



ACTIVE AIR[®] 5

Alternating Mattress Overlays

USER MANUAL



Congratulations and thank you for choosing an
Aspire Alternating Mattress Overlay.

This overlay has been specifically designed to offer
safety, comfort and support.

**It is important that you read this user manual carefully
before using your new mattress overlay.**



This product features the CE mark, in compliance with the Medical Devices Regulation 2002 (as amended) Class 1, and the Medical Device Regulation 2017/745.



This product features the UKCA mark, in compliance with Part II UK MDR 2002 (as amended) Class 1.

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Due care has been taken to ensure all the information contained in this user manual is correct at the time of printing. All measurements, pictures, colours and weight capacities are to be used as a guide only. We reserve the right to modify the design or appearance of any product displayed in this user manual without prior notice.

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1. SYMBOLS USED IN THIS MANUAL

The symbols below are used throughout this user manual and on the product to identify warnings and important information. It is very important for you to read them and understand them completely.



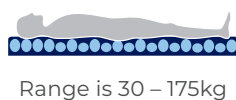
WARNING! Indicates a potentially hazardous condition/situation. Failure to follow designated procedures can cause either personal injury, component damage or malfunction. On the product, this icon is represented as a black symbol on a white triangle with a black border.



ALWAYS! These actions are mandatory. Failure to perform mandatory actions can cause personal injury and/or equipment damage. On the product, this icon is represented as a white infinity symbol on a black dot with a white border.

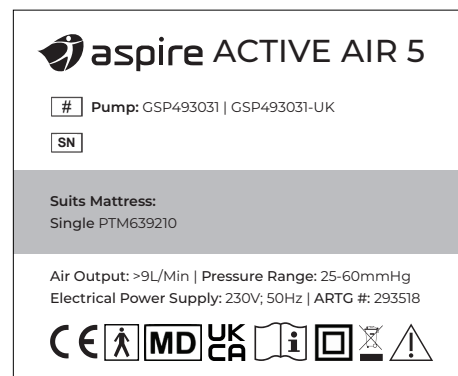
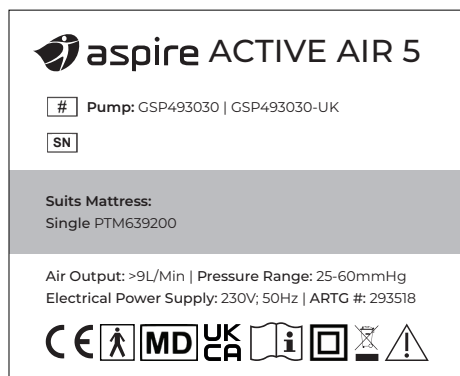


DO NOT! These actions are prohibited. These actions should not be performed at any time or in any circumstances. Performing a prohibited action can cause personal injury and/or equipment damage. On the product, this icon is represented as a white symbol with a black circle and black slash.



PATIENT WEIGHT RANGE. This represents the range within which the mattress overlay provides effective pressure redistribution outcomes. Patient weight should NOT fall outside this range at any time as this may void warranty and/or produce ineffective patient support outcomes.

2. SYMBOLS USED ON THE PRODUCT



Please note: Stickers are not shown to scale. The sticker shown above is a sample only, codes may differ from product to product.



Product Code



Serial Number



CE Mark



Medical Device



Class 2 Electrical Equipment



UKCA Mark



Type BF as per IEC60601-1



Read User Manual



Caution



Includes Electronics components and should be mixed with General household waste

3. INTRODUCTION

The Aspire Active Air 5 is an electrically operated Alternating Mattress Overlay offering a suite of features for a patient at moderate risk of pressure injury. Ease of use, functionality, serviceability and cleaning practicality are key features of this dynamic mattress overlay.

CLINICAL APPLICATIONS AND AREA OF USE

This Alternating Mattress Overlay is appropriate for adult patient care and should only be used under the instruction of a carer or health professional where concerns exist around patient safe use.

INTENDED USE

The Aspire Lifecomfort Active Air 5 Alternating Mattress Overlay is intended to help reduce the incidence of pressure injuries while optimising patient comfort. The Active Air 5 may be used in a variety of environments included, but not limited to in home care, aged care and hospital.

PRODUCT DESCRIPTION

The Aspire Lifecomfort Active Air 5 is an Alternating Mattress Overlay System used in the prevention and relief for patients with, or vulnerable to, pressure injuries. The Active Air 5 offers patients a comfortable and relaxing support surface by using the established principles of alternating therapy, which can aid in the prevention of skin breakdown.

The mattress overlay pump features a digital pressure adjustment function, mode selections and audiovisual alarms.

The overlay features a multi-stretch PU coated fabric cover (with high MVTR) along with 13 x alternating air cells, 3 x static head cells and a rapid release twist CPR Valve for use in the event of a CPR emergency.

KEY FEATURES

- Patient weight range of this mattress overlay is 30-175kg, this should not be exceeded at any time
- **AutoLock** – The control panel automatically locks if not touched for 30 seconds preventing accidental changes to modes and settings
- **AutoAdjust** - Based on the patients weight and size, appropriate pressure output is automatically set, ensuring optimal care and protection
- **24 Hour Transport** - In the event of a power failure, patients can remain on the inflated surface for up-to 24 hours
- **Easy-to-read LCD** - The Easy-to-read LCD screen provides clear and precise information on cycle time, operating mode and fault codes to assist with troubleshooting
- **Multi-stretch, Vapour Permeable Cover** – Easy to clean cover is multi-stretch and breathable, reducing friction and shear whilst optimising skin microclimate
- **Welded Seams & Zip Protection** – Prevents fluid and bacterial ingress into the system, facilitating stringent infection control measures
- **Rapid Release CPR** – Allows quick deflation for cardio-pulmonary resuscitation in emergency situations
- **Audible & Visual Alarms** – Staff are immediately alerted if a problem occurs, maximising peace of mind and reducing patient risk
- **Low Noise Pump** – Digital control unit features innovative pump technology to reduce vibration and facilitate improved patient sleep quality

- **Variable Cycle Times** – A choice of 10, 15, 20, 25 or 30 minute cycles to meet the needs and comfort requirements for a wide range of patients
- **Simple Cell Connections** – O-ring connections make maintenance hassle and tool free
- **Hassle Free Pump Maintenance** – Modular pump design ensures pumps can be fixed and returned to service quickly with minimal downtime
- **Power Cord Protection** – Patented cable lock significantly reduces the risk of power cord disconnection or damage
- **Cable Management** – Cords are retained within the overlay so the risks of tripping and cord pinching are eliminated
- **Intelligent Static Mode** – If placed in static mode, after 20 minutes the system will fall back to alternating mode ensuring maximum patient protection and pressure management
- **Cell retention band** – prevents the inadvertent movement or separation of the cells that could lead to friction and shear

4. SAFETY PRECAUTIONS

It is **IMPORTANT** that this user manual is read entirely prior to operating this product. The document is designed to ensure that operators are equipped with the information required to competently and responsibly operate the mattress overlay and pump.

It is recommended that the user manual be kept in an easily accessible place for quick reference. If required, Aidacare product specialists can provide additional training.

All **WARNINGS** and **CAUTIONS** within this document should be strictly adhered to. Failure to do so could result in harm to the patient or operator.

CAUTIONS highlighted throughout this document identify possible hazards in procedures or conditions, which if not followed correctly could result in equipment damage, or failure.





WARNING

WARNINGS highlighted throughout this document identify possible hazards in procedures or conditions which if not followed correctly could result in serious injury, or fatality.

GENERAL

- Electrical equipment can be hazardous if used incorrectly
- Residual current devices (RCD) are not supplied with Active Air 5 Overlays. Please consult with your Biomedical Engineer/advisor concerning RCD requirements
- The clinically qualified person responsible should consider the age, size and condition of the patient before using the Alternating Mattress Overlay
- The maximum safe working load of the Active Air 5 is 175kg with a safe patient range of 30-175kg
- This overlay is to be used only on top of a mattress support surface. This is NOT a mattress replacement system so sufficient support such as a mattress or pressure safety underlay must be used at all times

5. PRODUCT SAFEGUARDS

SAFEGUARD	DESCRIPTION
 <p>WARNING</p> <p>To reduce the risk of electrocution</p>	<ol style="list-style-type: none"> 1. Occupants should not operate the product at any time. Always ensure that the pump is unplugged when not in use. 2. DO NOT disassemble the pump at any time. 3. DO NOT place or store the pump close to water or any other liquid. 4. DO NOT submerge the pump in water or any other liquid. 5. DO NOT make contact with the pump if it has come into contact with water or any other liquid, unplug immediately.
 <p>WARNING</p> <p>To reduce the risk of burn, electrocution, fire or injury to the patient</p>	<ol style="list-style-type: none"> 1. The mattress must be operated by connecting it to the pump ensuring that it is not turned off or unplugged whilst in use. 2. Always ensure that warning labels are adhered to ensuring that voltage is correct, approved power cords are used and that Children & Animals do not come into contact with the packaging materials that could cause suffocation. 3. Equipment is not suitable to be used in the presence of a flammable anaesthetic mixture with air, oxygen or nitrous oxide. 4. Keep away from sharp objects. 5. Close supervision is necessary when this product is used by, on, or near children or people with disabilities. 6. Use this product only for its intended use as described in the user manual. Do not use attachments not recommended by Aidacare. 7. Do not operate this product if the pump has a damaged power cord or plug, not working properly, has been dropped or damaged or dropped/submerged into water or another liquid. If this occurs, contact your Aspire dealer immediately for a product inspection. 8. Keep the power cord away from hot surfaces. 9. Do not block the air valves/tubes/openings by placing on a soft surface such as a bed or couch. Keep all valves/tubes/openings responsible for air flow, clear of all lint, hair and other particles. 10. Do not insert any object into the air valves/tubes/openings. 11. Avoid dropping pump and do NOT mount any heavy objects on top of it. 12. Place the power cord and air hoses at the occupant's foot area to avoid risk of strangulation. 13. Avoid electromagnetic interference by ensuring that electro-magnetic or RF generated equipment is kept away from the occupant. 14. Over the course of operation, the pump will generate a small amount of heat. Do not maintain skin contact with pump for more than 1 minute at a time. Never cover the pump when it is in use, ensure air flow to pump is free at all times. 15. During a power outage or loss (even if only temporary) the pump will stop and power failure alarm will sound for up to 20 seconds. The pump will return to normal operation once the power supply is resumed. 16. Connect this product to a properly grounded outlet only. 17. Avoid the risk of electrocution by grounding the ground pin with grounding power outlet. 18. The EMC specification is compliant with all regulations and requirements. For power leads with a ground pin, the connection with properly grounded power outlets will suppress the EMC effect. The pump will work correctly for power leads that are not grounded.

6. PRODUCT OVERVIEW

The Aspire Active Air 5 Dynamic Mattress Overlay has been designed for aged care, home care and hospital environments environment. Please take the time to familiarise yourself with the key components shown below:



7. ASSEMBLY & SETUP

Box Contains:

- Digital Mattress Pump
- Mains Power Cable
- 5 inch Mattress Overlay
- Transport Carry Bag
- User Manual



When opening the carton, ensure it is done in a safe and careful manner. **DO NOT USE** a box cutter or sharp implement as this may damage the product.

1. Place the 5 inch Mattress Overlay on the support surface, ensuring that there is a foam mattress or pressure safety underlay underneath. Ensure the air pump hose is towards the **FOOT END** of the bed so it lines up with the pump



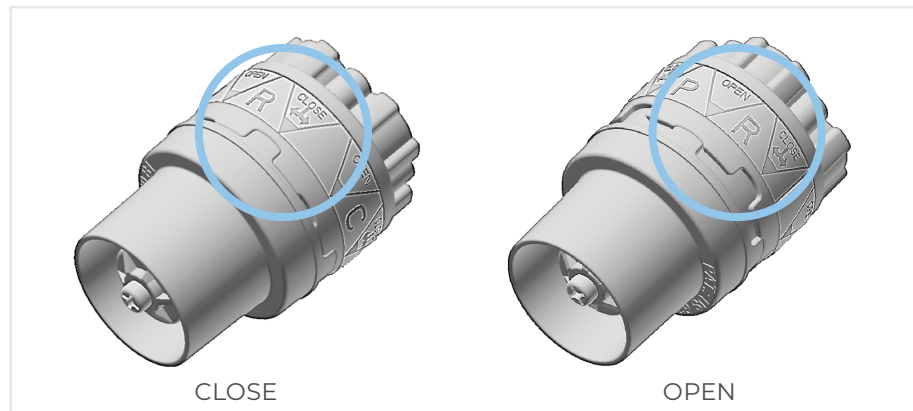
2. Secure the overlay onto the mattress or pressure safety underlay by using the elastic straps



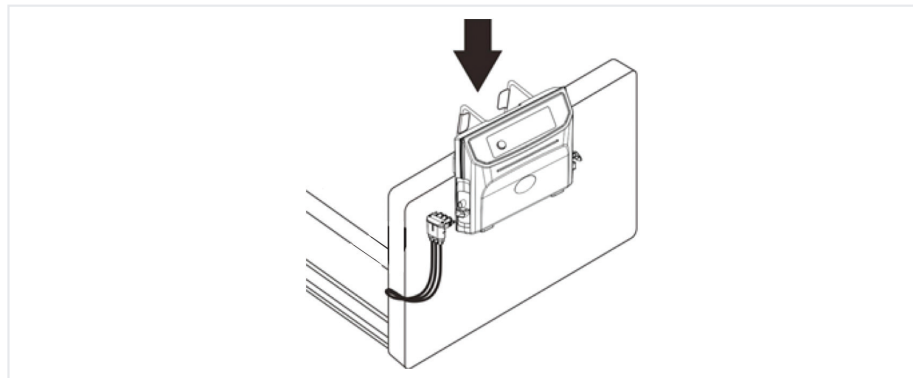
Cable management system refers to a series of clips on both sides of the mattress, located underneath the zip.

This enables the cable to be secured to the side of the mattress corresponding to the side of the bed the wall socket is located on, in order to eliminate the trip hazard associated with a loose cord, and entrapment of the cord when the profiling functions of the bed are being used.

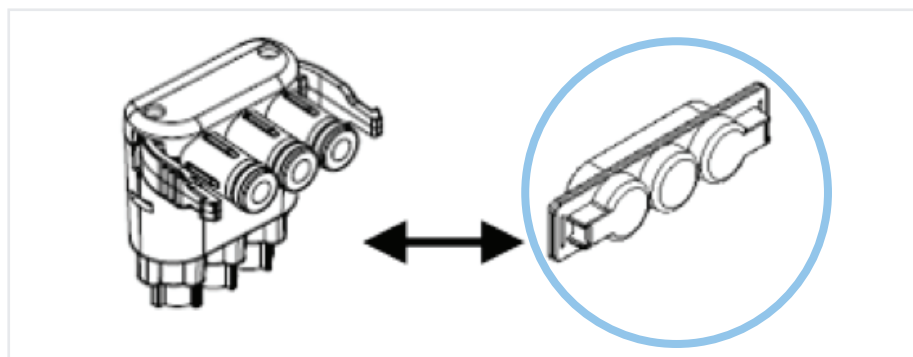
3. Ensure the CPR valve in the CLOSED position



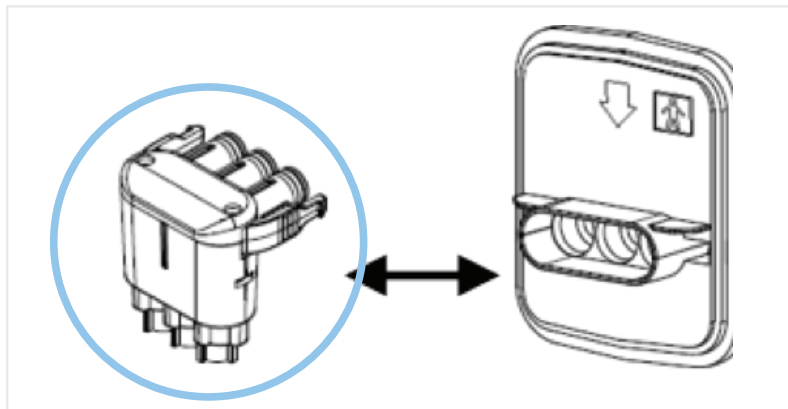
4. Position the pump on the FOOT END of the bed end. The spring hanger bracket assembly will self-adjust onto the footboard to secure it in place



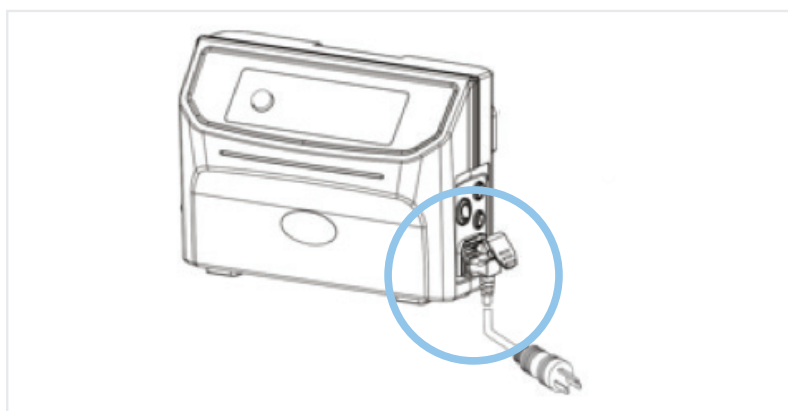
5. Remove the plastic protector cap from the end of the air hose



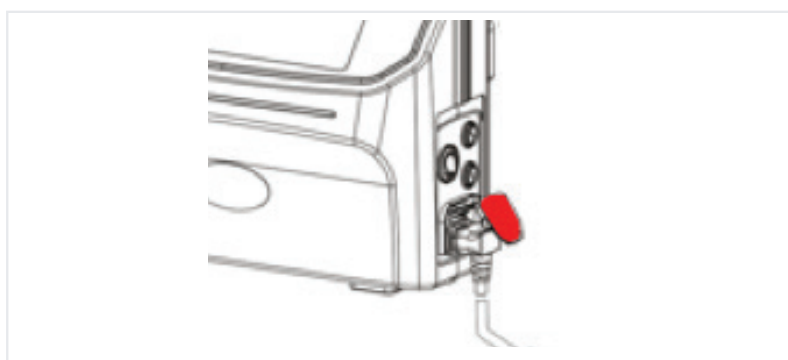
6. Firmly push the hose connector into the side of the pump until a notable 'click' sound is heard



7. Connect the mains power cable to the pump ensuring that the power switch remains switched OFF



8. Press down in the L shaper power cord protector to secure the power cord in place



9. Plug the mains power cable into the electrical power socket
10. Set mode suitable for patient, (Refer to OPERATION for further details on how to adjust the mattress overlay)



WARNING! DO NOT place the pump unit in an area where the power cord can become pinched or stuck.



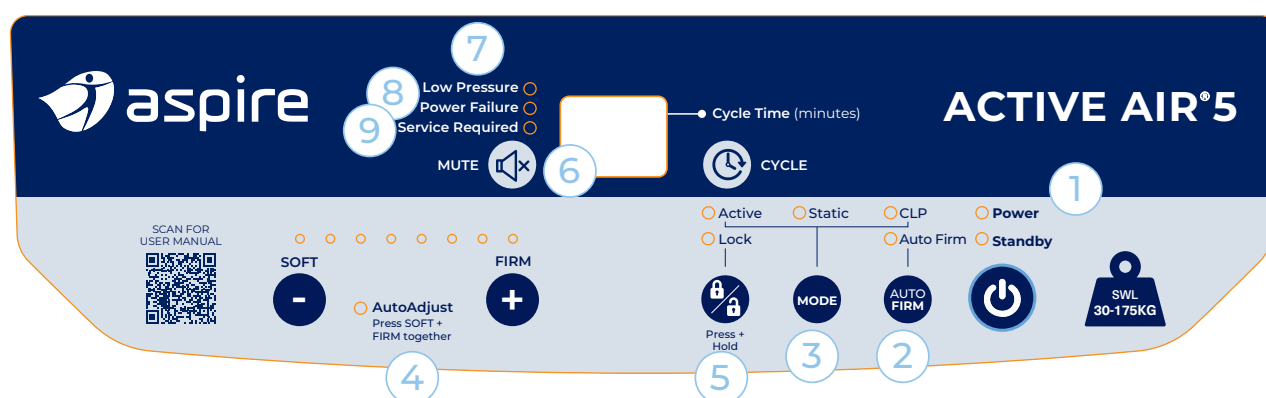
WARNING! The digital pump is only to be used with the Aspire Active Air 5 and not any other system.

8. OPERATION

Aspire Active Air 5 Alternating Mattress Overlays are powered by a digital pump which can be controlled with the adjustment control panel.

Various modes can be set on the digital pump to ensure maximum comfort and safety for the patient.

ADJUSTMENT CONTROL PANEL OPERATION



- | | |
|--|---------------------|
| 1 Power On/Ready for Use | 5 Function Lock Out |
| 2 Auto Firm | 6 Mute |
| 3 Pressure Mode Adjustment | 7 Low Pressure |
| 4 Automatic Pressure Adjustment For Specific Patient | 8 Power Failure |
| | 9 Service Required |

POWER ON/READY FOR USE

The power switch for the pump is located on the side of the pump.

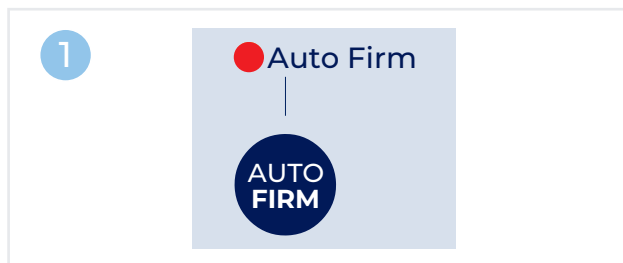
1. Press the power switch up on the side of the pump and press the **ON/OFF** button on the control panel
2. The '**POWER**' LED will illuminate and inflate to normal pressure



AUTO FIRM

This feature allows the mattress to inflate to it's maximum pressure automatically, specifically beneficial for patient ingress & egress. It can also be used as a tool to completely inflate the mattress.

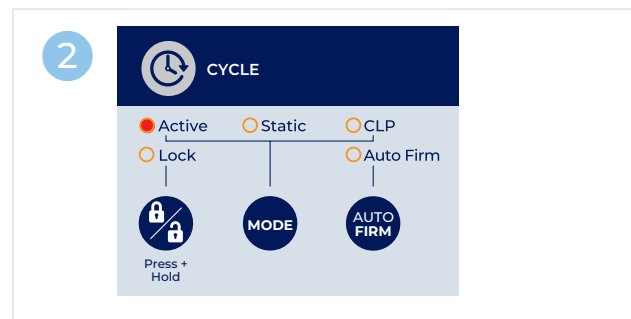
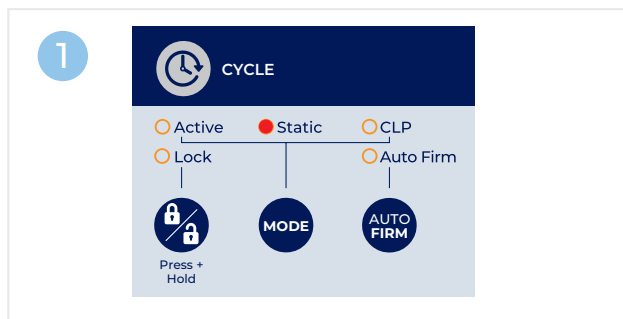
1. Press the Auto Firm button down, LED light will illuminate and the mattress will start to firm to maximum level
2. Once the maximum level of pressure is reached, the pump will automatically switch into the previous selected mode and comfort level after 20 minutes



PRESSURE MODE ADJUSTMENT - STATIC, ACTIVE & CONSTANT LOW PRESSURE

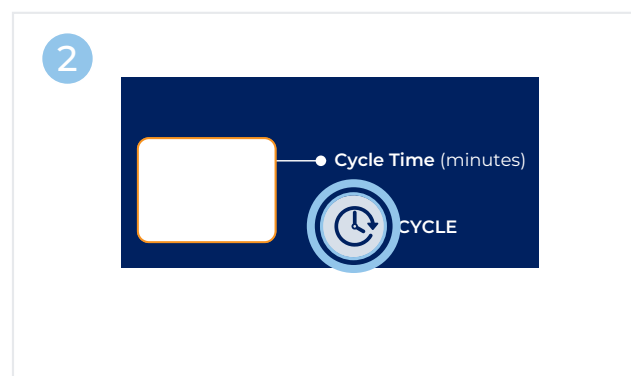
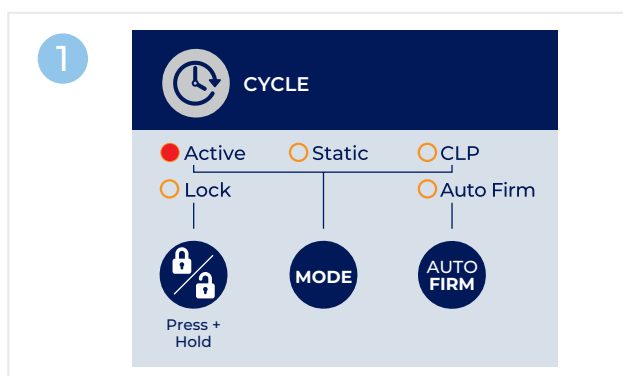
Static Mode

1. Press the MODE button until the 'Static' LED light is illuminated
2. Static mode will automatically fall back to 'Active' mode after 20 minutes



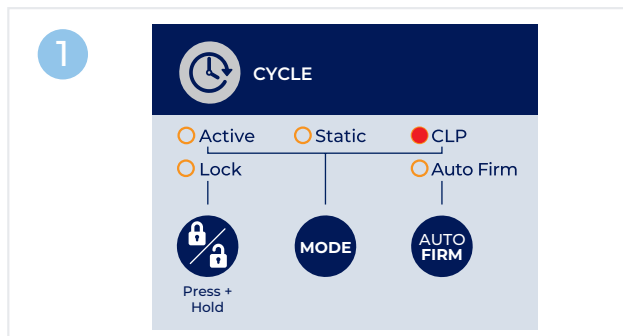
Active Mode

1. Press the mode button until the 'Active' LED light is illuminated
2. Toggle the alternating cycle times (10, 15, 20, 25 or 30 minutes) by pressing the 'Cycle' button, the cycle time will be displayed on the LED screen



Constant Low Pressure

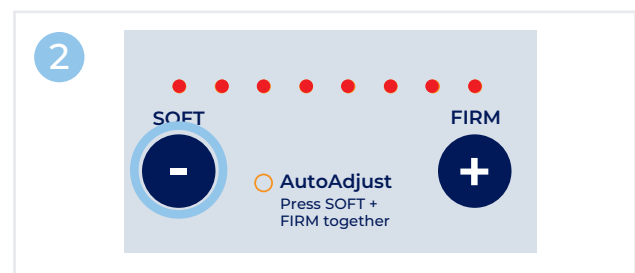
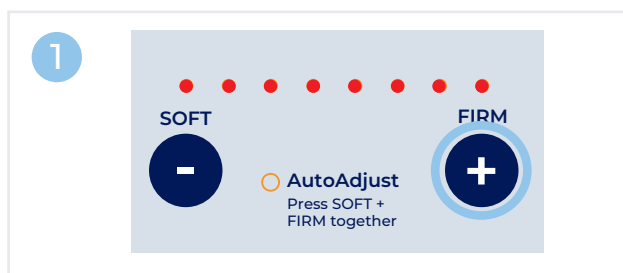
1. Press the mode button until the CLP LED light is illuminated
2. The mattress will retain 50% of the selected pressure in the static mode for the selected pressure that has been set for the patient



COMFORT (PRESSURE) ADJUSTMENT

The easy to operate buttons ensure comfort can be easily adjusted to suit the patient.

1. Press the **FIRM** button to increase the pressure
2. Press the **SOFT** button to decrease the pressure



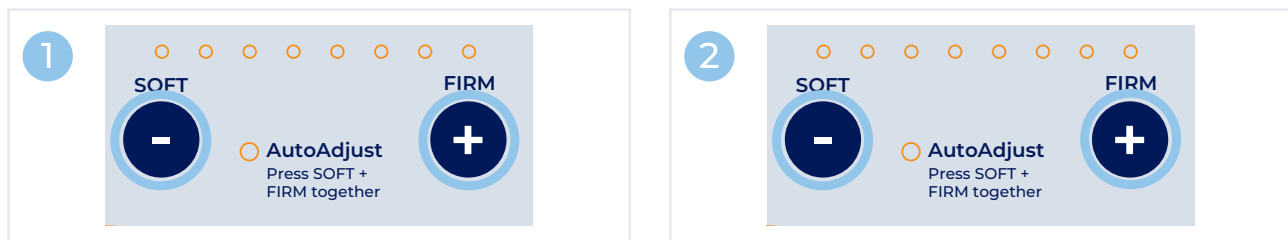
NOTE: The below table indicates the suggested pressure according to the patients weight. This is intended as a guide only as patient body shapes vary.

aspire		Patient Weight Range (kg)							
		30	50	60	75	90	115	145	175
Comfort Control Indicators	● ○ ○ ○ ○ ○ ○ ○								
	● ● ○ ○ ○ ○ ○ ○								
	● ● ● ○ ○ ○ ○ ○								
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AUTO ADJUST

Suggested pressure levels are automatically set (dependent on patient weight) when activating the Auto Adjust feature.

1. Press and hold down the SOFT & FIRM buttons, the LED light will flash and start detecting correct pressure
2. Once adjusted, the LED light will stop flashing and will remain illuminated indicating the pressure has been adjusted for the specific user
3. The mattress pressure can be manually adjusted after this if the user desires to adjust the comfort level



FUNCTION LOCK OUT

Carers can lock out functions to ensure functions are not accidentally toggled, impacting the operation of the overlay for the particular patient.

1. Press and hold the function lock out button until the LED light is illuminated. When illuminated the functions are locked out
2. To reverse this process, press and hold the function lock out button until the Lock LED light is OFF. When LED is OFF all functions are unlocked



MUTE

1. Press mute button to nullify all alarms from the pump
2. If the issue is not rectified, mute button will automatically disable and alarm will reactivate. This is a safety function to ensure a prompt response when an issue or fault occurs



LOW PRESSURE

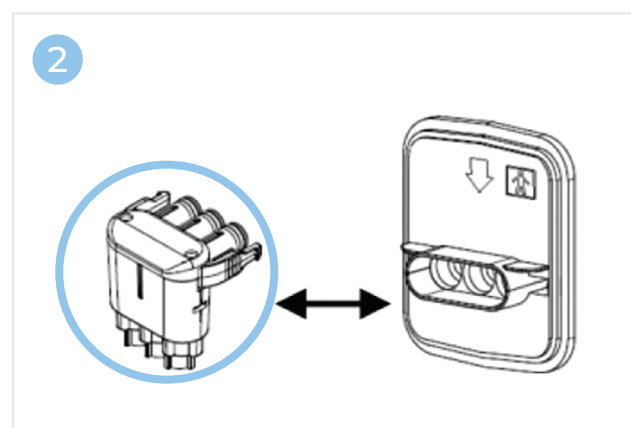
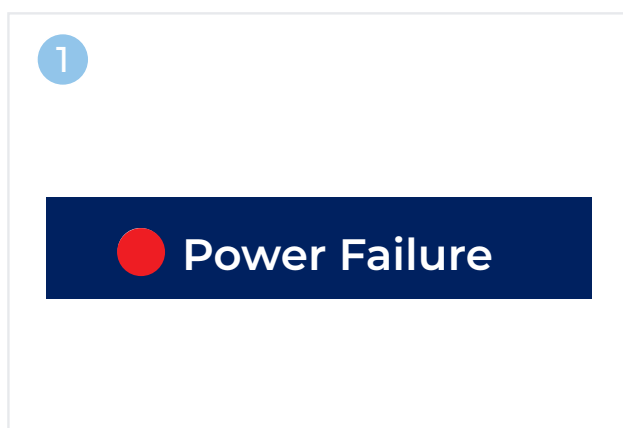
To ensure correct pressure is achieved, the '**Low Pressure**' LED light will illuminate and an alarm will sound

1. If the control pump senses low pressure, the Low Pressure LED light will illuminate and alarm
2. Refer to the troubleshooting sticker on the base of the pump to identify if there is a quick and easy solution, if not please contact your Aspire dealer immediately



POWER FAILURE

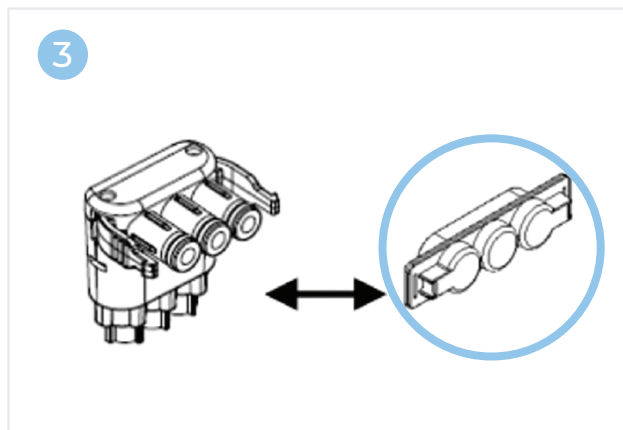
1. If the control pump senses a power failure, the '**Power Failure**' LED light will illuminate. In the event of a power failure, the air mattress can be switched to Transport Mode to retain air pressure in the cells for up to 24 hours.
2. Disconnect the air hose connector from the side of the pump.



- Securely attach the plastic protector to the end of the air hose.

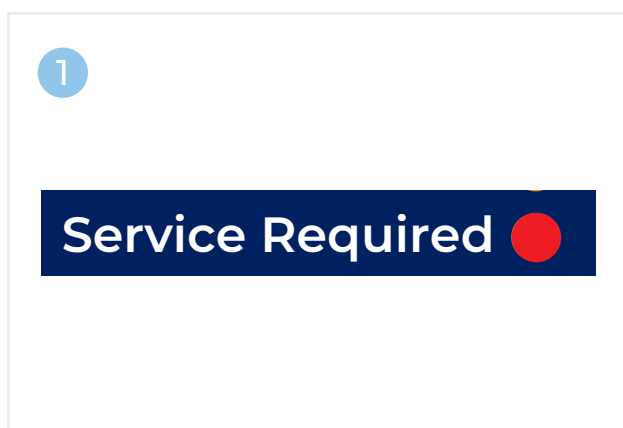
The mattress is now in Transport Mode, allowing the mattress to retain its current cell pressure . Please note, in Transport Mode, the mattress will retain its current cell pressure for up to 24 hours and will not provide the alternating pressure features (Pressure On/Off). To ensure the safety and comfort of the user, if power is not restored within a timely manner, please arrange for an alternative mattress or support surface. Once power is restored, remove the plastic protector cap and reconnect the air hose to the pump. Ensure the pressure mode and setting is checked by a suitably qualified healthcare professional.

- Refer to the troubleshooting sticker on the base of the pump to identify if there is a quick and easy solution, if not please contact your Aspire dealer immediately



SERVICE REQUIRED

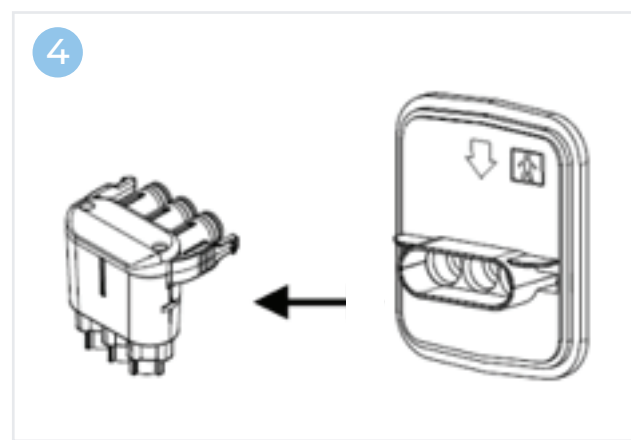
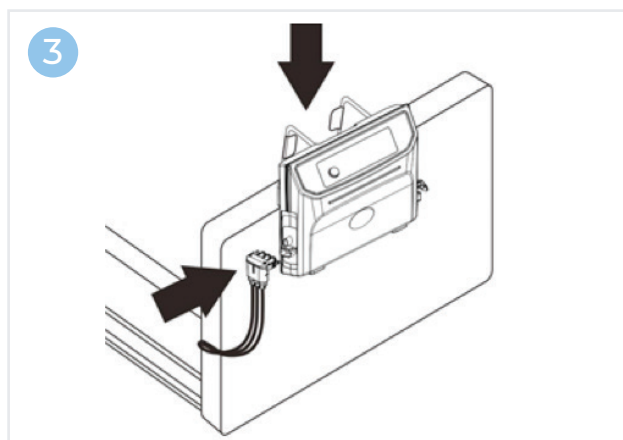
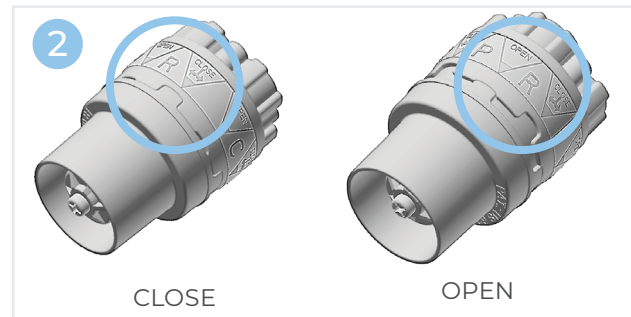
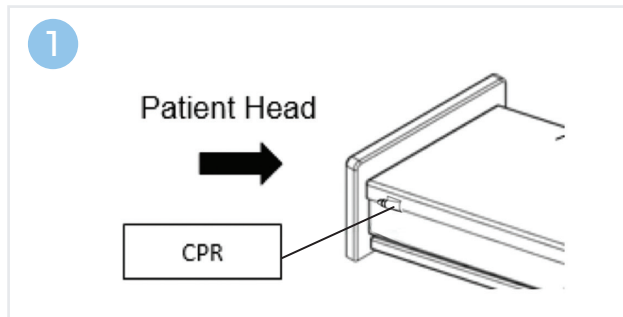
- If the control pump senses a fault or issue, the service LED light will illuminate
- Refer to the troubleshooting sticker on the base of the pump to identify if there is a quick and easy solution, if not please contact your Aspire dealer immediately



GENERAL OPERATION

CPR

1. Locate the CPR valve which is located at the HEAD end of the bed
2. Open the CPR valve by twisting the cylinder to the RIGHT to the OPEN position
3. Locate the hose connector connected to the pump at the FOOT end of the bed
4. Disconnect the hose connector from the pump



9. PRODUCT SPECIFICATIONS

PUMP UNIT

Dimensions (W x D x H)	330 x 130 x 230mm / 11.8" x 5.1" x 9"
Weight	3.5kg / 7.7lbs
Cycle Times	10/15/20/25/30 minutes
Static Time	20 minutes
Auto Firm Time	20 minutes
Pump Output Pressure Range (mmHg)	25 ~ 60 (±5)
Voltage	AC230 V 50Hz
Current	0.12 AMAX (@253V~)
Fuse Rating	T1AL 250VAC
Frequency	50 Hz (230V)
Classification	Class II Type BF
Operation Environment	5 ~ 40°C 15% ~ 90% Relative Humidity (no condensation)
Storage Environment	-25 ~ 70°C 90% Relative Humidity (no condensation)
Environment Pressure (kPa)	70 ~ 106
Environment Horizontal Altitudes	≤ 3000m
Water and Dust Protection Classification	IP21

AIR MATTRESS - SINGLE

Dimensions (L x W x H)	2000 x 850 x 130mm / 78.7" x 33.5" x 5.1"
Weight	4.6kg / 10.1lbs
Cell Material	Nylon-TPU
No. of Air Cells	16
Cover Material	Multi-stretch PU coated fabric with high MVTR
Bottom Material	Polyester-PU
Max Weight	175kg / 27.5st

AIR MATTRESS - KING SINGLE

Dimensions (L x W x H)	2000 x 1077 x 130mm / 78.7" x 42.4" x 5.1"
Weight	5.1kg / 11.2lbs
Cell Material	Nylon-TPU
No. of Air Cells	16
Cover Material	Multi-stretch PU coated fabric with high MVTR
Bottom Material	Polyester-PU
Max Weight	175kg / 27.5st

10. CLEANING

To ensure all infection control protocols are strictly adhered to, it is extremely important to follow the below steps to keep the product clean at all times.

Mattress Pump

- Wipe with a damp cloth that has been pre-soaked with a mild detergent
- Ensure pump is kept free of dust and other particles



DO NOT! Immerse or soak the mattress pump at any time

Mattress Cover

- To remove small spills or stains, wipe the mattress cover with a damp cloth that has been pre-soaked with a mild detergent or single use disinfectant wipe
- To remove large spills or stains, the top cover should be completely removed and laundered as per below procedure:
 1. Remove top cover by unzipping all 4 x sides from the mattress base
 2. Prewash top cover at up to 95 deg C for 15 minutes
 3. Main wash top cover at up to 95 deg C for 15 minutes
 4. Dry mattress cover prior to use by hanging up on a line/air dryer or on a low heat setting it can be tumble dried for up to 90 minutes
 5. Once dry, reattach top cover by zipping all 4 sides back onto the mattress base

CLEANING INFORMATION

Please wipe the cover with a disposable, soft cloth, which has been moistened with warm water and detergent (advisory at 40°C). Ensure to dry thoroughly.



Tumble dry on low heat



Do not bleach



Do not dry clean



Do not iron



Machine wash up to 95 deg C



DO NOT! Use phenol based products



WARNING! After cleaning, the mattress must be completely dried prior to use



WARNING! Do not dry mattress cover in direct sunlight to prevent wearing out of text on cover

INFECTION CONTROL INFORMATION

For typical cleaning scenarios, a diluted solution mix of Sodium Hypochlorite or similar and fresh water should be used (up to 1000 ppm).

In severe cases, chlorine based products (*diluted up to a max of 10,000 ppm) may be used.

Cover should be wet prior to application of chlorine and must be followed by a thorough fresh water wash down.

Ensure the surface is dried thoroughly with a soft cloth or air dried thereafter.

For further details, please contact your infection control team.

Do NOT use phenol based products.

*Failure to follow these instructions may result in a void warranty situation.

11. MAINTENANCE & STORAGE

To ensure longevity of your Mattress Overlay, it is very important that it is correctly stored and regularly maintained.

General

- Check mains power cable and plug for any abrasions or excessive wearing
- Check mattress cover for signs of wear or damage
- Check air hoses for any kinks or breakages

Fuse Replacement

- Disconnect the mains power if there is a blown fuse
- Remove the cover on the side casing of the pump
- Remove old fuse and reinsert a new fuse, fix in place with the cover



WARNING! Only use fuse supplied by your Aspire Dealer, ensuring it has the correct rating and specification

Air Filter Replacement

- Remove the cover on the rear casing of the pump
- Remove old filter and reinsert a new filter, fix in place with the cover

NOTE: If the filter does not require replacement, it can be cleaned by being washed gently with a mild detergent and warm water. Ensure the filter is dry prior to installing back into mattress pump.



WARNING! Only use filter supplied by your Aspire Dealer, ensuring it has the correct rating and specification

Storage

- Release all air from mattress by OPENING CPR valve and disconnecting mattress hose from pump
- Lay the mattress out flat & roll from HEAD end towards FOOT end
- Tighten mattress straps into clamps to prevent mattress unrolling
- Packing strap can then be stretched around the rolled mattress to prevent unrolling.
- Wrap power cord around the mattress

12. TROUBLESHOOTING

PROBLEM	SOLUTION
Pump will not connect with mattress	<ul style="list-style-type: none"> • Check mattress and pump are compatible, only Active Air 5 pumps are to be used with this system • Check plastic transport cap has been removed and ensure the connection is not broken • If problem persists, contact your Aspire dealer
Pump not working	<ul style="list-style-type: none"> • Check pump is connected to mains power • Check power switch is in the ON position • If problem persists, contact your Aspire dealer
Power failure	<ul style="list-style-type: none"> • Check pump is connected to mains power • Check power switch is in the ON position • If problem persists, contact your Aspire dealer
Low pressure LED light flashing/alarm is going off	<ul style="list-style-type: none"> • Check CPR valve is in CLOSED position • Check air hoses/tubes are tightly secured • Check all coupling connections along the mattress are secured • If problem persists, contact your Aspire dealer
Pump is on but mattress will not alternate	<ul style="list-style-type: none"> • Ensure the mattress is inflated • Check if ALTERNATING mode is ON • Check if SERVICE REQUIRED LED is flashing, if yes, contact your Aspire dealer
Alarm is sounding	<ul style="list-style-type: none"> • Press mute for system to be verified • If alarm continues to sound, contact your Aspire dealer
Noisy pump	<ul style="list-style-type: none"> • Check pump is mounted correctly and flat against FOOT end of the bed • If noise persists, contact your Aspire dealer
Bottoming out but no alarm	<ul style="list-style-type: none"> • Check pressure setting is correct for the specific patient, adjust comfort dial according to the patient weight range table on page 12 • Refer to 'Low pressure light flashing/alarm is going off' point above • If problem persists, contact your Aspire dealer

As a quick reference tool, refer to the troubleshooting sticker on the base of the pump casing for quick solutions. Always refer to the user manual where possible.



TROUBLESHOOTING

ISSUES	POSSIBLE CAUSES	POSSIBLE RESOLUTIONS
Alarm beeping - Flashing No lights	Plug not properly connected/switched off at wall Power outage has occurred Fuse is broken - Machine or system broken	Make sure the power is correctly connected Is the voltage normal (power outage occurred)? Await re-connection of power Check fuse, replace if broken Switch pump off and on again
Alarm beeping - Flashing Mattress soft or flat	Mattress not connected to pump correctly Air tube disconnected or damaged CPR not attached properly	Check tube connectors are attached to mattress Ensure CPR is closed tightly
Alarm beeping - Flashing Mattress too hard or soft	Air pressure not adjusting to required level	Hold down lock key (3 seconds) then adjust the pump pressure (firmer or softer) according to user weight until suitable and comfortable
Mattress flat or very soft	Air hoses are loose or not connected properly CPR not attached properly Air pressure is not adjusting to required level	Check all air hoses and connectors - Ensure CPR is closed tightly Adjust pressure on pump, if showing maximum pressure and full inflation has not been achieved, pump may be faulty
Noisy pump	Pump not located on a flat area or hooked properly on bed end Pump has been dropped or has loose internal components	Ensure pump is on flat area and in suitable position on bed end

If problem persists, please contact your Aspire dealer or Aidacare to arrange repair or replacement

13. WARRANTY

Aspire Active Air 5 Alternating Mattress Overlays carry a comprehensive warranty as detailed below. Please keep proof of purchase for proof of warranty commencement.

2 YEARS WARRANTY
Pump+Mattress

Aidacare does not warrant against excessive or incorrect use, modification or any situation that could not be deemed as fair wear and tear. This is a back to base warranty and does not cover freight costs pertaining to the return of any items under warranty. For further information contact Aidacare. Aidacare will not warrant the safety and or correct functioning of products where any original components have been changed or modified by non-Aidacare approved and trained service & maintenance staff or external providers. Furthermore, safety is not guaranteed where components have been replaced with non-original Aidacare approved parts. All Air Mattress customisation, modifications and or alterations made to this product are considered as "custom" changes. These may cause the product to no longer meet safety standards and should be considered prior to commencement. Any customisation or modification of the Air Mattress is not warranted by Aidacare and will void warranty. If any faults are detected upon receipt of this product please phone Aidacare. Any faults that are detected during normal use should be reported to Aidacare immediately to determine if warranty conditions apply and if so, the necessary repair or replacement work to be completed.

Spare parts list is available upon request.

For servicing, preventative maintenance and any other questions regarding this or any other Aidacare product please contact Aidacare.

14. COMPLIANCE

This Air Mattress range is manufactured in ISO compliant production facilities in the UK to strict quality control standards.

Aspire Air Mattresses are manufactured and independently tested to the market relevant compliance standards.

Labels on the Air Mattress address compliance requirements and users should familiarise themselves with these prior to use.

15. MANUFACTURER, EU REPRESENTATIVE & IMPORTER DETAILS

If you have any questions, you can contact:



Manufacturer:

Aidacare Pty Ltd

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MADE IN TAIWAN

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