



# User-Service Manual

## Joerns® Bed Frames

### UltraCare® XT

To avoid injury, read user's manual before using.



## Important Precautions

- ⚠ **Warning: Possible Injury Or Death.** This product is intended for use as an adjustable mattress support platform that contours for resident/patient comfort with adjustable height for resident/patient and caregiver convenience. Use of this product in a manner for which it was not designed could result in unproven or unsafe configuration, potentially resulting in injury or death.
- ⚠ **Warning: Possible Injury.** Before adjusting bed, ensure that area under and near bed perimeter is free of people and obstructions. Failure to do so could result in injury.
- ⚠ **Warning: Possible Injury.** Keep bed in lowest position except when providing care (bathing, clothing changes, etc.). Bed should be at lowest convenient height for entry or exit. Failure to do so could result in injury.
- ⚠ **Warning: Possible Injury Or Death.** Resident/patients may become entangled in pendant cord. Resident/patients with reduced mental acuity should not be allowed access to pendant. Unsupervised use of pendant could result in injury or death.
- ⚠ **Warning: Possible Injury Or Death.** Bed safe working load is 500 pounds. This is total weight counting resident/patient, mattress, bedding accessories and any other equipment or persons likely to be on bed. Do not exceed 500-pound safe working load. Exceeding the safe working load could result in property damage, injury or death.
- ⚠ **Warning: Possible Injury Or Death.** Do not roll bed over abrupt thresholds with resident/patient in bed. Bed is not designed for transporting resident/patient. Transporting resident/patient in the bed could result in injury or death.
- ⚠ **Warning: Possible Fire Hazard.** Use nasal mask or ½ bed tent oxygen administering equipment. Oxygen tent should not extend below mattress deck. Pendant should not be placed in an oxygen-enriched environment such as an oxygen tent. Use of electrical circuits in an oxygen-enriched environment could result in a fire hazard.
- ⚠ **Warning: Possible Shock Hazard.** Unplug power cord from wall outlet before performing any maintenance, cleaning or service to the bed. Resident should be removed from bed prior to any service being performed on the equipment. Failure to do so could result in injury or death. **Note:** In case of unexpected movement, unplug bed from any outlet.
- ⚠ **Warning: Possible Shock Hazard.** Injury may result from improper routing of the power cord. Always follow the proper factory-installed routing configuration. Failure to do so could result in injury or death.

⚠ **Warning: Possible Injury Or Death.** Use a mattress that is properly sized to fit mattress support platform, which will remain centered on mattress support platform relative to State and Federal guidelines. Joerns Healthcare recommends the use of a mattress with minimum dimensions of 35 inches wide and 6 inches deep. Length should match mattress support platform. Use of an improperly fitted mattress could result in injury or death. If using Comfort Extension, see Comfort Extension manual for proper mattress size.

⚠ **Warning: Possible Injury Or Death.** If a resident/patient's mental or physical condition could lead to resident/patient entrapment, the mattress support platform should be left in the flat position when unattended. Failure to do so could result in injury or death.

⚠ **Warning:** An optimal bed system assessment should be conducted on each resident by a qualified clinician or medical provider to ensure maximum safety of the resident. The assessment should be conducted within the context of, and in compliance with, the state and federal guidelines related to the use of restraints and bed system entrapment guidance, including the *Clinical Guidance for the Assessment and Implementation of Side Rails* published by the Hospital Bed Safety Workgroup of the U.S. Food and Drug Administration. Further information can be obtained at the following web address: <http://www.fda.gov/MedicalDevices/ProductsandMedicalProcedures/GeneralHospitalDevicesandSupplies/HospitalBeds/default.htm>.

⚠ **Warning: Possible Injury Or Death.** Use a properly sized mattress in order to minimize the gap between the side of mattress and assist device. This gap must be small enough to prevent resident/patient from getting his/her head or neck caught in this location. Make sure that raising or lowering bed, or contouring the sleep surface, does not create any hazardous gaps. Excessive gaps may result in injury or death.

⚠ **Warning: Possible Injury Or Death.** Locate mounting brackets for assist devices strictly according to instructions. Gap between head/foot panel and assist device must be small enough or large enough to prevent resident/patient from getting his/her head or neck caught in this location (see specific Assist Device Installation Instructions for more information). If multiple assist devices are used, position each so that gap between them is large enough for trunk and hips to pass through easily. Make sure raising or lowering bed, or contouring sleep surface does not create any hazardous gaps. Failure to do so could result in injury or death. **Important Note:** Powered air mattress surfaces may pose a risk of entrapment. Prior to use, ensure the therapeutic benefits outweigh the risk of entrapment.

- ⚠ Warning: Possible Injury Or Death.** Do not use an assist device if any openings within assist device body allow resident/patient to get his/her head or neck lodged within these openings. Use of assist devices with large openings may result in injury or death.
- ⚠ Warning: Possible Injury Or Death.** Do not use any Joerns® assist device until you verify it is locked in place. Failure to lock assist devices may result in injury or death.
- ⚠ Warning: Possible Injury Or Death.** Do not use any replacement parts not manufactured, marketed or provided by Joerns Healthcare on any Joerns bed. Use of unapproved replacement parts may result in injury or death.
- ⚠ Warning: Possible Injury Or Death.** If using accessories not manufactured, marketed or provided by Joerns Healthcare for Joerns beds, consult with the manufacturer for compatibility and limitations prior to use. Failure to do so may result in injury or death.
- ⚠ Warning: Possible Shock Hazard.** If the bed power cord has a hospital-grade, 3-prong grounding plug, grounding reliability can only be achieved when equipment is connected to an equivalent receptacle marked hospital-grade.
- ⚠ Warning: Possible Injury.** Sitting on or sliding over the mattress side stop can cause skin injury if the bed mattress compresses to less than 1.5 inches under user's weight.
- ⚠ Warning: Possible Injury.** Risk of entanglement or injury may occur if mattress used with mattress side stop does not fill the entire width between stops or which compresses to less than 1.5 inches under user's weight.
- ⚠ Warning: Possible Injury or Death.** Floor locks increase bed stability and resident safety. Make sure the bed is in a locked position with respect to the floor by ensuring the casters are off the floor or if equipped, the UltraLock is in the locked position before attempting any resident transfers. Failure to do so could result in injury or death.
- ⚠ Warning: Possible Injury.** Use caution when activating the UltraLock function. This feature was designed to be activated by your foot. Using your hand to activate the UltraLock system could result in injury.
- ⚠ Caution:** In the absence of line voltage, all bed articulations can be achieved via an externally available backup battery (Joerns P/N N511). Joerns recommends a minimum of one battery for every twenty five beds per facility.
- ⚠ Warning: Possible Injury or Death.** NEVER permit more than (1) person in/on the bed at any time. NEVER exceed the weight capacity of this bed. The weight capacity of this bed is 500 lbs (227 kg) including accessories and options

(not all accessories and options may be used at the same time). Subtract resident's weight from beds capacity 500 lbs (227 kg) to determine allowable weight for mattress, bed panels, accessories, and optional equipment. See page 14 for accessory weights.

- ⚠ Caution:** This device complies with EMC requirements of IEC 60601-1-2. Radio transmitting equipment, cellular phones or similar electronic devices, used in proximity of bed, may affect bed performance.
- ⚠ Caution:** Particular precaution must be considered during exposure to strong emission sources such as High Frequency surgical equipment and similar devices. Do not route High Frequency cables on or near device. If in doubt, contact a qualified technician.
- ⚠ Caution:** The Joerns UltraCare® XT is intended for use within institutional healthcare environments 2, 3 and 5 (ie: skilled nursing, transitional care, rehabilitational care, assisted living). Joerns Healthcare recommends compliance to the regulations and guidelines specified to your locality.

Joerns assist devices are designed to be used with specific Joerns bed frames. Once mounted on the appropriate bed frame, assist devices become an integral part of the Joerns bed system to be used for ingress, egress, and repositioning.

When assessing the risk for entrapment, you need to consider your bed, mattress, head/foot panels, assist devices and other accessories, as a system. It is also extremely important to review the resident/patient's physical and mental condition and initiate an appropriate individual care plan to address entrapment risk. All Joerns bed systems are evaluated for compliance to the FDA/CDRH "*Hospital Bed System Dimensional and Assessment Guidance to Reduce Entrapment.*"

Assemble, install, utilize and maintain Joerns Assist Devices as described in their accompanying Joerns User/ Service Manual, which also lists the bed type or model with which these devices may be used.

This product is only one part of your healthcare bed system. Proper combinations of mattress, head/foot panels and assist devices are needed to minimize the risk of entrapment. For more information, call Customer Care, 800-826-0270.

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### Save These Instructions

Thank you and congratulations for choosing Joerns UltraCare XT bed. Joerns beds are developed with safety, comfort and convenience of both residents/patients and caregivers in mind.

Advanced ergonomic design will provide years of reliable service in your facility.

### Bed System Entrapment Information

Although essential in the practice of long-term care, bedside assists, in recent years, have also been a subject of regulatory review and evolution in design and use.

That focus includes not only the challenge of achieving an appropriate balance between resident security and unnecessary restraint, but also the additional safety issue of entrapment.

The U.S. Food and Drug Administration (FDA), working with our company and other industry representatives has addressed the potential danger of entrapment with new safety guidelines for medical beds. These guidelines recommend dimensional limits for critical gaps and spaces between bed system components.

Entrapment zones involve the relationship of components often directly assembled by the healthcare facility rather than the manufacturer. Therefore, compliance is the responsibility of the facility.

As the leading manufacturer of long-term care beds and a frontrunner in addressing this critical issue, Joerns Healthcare can offer you the expertise, assistance and products to bring your facility into compliance.

### Joerns' Compliance Solutions

Matching the right bed components in order to meet regulatory guidelines can be complex.

That is why Joerns offers a wide array of compliance options. We assist customers in selecting compliant accessories recommended for their specific bed model.

### Creating a Safer Care Environment

While the guidelines apply to all healthcare settings, (hospitals, nursing homes and at home), long-term care facilities have particular exposure since serious entrapment events typically involve frail, elderly or dementia patients.

### For More Information

To learn more about compliance options with Joerns products, visit our website at [www.joerns.com](http://www.joerns.com), or contact our Customer Care reps at 800-826-0270 and ask for free informational publications.

To learn more about entrapment zones, assessment methods and guidelines concerning entrapment, contact Joerns Healthcare at 800-826-0270 or consult the FDA website: <http://www.fda.gov/MedicalDevices/ProductsandMedicalProcedures/GeneralHospitalDevicesandSupplies/HospitalBeds/default.htm>.

## Features and Specifications

### Standard Features

- 76" or 80" Sleep Surface
- Travel Range: 7" to 30"
- Locking System: Roll-in-Low Lock System
- Pendant Connections on both left and right side
- Cable connection for optional Staff Control
- Whisper Quiet DC Motors
- Fast Speed Hi-Lo
- Welded Tubular Frame
- Grid Sleep Surface
- SoftTone Frame Color
- Baseboard Bumper
- Wide Stable Base
- Heavy-Duty Casters
- Mattress Side Stops
- Patented Toroidal Construction (US Patent D437143)
- Patented Lifting Mechanism (US Patent 6473922)
- EasyLift Leg Positioner
- Battery Pack Cable

### Electrical Specifications

**Power:** 120 VAC

**Frequency:** 60 Hz

**Current Rating:** 4.0 Amps

**Classification:** Class I, Type B or Class II, Type B

**Mode of Operation:** 10% Maximum Duty Cycle  
2 minutes on/18 minutes off

**Circuit Protection:** Auto Reset Current Sensor

### Environmental Conditions

#### Operating Conditions:

Ambient Temperature: +10°C to +40°C

Relative Humidity: 30% to 75% Non-Condensing

Atmospheric Pressure: 700 hPa to 1060 hPa

Protected Against Splashing Water: IPX4

#### Storage and Shipping Conditions:

Ambient Temperature: -40°C to +70°C Relative

Humidity: 10% to 100%


Atmospheric Pressure: 500 hPa to 1060 hPa

### I.D. Label Symbol Definition

 Attention

 Consult accompanying documents

 Safe Working Load

 Type B Applied Parts, user controls, mattress, support platform

 Protective Earth (ground)

## Accessories And Options

76", 80" and 84" Joerns® Mattresses

Joerns Bed Panels

42" UltraWide (width extension)

UltraLock Mobility (Roll at any height)

F028 Assist Device Set

F17T Assist Device Set

Staff Control

Advance Care Positioning

Pendant Holder

IV Rod

Floor Mat

Emergency Battery Backup System

- Battery Backup 24V

- Battery Charger 24V

- Wall Mounting Bracket for Charger

Trapeze and Trapeze Adapter

Length Extender

Drainage Bag Holder

Bed Transport Bar

### Bed Identification Numbers

When ordering parts or when contacting our Customer Care Department, please include the bed's model and serial numbers, found on the identification labels. The identification labels are located on bed frame under the sleep deck foot section.

### Conforms To:

AAMI STD ES60601-1

IEC STD 60601-1

IEC STD 60601-2-52

Certified To CSA STD C22.2 # 60601-1

### Mechanical Specifications

#### Description:

#### Dimensions:

76" .....82.0"L x 35.0"W x 7.0"H

80" .....85.5"L x 35.0"W x 7.0"H

#### Weight

Base Weight ..... 220 lbs.

Equipped with single UltraLock ..... 247 lbs.

Equipped with dual UltraLocks ..... 274 lbs.

Maximum Back Angle ..... 65° to horizontal

Maximum Knee Angle ..... 35° to horizontal

Maximum Knee To Leg Angle ..... 45°

#### Minimum Height Mattress Support Surface

Base Bed .....7.00"

Equipped with UltraLock(s) .....7.25"

#### Maximum Height Mattress Support Surface

Base Bed .....30.00"

Equipped with UltraLock(s) .....30.60"

Safe Working Load ..... 500 lbs.

Maximum Patient Weight ..... 450 lbs.

## Assembly

### Installation Of Head and Foot Panels

(For more information refer to Bed Panel Installation Sheet)

*Tools required: Phillips head screwdriver*

#### Head Panel Installation:

1. Head panel has label on back.
2. Lay panel on soft surface front face down.
3. Head panel brackets are longer of two sizes (Figure 1).
4. Install head panel brackets with four screws provided. Bracket offset should face up (Figure 2). Do not tighten until after fitting mounting brackets into bed sockets.
5. Go to final assembly below.

#### Frame-Mounted Foot Panel Installation:

1. Foot panel does not have label on back.
2. Lay panel on soft surface front face down.
3. Foot panel brackets are shorter of two sizes (Figure 1).
4. Install the foot panel brackets with four screws provided. Bracket offset should face up (Figure 2). Do not tighten until after fitting mounting brackets into bed sockets.
5. Go to final assembly below.

#### Final Assembly Step for Head Panel and Frame-Mounted Foot Panel:

1. Insert head and foot panel as shown with mounting hardware facing head of the bed (Figure 3).
2. Tighten all screws with panels in place.
3. Panels should slip in and out of their sockets easily and securely.

### Installation Of Baseboard Bumper (Optional, Advance Care)

*Recommended Tool: Rubber mallet*

The bed will ship with the standard bumper installed. If the 12° Trendelenburg Mode is enabled (optional) it will be necessary to remove the installed bumper and install the 12° bumper. **Note:** The 12° bumper can be identified by a silver label with "12°" printed on it. It is longer than the standard bumper.

1. Remove the shorter bumper by tapping the tangs on either side of the leg with a rubber mallet (Figure 5).
2. Place the 12° baseboard bumper as shown (Figure 4).
3. Tap into place with a rubber mallet or press firmly with the sole of your shoe until it locks into place as shown (Figure 5).

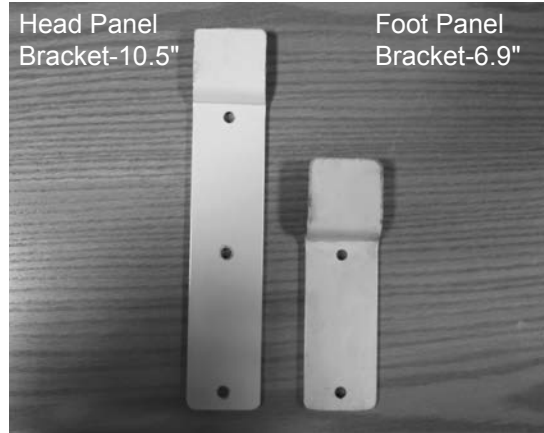


Figure 1



Figure 2



Figure 3

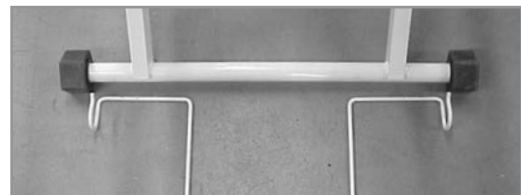


Figure 4



Figure 5

## Installation of Mattress Side Stop (Figure 6)

The mattress side stop is designed to help keep mattress from sliding laterally on the mattress support platform. Mattress side stop can be installed in combination with assist devices or as a stand-alone accessory. Please read important warnings related to mattress side stops and follow all instructions below, prior to use.

### Installation Steps

*Tools Required: #2 Phillips Screwdriver*

1. Insert the ends of the mattress stop up through the bottom of the bushings in the foot section of the mattress support platform.
2. Pulling up in the center of the mattress stop may help.
3. Install the screws from the top into the mattress stop.
4. Replace mattress, making sure mattress fills width between stops. Also, make sure mattress will not compress to less than 1.5" depth under user's load, especially when user is sitting on or sliding over mattress side stop.

### IV Sockets

Joerns® UCXT bed has four IV sockets as standard equipment. There are two sockets at head end of bed and two at foot end (Figure 7). The IV sockets are compatible with Joerns IV poles and most ½" IV poles.

### Installation Of Staff Control Panel (Optional) (Figure 8)

1. Mount foot panel on bed as indicated in previous instructions.
2. Unscrew cap located under bed frame at foot end, (Figure 9) and secure cable connector, arrow facing up into plug (Figure 10).
3. Ensure that the cable connector is fully inserted into the plug (Figure 11).
4. Screw on cap from cable to secure cable (Figure 12).



Figure 6



Figure 7



Figure 8



Figure 9



Figure 10



Figure 11



Figure 12

## Setting 12 Degree Trendelenburg Mode

The bed will ship set to 4° Advanced Positioning mode. This mode limits the head down angle to 4°. The software can be changed to 12° Trendelenburg mode to enable Trendelenburg functionality.

1. Install Advanced Staff Control Panel as described previously.
2. Simultaneously, press and hold Trendelenburg (Button 10, Figure 20, pg 9) and reverse Trendelenburg (Button 11, Figure 20, pg 9) buttons for 5 seconds on Advanced Staff Control Panel.
3. Trendelenburg/Reverse Trendelenburg lock icon will begin flashing indicating that the system is in programming mode.
4. Press bed up (Button 5, Figure 20, pg 9) button to select full 12° Trendelenburg mode.
5. Bed Hi-Low lock out icon will flash twice confirming software is set to 12° Trendelenburg mode. **Note:** Be sure correct baseboard bumper is installed. Failure to install the correct baseboard bumper can result in damage to the bed or walls. The 12° bumper is identified by a silver label with “12°” printed on it.
6. To return bed to 4° Advanced Positioning, repeat steps 2 and 3 then press bed down (Button 6, Figure 20, pg 9). Bed Hi-Low lock icon will blink once confirming software is now in 4° Advanced Positioning mode. Install correct baseboard bumper.

## Operation

The pendant allows the patient/resident to operate the bed. Lockouts will light up if a function has been locked out by the caregiver.

### Advanced Pendant Control Operation

1. Your UltraCare® XT bed comes standard with an AdvanceCare pendant control (Figure 13). Plug pendant into port under either side of the seat pan.
2. Unscrew cap (Figure 14) and insert cable connector, arrow facing up into port (Figure 15).
3. Ensure that the cable connector is fully inserted into the port (Figure 16, pg 9).
4. Screw on cap from cable to secure cable (Figure 16, pg 9).
5. The pendant has raised, high-contrast buttons and graphics.

**⚠ Warning: Possible Injury or Death.** This bed should not be operated (control the movements of the bed through the control interfaces) by persons who do not have the cognitive skills to understand the information in the owner’s manual or can understand and perform the proper operation of the bed. This bed should not be used or operated by children.

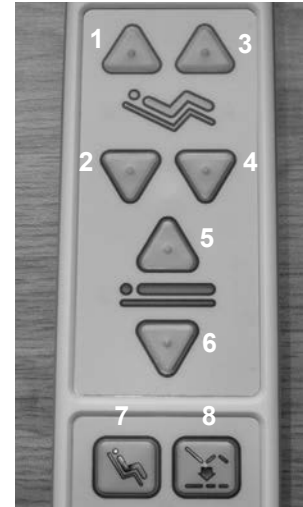


Figure 13

### Advanced Pendant Operation (AdvanceCare) (Figure 13)

1. Push button to raise back
2. Push button to lower back
3. Push button to raise knee
4. Push button to lower knee
5. Push button to raise bed
6. Push button to lower bed
7. Push button for Comfort Chair
8. Push button to lower both head and knee to flat and place bed at transfer height.



Figure 14



Figure 15





Figure 16

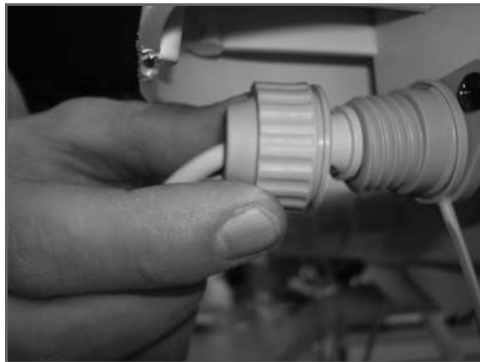


Figure 17



Figure 18

### Standard Pendant Operation (Figure 18)

1. Push button to raise back
2. Push button to lower back
3. Push button to raise knee
4. Push button to lower knee
5. Push button to raise bed
6. Push button to lower bed

### Staff Control Panel Operation (Optional)

The Staff Control Panel allows caregiver to operate bed from the foot panel without walking to bedside. The caregiver can also individually lock out all functions on both Pendant and Staff Control.

1. To lock out a function, press and hold “Lock” graphic on the panel and push the function to lock out. Illuminated amber LED indicates that function is now locked out.
2. To unlock function, press and hold “Lock” graphic on the panel and push the function to unlock. Amber LED is no longer illuminated, signaling that function is now operable.

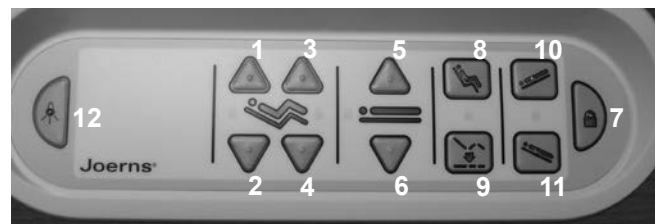


Figure 19

### AdvanceCare Staff Control (Optional)

1. Push button to raise back
2. Push button to lower back
3. Push button to raise knee
4. Push button to lower knee
5. Push button to raise bed
6. Push button to lower bed
7. Push and hold to change lockout status in combination with another function button.
8. Push button for Comfort Chair
9. Push button to lower both head and knee to flat and place bed at transfer height
10. Push button for Trendelenburg
11. Push button for reverse Trendelenburg
12. Push button to toggle under bed light on and off (optional)

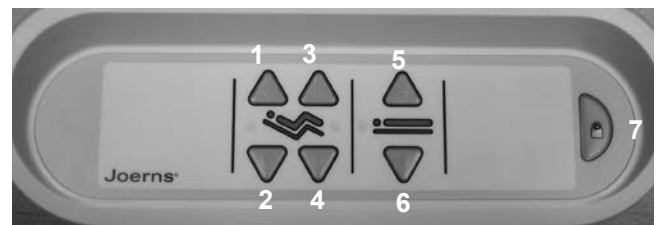


Figure 20

### Standard Staff Control

1. Push button to raise back
2. Push button to lower back
3. Push button to raise knee
4. Push button to lower knee
5. Push button to raise bed
6. Push button to lower bed
7. Push and hold to change lockout status in combination with another function button.

### Roll in Low Lock System

1. To keep bed from rolling when in the lowest position, press down on locking lever to lock casters (Figure 21).
2. Standard caster set comes with two locking casters placed at opposing corners of bed.

	Mobile Position	Locked Position	Swivel Casters
Roll in Low Lock System	Low only	Any Height (casters must be locked in Low)	Head & Foot (in Low position only)

### Optional UltraLock System

The Joerns® UltraLock feature provides roll at any height functionality to the UltraCare® XT bed frame. The UltraCare XT bed can be configured with a single UltraLock at the foot or dual UltraLocks at the head and foot.

- When the UltraCare XT is equipped with a single UltraLock, the foot end has swivel casters when the UltraLock is engaged and rollers at the head.
  - When the UltraCare XT is equipped with dual UltraLocks, the foot end functions in the same way as the single UltraLock option, while the head end has rollers when the UltraLock at the head end is not engaged, and swivel casters when engaged.
1. There are three possible locations by which to operate the UltraLock on each UltraLock assembly (Figure 22).
  2. To lock the bed using the UltraLock, place your toe under the pedal and lift upward (Figure 23). The label indicates the locked position by a red symbol (Figure 24).
  3. To unlock the UltraLock, place the ball of your foot on any pedal and push down (Figure 25). The label indicates the mobile position by a green symbol (Figure 24).

**⚠ Warning: Possible Injury.** Before leaving the bed unattended, check that the UltraLock feature is in the locked position. Never leave an unlocked bed unattended.

**⚠ Warning: Possible Injury.** Check that the UltraLock feature is in the locked position before allowing the resident to enter or exit the bed.

For best practices, the UltraLock feature should be locked at all times, except when the bed is being moved.



Figure 21

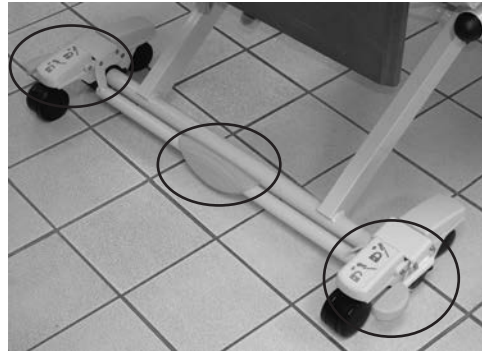


Figure 22



Figure 23



Figure 24



Figure 25

## EasyLift Leg Positioner Operation

1. To raise: Grasp bed foot frame and raise to desired position (Figure 26).
2. To lower: Grasp foot end of bed frame and raise ½-inch to ¾ inch above present notch, then lower gently;
3. Or, grasp foot end of bed frame, raise to highest position, and lower gently.

## Servicing

Service Parts List is available upon request. The motors and control box contain no serviceable items.

For beds manufactured prior to March 12<sup>th</sup>, 2010-standard speed actuators and control box are dark gray. Fast speed actuators are light gray with a dark gray control box. Beds manufactured after March 12<sup>th</sup>, 2010 all have the fast speed actuators.

**⚠Warning: Possible Shock Hazard.** Unplug control box from wall outlet before performing any maintenance or service to control box.

### Motor And Control Box Information

Cord and Socket Identification (Figures 27 & 28)

1. Foot Leg Hi/Low Motor (red)
2. Back Motor (yellow)
3. Head Leg Hi/Low Motor (orange)
4. Knee Motor (blue)
5. Control Harness (green)
6. Emergency Battery Pack Socket
7. AC Power in

**Note:** The motors and control box contain no serviceable parts. Overload protection is achieved via current sensing technology, which will automatically reset. If any bed function fails to operate, check to see if bed is overloaded or constrained from movement.

### To Remove Control Box

1. Plugs and outlets are numbered and color-coded so they can be easily reinstalled later (See Motor and Control Box information).
2. Unplug from wall outlet.
3. Unplug all motor cords and pendant/staff control plug.
4. Remove the control box retaining clip (Figure 29).
5. Slide control box off the motor assembly.
6. To replace control box, reverse these instructions.

### To Remove Motor

*Recommended Tools: Screwdriver, Hammer, Masking Tape, Zip Ties*

1. Unplug power cord from wall outlet.
2. Identify motor to be replaced.
3. Tip bed on its side to replace high/low motor(s).
4. Unplug motor cord.
5. Motor is held in place by two pins. Use a screwdriver to remove lock ring on each pin.
6. Slide pins out of holes. If necessary, use hammer to tap out the pins.
7. You may now replace the motor(s).
8. To reassemble bed, reverse the previous steps, making note of the following two important items:
  - Assemble pin and lock rings as originally installed.
  - Cable ties should be replaced, with cords returned to their original position and routing direction to the control box.



Figure 26



Figure 27



Figure 28



Figure 29

**To Remove AC Power Cord**

*Recommended Tools: Small Screwdriver, Masking Tape, Zip Ties, 5/16" Nut Driver*

1. Raise bed so that there is about 27 inches of clearance between floor and sleep surface of bed.
2. Unplug power cord from wall outlet.
3. Cut cable ties that hold AC power cord to frame. Tape remaining cords in their original position. It is very important to keep motor cords routed along frame in original factory-installed positions. If this step is not followed, damage to cords or electric shock may result.
4. Detach ground wire from bed frame if equipped.

**⚠ Warning: Possible Shock Hazard.**

Injury may result from improper power cord routing. Always follow proper factory-installed routing configuration. Be sure to check condition of power cord on a regular basis. Do not use damaged or frayed power cords.

5. Using a small screwdriver, alternately depress small red latch tabs above and below AC inlet receptacle on the control box. Simultaneously, pull gently outward on AC power cord where it connects to control box, until plug comes out.
6. Plug replacement cord into control box until it latches. Attach ground wire to bed frame.
7. Re-route AC power cord along frame in same position as original routing.
8. Replace cable ties along with cords in their original position and routing to the control box. If this step is not followed, damage to cords or electric shock may result.

**Troubleshooting**

Any loss of electrical function should be investigated with the following steps:

Event	Possible Remedies
Bed not responding to pendant control	<ol style="list-style-type: none"> <li>1. Check lockout status.</li> <li>2. Check connection is fully inserted with cable secured.</li> <li>3. Check the bed is plugged into power source and control box green light is illuminated.</li> <li>4. Unplug bed for 60 seconds and plug back in.</li> <li>5. If these steps fail to resolve the problem, call Technical Support at 800-826-0270.</li> </ol>
Bed not responding to staff control	<ol style="list-style-type: none"> <li>1. Check lockout status.</li> <li>2. Check connection is fully inserted with cable secured.</li> <li>3. Check the bed is plugged into power source and control box green light is illuminated.</li> <li>4. Unplug bed for 60 seconds and plug back in.</li> <li>5. If these steps fail to resolve the problem, call Technical Support at 800-826-0270.</li> </ol>
All lockouts indicators flashing	<ol style="list-style-type: none"> <li>1. Unplug bed for 60 seconds and plug back in.</li> <li>2. Push and hold Hi-Lo up and down on staff control or pendant simultaneously until flashing stops (No more than 15 seconds).</li> <li>3. If these steps fail to resolve the problem, call Technical Support at 800-826-0270.</li> </ol>
Hi-Lo lockout indicator flashing	<ol style="list-style-type: none"> <li>1. Thermal overload condition. This should self correct in 2 minutes or less. Do not surpass 10% duty cycle (2 min on/ 18 min off).</li> <li>2. If these steps fail to resolve the problem, call Technical Support at 800-826-0270.</li> </ol>
Knee Lockout indicator flashes when attempting articulation	<ol style="list-style-type: none"> <li>1. Bed is in a reverse Trendelenburg or comfort chair position, level bed (page 9, Figure 18, button 8).</li> <li>2. Lower or raise Hi-Lo to end of travel</li> <li>3. If these steps fail to resolve the problem, call Technical Support at 800-826-0270</li> </ol>

1. Switch pendant with a new pendant or one from a bed that is functioning normally.
2. If these steps fail to resolve the problem, call Technical Support at 800-826-0270.

**Note:** Electrical damage can occur if a non-approved pendant is connected to the electrical system.

## Maintenance

### Maintenance/inspection Information:

Visually inspect the bed and accessories for broken welds or cracks and check for loose hardware on a monthly basis.

If any broken welds or cracks are found, remove bed from service immediately and replace affected part(s). If necessary, contact Technical Support, 800-826-0270, for assistance. Tighten any loose hardware.

### Preventative Maintenance

To ensure maximum life of your product, follow all warnings and cautions in the User Manual and maintain your bed with care, as outlined below. The maintenance required will be dictated by your bed's usage and care – a thorough inspection should be conducted monthly.

### To Maximize Service Life

1. Joerns UltraCare® XT bed frames have self-leveling electronics and do not require a regular reset procedure to remain level.
2. Keep the bed clean.
3. Observe bed operation and report any discrepancies or problems to Joerns Healthcare Technical Support at 800.826.0270
4. After initial week of use, check all threaded fasteners for looseness, and make sure all pins are in their normal location and fastened securely. Check monthly for loose bolts, nuts, pins and other retaining hardware. Tighten any loose hardware, and contact Joerns Healthcare to order any appropriate service parts.
5. Make sure each inspection includes the underside of the bed frame and mattress support platform.
6. Visually inspect the bed frame and accessories for any cracking, bending, or hole enlargement. If found, contact Joerns Technical Support at 800.826.0270, remove the bed from service immediately, and replace the affected parts.
7. Check wiring for proper connections and damage (fraying, kinking, or deterioration). Report any damage to Joerns Technical Support at 800.826.0270

8. Check actuators for correct mounting at attachment points and ensure all related pins are mounted securely and properly to the bed frame. Actuators are not serviceable, but are replaceable if required.
9. Lubricate pivot point, pins and bolts as required. The recommended lubricant is Joerns-approved grease #12500013, available from Joerns Technical Support at 800.826.0270.
10. Properly Stow Pendant. Place pendant in pendant holder right side up to avoid excessive bending of cable. Avoid dropping or stretching pendant during use to maximize service life.



**Correct**



**Incorrect**

If any discrepancies are noted during inspection, they must be corrected before continuing bed frame use. Major service and repairs must be performed by authorized Joerns Healthcare Technical Support, which you may contact at 800.826.0270.

### End of Life Disposal

- Many components of this product may be recycled.
- Please dispose of non-recyclable items properly.

To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources.

### Cleaning

**⚠ Caution:** Possible damage to electrical parts, and/or shock hazard.

1. Clean all electrical components (motors, control box, pendant and cords) on your Joerns® bed with damp, well-wrung out cloth. Excess water in or on electrical parts, could damage these components. Do not submerge pendant in liquid.
2. Your Joerns bed features durable, baked-on epoxy finish that is easily cleaned with mild solution of antiseptic cleaner and warm water. Read and follow all label instructions on your cleaning products.
3. Wood veneer surfaces should be maintained by cleaning with furniture cleaner or polish.

## Accessories

### All Accessories

- ⚠ **Warning: Possible Injury Or Death.** Injury or death may result from improper use of bed accessories. Consult accessory manufacturer for compatibility, proper installation and use instructions.

### Accessory Weights

Mattress Side Stop: 0.40 lbs (0.18 kg)  
Drainage Bag Holder: 0.85 lbs (0.38 kg)  
F028 Side Assist (pair): 16.5 lbs (7.48 kg)  
F17 Side Assist (pair): 29.8 lbs (13.52 kg)  
\* Head / Foot Board ~ 14.9 lbs (6.76 kg)  
\* Mattress ~ 24.0 lbs (10.89 kg)

\* Weights may vary dependent upon model, material, and size.

### Mattress Side Stop

- ⚠ **Warning: Possible Injury.** Sitting on or sliding over the Mattress Side Stop can cause skin injury if the bed mattress compresses to less than 1.5 inches under user's load.
- ⚠ **Warning: Possible Injury.** Risk of entanglement or injury may occur if mattress used with Mattress Side Stop does not fill the entire width between stops or which compresses to less than 1.5" inches under user's load.

### Trapeze And Trapeze Adapter

- ⚠ **Warning: Possible Injury Or Death.** Improper installation of Trapeze Adapter could alter or dislodge the head panel position, increasing the risk of injury or suffocation.
- ⚠ **Warning: Possible Injury Or Death.** Follow manufacturer's directions when installing Trapeze Bar. Improper installation of Trapeze Bar on Trapeze Adapter could cause Trapeze Bar to disconnect/collapse or otherwise fail, resulting in injury or death.
- ⚠ **Warning: Possible Injury Or Death.** A minimum of 1-inch clearance between bottom of Trapeze Bar and floor, is required when bed is in its lowest position. Failure to do so could damage floor and/or cause bed to become unstable, resulting in injury or death.

## Length Extender

- ⚠ **Warning: Possible Injury Or Death.** Use a mattress long enough so gap between mattress and head/ foot panel is small enough to prevent resident from getting his/her head or neck caught in these locations. Failure to do so could increase risk of suffocation or result in injury or death.

- ⚠ **Warning: Possible Injury.** Extender is designed for use with a foot panel. Sitting on or sliding over Extender without a foot panel installed could cause extender to fail, resulting in injury or death.

## Drainage Bag Holder

- ⚠ **Warning: Possible BioHazard.** Prior to use, consult Drain Bag manufacturer's installation and use instructions. Failure to do so could result in a bag puncture, resulting in a potential BioHazard.

- ⚠ **Warning: Possible Injury Or Death.** Many items that attach to the Holder are gravity fed and must be below the bed user to function. Do not allow items attached to Holder to rest or be positioned on the floor, where they might be stepped on and adversely affected or damaged. Exercise particular caution when bed is moved to its lowest position as items attached to the Holder at that height are especially at risk. Failure to do so could result in injury or death.

- ⚠ **Warning: Possible Injury Or Death.** Make sure items hung on this holder have proper clearance and are not pinched or caught during bed adjustment. Failure to do so could result in injury or death.

## Bed Transport Bar

- ⚠ **Warning: Possible Injury.** The Bed Transport Bar must be used according to installation and user instructions. Improper use could cause it to disconnect, resulting in a fall or loss of control of the bed.

### Pendant Holder (Figure 30)

**⚠ Warning: Possible Injury.** Improper installation could result in the Pendant Holder producing a hazard by protruding from the bed. Carefully follow all installation and user instructions. Failure to do so could result in injury or death.

### Head End Mattress Side Stop (Figure 31)

1. Mattress Side Stop is designed to help keep mattress from sliding laterally on the mattress support platform. Mattress Side Stop can be installed in combination with assist devices or as a stand-alone accessory. Please read important warnings related to Mattress Side Stops and follow all instructions below, prior to use.
2. Install Mattress Side Stop according to supplied instructions. Call Technical Support at 800-826-0270, for instructions, if needed.
3. Replace mattress, making sure mattress fills width between stops. Also, make sure mattress will not compress to less than 1.5" depth under user's weight, especially when user is sitting on or sliding over Mattress Side Stop.

### Trapeze Bar (Figure 32)

1. We recommend using Joerns® Trapeze Bar with Joerns Trapeze Adapter.
2. Install Trapeze Bar assembly according to manufacturer's directions included with kit.

### Trapeze Adapter (Figure 33)

1. Trapeze Adapter is designed to allow attachment of trapeze system to the UltraCare® XT bed. Prior to use, please read important warnings related to this option and follow all instructions below.
2. Install Trapeze Adapter according to supplied instructions. If needed, call Technical Support at 800-826-0270 for instructions.
3. Install Trapeze Bar assembly onto Trapeze Adapter according to manufacturer's instructions.
4. Adjust bed from its highest through lowest positions to insure proper clearance and operation. Some trapeze systems may not be suitable for use with the UltraCare XT bed, due to its low operating height.
5. Adjustment and use of a Trapeze Bar should be in accordance with instructions from a healthcare professional (doctor or therapist).
6. Do not exceed maximum load condition listed on installation instructions.

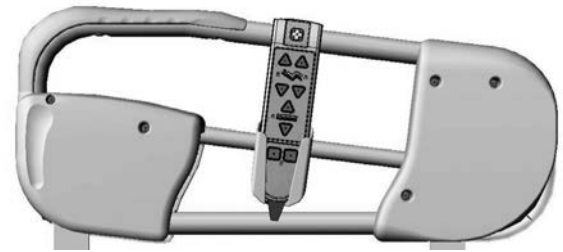


Figure 30



Figure 31



Figure 32



Figure 33

### Length Extender (Figure 34)

1. Length Extender is designed to extend bed deck approximately four inches to allow using 84-inch mattress on 80-inch mattress support platform or 80-inch mattress on 76-inch mattress support platform. Prior to use, please read important warnings related to Length Extender and follow instructions below.
2. Install Length Extender according to supplied instructions. If needed, call Technical Support at 800-826-0270 for instructions.
3. Make sure increase in overall length does not produce a safety hazard or impair accessibility in the room. Place new mattress against Mattress Stop and be sure mattress covers entire mattress support platform length.



Figure 34

### Drainage Bag Holder (Figure 35)

1. Drainage Bag Holder is designed as an attachment point for items such as urine collection bags. Make sure items attached to holder are safely secured. Prior to use, please read important warnings related to Drainage Bag Holder and follow all instructions below
2. Install Drainage Bag Holder and attach items to holder according to supplied instructions. If needed, call Technical Support at 800-826-0270 for instructions.
3. It is important to operate all bed functions through their entire ranges to ensure that items attached to Drainage Bag Holder have proper clearance and are not pinched or caught.
4. Attach Drainage Bag Holder only to the point and position outlined in installation instructions. Operate all bed functions through their full ranges to ensure that items attached to holder have proper clearance and are not pinched or caught.
5. Many items that attach to Drainage Bag Holder are gravity fed and must be below bed user to function. Do not allow items suspended from holder to rest on the floor, particularly when bed is in its lowest position. Otherwise, a safety condition may occur or the function of attached items may be impacted.



Figure 35: Note 4-Inch clearance from hook to floor



## Bed Transport Bar (Figure 36)

1. Bed Transport Bar is designed to ease moving the UltraCare® XT bed, particularly when it is lowered on to its casters. **Note:** The UltraCare XT bed is not designed for use as resident/patient transport devices. Prior to use, please read important warnings related to Bed Transport Bar and follow all instructions below.
2. Install Bed Transport Bar according to supplied instructions. If needed, call Technical Support at 800-826-0270 for instructions.
3. When using Bed Transport Bar to move beds, always push down and forward on handle. Pushing up or attempting to use transport bar to lift bed, especially when crossing over thresholds, may cause it to disconnect from bed, resulting in loss of control of bed.
4. Take extra care when moving bed (remember, do not move bed while occupied by resident) on any sloped surface. Moving a bed on a sloped surface requires two people, one at each end of the bed. Never use Bed Transport Bar to move bed on a slope that exceeds ANSI and/or ADA requirements for accessibility.

## Battery Back-up

### Battery Backup Includes:

- Charger with Power Cord PN#12160300 (with Cord Clip)
- Battery with Cable PN#12160311
- Wall Mount Bracket PN#12160301 (with two screws)
- User Instructions PN#6150192



Figure 36

## Battery Charger

1. Simply mount Battery Charger in central location convenient to caregiver staff. Plug Battery Charger into any standard wall socket (110V; 50-60 Hz.).
2. Insert Backup Battery in Battery Charger.
  - Green light -- indicates main power is on
  - Yellow light -- indicates battery is charging
3. After about four hours of charging, yellow light goes off and battery will be fully charged. **Note:** We recommend that users charge up battery immediately upon receipt.
4. Backup Battery has useful life of about 3.5 years, depending upon usage. It is recommended to discharge battery as little as possible and to recharge quite frequently (by keeping the Backup Battery connected to Battery Charger when not in use), to provide the longest life.
5. When Backup Battery needs replacing, dispose of old battery in same manner, you would dispose of a car (lead acid) battery.

## Powering the UltraCare XT Bed:

Attach Backup Battery to Battery Pack Patch Cord Socket at bed foot end (Figure 37).

Depending on battery condition and load on bed, one battery can typically raise and lower the bed, constituting one cycle, 20 to 25 times on single, full charge.



Figure 37



## Joerns Healthcare Warranty Program

for Joerns® UltraCare® XT Bed, Model UCXT

Joerns UltraCare XT Beds, Model UCXT, are guaranteed for a period of five years from the date of delivery, against defects in materials and workmanship, under normal use and service.

This five-year warranty includes all mechanical and electrical components.

Steel structural components on beds are covered under warranty for a period of 15 years from the date of delivery.

Welds are covered under warranty for the lifetime<sup>1</sup> of the product.

Damage caused by use in unsuitable environmental conditions, abuse or failure to maintain the product in accordance with user and service instructions is not covered.

Any alteration, modification, or repair unless performed by or authorized in writing by Joerns Healthcare, will void this warranty.

### Parts

Joerns beds contain various parts that wear from normal use. These parts, such as DC batteries, are not covered under the stated warranty but are covered for 90 days after date of delivery.

<sup>1</sup> Weld lifetime defined as 20 years.

Joerns Healthcare's obligation under this warranty is limited to supplying replacement parts, servicing or replacing, at its option, any product which is found by Joerns Healthcare to be defective.

Warranty replacement parts are covered by the terms of this warranty until the product's original stated warranty period expires.

When requested by Joerns Healthcare, parts must be returned for inspection at the customer's expense. Credit will be issued only after inspection.

### Service

Most service requests can be handled by the facility Maintenance Department with assistance from the Joerns Healthcare Product Service Department.

Most parts requested can be shipped next day air at the customer's expense.

Should a technician be required, one will be provided by Joerns Healthcare, at our discretion. Only the Joerns Healthcare Product Service Department can dispatch authorized technicians.

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

### Manufactured by:

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