

Profile Bed Manual

Solace Low



Solace Low Profile Bed

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Welcome to the NHC Group Family!

Thank you for choosing our Solace Low 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 Solace Low 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 Solace Low 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 Solace Low Profile Bed.

Solace Low Profile Bed

NHC Group's Solace Low Profile Bed is specifically tailored for the unique requirements of care home settings. Featuring a robust steel design, crafted from eco-friendly materials, this state-of-the-art bed is controlled via a touch-button handset, ensuring ease of use. With features such as the Reverse Trendelenburg, Seating and Low positions, it provides residents with enhanced comfort and independence. Ensuring both resident satisfaction and care provider convenience, the Solace Low Profile Bed is the ideal choice for modern care homes.

Overview of Key Features and Benefits



Warranty for Profile Beds

Quality and durability are at the core of our offerings. With every profile bed purchase, enjoy the assurance of a 2-year warranty.



Easy Assembly

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



Bed Extension Option

Our profile bed adapts to the varied needs of residents with an optional bed extension feature. With a generous additional 200mm option, you can extend the length with an extension kit, 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.



Rail Height Regulation

Our profile beds adhere strictly to rail height regulations, ensuring the utmost safety and efficacy in bed rail use. With any mattress placed on the bed platform, we guarantee the following: a distance of at least 220mm from the mattress top to the upper side rails, a gap of under 120mm from the bed platform to the bottom rail's underside, and spacing of less than 120mm between the rails themselves.



Adjustable Height - Low

Tailor resident's experience with the adjustable height feature, ranging from 230-630mm. 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 - 180kg

Our profile beds are built not just for comfort but also for robust support. Engineered to accommodate a maximum user weight of 180kg, we ensure safety without compromising on elegance.



Adjustable Side Rails - Push Button

Our profile beds are equipped with adjustable side rails designed to protect residents from unintentional falls, ensuring their well-being without compromising freedom of movement. They are easily controlled via a hand paddle located at both the top and bottom of the bed.



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.



CPR Function

The CPR function is seamlessly integrated into the handheld control system. With just a press and hold of the button, the bed swiftly transitions to a flat position, enabling caregivers to administer life-saving procedures without delay.

Intended Users

The Solace Low 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 Solace Low 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 Solace Low 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 Solace Low 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, with full-length side rails, and independence, through easy-to-use controls that adjust the bed to the user's preferred positions.



Solace Low Profile Bed Specifications

Overall Width	1030mm
Overall Length	2160mm
Height Adjustable Range	230-620mm
Safe Work Load (SWL)	180kg
Total Weight	98kg
Backrest Adjustment	0-70°
Footrest Adjustment	0-40°
Trendelenburg/Reverse Trendelenburg	0-12°
Bed Surface	Steel Plate
Bed Panel	Wooden, dual-layer with a solid top cover
Side Rail Control	Press Button
Side Rail	Full-Length Aluminum



SECTION 3: UNPACKING AND ASSEMBLY

Upon the arrival of your Solace Low 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 Solace Low 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
- Footboard
- Mattress Platform (Back)
- Mattress Platform (Foot)
- Side Rail Slider with Fingers (arrives attached to headboard and footboard)
- 2 x Connecting Bars
- 4 x Side Rails
- 4 x Mattress Retainers
- 4 x Castors
- Handheld Control
- Wire Casing
- Main Wire and Protective Cap
- User Manual: Includes detailed instructions for assembly, operation and maintenance.

SECTION 3: UNPACKING AND ASSEMBLY

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

Fitting the Castors

STEP 1



Before fitting, ensure the castor brakes are locked to prevent castor spinning.

STEP 2



Fit each castor securely into the designated slots at the bed's base.

STEP 3



Once all castors are in place and the bed is positioned, unlock the castor brakes.

Fitting the Connecting Bars

STEP 4



Position the Backrest and Footrest on the mattress platforms upright.

STEP 5



Insert the bolt into the bed frame, then slide the bar into place and secure it by tightening the thumb screw and bolt with the Allen Key.

STEP 6



Tilt the mattress platform with the attached connector bars onto its side.

STEP 7



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

STEP 8



Secure each connection firmly with bolts.

SECTION 3: UNPACKING AND ASSEMBLY

Attaching the Headboard and Footboard

STEP 9



Open out the footrest and backrest on the mattress platforms to a free-standing position.

STEP 10



Lift the mattress platform slightly. Carefully insert the metal prongs on the footboard into the corresponding slots on the platform.

STEP 11



Secure the footboard by first tightening the thumb screw, then the bolt with the Allen key.



REPEAT **STEPS 10 & 11** to attach and secure the headboard in the same manner.

Note: The footboard and headboard are interchangeable.

Connecting the Actuator Motor, Handset and Power

STEP 12



Uncoil the wires on the headboard and footboard.

STEP 13



Connect the colour-coded wires to the matching colour-coded sockets on the actuator motor.

STEP 14



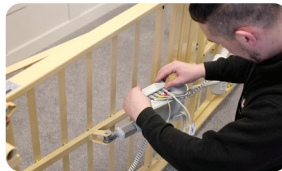
Connect the wire from the headboard to the white-coded socket, and connect the wire from the footboard to the blue-coded socket.

STEP 15



Connect the handset to the socket marked with the handset icon.

STEP 16



Encase the wires in the wire casing to protect and neatly secure them.

STEP 17



Plug the main power cable into the designated port on the motor and cover it with the protective cap.

SECTION 3: UNPACKING AND ASSEMBLY

Attaching the Side Rails

STEP 18



Connect the power and use the handheld control to raise the mattress platform to a comfortable height for attaching the side rails.

STEP 19



Remove the side rail slider from one side of the headboard.

STEP 20



Align and slide the first rail onto the mounting fingers attached to the footboard, ensuring the rounded edge is at the top.

STEP 21



Follow by sliding the second rail onto the same set of mounting fingers.

STEP 22



At the footboard, insert the fingers into the top rail with the pointed end of the slider positioned upwards.

STEP 23



Secure the top rail by inserting the rail slider into the footboard.

STEP 24



Attach the second rail onto the mounting fingers and fully insert the slider into the footboard.

STEP 25



Ensure the sliders are firmly in place by inserting a bolt at the bottom of each slider channel at the headboard and footboard ends.

STEP 26



Use the push buttons located on the headboards and footboards to adjust or lower the side rails as needed.

REPEAT STEP 19 Repeat the process from Step 19 to attach the side rails on the opposite side.

Attaching the Mattress Holders

STEP 27



Position the mattress holders at regular intervals along the sides of the bed frame.

STEP 28

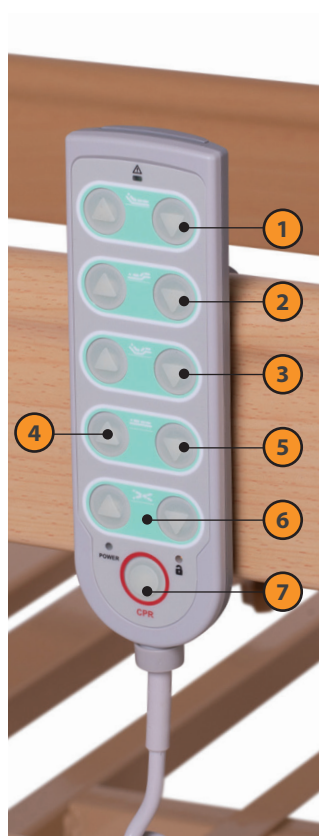


Clip each holder securely onto the frame, ensuring they are evenly spaced for optimal mattress support.

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 (0-70°).
- 2 **Footrest Adjustment:** Use the specified buttons on the control handset to adjust the angle of the footrest (0-70°).
- 3 **Seat Function:** Activate the 'Seat' position, which simultaneously adjusts both the backrest and footrest, by pressing and holding the button on the handset marked with an upward arrow until the desired position is reached.
- 4 **Mattress Platform Elevation:** To elevate the mattress platform, press and hold the button on the handset marked with an upward arrow until the desired height is reached (max height of 620mm).
- 5 **Mattress Platform Lowering:** To lower the mattress platform, press and hold the button on the handset marked with a downward arrow until the desired height is reached (lowest height of 230mm).
- 6 **Trendelenburg Adjustment:** For a forward or reverse tilt (Trendelenburg position 10-12°) of the bed, use the Forward/Reverse tilt buttons on the handset. Ensure the bed's end does not contact the wall when adjusting to a reverse tilt position.
- 7 **CPR Function:** The handset also includes a CPR function for emergencies. This feature quickly flattens the bed to facilitate CPR. Activate by pressing the CPR button on the handset.
- 8 **Control Lock:** The locking mechanism, located on the reverse side of the control handset, requires a key to activate or deactivate. This safety feature ensures the bed configuration remains unchanged and prevents unintended adjustments.

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.



To ensure the optimal operation and longevity of your Solace Low 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 the thumb screws and hand wheels to keep the bed stable and rigid during use.

DO NOT

- **Exceed Load Capacity:** The safe working load is 180kg (28 stone, Standard). 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.

■ **In Case of Infectious Materials**

If the bed has come into contact with any infectious materials or has been used by a resident with a known infection, perform the general cleaning procedure first.

- **Disinfection:** Follow up with an additional cleaning step using a cloth dampened with a Sodium Hypochlorite solution (1000 ppm available chlorine). Ensure the solution is properly diluted according to the manufacturer's guidelines.
- **Final Drying:** Wipe down all surfaces with a clean, dry cloth and allow to air dry thoroughly before reassembling or using the bed.

WARNING

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

■ **Maintenance**

Routine Checks

The Solace Low 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 Solace Low Profile Bed remains in optimal condition, providing safe and reliable service for users.

SECTION 7: TROUBLESHOOTING

The Solace Low Profile Bed is engineered for durability and reliability. However, should you encounter any issues, please follow these preliminary checks before reaching out for further assistance. Often, these steps can help identify and possibly resolve the issue.

- 1. Power Supply Connection:** Ensure the mains lead is securely connected to both the bed and the mains power supply. Confirm the power supply is switched on.
- 2. Fuse Inspection:** Check the fuse in the mains plug to ensure it has not blown.
- 3. Handset Unlock:** Verify that the control handset is not in locked mode, which would prevent operation.
- 4. Transport Tie Removal:** Ensure all plastic transport ties have been removed post-delivery.
- 5. Cable Connections:** Double-check that the mains lead and control handset cable are fully inserted into their respective connections and inspect for any visible damage.
- 6. Control Cables:** Inspect all control cables for signs of wear or damage.
- 7. Handset Inspection:** Check the control handset for any physical damage that could impair functionality.
- 8. Height Limits:** Ensure the bed is not at its maximum or minimum height limit, which might prevent further adjustments.
- 9. Obstacle Clearance:** Verify that there are no objects obstructing the movement of the bed.
- 10. Load Capacity:** Confirm the bed is not overloaded beyond its maximum weight capacity.

■ If the Bed Does Not Operate

- **Power Down:** Safely unplug the bed from the mains supply to prevent any potential electrical issues.
- **Contact NHC Group:** Reach out to us for support. Please refrain from using the bed until the issue has been thoroughly investigated and resolved by our team.

■ Safety Notice

Attempting to use the bed with a known fault without professional assessment may pose risks to both the user and the equipment. Always prioritise safety by seeking professional advice for any concerns.

SECTION 8: ACCESSORIES AND CUSTOMISATION

Enhance your Solace Low Profile Bed with our accessories designed to meet the specific needs and preferences of users, ensuring comfort, safety and convenience. Our accessories are easy to order and install, allowing for a personalised bed setup.

Available Accessories for the Solace Low Profile Bed

Bed Extension Kit: Ideal for taller users or those requiring extra bed length, our bed extension kits add an additional 200mm to the length of the bed. Each kit includes a mattress extension, side rails for safety and a foam insert to ensure comfort without compromising the bed's integrity or appearance.

How to Order Accessories

Online Ordering: Visit our website to view and select from our range of accessories. The bed extension kits, along with other enhancements, are readily available for order. Detailed descriptions and compatibility information are provided to help you make an informed decision.

SECTION 9: WARRANTY AND SERVICE INFORMATION

Ensuring your peace of mind and satisfaction with your Solace Low Profile Bed is paramount to us. That's why each bed is backed by a comprehensive 2-year warranty covering manufacturing defects and ensuring reliable service and support.

Warranty Details

- **Coverage Duration:** Your Solace Low Profile Bed comes with a 2-year warranty from the date of purchase, covering defects in materials and workmanship under normal use and maintenance.
- **What's Covered:** The warranty includes all mechanical and electrical components of the bed, including motors, control boxes, handsets and structural integrity of the bed frame.
- **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 Solace Low 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 Solace Low 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.

SECTION 10: REGULATORY COMPLIANCE

The Solace Low Profile Bed has been meticulously designed and manufactured to meet the highest standards of safety, performance and environmental responsibility. Our commitment to excellence ensures that our products not only provide superior comfort and support but also adhere to rigorous regulatory requirements.

Compliance with Health and Safety Standards

Our Solace Low Profile Beds strictly comply with the latest health and safety standards, including but not limited to:

• **Rail Height Regulations:** We ensure that our beds meet specific rail height regulations to maximise safety and minimise the risk of falls. With any mattress used on the bed platform, we guarantee compliance with the following criteria:

- A minimum distance of 220mm from the top of the mattress to the upper edge of the side rails, ensuring adequate protection for the occupant.
- A gap of less than 120mm between the bed platform and the bottom of the rail's underside, to prevent entrapment or injury.
- Spacing of less than 120mm between the rails themselves, designed to stop falls or entrapment between the rails.

These measures are put in place to ensure that every user experiences a safe, secure and comfortable rest, adhering to the most stringent safety protocols.

Environmental Considerations

We are dedicated to reducing our environmental impact and ensuring our operations are as sustainable as possible. The Solace Low Profile Bed is manufactured with this ethos in mind, incorporating environmentally friendly materials and processes wherever feasible. We actively seek to minimise waste, reduce emissions and promote recycling throughout the lifecycle of our products.

Ensuring a Safer Environment

By strictly adhering to these regulatory standards and environmental practices, we not only ensure the safety and well-being of our users but also contribute positively to the broader community and environment. Our commitment to regulatory compliance and environmental stewardship reflects our dedication to quality, safety and sustainability. Our goal is to provide a product that not only meets but exceeds regulatory requirements and customer expectations. We continuously monitor and update our practices in line with evolving standards and regulations to ensure that our Solace Low Profile Bed remains at the forefront of safety, quality and environmental responsibility.

Discover More with Our Online Resources

Thank you for choosing the Solace Low 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 Solace Low 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 information for our support team if you need further assistance.





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