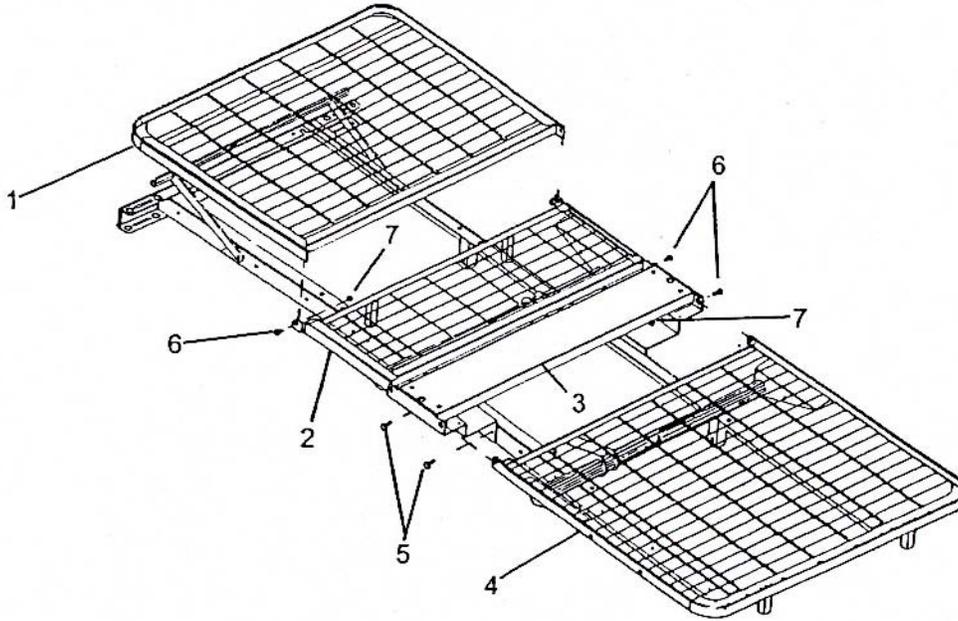
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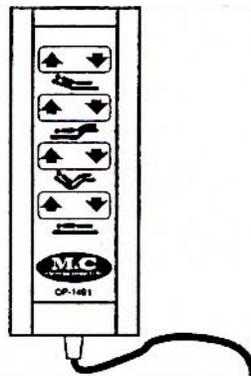
Customer Support

# REPLACEMENT PARTS

## 7. MATTRESS DECKS



| Item # | Part#   | Description                      | Quantity per Assembly |
|--------|---------|----------------------------------|-----------------------|
| 1      | QS-3309 | Foot Deck - Grid                 | 1                     |
| 1      | QS-3311 | Foot Deck - Pan                  | 1                     |
| 2      | QS3452  | Knee Deck - Grid                 | 1                     |
| 2      | QS-3312 | Knee Deck - Pan                  | 1                     |
| 3      | QS-3019 | Seat Deck                        | 1                     |
| 4      | Qs-3307 | Adult Head Deck - Grid           | 1                     |
| 4      | QS-3310 | Adult Head Deck - Pan            | 1                     |
| 4      | QS-3302 | Youth Head Deck - Grid           | 1                     |
| 4      | QS-3301 | Youth Head Deck - Pan            | 1                     |
| 5      | QP1016  | 5/16-18 unc Thread Cutting Screw | 4                     |
| 6      | QP1025  | 5/16-18 unc x 3/4" Carriage Bolt | 6                     |
| 7      | 1854    | 5/16-18 unc Lock Nut             | 6                     |

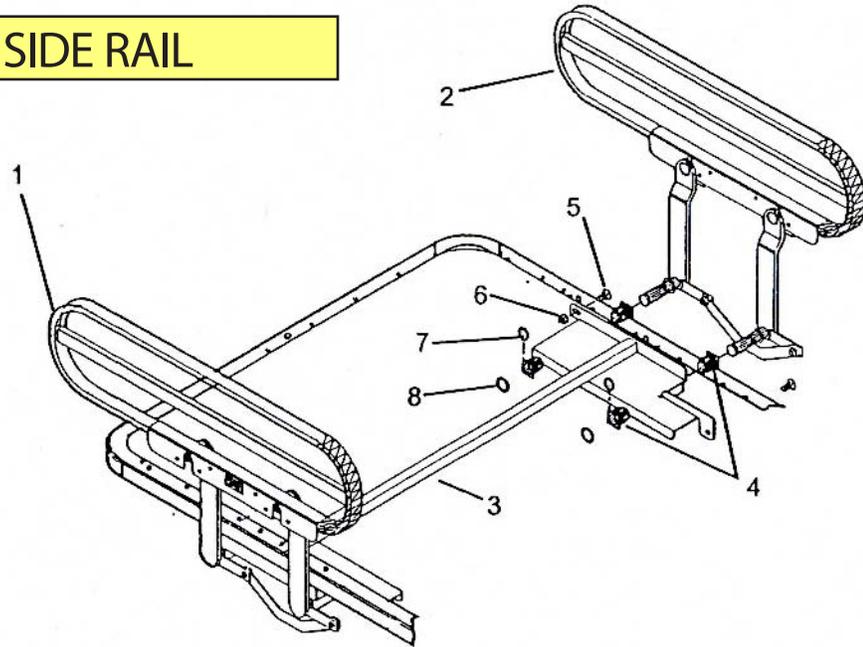


| Item # | Part#  | Description              | Quantity per Assembly |
|--------|--------|--------------------------|-----------------------|
| 1      | QP1996 | 8 Button DC Hand Pendant | 1                     |

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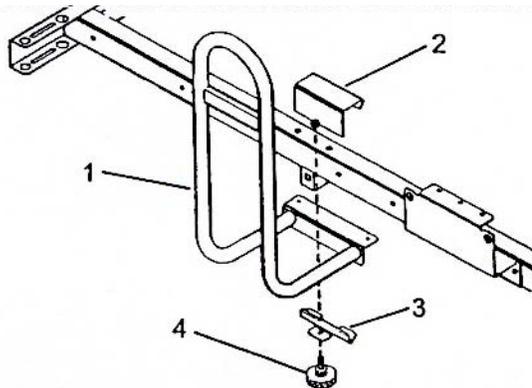
# REPLACEMENT PARTS

## 8. HALF LENGTH SIDE RAIL



| Item # | Part # | Description                                 | Quantity per Assembly |
|--------|--------|---|-----------------------|
| 1      | QS3354 | Valet Adult ½ Length Side rail - Right Side | 1                     |
| 1      | QS3356 | Valet Youth ½ Length Side rail - Right Side | 1                     |
| 2      | QS3355 | Valet Adult ½ Length Side rail - Left Side  | 1                     |
| 2      | QS3357 | Valet Youth ½ Length Side rail - Left Side  | 1                     |
| 3      | QS3282 | Valet ½ Length Side rail Bracket            | 1                     |
| 4      | 2007   | ¾" I.D Plastic Bushing                      | 8                     |
| 5      | QP1025 | 5/16-18 unc x ¾" Bolt                       | 4                     |
| 6      | 1854   | 5/16-18 unc Nylon Insert Locknut            | 4                     |
| 7      | QP1232 | ¾" Diameter External Retaining Ring         | 4                     |
| 8      | QP1233 | 1" Diameter Flat Washer                     | 4                     |

## 9. ASSIST RAIL

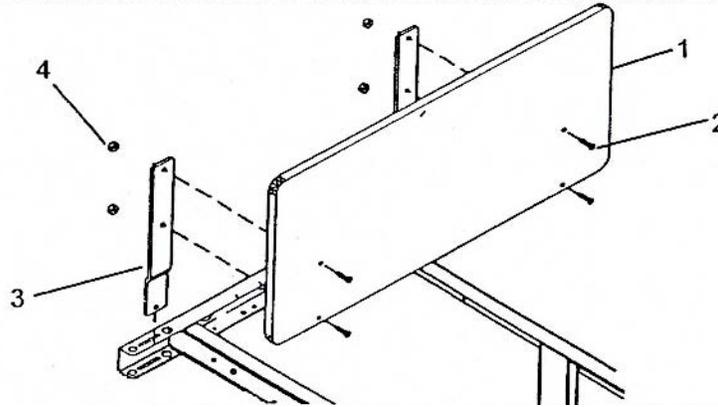


| Item # | Part # | Description               | Quantity per Assembly |
|--------|--------|---------------------------|-----------------------|
| 1      | QS3340 | Valet Assist Rail         | 1                     |
| 2      | QS3341 | Assist Rail Outer Bracket | 1                     |
| 3      | QS3344 | Assist Rail Inner Bracket | 1                     |
| 4      | 6013   | Assist Rail Knob          | 1                     |

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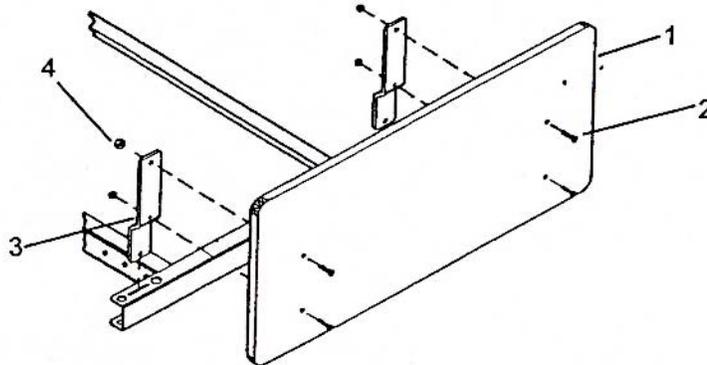
# REPLACEMENT PARTS

## 10. HEAD BOARD



| Item # | Part # | Description                       | Quantity per Assembly |
|--------|--------|-----------------------------------|-----------------------|
| 1      | SHB    | Standard Head Board               | 1                     |
| 1      | BHB    | Brant Head Board                  | 1                     |
| 1      | LHB    | Lincoln Head Board                | 1                     |
| 1      | WHB    | Wentworth Head Board              | 1                     |
| 2      | 1828   | 1/4-20 unc X 1-1/4" Carriage Bolt | 4                     |
| 3      | 1851   | 1/4-20 unc Acorn Nut              | 4                     |
| 4      | QS3024 | Head Board bracket - 80" Beds     | 2                     |
| 4      | QS3129 | Head Board Brackets - 76" Beds    | 2                     |

## 11. FOOT BOARD



| Item # | Part # | Description                       | Quantity per Assembly |
|--------|--------|-----------------------------------|-----------------------|
| 1      | SDHB   | Standard Foot Board               | 1                     |
| 1      | BDFB   | Brant Foot Board                  | 1                     |
| 1      | LDHB   | Lincoln Foot Board                | 1                     |
| 1      | WDFB   | Wentworth Foot Board              | 1                     |
| 2      | 1828   | 1/4-20 unc X 1-1/4" Carriage Bolt | 4                     |
| 3      | 1851   | 1/4-20 unc Acorn Nut              | 4                     |
| 4      | QS3148 | Foot Board Bracket                | 2                     |

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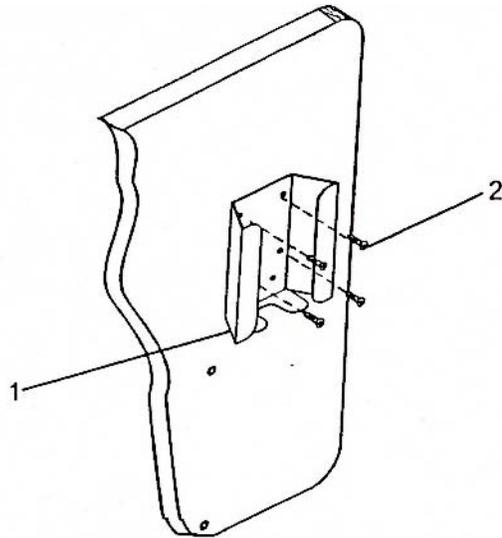
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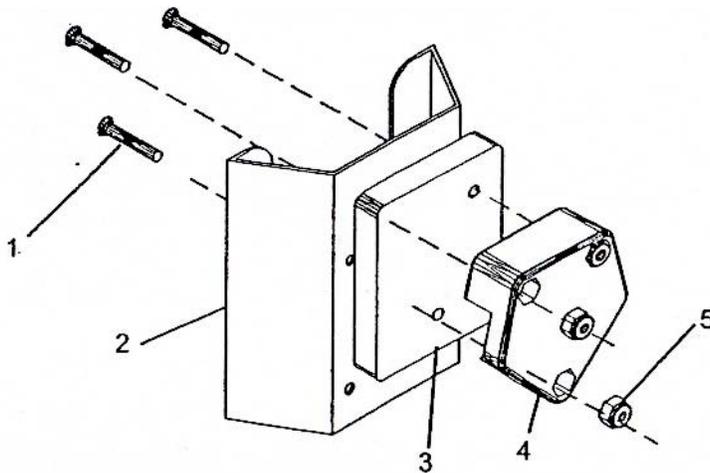
# REPLACEMENT PARTS

## 11. FOOT BOARD PENDANT HOLDER



| <i>Item #</i> | <i>Part #</i> | <i>Description</i>             | <i>Quantity per Assembly</i> |
|---------------|---------------|--------------------------------|------------------------------|
| 1             | QS3289        | Head/Foot Board Pendant Holder | 1                            |
| 2             | QP1312        | #6 x 5/8" Wood Screw           | 4                            |

## 12. SIDE RAIL MOUNTED PENDANT HOLDER

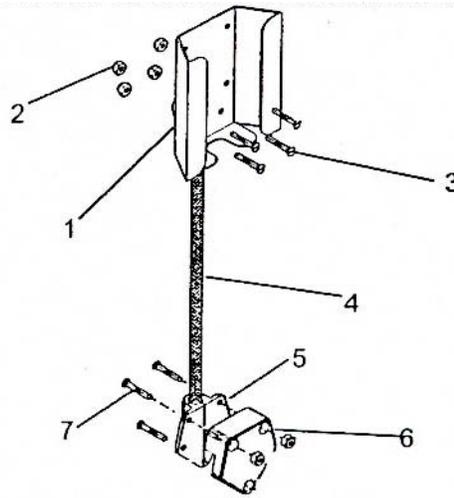


| <i>Item #</i> | <i>Part #</i> | <i>Description</i>                 | <i>Quantity per Assembly</i> |
|---------------|---------------|------------------------------------|------------------------------|
| 1             | QP1538        | #6-32 x 1-1/4" Phil HD Csink Screw | 3                            |
| 2             | QS3290        | Side Rail Mount Pendant Holder     | 1                            |
| 3             | QP1561        | Side Rail Mount Stand Off Plate    | 1                            |
| 4             | QP1300        | Side Rail Mounting Block           | 1                            |
| 5             | QP1303        | #6-32 Nylon Locknut                | 3                            |

|                        |
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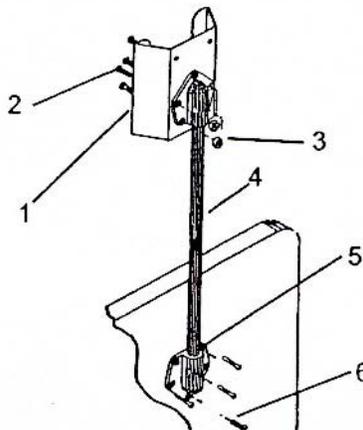
REPLACEMENT PARTS

**13. SIDE RAIL MOUNTED GOOSENECK PENDANT HOLDER**



| <i>Item #</i> | <i>Part #</i> | <i>Description</i>              | <i>Quantity per Assembly</i> |
|---------------|---------------|---------------------------------|------------------------------|
| 1             | QS3289        | Gooseneck Pendant Holder        | 1                            |
| 2             | QP1302        | #6-32 Nylon Insert Lock Nut     | 7                            |
| 3             | QP1535        | #6-32 unc x 3/8" Pan Head Screw | 4                            |
| 4             | QP1546        | Flexible Gooseneck              | 1                            |
| 5             | QP1474        | Gooseneck Mounting Plate        | 2                            |
| 6             | QP1300        | Side Rail Mounting Block        | 1                            |
| 7             | QP1302        | #6-32 unc x 7/8" Machine Screw  | 3                            |

**14. HEAD & FOOTBOARD MOUNTED GOOSENECK**



| <i>Item #</i> | <i>Part #</i> | <i>Description</i>              | <i>Quantity per Assembly</i> |
|---------------|---------------|---------------------------------|------------------------------|
| 1             | QS3289        | Gooseneck Pendant Holder        | 1                            |
| 2             | QP1535        | #6-32 unc x 3/8" Pan Head Screw | 2                            |
| 3             | QP1303        | #6-32 unc Nylon Lock Nut        | 4                            |
| 4             | QP1473        | Flexible Gooseneck              | 1                            |
| 5             | QP1474        | Gooseneck Mounting Plate        | 2                            |
| 6             | QP1312        | #6 x 5/8" Wood Screw            | 3                            |

Safety Instructions

Assembly

Operating Instructions

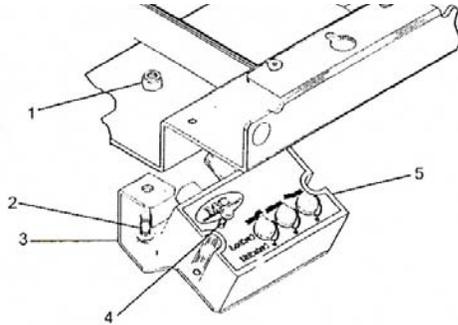
Maintenance

Troubleshooting

Customer Support

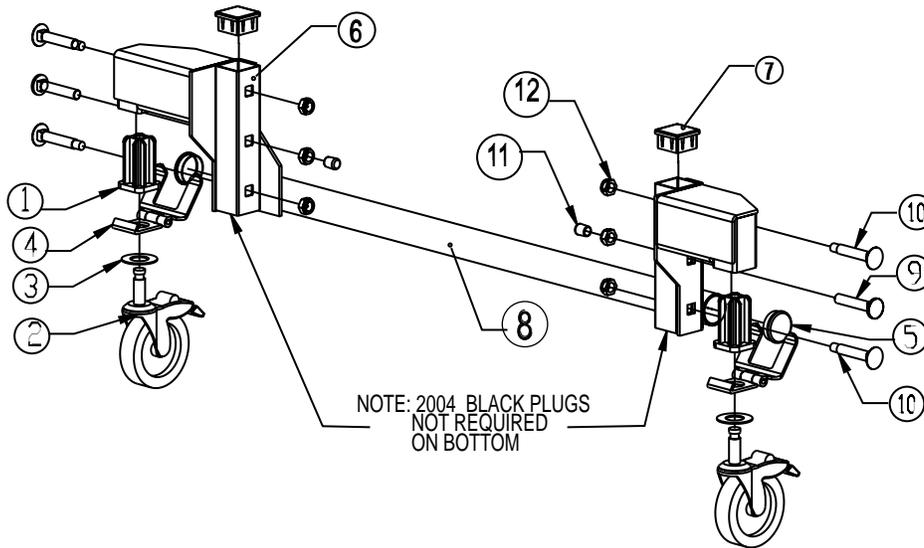
# REPLACEMENT PARTS

## 15. MOTOR LOCKOUT



| Item # | Part # | Description                      | Quantity per Assembly |
|--------|--------|----------------------------------|-----------------------|
| 1      | QP1119 | 1/4-20 unc Nylon Insert Lock Nut | 2                     |
| 2      | QP1097 | 1/4-20 unc x 5/8" Pan Head Screw | 2                     |
| 3      | QS3339 | Valet Lockout Bracket            | 1                     |
| 4      | QP1555 | #8 x 5/8" Self Tapping Screw     | 2                     |
| 5      | QP1511 | 3 Motor Lockout Box              | 1                     |

## 16. VALET MOBILITY KIT



| Item # | Part #  | Description                          | Quantity per Assembly |
|--------|---------|--------------------------------------|-----------------------|
| 1      | QM-2519 | VALET CASTER SOCKET INSERT           | 2                     |
| 2      | QP-1842 | 3" TOTAL LOCK CASTER                 | 2                     |
| 3      | QP-1841 | W-150, FLAT WASHER                   | 2                     |
| 4      | QP-1847 | HINGE ASSEMBLY                       | 2                     |
| 5      | QP-1846 | 1-1/4" ROUND CAP PLUG                | 2                     |
| 6      | QS-3306 | VALET LEG TUBE 5.780"                | 2                     |
| 7      | 2004    | BLACK PLUG                           | 2                     |
| 8      | QS-3486 | MOBILITY CASTER BASE GREY            | 1                     |
| 9      | QP-1114 | CARRIAGE BOLT Z                      | 2                     |
| 10     | QP-1843 | 3/8-16 UNC CARRIAGE BOLT (2.25" LG.) | 4                     |
| 11     | QP-1707 | PLASTIC CAP                          | 2                     |
| 12     | 1826    | LOCKNUT 3/8-16 JAM NYL INS ZINC      | 6                     |

# LIMITED WARRANTY

## Beds and Accessories

M.C. Healthcare Products Inc. (the Company) warrants all beds and accessories sold to be free, under normal and proper use and maintenance, from defects in workmanship and material for a period of two (2) years from the date of initial delivery by the Company. The Company warrants all welds to be stronger than the parent material for the entire life expectancy of the product. The Company's obligation and the purchaser's remedy pursuant to this warranty are limited to repair or replacement at the Company's option. Any claims must be submitted in writing within the warranty period to the Company.

Except as stated above, the Company makes no and expressly excludes warranties, expressed or implied, including warranties as to merchantability, or fitness for any particular use or purpose, even if it has been informed of same, and shall not be liable for any loss or damage, directly or indirectly, arising from the use, installation, or maintenance of such merchandise or for indirect, special or consequential damages.

No other party is authorized to make any warranties on behalf of the Company.

This warranty does not cover any labour expenses for service, nor for removing or reinstalling parts which are the purchaser's expense.

This warranty does not apply where:

- The product has been abused, misused, or improperly maintained
- The product has been exposed to excessive loads
- Any repairs or alterations have been done that were not expressly approved by M.C. Healthcare Products

All authorized warranty claims, must have an RMA number attached to any returns.

Returned RMA's are subject to inspection, it is the sole discretion of M.C. Healthcare's personnel to determine if the claim is billable, or a no charge warranty replacement.

Each warranty claim will be invoiced for the full replacement cost of the parts shipped. Upon return and inspection of the warranty claimed parts, the billing invoice will either be credit if the warranty claim is validated, or if the warranty claim is not validated, the warranty invoice will be due and payable 30 days from the invoice date.

No warranty claims, or credit for warranty is extended to accounts which have an overdue outstanding balance with our accounts payable department.

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

Shipping expenses are covered during the first year of the warranty. Following the first year of the warranty, shipping expenses will be billed to and payable by the recipient of the warranty items.