

Profile Bed Manual

Floorline



Upholstered
Floorline Profile Bed



Wooden
Floorline Profile Bed

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CONTACT INFORMATION

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Welcome to the NHC Group Family!

Thank you for choosing our Floorline Profile Bed. Your trust in our product is greatly appreciated and we are committed to providing you with a quality solution that meets your needs effectively and safely.

This user manual is designed to be your comprehensive guide for the safe and efficient use of your new Floorline Profile Bed. Within these pages, you'll find essential information on operation, maintenance and safety precautions that are crucial for ensuring reliable service and extending the life of your bed.

Before using your Floorline Profile Bed, we strongly advise reading this manual thoroughly. It is important to understand all

instructions to make the most of your bed's features while ensuring your safety and the safety of those around you.

Should you have any questions or require further clarification on the operation and maintenance of your bed, our dedicated team is on standby to assist you. With expert professional advice just a call or an email away, we are here to support you at every step of your journey with the Floorline Profile Bed.

Floorline Profile Bed

NHC Group's Floorline Profile Bed is designed to cater to the diverse and complex needs of care home settings. This advanced bed, constructed from environmentally responsible materials, boasts a sturdy low-profile design and contemporary features like easy-to-use controls. With benefits such as reduced fall risk, enhanced independence, and adjustable comfort settings, it significantly elevates the living experience of residents. For care home managers and owners who prioritise resident safety, comfort and overall satisfaction while maintaining operational efficiency, the Floorline Profile Bed emerges as the optimal choice for forward-thinking care environments.

Overview of Key Features and Benefits



10 Year Warranty

We offer a robust 10-year warranty on the Floorline bed frames, showcasing our confidence in their durability and strength.



5 Year Warranty

The comprehensive 5-year warranty covers all electrical aspects of the floorline bed, ensuring that any electrical issues that might arise are promptly addressed without additional cost.



1 Year Warranty

Our 1 year warranty underscores our confidence in the handheld control's durability and performance. It ensures that any issues with the control unit are promptly and efficiently resolved without additional expense.



Easy Assembly

Our Floorline Profile Bed is designed for hassle-free assembly, arriving in just two main parts. This ensures the bed set up is straightforward and efficient, making it ideal for quick installation.



Integrated Bed Extension

Our Floorline Profile Bed adapts to the varied needs of residents with an integrated bed extension feature. Whether it's an extra 100mm or a more generous 200mm, easily extend the length for enhanced comfort and space.



Backrest Adjustability

Adjustable from 0° to 70°, this feature not only enhances resident comfort for reading, dining, or relaxation, but also aids caregivers in providing optimal care. The flexibility ensures the right angle for every activity and medical need.



Trendelenburg / Reverse Trendelenburg

Our profile beds are equipped with Trendelenburg and Reverse Trendelenburg adjustments, ranging from 0° to 12°. For residents, this means enhanced circulation, improved respiratory health and tailored comfort. For caregivers, it provides an invaluable tool for specific care needs, ensuring optimal positioning for various treatments and recovery.



Control System

Empower both residents and caregivers with our intuitive handheld control system. Effortlessly manage features of our profile beds, from the Trendelenburg position, backrest, and leg rest adjustments to height variations and the life-saving CPR function. The control offers a locking mechanism to ensure undisturbed configurations.



Adjustable Height

Tailor resident's experience with the adjustable height feature, ranging from 110mm - 725mm. For residents, it offers unmatched ease and personalised comfort, especially for those needing a lower access point. For caregivers, it facilitates safer, more ergonomic support, minimising potential strains.



Seating Position

At just the touch of a button, the bed effortlessly adjusts both the backrest and leg rest simultaneously, transitioning into an optimal seating position.



Max User Weight - 165kg

Our profile beds are built not just for comfort but also for robust support. Engineered to accommodate a maximum user weight of 165kg, we ensure safety without compromising on elegance.



Leg Rest Adjustability

Whether it's to enhance relaxation, facilitate post-operative recovery, or assist in daily activities, the adjustable leg rest from 0° to 40° offers both therapeutic and practical advantages.



Directional Locking Castor

This unique mechanism transforms the function of a swivel castor into a fixed direction castor, enhancing manoeuvrability and control.

Intended Users

The Floorline Profile Bed is specifically designed to meet the needs of individuals within care or domestic environments, offering an unparalleled blend of comfort, independence and flexibility. Its advanced features and user-friendly design make it an ideal choice for:

Individuals Requiring Enhanced Care: The Floorline Profile Bed provides users with the necessary support to manage their own positioning and comfort levels. It is especially beneficial for those who spend extended periods in bed and require frequent adjustments to relieve pressure, improve circulation or achieve a comfortable posture for eating, reading or watching television.

Caregivers and Healthcare Professionals: The ease of use, reliability and adjustable features of the Floorline Profile Bed make it a valuable tool for caregivers and healthcare professionals. The touch button control handset allows caregivers to easily adjust the bed to assist with resident care, hygiene and mobility tasks, ensuring both resident comfort and caregiver efficiency.

Home Use: For individuals seeking to improve their quality of life at home while managing health conditions, the Floorline Profile Bed offers the perfect solution. Its sturdy steel construction and durable powder-coated finish ensure long-lasting reliability in a domestic setting. The bed's design provides a balance of safety and independence, through easy-to-use controls that adjust the bed to the user's preferred positions.



Floorline Profile Bed Specifications

Overall Width	937mm
Overall Length	2115mm (+200mm extension)
Sleeping Surface Dimensions	900mm x 2000mm (+200mm extension)
Height Adjustable Range	110mm - 725mm
Backrest Adjustment	0-70°
Leg Rest Adjustment	0-42°
Trendelenburg/Reverse Trendelenburg	0-12°
Total Weight (Excluding Headboard/Footboard)	79.8kg
Safe Work Load (SWL)	200kg
Maximum User Weight	165kg
Power Supply	100-240V/1ph/50-60Hz
Power Consumption (Max)	363 W
Number of Motors	4
Bed Panel	Wooden or Upholstered options

Upon the arrival of your Floorline Profile Bed, it is important to approach the unpacking process with care to ensure all components are accounted for and undamaged. Follow these steps to safely unpack your bed:

- **Position the Package:** Place the package in a spacious area where you plan to assemble the bed. Ensure the space is clean and free from any obstructions.
- **Open the Box:** Carefully cut the sealing tape or straps with a pair of scissors or a box cutter. Avoid using excessive force to prevent damage to the contents inside.
- **Remove the Contents:** Gently remove all parts and components from the box. It is recommended to lay them out on a soft surface to prevent scratching or damage.
- **Inspect for Damage:** Check each component for any signs of damage incurred during shipping. If you find any damaged or missing parts, contact NHC Group customer service immediately for assistance.
- **Identify All Parts:** Refer to the parts list provided in this section to ensure all necessary components are present before proceeding with assembly.

Required Tools and Parts List

Before you begin assembling your Floorline Profile Bed, ensure you have the following tools and parts on hand. This will facilitate a smooth and efficient assembly process.

Tools Required

Allen Key (not included)

Parts List:

- Headboard Frame
- Footboard Frame
- Headboard (Upholstered/Wooden Options)
- Footboard (Upholstered/Wooden Options)
- 2 x Steel Headboard Brackets
- Mattress Platform (Back)
- Mattress Platform (Foot)
- 2 x Connecting Bars
- 4 x Mattress Retainers
- Bed Extension Retainer
- Handheld Control
- Bolts, washers and nuts are fastened to their intended locations
- User Manual: Includes detailed instructions for assembly, operation and maintenance.

Once you have verified the presence of all tools and parts, you can proceed to the assembly instructions provided in the next section of this manual. If you encounter any issues or have questions during the unpacking or assembly process, do not hesitate to reach out to our customer support team for guidance and assistance.

Step-by-Step Assembly Instructions

Prepare the Platforms

STEP 1



Lay the mattress platforms flat on the floor.

Attach the Connecting Bars

STEP 2



Prepare the connecting bars by removing all thumb screws. Ensure the end of the bar with two holes on the side points towards the back mattress platform, and the side with a single hole faces down.

STEP 3



Insert the bar into the foot mattress platform. From outside of the mattress platform, secure the bar by tightening the thumb screw.

REPEAT STEP 3



Repeat this step for the other side of the same mattress platform.

STEP 4



Align and slide the connector bars into the slots on the opposite mattress platform.

STEP 5



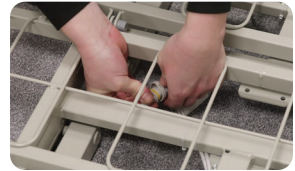
From underneath, tighten the thumb screw to secure the connection.

REPEAT STEP 5

Repeat for the other side to complete the assembly of the mattress platform.

■ Connecting the Actuator

STEP 6



Connect the actuator cables from the foot mattress platform to the extension cable on the back mattress platform. Ensure the cables are correctly matched by their numbers (3 & 4).

■ Assembling the Headboard & Footboard

STEP 7



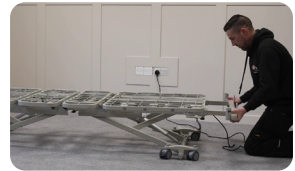
Raise the bed to its highest position.

STEP 8



To release the headboard & footboard frames, turn and loosen the thumb screws on the underside of the bed at the head side.

STEP 9



Slide the headboard frame out of the mounting slots.

REPEAT STEP 9



Repeat STEP 9 the process to release the footboard frame.

STEP 10



Align the footboard frame with the pre-drilled holes in the footboard, insert and tighten the screws using the Allen Key.

STEP 11



Align the steel headboard bracket with the pre-drilled holes on the frame, insert the screws and tighten them with the Allen Key.

■ Attaching the Footboard & Headboard

STEP 12



Slide the footboard frame inserts into the slots on the mattress frame.

STEP 13



Tighten the black thumb screws on both sides to secure the frame.

STEP 14



Slide the headboard frame inserts into the slots on the mattress frame.

STEP 15



Tighten the black thumb screws on both sides to secure the frame.

■ Attaching the Bed Extension Retainer and Mattress Holders

STEP 16



Insert the bed extension retainer into the foot mattress platform through the precast holes.

STEP 17



Unscrew thumb screws from the mattress holder.

STEP 18



Align and insert the bottom protruding part of the Mattress Retainer into the mounting holes.

STEP 19



Tighten the two thumb screws under the side of the bed platform.

STEP 20



Repeat the procedure until all four mattress retainers are installed, ensuring they are flat against the mattress platform.

■ Extending the Bed (10cm/20cm)

STEP 21



Loosen the thumb screws holding the footboard.

STEP 22



Slide the footboard out to the 10cm mark on the footboard frame.

STEP 23



Tighten the thumb screws to secure the footboard.

STEP 24



Remove the bed extension retainer and place it into the middle precast holes on the mattress platform.

STEP 25



Loosen the thumb screws holding the footboard.

STEP 26



Slide the footboard out to the 20cm mark on the footboard frame.

STEP 27



Tighten the thumb screws to secure the footboard.

STEP 28



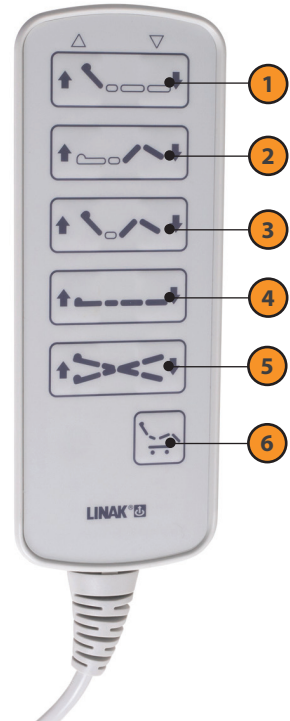
Remove the bed extension retainer and place it into the end precast holes on the mattress platform.



Overview of Bed Controls and Their Functions

- 1 **Backrest Adjustment:** Use the designated buttons on the control handset to adjust the angle of the backrest.
- 2 **Leg Rest Adjustment:** Use the specified buttons on the control handset to adjust the angle of the leg rest.
- 3 **Backrest & Leg Rest Adjustment:** Use the specified buttons on the control handset to adjust the angle of the backrest and leg rest simultaneously.
- 4 **Mattress Platform Height:** To elevate the mattress platform, press and hold the button on the handset marked with an upward arrow until the desired height is reached. To lower the mattress platform, press and hold the button on the handset marked with a downward arrow until the desired height is reached.
- 5 **Trendelenburg Adjustment:** For a forward or reverse tilt of the bed, use the up and down buttons on the handset. Ensure the bed's end does not contact the wall when adjusting the position.
- 6 **Seat Function:** Activate the 'Seat' position, which simultaneously adjusts both the backrest and leg rest, by pressing and holding the button on the handset marked with an upward arrow until the desired position is reached.

IMPORTANT: Always ensure the occupant is safely positioned away from the bed's edges and secure from falling when adjusting the mattress platform's position.



Adjusting the Foot Section

The manual adjustment feature allows for precise control over the leg rest angle, enhancing resident comfort and support.

Raising the Leg Rest: Carefully hold the edge of the bed platform's foot section. Gently lift upwards to your desired height, listening for a distinct click sound that confirms the section is securely locked in place.

Lowering the Leg Rest: To return the leg section to its original position, lift it slightly higher than its highest adjustment point to unlock it. Then, carefully lower it back down to its flat position, ensuring a controlled and gradual movement to avoid sudden drops.

To ensure the optimal operation and longevity of your Floorline Profile Bed, please adhere to the following guidelines:

DO

- **Check for Obstructions:** Always verify there are no obstructions around the bed before making any adjustments.
- **Regular Cleaning:** Maintain a regular cleaning schedule to ensure hygiene and the bed's optimal performance.
- **Annual Inspection:** Conduct thorough inspections at least once a year, or more frequently based on usage, to ensure everything is functioning correctly.
- **Secure Connections:** Ensure all control plugs are fully engaged and secure for proper operation.
- **Mains Supply Connection:** Always check that the mains lead is correctly connected to the power supply.
- **Maintain Rigidity:** Regularly check and tighten thumb screws and bolts to keep the bed stable and rigid during use.

DO NOT

- **Exceed Load Capacity:** The safe working load is 200kg. Exceeding this limit can compromise bed safety and functionality.
- **Permit Child Play:** Do not allow children to play on or with the bed to prevent accidents and damage.
- **Ignore Malfunctions:** Cease using the bed immediately if any actuator emits unusual noises, odours or overheats and contact NHC Group for assistance.
- **Under-Bed Storage:** Avoid storing items beneath the bed to ensure unimpeded operation and to prevent overheating or damage to components.
- **Expose to Heat:** Keep all parts of the bed and mattress away from naked flames and sources of excessive heat to prevent fire risks and damage.
- **Inappropriate Hoist Use:** Do not use a mobile hoist when the bed is in its lowest position due to insufficient clearance, which could damage actuators and void the warranty.

■ **General Cleaning**

- **Surface Cleaning:** Use a soft cloth dampened with a mild detergent diluted in hot water to wipe down all surfaces. Pay particular attention to areas prone to accumulating excess dirt or dust.
- **Rinsing:** After wiping, rinse all surfaces thoroughly with clean water.
- **Drying:** Dry all surfaces with a paper towel or a soft, dry cloth. Ensure all cleaned parts are completely dry before replacing the mattress or any fabric covers.

WARNING

Always disconnect the bed from the mains power supply before beginning any cleaning procedures to ensure safety.

■ **Maintenance**

Routine Checks

The Floorline Profile Bed is engineered for minimal maintenance. Regularly inspect the bed for any signs of wear or damage.

- **Performance Issues:** If the bed shows any signs of malfunctioning or is not performing as expected, do not attempt repairs yourself.

■ **Professional Maintenance**

NHC Group Support

Contact NHC Group for advice or service if any issues arise. Our team is ready to assist with any concerns.

- **Qualified Personnel:** Any maintenance or repair work should be conducted by suitably trained and qualified personnel to ensure the safety and reliability of the bed.

By adhering to these cleaning and maintenance guidelines, you can help ensure that your Floorline Profile Bed remains in optimal condition, providing safe and reliable service for users.

The Floorline Profile Bed is built for lasting durability and reliability. Should any issues arise, we recommend following these preliminary checks to identify and potentially resolve the problem before seeking further assistance.

Basic Troubleshooting Steps

- 1. Power Supply Connection:** Verify the mains lead is firmly connected to both the bed and the mains power supply. Ensure the power is on.
- 2. Fuse Inspection:** Examine the fuse in the mains plug for any signs of being blown.
- 3. Transport Tie Removal:** Confirm that all plastic transport ties are removed after delivery.
- 4. Cable Connections:** Ensure the mains lead and control handset cable are securely connected and inspect for visible damage.
- 5. Control Cables:** Check all control cables for wear or damage.
- 6. Handset Inspection:** Inspect the control handset for any physical damage that might affect functionality.
- 7. Height Limits:** Make sure the bed isn't set to its maximum or minimum height limit, as it could restrict further adjustments.
- 8. Obstacle Clearance:** Check for any objects that might obstruct the bed's movement.
- 9. Load Capacity:** Ensure the bed is not exceeding its maximum weight capacity.

Specific Troubleshooting Issues

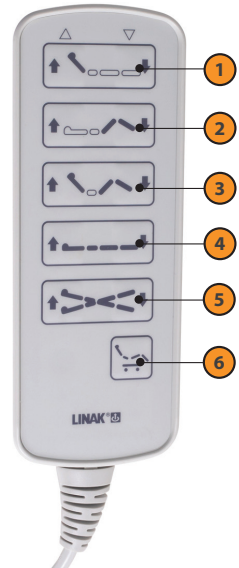
Bed Idle When Handset Buttons Pressed: Solutions include ensuring power cables are properly connected, checking all connections to the control box, systems reset, reconnecting the backup battery and contacting NHC Group for actuator maintenance.

Castors/Brakes Noisy or Stiff: Replace castors or lubricate as necessary.

Unusual Noise from Actuator: Replacement of the actuator is advised. NHC Group for support.

Bed Will Not Lower to the Ground: The bed is equipped with anti-entrapment features. If the bed platform is higher than 320mm from the floor, press and hold the down button in **row 4** to lower the bed to 320mm. To continue lowering, release, press and hold down the down button **row 4**. Ensure no body parts or obstacles are in the bed's path.

Following a connection fault resolution, reset the control system by pressing and holding the up and down button on **row 2** simultaneously for 10 seconds. If a backup battery is installed, it will beep intermittently during the reset.



If the Bed Does Not Operate

- **Power Down:** Disconnect the bed from the mains supply as a precaution.
- **Contact NHC Group:** Do not use the bed until the issue has been assessed and resolved by our team.

Safety Notice

Using the bed with a known fault without a professional assessment poses risks. Always prioritise safety by seeking professional advice for any concerns.

At NHC Group, we stand behind the quality and reliability of our Floorline Profile Bed, offering comprehensive warranty coverage tailored to each component's durability and operational life. Our multi-tiered warranty approach is designed to ensure your complete peace of mind and satisfaction

Warranty Details

10-Year Warranty on Frames: We are proud to offer an extended 10-year warranty on the Floorline bed frames. This warranty underscores our confidence in the frames' durability and strength, covering any defects in materials and workmanship under normal use and maintenance.

5-Year Warranty on Electrics: The electrical components of the Floorline bed, including motors and control boxes, are protected by a comprehensive 5-year warranty. This coverage ensures that any electrical issues are addressed promptly and without additional costs to you.

1-Year Warranty on Control: Our 1-year warranty on the handheld control unit reflects our trust in its durability and performance. Should any issues arise with the control unit, they will be resolved promptly and efficiently, ensuring uninterrupted use of your bed.

Exclusions: The warranty does not cover damage resulting from misuse, accidents, modification, unsanctioned repairs or normal wear and tear. Accessories and consumable items are also excluded from this warranty.

How to Claim Warranty Service

Proof of Purchase

Keep your purchase receipt or any proof of purchase safe, as it will be required to validate your warranty claim.

- **Contact Customer Support:** If you encounter any issues with your Floorline Profile Bed that you believe are covered by warranty, please contact our customer support team. Provide them with a detailed description of the issue, along with the product serial number and proof of purchase.
- **Assessment:** Our team will assess your claim to determine whether the issue falls under warranty coverage. We may require additional information or photos of the defect.
- **Service Arrangement:** If your claim is approved, we will arrange for repair or replacement of the defective parts at no charge to you. Our aim is to resolve warranty claims efficiently and minimise any inconvenience to you.
- **On-Site Service:** For significant issues that cannot be resolved remotely, we will organise for a technician to visit your location for on-site service, adhering to our warranty terms.

Out of Warranty Service

Should your bed require service outside the warranty period, we offer comprehensive support and maintenance services at competitive rates. Contact our customer support for more information or to arrange for a service visit.

We are dedicated to ensuring your Floorline Profile Bed provides you with the highest level of comfort and reliability. Our customer support team is always here to assist with any questions or concerns regarding your bed, warranty claims, or service needs.

ONLINE RESOURCES

Discover More with Our Online Resources

Thank you for choosing the Floorline Profile Bed for your care and comfort needs. To ensure you get the most out of your new bed, we've made additional resources available online that are easily accessible with a simple scan.

Access Installation Guide and More Online

Scan the QR code below to find a comprehensive step-by-step video guide on how to assemble your Floorline Profile Bed. This online resource is designed to enhance your setup experience, providing you with visual, easy-to-follow instructions to complement the manual.

What You'll Find Online

Video Installation Guide: A detailed video showing you how to assemble your bed correctly and safely.

Additional Support: Contact our support team if you need further assistance.



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