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# USER MANUAL

## HPR System for Home Use



### **IMPORTANT INFORMATION**

Please read carefully and store with your maintenance records.

THE  
**morel**  
COMPANY\*

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# Introduction

THIS MANUAL CONTAINS IMPORTANT INFORMATION DESIGNED TO TRAIN YOU IN THE USE AND OPERATION OF THE HERCULES PATIENT REPOSITIONING SYSTEM™ (HERCULES). PLEASE READ IT COMPLETELY BEFORE INSTALLATION OR USE.

## INDICATIONS OF USE

Hercules is intended to assist caregivers with up-in-bed patient repositioning. It is designed for use in a home care setting in which a traditional hospital home healthcare bed is used.

## CONTRAINDICATIONS

Patients that cannot tolerate repositioning or have been advised not to be repositioned.

## PRECAUTIONS

The use of Hercules should be discontinued if improper operation is observed. Contact The Morel Company Customer Support Department if this occurs.

If Hercules is exposed to environmental conditions outside of the Storage and Handling Environmental Conditions limits, please ensure Hercules operation is satisfactory before patient use. If in doubt, contact The Morel Company Customer Support Department.

## SYMBOLS



**WARNING** The warning symbol indicates that bodily injury or equipment damage may occur.



**CAUTION** The caution symbol indicates that special attention or instructions are needed.

# Safety



## WARNINGS

**WARNING** Unplug the drive from the AC outlet before beginning any service procedure. Failure to properly follow these instructions could result in serious injury, death or equipment damage.

**WARNING** The potential for electrical shock exists with electrical equipment. Failure to follow these instructions could result in serious injury, death or equipment damage.

**WARNING** Use care when closing the drive door ensuring all objects are clear of the sheet compartment. Failure to properly follow these instructions could result in personal injury.

**WARNING** Hercules must be installed and operated by trained persons only. Failure to follow these instructions could result in serious injury, death or equipment damage.

**WARNING** Keep patient and objects clear of sheet intake and siderails during operation. Failure to properly follow these instructions could result in serious injury, death or equipment damage.

## SAFETY (CONTINUED)



### WARNINGS

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**WARNING** Be sure to keep hair clear of sheet intake. Failure to properly follow these instructions could result in serious injury, death, or equipment damage.

**WARNING** Ensure that there are no patient entrapment risks with the Hercules system and the bed. Failure to follow these instructions could result in serious injury, death, or equipment damage.

**WARNING** Do not use in an oxygen enriched environment. Failure to follow these instructions could result in serious injury, death or equipment damage.

**WARNING** Never place the power cord around neck. Failure to follow this instruction could result in serious injury, death or equipment damage.

**WARNING** Hercules should only be serviced by trained, qualified technicians. Failure to follow this instruction could result in serious injury, death or equipment damage.

**WARNING** Hercules must not be modified. Failure to follow this instruction could result in serious injury, death or equipment damage.



### CAUTIONS

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**CAUTION** If the Hercules Dream Sheet™ is not properly connected to the sheet attachment strap, it will disengage from the sheet during loading.

**CAUTION** Please ensure the Hercules Dream Sheet™ is properly secured in the sheet clips before initial patient repositioning.

**CAUTION** When first making the bed using Hercules, the sheet should be advanced until the “Advance Sheet” graphics are completely beyond the head end edge of the sleep surface. This will ensure that the sheet has been properly loaded and is ready to pull patient weight.

**CAUTION** See specifications for main power requirements. Operation outside of these specifications may cause equipment damage.

**CAUTION** See specifications for protection against fluid ingress. Operation outside of these specifications may cause equipment damage.

#### CAUTION

- Do not use excessive liquid or harsh cleaning agents.
- Do not use harsh cleaners or solvents not intended for fabric applications.
- Do not power wash.
- Do not steam clean.
- Do not machine wash or dry.

Please consult a physician for any specific patient restrictions relative to the product's use.

# Product Components

The Hercules is comprised of three basic components:

- Hercules Drive
- Hercules Dream™ or Hercules Dream Gel™ Sleep Surface
- Hercules Dream Sheet™



These three components work together as a system to assist in repositioning a patient who has migrated down in bed.

## DRIVE

The Hercules drive unit is the power behind Hercules and is located at the head end of the bed just below the hinged head section of the sleep surface.

### 1 User Interface

Controls are located on both sides of the drive unit, allowing for the operation of the system and providing status LEDs.

### 2 Mattress Attachment Hooks

The two hooks located on the back wall of the drive unit used to secure the sleep surface.

### 3 Drive Door

The hinged drive door allows access to the roller compartment for cleaning and servicing purposes.

### 4 Sheet Attachment Strap

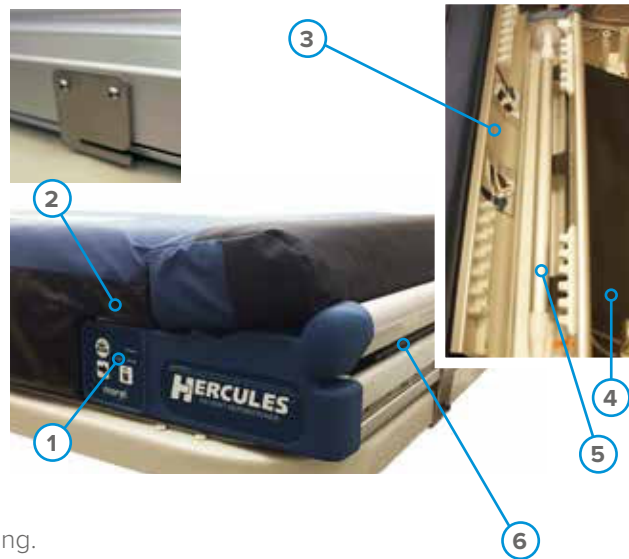
The strap is used to connect the Hercules Dream Sheet to the roller. The strap contains black caps that are inserted into buttonholes on the head section of the Hercules Dream Sheet.

### 5 Roller

The roller connects to the sheet attachment strap and rotates to wind the sheet during repositioning.

### 6 Sheet Slot

Narrow access point on the drive providing an entryway for the sheet.



## USER INTERFACE

(as seen on patient's left-hand side)

### 1 Power LED

A green LED that is illuminated when the Hercules system is connected to a power source.

### 2 Head Up LED

An amber LED that is illuminated when the head of the bed is raised past 30 degrees; the system will not advance the sheet when this LED is illuminated.

### 3 Door Open LED

An amber LED that is illuminated when the drive door is open; the system will not advance the sheet when this LED is illuminated.

### 4 Unlock Button

This button, represented by an unlatched padlock, must be pressed at the same time as the "Advance" button to operate the system and advance the sheet.

### 5 Advance Button

This button, represented by an arrow, must be pressed at the same time as the "Unlock" button to operate the system and advance the sheet.

### 6 Sheet Release Button with LED

When the user presses this button, an amber LED will illuminate allowing the roller to spin freely for sheet removal. To engage the roller and turn off the illuminated LED, press the "Advance" button and the "Unlock" button at the same time.



## SLEEP SURFACE



### 1 Sleep Surface

### 2 Hinged Head Section

The upper head section of the sleep surface is hinged, allowing it to be easily lifted by the user to access the drive unit.

### 3 Mattress Attachment Straps

The straps, located on the bottom of the sleep surface, are used to secure the sleep surface to the drive unit via the mattress attachment hooks.

### 4 Sheet Clips

The sheet clips, located along the side of the sleep surface, secure the sheet to the sleep surface while allowing the sheet to advance during repositioning.

### 5 Sheet Shelf

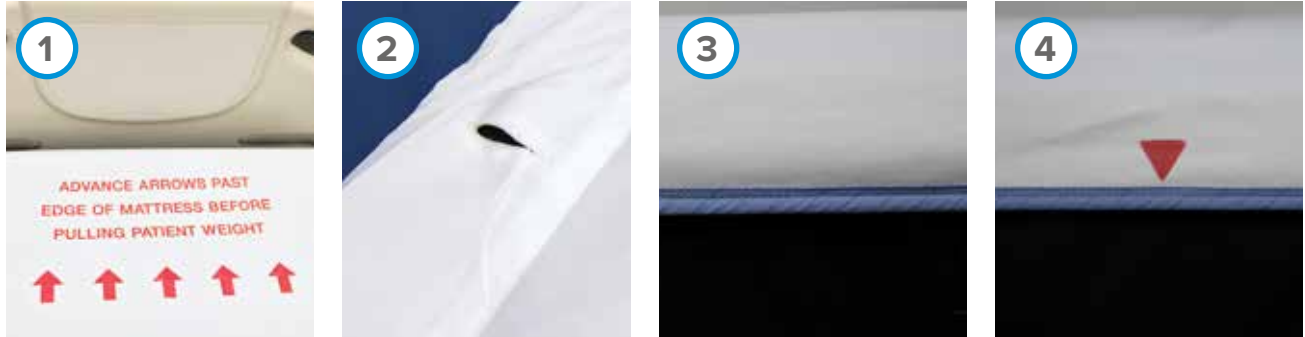
The shelf, located at the foot end of the sleep surface, supports the unused portion of the Hercules sheet.

Due to wide variations in patient anatomies, it is good practice to periodically check and ensure that a patient is not “Bottomed Out” on the Hercules Sleep Surface. “Bottoming Out” is finding that an outstretched hand placed palm up beneath the under surface of the sleep surface at the patient’s bony prominence can readily palpate the bony prominence. Once the patient has been placed on the sleep surface, the test should be conducted with the patient in the anticipated positions that the patient will be in. Do not use Hercules if “Bottoming Out” occurs.



## SHEET

The Hercules Dream Sheet is 42" wide by 192" long and allows for approximately 8-10 repositionings per use.



### 1 Sheet Loading Indicator

The Load Indicator instructional markings ("Advance Sheet" graphics), located at the head end of the sheet, indicate the distance and direction the sheet is to be advanced and how much sheet needs to be advanced into the drive unit prior to pulling patient weight.

### 2 Buttonholes

The two buttonholes, located in the head end of the sheet, are used to connect the sheet to the sheet attachment strap.

### 3 Beaded Hem

The beaded blue hem, located along both lateral sides of the sheet, enables the sheet to be secured into the sheet clips.

### 4 Sheet Change Indicator

Red triangles along the hem of the sheet signal the amount of sheet remaining to be advanced. When the markers have reached the head end edge of the sleep surface, the sheet has reached its last pull and should be changed.

## Installation

Please follow the separate installation instructions specific to the bed being used.



**WARNING** Hercules must be installed and operated by trained personnel only. Failure to follow these instructions could result in serious injury, death or equipment damage.

After Hercules has been properly installed, position the bed in a location where the power cord can be easily connected and disconnected. The power cord is to be used for mains disconnect purposes.

## Loading the Sheet



- 1 Unfold the sheet at the foot end of the sleep surface and place on the sheet shelf.



- 2 Pull the leading edge of the sheet (the end containing buttonholes and “Advance Sheet” graphics) towards the head end of the bed. Ensure the attachment strap is through slot at back of drive unit.



- 3 Connect the sheet to the sheet attachment strap by inserting the black caps into the buttonholes on each side at the head end of the sheet.



**CAUTION** *If the sheet is not properly connected to the sheet attachment strap, it will disengage from the sheet during loading.*

## LOADING THE SHEET (CONTINUED)



- 4 Press the “Unlock” button and the “Advance” button at the same time to advance the sheet.

### START



### LOADING



### LOADED



- 5 Continue advancing the sheet until the “Advance Sheet” graphics have completely passed beyond the head end edge of the sleep surface.



**CAUTION** When first making the bed using Hercules, the sheet should be advanced until the “Advance Sheet” graphics are completely beyond the head end edge of the sleep surface. This will ensure that the sheet has been properly loaded and is ready to pull patient weight.



- 6 Secure the sheet by pulling the beaded hem into the sheet clips along both sides of the sleep surface.



**CAUTION** Please ensure the Hercules Dream Sheet is properly secured in the sheet clips before initial patient repositioning.

## Repositioning the Patient

- 1 Lower the head end of the bed to 30° or less and check that the amber Head Up and Door Open LEDs are not illuminated.
- 2 Press the “Unlock” button and the “Advance” button at the same time to advance the sheet. Release when the patient has reached the desired position.



**WARNING** If a patient does not advance with the sheet during operation, lower the bed head angle until patient repositioning resumes. Failure to do so could result in patient injury.

## Changing the Sheet

(with a patient in bed)

**Note:** To change the sheet with the patient in bed, please use the following steps.



- 1 Press the “Sheet Release” button located on the user interface to disengage the roller and release the sheet from the drive. The amber “Sheet Release” LED will illuminate.

## CHANGING THE SHEET (CONTINUED)



- 2 Pull the sheet out of the drive unit and disconnect it from the sheet attachment strap.



- 3 Grasping each sheet clip, pull down to release the sheet's beaded hem on both sides of the sleep surface.



- 4 Unfold the new sheet with the “Advance Sheet” graphics past the head end edge of the sleep surface.

**Note:** Ensure the “Advance Sheet” graphics are positioned completely beyond the head end edge of the sleep surface prior to placing the sheet under the patient (this will allow enough sheet to properly load prior to pulling patient weight in step 11).

## CHANGING THE SHEET (CONTINUED)



- 5 Unfold the sheet along the side of the patient and place the remaining sheet at the foot end of the sleep surface.



- 6 Secure the sheet to the side of the sleep surface you are working on by pulling the beaded hem into the sheet clips along that side of the sleep surface.
- 7 Safely roll the patient and walk around to the other side of the bed.
- 8 Remove the soiled sheet.
- 9 Secure the sheet to the side of the sleep surface you are now working on by pulling the beaded hem into the sheet clips along that side of the sleep surface.



- 10 Connect the sheet to the sheet attachment strap by inserting the black caps into the buttonholes on both sides of the head end of the sheet.

## CHANGING THE SHEET (CONTINUED)



- 11 Press the “Unlock” button and the “Advance” button at the same time to advance the sheet until the patient is in the desired position.



- 12 Place the remaining portion of the sheet on the sheet shelf at the foot end of the sleep surface.

## Removing the Sheet



- 1 Grasping the sheet clip, pull down to release the sheet's beaded hem on both sides of the sleep surface.



- 2 Press the "Sheet Release" button located on the user interface to disengage the roller and release the sheet from the drive unit. The amber LED will illuminate.



- 3 Pull the sheet out of the drive and disconnect it from the sheet attachment strap.

**Note:** Follow normal laundry processes for sheet cleaning.



# Cleaning Procedures

The following cleaning procedures are recommended before placing a patient on Hercules, and as necessary, when the patient is out of bed.

## CLEANING THE DRIVE



**WARNING** The potential for electrical shock exists with electrical equipment. Failure to follow these instructions could result in serious injury, death or equipment damage.



- With the sheet removed, lift the hinged head section of the sleep surface to expose the system's drive door.
- Open the door and wipe down all exposed surfaces of the drive unit and the sheet attachment strap using a soft sponge or cloth with mild detergent and warm water.
- Ensure the attachment strap is through slot at back of drive unit.



**WARNING** Use care when closing the drive door ensuring all objects are clear of the roller compartment. Failure to properly follow these instructions could result in personal injury.



### CAUTION

- Do not use excessive liquid or harsh cleaning agents.
- Do not power wash.
- Do not steam clean.

**Note:** To remove difficult spots or stains, use standard household cleaners and a soft bristle brush.

**Note:** When visible soilage exists, disinfect the system using a tuberculocidal disinfectant. Use the disinfectant as specified on the manufacturer's label.

## CLEANING THE SLEEP SURFACE OUTER COVER AND SHEET CLIPS

- Wipe with a soft sponge or cloth.
- Use a neutral or mild soap that is fabric-safe and diluted with lukewarm water.
- For sanitation, use appropriate bleach-based or phenolic type disinfectants.
- For blood contamination, use a 1:10 dilution of household bleach (5.25% sodium hypochlorite).
- Dilute all cleaning products to manufacturer's instructions.
- After using a cleaning agent, rinse cover with lukewarm water to remove cleaning agent residue.



### CAUTION

- *Do not use harsh cleaners or solvents not intended for fabric applications.*
- *Do not power wash.*
- *Do not steam clean.*
- *Do not machine wash or dry.*

## Storage

- Store the Hercules mattress in a flat position away from sharp objects.
- Store the Hercules drive in a flat position making sure that the drive is not resting on the Hercules mattress.
- Store all Hercules equipment in the Storage and Transport Environmental Conditions stated in the Specifications Section.

## Troubleshooting

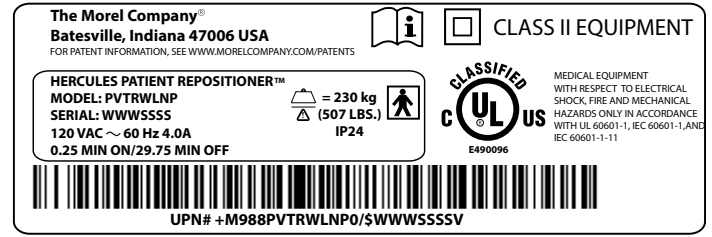
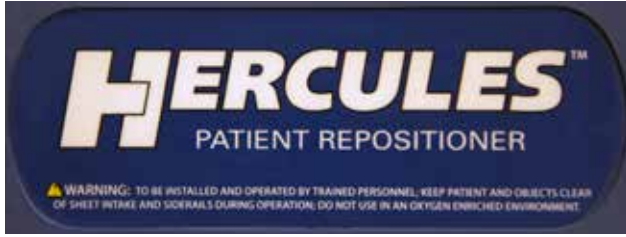
### MY SHEET WON'T ADVANCE

- Check to see if the green power LED on the user interface is illuminated. If not, check power cable to ensure it is plugged in.
- Check to see if the "Head Up" amber LED is illuminated. If so, the bed head angle is raised above 30 degrees, and the system will not advance the sheet. Lower the bed head angle to 30 degrees or less.
- Check to see if the "Door Open" amber LED is illuminated. If so, this indicates that the drive unit door is open and the system will not advance the sheet. Check door for blockage or obstructions and ensure it is completely closed.
- Ensure the sheet attachment strap and sheet are routed properly through the sheet slot.
- Check to make sure sheet is properly attached through the buttonholes.
- Check to ensure sheet has been advanced beyond the "Advance Sheet" graphics before placing patient weight on the surface.

### SHEET IS ADVANCING BUT CROOKED

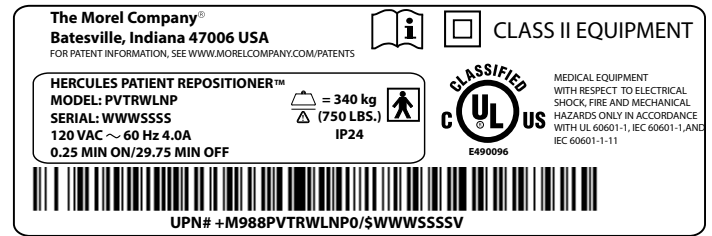
- Check to ensure that the sheet is properly attached to all of the sheet clips.

# On-Product Safety Labeling



Standard System

Symbol	Meaning	Symbol	Meaning
	Operating instructions		Type BF part. The Hercules mattress and sheet are applied parts
	Alternating current		Underwriter Laboratories Classification
	Class II equipment		
	Caution		



Bariatric System

## WARNINGS

**WARNING** Hercules must be installed and operated by trained personnel only. Failure to follow these instructions could result in serious injury, death or equipment damage.

**WARNING** Keep patient and objects clear of sheet intake and siderails during operation. Failure to properly follow these instructions could result in serious injury, death or equipment damage.

**WARNING** Do not use in an oxygen enriched environment. Failure to follow these instructions could result in serious injury, death or equipment damage.

**WARNING** Degree of protection against ingress - IP24. Equipment is protected against unpressurized spraying and splashing water. Equipment is protected against objects > 12.5mm.

**WARNING** Degree of protection against electric shock - Class II: Type B. Failure to follow these instructions could result in serious injury, death or equipment damage.

## CAUTIONS

**CAUTION** The safe working load of the Hercules Standard System is 230 kg (507 lbs.). Failure to stay at or below this limit may cause equipment damage.

**CAUTION** The safe working load of the Hercules Bariatric System is 340 kg (750 lbs.). Failure to stay at or below this limit may cause equipment damage.

**CAUTION** See specifications for main power requirements. Failure to do so may cause equipment damage.

**CAUTION** See specifications for protection against fluid ingress. Failure to do so may cause equipment damage.

# Specifications

## AVAILABLE MODELS AND SIZES

MODEL	COMPONENT	DIMENSION
Hercules Patient Repositioner™	Drive with Dream Sleep Surface	35" x 80" x 6" / 35" x 84" x 6"
	Dream Sheet	42" x 192"

MODEL NUMBER	DESCRIPTION
DFHxxx, DVHxxx	Drive - Flat, VersaCare
MFFxxx, MVFxxx	Sleep Surface - Flat Foam, VersaCare Foam
MFGxxx, MVGxxx, MMGxxx	Sleep Surface - Flat Gel, VersaCare Gel
Bxxx	Bracket
Sxxxx	Sheet

## ENVIRONMENTAL CONDITIONS

CONDITION	FOR TRANSPORT AND STORAGE	FOR USE
Temperature	-29° C to +60° C	+10° C to +40° C
Relative Humidity	10% to 95% Relative Humidity (non-condensing)	20% to 85% Relative Humidity (non-condensing)
Atmospheric Pressure	70 kPa – 106 kPa	70 kPa – 106 kPa

## AC POWER REQUIREMENTS

POWER DISTRIBUTION VOLTAGE	POWER DISTRIBUTION FREQUENCY	POWER DISTRIBUTION CURRENT
120 VAC	60 Hz	4.0 A

## CLASSIFICATIONS AND STANDARDS

CRITERIA	STANDARD
Quality Assurance Standard	ISO 13485 and ISO 9001
Safety Standard	UL 60601-1, IEC 60601-1, IEC 60601-1-11
Flammability Classifications	16-CFR 1632, 16-CFR 1633, CAL TB-117, CAL TB-129, BFD IX-11
EMC Standard	IEC 60601-1-2
Degree of Protection against Electric Shock	Class II: Type B
Degree of Protection against Ingress of Water	IP24
Mode of Operation	Continuous with Intermittent Loading, 0.25 min ON / 29.75 min OFF
Safe Working Load (Standard)	230 kg (507 lbs)
Safe Working Load (Bariatric)	340 kg (750 lbs)
Expected Service Life – Drive	10 years
Expected Service Life – Mattress	5 years

# Service Instructions

## DRIVE UNIT REPLACEMENT

Tools Required: T25 Allen Wrench or Bit, Side-Cutters, Installation Instructions



**WARNING** Unplug the drive from the AC outlet before beginning any service procedure. Failure to properly follow these instructions could result in serious injury, death or equipment damage.



**WARNING** The potential for electrical shock exists with electrical equipment. Failure to follow these instructions could result in serious injury, death or equipment damage.



**WARNING** Hercules must be installed and operated by trained personnel only. Failure to follow these instructions could result in serious injury, death or equipment damage.

- 1 Standing at the side of the bed, reach under the head end of the sleep surface and pull one mattress attachment strap towards you to completely slide the mattress attachment strap off of the attachment bracket.
- 2 Repeat step 1 for the mattress attachment strap on the opposite side of the sleep surface.
- 3 Detach the drive unit from the bed by removing the four screws in the attachment brackets located on the front face of the drive unit adjacent to the headboard.
- 4 Tilt the entire drive unit up towards the headboard so that the drive unit is resting on its front face.
- 5 Remove the P-clip that secures the power cord to the drive unit.
- 6 Unplug the detachable power cord from the drive unit.
- 7 Remove the drive unit from the bed.
- 8 Rest the new drive unit on its face at the head end edge of the bed.
- 9 Attach the power cord to the drive unit by inserting the plug into the drive unit's receptacle and securing the new P-clip to the drive unit's housing wall.
- 10 Lay the drive unit back down on its rubber feet and reattach the four attachment bracket screws securing the drive unit to the bed.

## FULL SLEEP SURFACE REPLACEMENT

- 1 Standing at the side of the bed, reach under the head end of the sleep surface and pull one mattress attachment strap towards you to completely slide the mattress attachment strap off of the attachment bracket.
- 2 Repeat step 1 for the mattress attachment strap on the opposite side of the sleep surface.
- 3 Remove the sleep surface.
- 4 Install a new sleep surface by following the steps outlined in the Installation Instructions.

## SLEEP SURFACE FOAM ONLY OR COVER ONLY REPLACEMENT

- 1 Remove the sleep surface from the bed by following steps 1 through 3 of the Full Sleep Surface Replacement Instructions above.
- 2 Flip the sleep surface over exposing the complete underside of the sleep surface.
- 3 Fully unzip the zipper located on the bottom of the cover.
- 4 Completely remove the old foam from the sleep surface cover and properly discard the old foam.
- 5 Insert the new foam by sliding the head end of the new foam into the sleep surface cover while being careful to have the head end foam notch facing upward.
- 6 While pulling back on one foot end foam corner towards the center of the sleep surface, use the other hand to lift up the middle of the foam to allow the corner to fit into the cover, then let go of the foam corner. Repeat this step for the other foot end foam corner.
- 7 Once the foam is captured by all four corners of the cover, flatten the foam and cover to properly align each component with the other.
- 8 Completely close the sleep surface cover zipper being careful not to snag the fire barrier.
- 9 Install the sleep surface by following the steps outlined in the Installation Instructions.

## POWER CORD REPLACEMENT

Tools Required: T25 Allen Wrench or Bit, Side-Cutters, Installation instructions



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**WARNING** *The potential for electrical shock exists with electrical equipment. Failure to follow these instructions could result in serious injury, death or equipment damage.*



**WARNING** *Hercules must be installed and operated by trained personnel only. Failure to follow these instructions could result in serious injury, death or equipment damage.*

- 1 Standing at the side of the bed, reach under the head end of the sleep surface and pull one mattress attachment strap towards you to completely slide the mattress attachment strap off of the attachment bracket.
- 2 Repeat step 1 for the mattress attachment strap on the opposite side of the sleep surface.
- 3 Detach the drive unit from the bed by removing the four screws in the attachment brackets located on the front face of the drive unit adjacent to the headboard.
- 4 Tilt the entire drive unit up towards the headboard so that the drive unit is resting on its front face.
- 5 Remove the P-clip that secures the power cord to the drive unit.
- 6 Unplug the detachable power cord from the drive unit.
- 7 Cut all wire ties securing the power cord to the bed and remove the defective power cord.

## POWER CORD REPLACEMENT (CONTINUED)

- 8 Attach the new power cord to the drive unit by inserting the plug into the drive unit's receptacle and securing the new P-clip to the drive unit's housing wall.
- 9 Route the new power cord through the bed by following the steps outlined in the Installation Instructions.
- 10 Lay the drive unit back down on its rubber feet and reattach the four attachment bracket screws securing the drive unit to the bed.

## SHEET ATTACHMENT STRAP REPLACEMENT

Tools Required: Philips Screwdriver, Installation instructions



**WARNING** Unplug the drive from the AC outlet before beginning any service procedure. Failure to properly follow these instructions could result in serious injury, death or equipment damage.



**WARNING** The potential for electrical shock exists with electrical equipment. Failure to follow these instructions could result in serious injury, death or equipment damage.



**WARNING** Hercules must be installed and operated by trained personnel only. Failure to follow these instructions could result in serious injury, death or equipment damage.



**WARNING** Use care when closing the drive door ensuring all objects are clear of the roller compartment. Failure to properly follow these instructions could result in personal injury.

- 1 Pull the sheet attachment strap out of the drive unit so that the three clasps are exposed that secure the sheet attachment strap to the drive unit's roller.
- 2 Using a standard Philips Screwdriver, remove the three screws that attach the clasps to the roller. Remove the sheet attachment strap from the drive unit.
- 3 Align the three strap tabs on the new attachment strap with the three roller clasps.
- 4 Attach the three screws to secure each clasp to the roller while pinching the strap between the roller and each of the three clasps.

## Disposal

Hercules contains no bio-hazardous materials. Dispose of Hercules following local ordinances.

## Obtaining Parts and Service

Please contact The Morel Company Customer Support Department at (855) 932-6100, Monday through Friday, 8:00am – 4:30pm Eastern Standard Time or online at [customersupport@morelcompany.com](mailto:customersupport@morelcompany.com). Please have the Model No. and Serial No. available to ensure the proper replacement parts are ordered.

# The Hercules Patient Repositioner™ Limited Warranty

The Morel Company® is committed to customer satisfaction and superior product quality. Based on those commitments, we are pleased to offer you the following limited warranty.

**Drive:** The drive is warranted against defects in workmanship and materials for one (1) year from the original date of purchase, under normal use. Any damage arising from abnormal uses, or caused by improper handling, cleaning or negligence is excluded from this warranty. Should a defect in materials or workmanship occur within one (1) year from the original date of purchase, The Morel Company® will, at its discretion, replace or repair the drive or specific parts within the drive at no cost.

**Mattress Foam:** The mattress foam is warranted against defects in workmanship and materials for three (3) years non-prorated from the original date of purchase, under normal use. Any damage arising from abnormal uses, or caused by improper handling, cleaning or negligence is excluded from this warranty. Should a defect in materials or workmanship occur within three (3) years from the original date of purchase, The Morel Company® will, at its discretion, replace or repair the mattress foam at no cost.

**Mattress Outer Cover and Electromechanical Components:** The mattress outer cover and electromechanical components (compressors, valves, hoses, and couplers) are warranted against defects in workmanship and materials for one (1) year from the original date of purchase, under normal use. Any damage arising from abnormal uses, or caused by improper handling, cleaning or negligence is excluded from this warranty. Should a defect in materials or workmanship occur within one (1) year from the original date of purchase, The Morel Company® will, at its discretion, replace or repair the mattress outer cover at no cost.

**Air Control Unit:** The air control unit is warranted against defects in workmanship and materials for one (1) year from the original date of purchase, under normal use. Any damage arising from abnormal uses, or caused by improper handling, cleaning or negligence is excluded from this warranty. Should a defect in materials or workmanship occur within one (1) year from the original date of purchase, The Morel Company® will, at its discretion, replace or repair the air control unit or specific parts within the air control unit at no cost.

**Sheet:** The sheet is only warranted for manufacturing defects in material and workmanship. The warranty will be void if the sheet has been laundered or placed in use. Should a defect in materials or workmanship occur, The Morel Company® will, at its discretion, replace the sheet at no cost.

**Details of Limited Warranty:** The Hercules-Patient Repositioning System components are warranted to the original purchaser of the product. Our warranty applies to the warranty period stated below. If any product or product part listed above is defective in material or workmanship during the applicable warranty period, we will repair or replace it at our cost. Please note that the decision to repair or replace a product or product part will be at our discretion. Our warranty applies only if the product is properly maintained by the original purchaser for normal, indoor use and does not cover normal wear and tear, modification of the product, or damage caused by abuse, improper use, failure to maintain or use which exceeds the published product limitations. In addition, our warranty does not cover fading, fabric, texture, colorfastness, stains, spills, or exposure to chemicals, odors, heat or light after initial use. Please note that a decrease in the height or firmness of the foam is not eligible for a warranty claim. In certain cases, we may provide repair or adjustment instructions and/or replacement parts, and ask you to perform a repair or adjustment or replace a defective



## THE HERCULES PATIENT REPOSITIONER™ LIMITED WARRANTY (CONTINUED)

part. Our warranty gives you specific legal rights and you may also have other rights, which vary, from state to state. We reserve the right to dispose of any product that is returned, but does not meet the warranty eligibility, unless otherwise informed by the original purchaser. If requested, the non-conforming product will be returned to the customer at their expense. Also, we do not warrant the bed or support surface (if manufactured or sold to you by others) to which The Hercules Patient Repositioning System has been added. You should consult any warranties issued by the manufacturer or supplier of the bed or support surface concerning modifications of those products.

**Limited Warranty Period and Coverage:** The limited warranty period begins when we ship the product to you. You must submit a receipt for the purchase in connection with your warranty claim. The warranty period and The Morel Company's obligations under the warranty end once you transfer the product to someone else or at the end of the applicable warranty period identified above, whichever is earlier. In addition, for the warranty to apply to the mattress foam, the mattress outer cover must not have been compromised. This includes but is not limited to tears, cuts, rips, and needle sticks.

**Certain Limitations and Exclusions:** While The Morel Company® wants you to be completely satisfied with your purchase, there are reasonable limitations and exclusions that apply. THE MOREL COMPANY® MAKES NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE; THESE AND ALL OTHER IMPLIED WARRANTIES ARE SPECIFICALLY DISCLAIMED. THE MOREL COMPANY® WILL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES THAT MAY RESULT FROM THE PRODUCT OR YOUR USE OF OR INABILITY TO USE THE PRODUCT. TO THE EXTENT ALLOWED BY LAW, OUR TOTAL LIABILITY TO YOU, IF ANY, IS LIMITED TO THE PRICE OF THE PRODUCT OR SERVICE GIVING RISE TO YOUR CLAIM. Some states do not allow an exclusion or limitation of incidental or consequential damages or how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. If implied warranties are not excluded, and to the extent allowed by law, we limit any and all implied warranties to the applicable warranty period identified above. Except for rights under any applicable state law, the remedies provided under this warranty are your sole and exclusive remedy for any breach of our warranty and state the entire limit of our responsibilities.

**To Obtain Parts and Service:** Please contact The Morel Company® Customer Support department at (855) 932-6100, Monday through Friday, 8:00am – 4:30pm Eastern Standard Time or on line at [customersupport@morelcompany.com](mailto:customersupport@morelcompany.com).

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