

# Use & Care Guide

Welcome to your Safespace Hi-Lo! We hope that you will gain many years use of our product. This guide tells you how to look after your product and make sure that it is used in the way it is intended. Please read it carefully and keep it for future reference. If the Safespace Hi-Lo is passed to another user, please ensure that the person responsible for their care receives this guide. Please check the product regularly to ensure it is in good condition and contact us if you have any concerns.

## Supervision & Security

- When used in accordance with this guide, a Safespace Hi-Lo can provide a safer area for those who would be unsafe in a room with hard surfaces. The Safespace Hi-Lo provides a sturdy yet soft, flexible space for the person using it, which will reduce the risk of injury from hard surfaces.
- The Safespace Hi-Lo is not a substitute for supervision. The same level of supervision and security should be applied as the individual using the equipment would require in any room.
- Unsupervised access to the outside of the Safespace Hi-Lo should not be permitted. Do not allow the person using the equipment to have access to the handset
- Because an individual's size, mobility & abilities can change over time, regular assessment is needed to make sure that the product continues to meet the needs of the user.
- The Safespace Hi-Lo cannot remove the risk of injury completely. Adequate and appropriate supervision must be provided at all times.

## Safe Distance

**A minimum 25cm clear area around the Safespace must be maintained at all times when activating the bed base functions.** Your Safespace Hi-Lo has been installed with this clearance gap around each wall, so that the walls flex outwards to absorb any impact and prevent contact with external hard surfaces. There is 12cm sideways travel as part of the Hi-Lo's height adjustable function. Please do not place or store any items in the gaps around or below the Safespace Hi-Lo, as this will mean the equipment

cannot be used safely. Your Safespace Hi-Lo is movable, but it is important that the clearance gap is maintained.

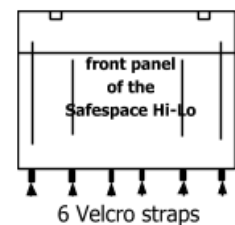
## Height Adjustment



- The height adjustment function is operated by the handset, which is stored in the pocket at the end of the bed when not in use.
- When the bed is not being used or when it is being moved, it should be returned to its lowest position.
- Only use the Safespace Hi-Lo at the highest position for periods of nursing and care.

## Attaching the Safespace Hi-Lo bed base with 6 Velcro straps on the front and back panel and 4 Velcro straps on the end panels

- The straps must be fastened when assembling and unfastening when dismantling. Please ensure straps are clear on moving parts.



## Stabilizing & Moving the Safespace Hi-Lo

- The braking system is made up of twin wheel-locking castors at each end. They are operated by a foot bar underneath the Hi-Lo near the wheels at each end. Push this bar down with your foot to apply the brakes, and push it up to disengage the brakes.
- Before moving the Safespace Hi-Lo, ensure it is at its lowest height and is fully unplugged from the power source. Any trailing leads should be secured to avoid entanglement with moving parts. Once moved to the required position, put the brakes on immediately.
- Make sure there are no objects, obstacles, pets or children underneath the Safespace Hi-Lo before moving, lowering or raising it.
- If you need to dismantle your Safespace Hi-Lo please contact us for advice.



## Sharp objects

Sharp objects, such as pens, pencils, hair clips, hard plastic or metal toys or hard furniture, could cause tears in the fabric of the Safespace Hi-Lo so should not be taken

into, or near the outside of it. In the event of a tear occurring, please contact us immediately

## Zips

- Cords, or ribbons, should not be attached to the zip pullers to extend their length as this could damage the zip.
- The door should be either fully opened when access is needed, or fully closed whilst the Safespace Hi-Lo is being used. Do not allow unsupervised access to the doors or windows, when in an open position, as this provides a flap of material that could be vulnerable to damage.

## Tension

It is essential that the tension on the walls of the Safespace Hi-Lo set by our fitters during installation is maintained. Do not attempt to adjust the tension yourself without our advice, as over tensioning can damage the Safespace Hi-Lo. Please make sure no-one gains unauthorised access to the tensioning system on the corners.

## Alterations

The Safespace Hi-Lo must not be altered or adapted in any way

## Cleaning & Maintenance

- Vacuum the net roof regularly. This prevents a build-up of dust which can restrict ventilation
- A mild detergent is the best cleaning agent to use on the Safespace Hi-Lo. Diluted disinfectant or medical standard anti-bacterial wipes can be used if necessary.
- Cleaning or disinfecting products containing bleaching agents can discolour the PVC fabric over time. They will not affect the integrity of the product.
- Stain-specific cleaners such as 'Stain Devils' can be more effective than general cleaners for some stains
- Enzymatic cleaners, such as 'Urine Off' can be more effective at removing stale urine as they break down any soaked-in residue
- Before cleaning or undertaking maintenance of the bed base mechanism, ensure that the power is switched off at the socket. Although all electronics are sealed the bed & mechanism cannot be put through a wash tunnel system.
- Every six months examine the undercarriage for signs of damage, making sure all fasteners, retaining bolts and castors are tight and none are missing.
- Please note that staining to the product can occur under the action of pens, markers, urine and faeces etc. The sooner the product is cleaned, the more

successful the cleaning. Staining does not affect the effectiveness or structural integrity of the product.

## Fire Safety

- Remember to include the Safespace Hi-Lo in your emergency fire escape plans. Contact your local Fire Service for advice about how to do this
- We recommend that you add the Safespace Hi-Lo to your insurance policy.

## Customer Service

At Safespaces, we pride ourselves on our customer service. If you need any further information, would like us to talk you through this guide, have any problems with your Safespace Hi-Lo, or want guidance on how to use it effectively, please feel free to contact us by phone, email or social media.

## Guarantee

Each Safespace Hi-Lo comes with a 12-month guarantee from the date of delivery. This is in addition to your legal consumer rights. The guarantee remains valid providing the product is used and maintained as outlined in this Guide. If damage occurs, please get in touch and we will discuss how we can help.

In the event that the product is repaired by Safespaces outside of the 12-month guarantee period, a 3-month guarantee shall be issued effective from the date of delivery or re-installation of the product. This guarantee remains valid providing the product is used and maintained as outlined in this guide.

**PLEASE NOTE: PRODUCT GUARANTEES SHALL NOT APPLY TO ANY DEFECT OR DAMAGE CAUSED BY IMPROPER USE OR UNSUITABLE OR INADEQUATE MAINTENANCE AND CARE OF THE PRODUCT.**

<b>Guarantee Number:</b>	<b>XXXXX</b>
Date of Delivery:	DD/MM/YYYY

## Confirmation

**I confirm that I have read and fully understand the above 'Use and Care Guide' for the Safespace Hi-Lo product. By signing this document, I accept that I fully understand the guidance provided in this document.**

Full Name:	
Signature:	
Date:	

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