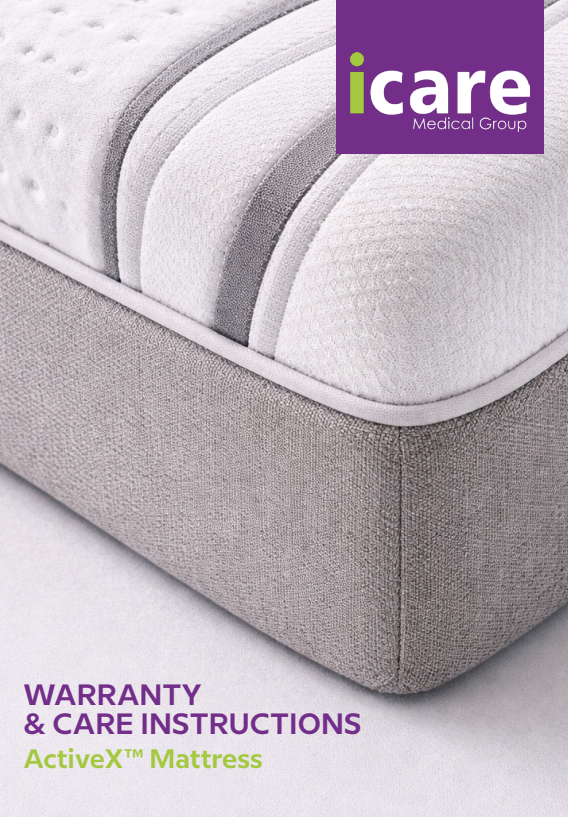


WARRANTY & CARE INSTRUCTIONS

ActiveX™ Mattress

AUSTRALIA
nz.support@icaremedicalgroup.com
0800 143 14

NEW ZEALAND
au.support@icaremedicalgroup.com
1800 105 853

ActiveX™ Mattress

Warranty & Care Instructions

Thank you for selecting an Icare Medical Group mattress. When transitioning to a new mattress it is normal for your body to take time to adjust to the new level of comfort and support provided, this adjustment period varies but may take a few weeks.

This warranty applies to:
ActiveX™ IC15, IC20, IC25 and IC30 mattresses.

Warranty Terms

Warranty Period:
10 years from the date of the Icare invoice to the purchasing organisation. Warranty is not tied to the date the product is sold to, issued to, or received by the end user.

Weight Ratings:
IC15: 45–300 kg
IC20: 30–200 kg
IC25: 30–200 kg
IC30: 30–200 kg

Intended Use:
ActiveX™ mattresses are pressure care mattresses designed for clinical, aged care and homecare environments. They are suitable for use on solid, mesh, profiling or flat bed bases, provided the platform offers adequate ventilation and firm, even and continuous support. Use only within the stated weight rating.
If used on a slatted base, the slats must be in good condition and spaced no more than 12cm apart. Box spring bases, sagging bases, broken supports, bowed supports, flexible supports, exposed bed-frame components, or bases that do not provide firm and even support are not recommended and may affect comfort, performance and warranty coverage.

Core:
ActiveX™ mattresses use an ActiveX™ foam support core designed to provide pressure redistribution and stable comfort support.
Standard Cover:
The standard cover is the Bluetec Knitted Cover. This cover is breathable and non-waterproof.
The removable cover is supplied for the matching mattress core and must be refitted to the same mattress core after cleaning or inspection. Using the cover on a different mattress core, or using a non-approved cover, may affect product performance and may void the warranty.

Warranty Coverage:
Icare Medical Group warrants ActiveX™ mattresses against manufacturing defects in materials and workmanship for the warranty period stated above. Where a valid claim is accepted, Icare Medical Group may repair or replace the product at its discretion.

Body Impressions, Dipping and Edge Compression:
All foam mattresses may show body impressions, softening, edge compression or localised settling over time, particularly in areas of regular loading such as the torso area or the side of the mattress used for bed entry and exit. Temporary compression during use, or shortly after use, is normal and is not considered a warranty fault.
Body impressions, dipping or edge compression up to 25mm, measured with the mattress unloaded on a suitable flat supportive base after a reasonable recovery period, are considered normal wear and tear and are not covered under warranty.
A body impression, dip or edge collapse greater than 25mm may be assessed as a warranty claim where the compression remains after the mattress has been unloaded and allowed to recover, and where the mattress has been used within its stated weight rating, on a suitable supportive base, and has not been misused, damaged, contaminated or subjected to unsuitable cleaning, storage or handling.

Not Covered:
This warranty does not cover normal wear and tear, including fabric pilling, surface fuzz, gradual softening, thinning of fibres, slight fading or discolouration, minor stretching or loosening of elastic threads, normal body impressions, dipping or edge compression up to 25mm, temporary compression during use, or changes in comfort preference. This warranty also does not cover misuse, abuse, neglect, cuts, tears, punctures, burns, abrasion, damage from sharp objects or medical equipment, use on an unsuitable bed base, use outside the stated weight rating, staining, contamination, unsanitary condition, incorrect cleaning, unapproved chemicals, excessive heat, direct sunlight during drying, ironing, bleach, stain removers, fabric softeners, folding, bending, standing or jumping on the mattress, failure to follow the care requirements in this document, transport or storage damage, removed or altered labels, or products sold, leased, transferred or passed on from the purchasing organisation.

Warranty Claim Requirements:
Claims must be supported by the original Icare invoice or approved purchase record.
Products must be clean, dry and sanitary before inspection, return or collection. Icare Medical Group may refuse to inspect, collect or accept return of contaminated, stained or unsanitary products.
The mattress is packed clean prior to dispatch. If the mattress or packaging appears damaged, exposed or contaminated during transport, Icare Medical Group should be notified before the mattress is used.

ActiveX™ Mattress Washing and Care Instructions

General Care:
Keep the bed platform clean and free from debris. Keep the mattress clean and dry. Do not fold. Do not place heavy objects on the mattress during storage. Avoid sharp objects. Inspect the mattress and cover regularly. Do not remove, alter or deface product labels. Store flat where possible and do not store in damp conditions.
Rotate the mattress from head to foot every 3 months, unless otherwise advised by Icare Medical Group for the specific model or clinical setup. Regular rotation helps promote even settling and reduce localised wear.
As with many new products supplied in packaging, the mattress may have a temporary new-product smell when first unpacked. This should reduce with normal airing and is not considered a warranty fault.
ActiveX foam may feel slightly firmer in cooler conditions and softer in warmer conditions. This is a normal characteristic of the pressure care material and is not considered a warranty fault.
Electric blankets may be used on low or medium heat settings only. Do not use high heat, and do not leave heating products on for extended periods, as excessive heat may affect the mattress foam or cover materials.

Vacuum-Rolled Mattress Handling:
Where the mattress is supplied vacuum rolled, it should be unpacked and unrolled within 21 days of receipt. Take care when removing packaging to avoid cutting or damaging the cover. The mattress may be used after approximately three hours, although it may take longer to fully recover its original shape.
After unrolling, ensure the cover seams are correctly aligned to the mattress edges and the zip is fully closed before use. Some cover creasing or minor seam movement may occur during rolling and transport and is not considered a warranty fault.

Clinical and Facility Use – Fluid Ingress and Disposal:
In hospitals, care homes, aged care facilities and other clinical environments, ActiveX™ mattresses must be used with Zerotec™ covers and must be inspected in accordance with the facility's own cleaning, infection control and patient safety procedures.
Inspect the mattress cover regularly, including during sheet changes, cleaning and patient changeover. Check for cuts, punctures, cracks, worn areas, damaged seams, broken zips or any other damage that may allow fluid to pass through the cover.
If fluid is suspected to have passed through the cover, stop using the mattress immediately and inspect the inner core where safe and appropriate to do so under the facility's procedures. Signs of fluid ingress may include dampness, staining, odour or visible contamination.

If fluid has reached the mattress core, the mattress must be removed from service immediately. A contaminated core cannot be cleaned, disinfected or repaired by replacing the outer cover. The mattress must be handled, removed and disposed of in accordance with the facility's local infection control, clinical waste, biohazard and disposal procedures.

Do not use tape, patches or temporary repairs to repair a damaged cover. This may compromise the cover barrier and may void the warranty.

Replacement covers may be purchased from Icare Medical Group or authorised dealers where the mattress core remains clean, dry, uncontaminated and fit for use. A replacement cover must not be used to return a contaminated mattress core to service.

Bluetec Cover Washing & Care:
Heat and harsh chemicals may damage the cooling fibres, 3D mesh border, zipper components and anti-slip gel backing. Before washing, zip the cover completely closed. Wash the cover by itself. Do not wash with clothing, towels or items with buttons, zips, hooks or abrasive surfaces.
If machine washing, use cold water only, maximum 30°C. Use a gentle or delicate cycle. Use mild liquid detergent only. Do not bleach. Do not use stain removers. Do not use fabric softener.

Drying:
Air drying is preferred. Line dry or lay flat in the shade. Keep the gel-dot side away from direct sunlight. If tumble drying is required, use air fluff or the lowest heat setting only. Do not use high heat. Do not iron.

Zerotec™ Covers Option:
Zerotec™ waterproof covers may be fitted to ActiveX™ mattresses where a waterproof, wipe-clean clinical cover is required. If using a Zerotec™ cover, refer to the Zerotec™ Waterproof Cover Warranty & Care Instructions for approved cleaning agents, chemical limits, care requirements and cover warranty conditions. When fitting a Zerotec™ cover over an ActiveX™ mattress, remove the knitted cover first.



IC15
ActiveX™ Mattress

Weight Rating:
45–300 kg

Feel Rating:
Firm

Pressure Care Rating:
High Risk (Waterlow 20+)

Sizes:
Petite, Single, Long Single, King Single, Double, Long Double, Queen, Split Queen

Features:
ActiveX® + XP Support™, Firm Edge Support, Contour-Latch™, Bluetec™ Cooling Cover, Anti-Slip Base, Adjustable Bed Compatible, Flip-Free Design



IC20
ActiveX™ Mattress

Weight Rating:
30–200 kg

Feel Rating:
Medium

Pressure Care Rating:
High Risk (Waterlow 20+)

Sizes:
Petite, Single, Long Single, King Single, Double, Long Double, Queen, Split Queen

Features:
Medium Feel, ActiveX® Pressure Relief, XP Support™, Firm Edge Support, Contour-Latch™, Temperature Regulating Cover, Adjustable Bed Compatible



IC25
ActiveX™ Mattress

Weight Rating:
30–200 kg

Feel Rating:
Soft

Pressure Care Rating:
High Risk (Waterlow 20+)

Sizes:
Petite, Single, Long Single, King Single, Double, Long Double, Queen, Split Queen

Features:
Most Immersive Mattress, Deep Pressure Relief, ActiveX® Layers, XP Support™, Firm Edge Support, Bluetec™ Cooling Cover



IC30
ActiveX™ Mattress

Weight Rating:
30–200 kg

Feel Rating:
Medium

Pressure Care Rating:
High Risk (Waterlow 20+)

Sizes:
Petite, Single, Long Single, King Single, Double, Long Double, Queen, Split Queen

Features:
Gel-Infused ActiveX™, Charcoal Infusion, Cooling Cover, Firm Edge Support, Contour-Latch™, Anti-Microbial Properties

Questions? Contact an Icare specialist for expert product advice.

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