novis®

BetterLiving™

Alternating Mattress Replacement/Overlay

USER GUIDE

160 kg
OVERLAY

200 kg
REPLACEMENT

1 WARRANTY YEAR

Important notice

Before operating this medical equipment, it is important to read this User Guide and understand the operating instructions and safety precautions. Failure to do so could result in patient injury and/or damage to the product.

We recommend you keep the User Guide near the product.

Therapeutic devices and/or medical equipment should only be used in accordance with manufacturer's instructions and under the consent, supervision and management of a suitably qualified health professional.

If you have any questions, please contact Novis Healthcare on **1300 738 885**.

Novis Healthcare has a policy of continuous product improvement and reserves the right to amend specifications presented in this guide. Information correct at time of production (November 2024) .

Definitions of symbols Used

The following symbols may appear in this User Guide, on the product, or on its accessories. Some of the symbols represent standards and compliances associated with the control unit and its use.


Important Information


Caution


Electrical Hazard


Infection Control


Do Not...


Double Insulation


Type BF Applied Part


Alternating Current


Manufacturer


Manufacturing Date


Serial Number


Refer to User Guide


Disposal: Do not dispose of this product as unsorted municipal waste. Collection of such waste separately for special treatment is necessary.

Seal against fluid

Contents

System overview

The BetterLiving Mattress Replacement System and Overlay are a cost-effective solution for preventing and managing pressure-related injuries, making it suitable for both home care and aged care settings. They cater to individuals at risk to high risk of pressure injury. Now available in both Single and King Single sizes.

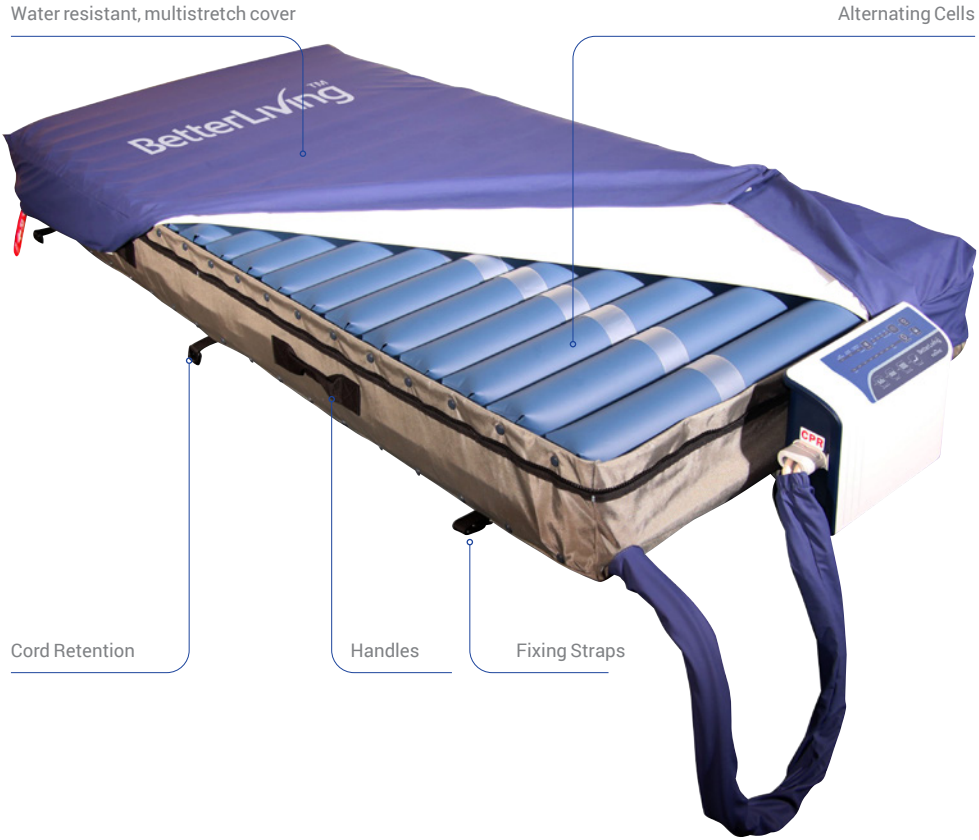
Safety is a key feature, with the AutoCair technology ensuring that correct pressure levels are automatically maintained, alleviating concerns about manual adjustments. Simplicity is a core principle, focusing on user-friendliness and minimal upkeep.

The BetterLiving Mattress Replacement System and Overlay offer essential features for pressure injury prevention and treatment, including automatic pressure adjustments. The Mattress System is designed to replace existing mattresses for enhanced therapy, a cell-in-cell design for user safety and comfort, continuous inflation of the base layer to prevent bottoming out, while the Overlay is designed to fit over an existing mattress or underlay. Both models feature a quick pull CPR tag feature for swift deflation. The BetterLiving Mattress Replacement System and Overlay are practical, efficient, and clinically advanced systems designed to improve patient care.

The system consists of the following components:

- Mattress
- Control unit
- Power cord
- User guide (this document)

It is recommended that all packing materials and the User Guide be kept in the carry bag, for ease of storage and/or transport.



Safety precautions

The purpose of the following safety precautions is to direct attention to possible dangers. The safety symbols and their explanations require careful attention and understanding.

The safety warnings by themselves do not eliminate any danger. The instructions or warnings they give are not substitutes for proper accident prevention measures.

For your own safety and the safety of equipment, always take the following precautions.

General Safety Precautions

- Read all instructions before using this medical device
- This system must be used on top of an appropriate sized bed frame and the appropriate operating environment as stated in this User Guide.
- Before commencing set up or installation, ensure the power is switched off and disconnect the power cord from the control unit, if equipped. Novis Healthcare recommends using the cord retention loops on the side of the mattress replacement where possible and attaching it to an electrical outlet by the head of the bed.
- Minimise layers between patient and mattress and secure bed sheets loosely so as not to affect the pressure redistrubution. As part of a sensible pressure injury prevention strategy, avoid wearing clothing that may cause areas of localised damage due to creases, seams, objects in pockets, etc.
- Never use sharp objects or electrically heated blankets on or under the system.
- Product top cover may present a suffocation risk. It is the responsibility of the caregiver to ensure that the patient can use this product safely.
- Avoid blocking the air intakes of the control unit, located at the rear of the unit. Do not place items such as blankets over the control unit.
- Bed frames used with the systems can vary greatly depending on the specific healthcare setting (ie hospitals, aged care, home care, etc). It is the responsibility of the caregiver to take the necessary precautions to ensure the safety of the patient. This includes, but is not limited to, the appropriate use of side rails to prevent falls
- Only the control unit and mattress combination as indicated by Novis Healthcare should be used, otherwise the correct function of the product cannot be guaranteed.

User Capacity

- The maximum recommended patient weight for the
  - Mattress Replacement System is 200kg
  - Mattress Overlay System is 160 kg.
- Do not exceed this safe working load or you risk injury to the patient or carer and damage to the product.

Safety precautions

Protection Against Hazards

Fluids

Avoid spilling fluids on any part of the control unit. If spills do occur:

- Turn off control unit power and disconnect the unit from the mains electricity supply.
- Immediately clean fluids from the casing by wiping with a soft cloth.

Trapped moisture in foam may lead to an infection control hazard. Avoid exposing the foam sections to water or liquid.

Foam is not washable.

Ensure there is no moisture in or near the power inlet, power switch and power cord before reconnecting the power supply.

Check the operation of controls and other components around the spill area. Fluid or liquid remaining on the electronic controls can cause corrosion that may cause the electronic components to fail.

Component failures may cause the unit to operate erratically, possibly producing potential hazards to patient and carers.

Explosion Hazard

Equipment is not suitable for use in the presence of a flammable anaesthetic mixture with air, oxygen or nitrous oxide.

Do not use in the presence of smoking materials or open flame – air flowing through the mattress will support combustion.

Do not open the control unit – risk of electrical shock. Refer servicing to qualified service personnel.

Disposal

Dispose of all components (control unit including batteries, air filter, air cells, mattress cover and base) according to local procedures and regulations or contact Novis Healthcare for advice.

Power Cord

The system should never be operated with a worn or damaged power cord.

Keep the cord away from heated surfaces.

Should the power cord be found to be worn or damaged, contact Novis Healthcare for a replacement.

Interference

Although this equipment conforms to the intent of directive IEC 60601-1-21 in relation to Electromagnetic Compatibility, all electrical equipment may produce interference. If interference is suspected, move equipment away from sensitive devices or contact Novis Healthcare.

1 IEC 60601-1-2. Medical Electrical Equipment - Part 1: General Equipments for Safety, Amendment No. 2. Collateral Standard. Electromagnetic Compatibility Requirements and Test).

System preparation

Carefully unpack the system and inspect each item for any damage that may have occurred during transit. Any damage or missing components should be reported to Novis Healthcare as soon as possible.

⚠ **Confirm there are no sharp objects in the immediate area which may risk damage to the mattress replacement.**

Mattress Placement

Position Mattress Replacement on top of bed, printed top cover facing upwards and air hoses towards the base of the bed.

Attach to the bed by securing the adjustable straps under each end of your bed. Ensure buckles are securely fastened and straps are pulled tight. On a profiling bed, secure the side straps around the moveable sections of the bed base.

For the Mattress Overlay, place on top of existing mattress or underlay.

The mattress can be covered with a light sheet as required.

⚠ **Always secure sheets loosely enough to ensure they do not interfere with cell alternation.**

Control Unit

Locate the control unit and ensure power cord is present and untangled prior to system preparation

System preparation

1 Hang the control unit over the foot end of the bed, using the inbuilt spring loaded hanging hooks.

⚠ **Ensure it is secure before use; failure to do so could result in equipment damage.**

2 Locate the umbilical air hose at the foot end of the mattress (it may be stored in the cord retention loops alongside the mattress).

Connect the umbilical connectors to the corresponding sockets on the side of the control unit. Listen for a click as confirmation the connector is locked in place.

Straighten any twists in the umbilical air hose to ensure uninterrupted air flow between the control unit and mattress.

Also ensure the air hoses are not trapped between the mattress and bed.

⚠ **Failure to do so could result in an under inflated mattress.**

3 Feed power cord through the cord retention loops along the side of the mattress base.

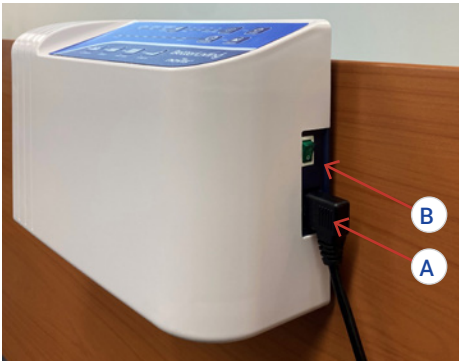
System preparation

4 Insert power cord plug into the side of the control unit (A)

Connect to an appropriate electrical outlet and switch on mains power.

Ensure the power cord is not under strain; is free from obstruction; and is stored safely so as not to be a trip hazard.

Periodically inspect the power cord connector for damage – the plugs are made of transparent plastic for easy visibility.



5 Turn the power switch on the side of the control unit to the on position (B)

6 On the control unit, press and hold the Power button for a minimum of three seconds.

The Power indicator will illuminate green to indicate the system is operational. While reaching initial operating pressure, all three pressure setting indicators will flash green.

Allow up to 20 minutes for complete inflation. Once operating pressure is reached, the Alternate indicator will illuminate and automatic pressure setting will illuminate.

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1 Power Button

Press Power button on the panel, the pump will start/stop operation. The pressure indicators will flash until the system has initialised.

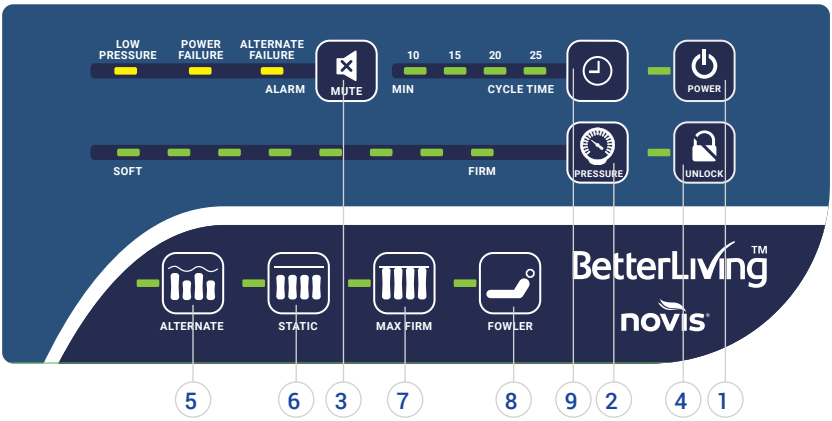
2 Pressure Button

Press and hold the lock button to unlock the control panel.

Auto: Press the button, the pump will automatically adjust mattress air pressure to match patient's weight.

Manual: Press the button for 2 seconds to select the pressure value manually. Each 2 second press of the pressure button will rotate through manual pressure options.

Operation



3 Mute Button

The audible/visible alarm turns on when low pressure or power failure

To mute the audible alarm, press the Alarm Mute button. The visible alarm indicator will flash till problem solved.

Re-press the Alarm Mute button to reactivate the alarm.

4 Lock button

Auto: It will automatically lock in 5 minutes without operation.

Manual: Press lock button for 3 seconds to lock the panel, press again for 3 seconds to unlock the panel.

The green light will illuminate when the control panel is locked.

5 Alternate mode

Press to set the air mattress in alternate therapy mode.

A green light will be illuminated

6 Static mode

Press to set the air mattress in static therapy mode.

An orange light will be illuminated and the system will remain in static mode until it is changed to allow for constant low pressure therapy.

7 Max Inflate

Press the Max Firm button to automatically inflate the mattress to the maximum level to assist with transfers and repositioning.

The pressure will return to a previously set level after 20 minutes.

8 Fowler

Press to set the air mattress in Fowler Mode. Pressure value will increase by 5mmHg, which facilitates seating

9 Cycle Time

Adjust the alternation cycle time from 10-15-20-25 min. The default cycle time is 10 min. Consult an Allied Health professional for advise on cycle time.

Operation

Mode

In Alternation Mode, alternate mattress air cells inflate and deflate following a default cycle time of 10 minutes. Cycle time is adjustable from 10-15-20-25 minutes.

In Static mode, all internal air cells are inflated to the selected pressure setting (automatic or manual) to provide constant low pressure therapy.

Pressure settings are adjustable.

⚠ **The system will remain in Static Mode until changed.**

CPR Mode

Rapid deflation of the mattress may be required for emergency treatment (or to decommission the unit).

If emergency treatment is required, disconnect the air hoses from the control unit and pull the CPR tag at the head end of the mattress.

Transport Mode

The mattress should be transported without the control unit.

First switch to Static Mode and inflate the mattress to the desired pressure.

Then, before moving the mattress, ensure the control unit is switched off and disconnect from mains power.

Disconnect the umbilical hoses from the control unit by unplugging the quick release connector, and place the umbilical end cap over the air outlets.

The air cells will not alternate when disconnected form the control unit while in Transport Mode. The mattress will remain inflated for approximately 24 hours.

Care and cleaning

- It is recommended that the system is cleaned **every two weeks** if in constant use.
- To prevent cross contamination, the mattress should be examined and disinfected between patient use.
- Clean the mattress in accordance with local infection control policy and government regulations. Failure to do so could cause patient or personal injury.
- The mattress is not protected against excessive amounts of fluid.
- Switch off and disconnect the control unit from mains power supply before cleaning.
- Disconnect power supply before cleaning. Do not immerse the control unit in fluid.
- Do not use high temperature autoclave steam cleaning devices or phenolic based products for cleaning.
- This could result in damage to the equipment and may result in damage to the polyurethane coating, or negate the biocompatibility properties of the fabric.

Disinfection

The mattress, top cover and control unit may be decontaminated by using a solution of sodium hypochlorite or similar (up to 10,000 ppm available chlorine).

Top cover Removal

1. Raise the waterfall skirt and locate the zippers at the foot end of the mattress.
2. Run each zipper along the side of the mattress from foot end to head end.
3. Separate top cover from mattress base.

Top Cover Cleaning

Unzip and remove the top cover from the base before washing.

For basic care and cleaning, wipe down with warm water containing neutral detergent.

The top cover can also be machine washed at 95° C using neutral detergents.

- Refer to the top cover wash tag for detailed cleaning instructions.
- Do not use system without top cover.

Base Cleaning

Wipe the mattress base and cells with warm water containing a neutral detergent.

- Dry thoroughly before refastening.
- Do not machine wash or tumble dry the air cells or mattress base.

If cleaning or disinfection is required, do not allow fluid to enter air cells and air hoses.

Foam is not washable as trapped liquid may present an infection control risk. Do not wash or saturate any foam component. If necessary, wipe with a cloth soaked in isopropyl alcohol and ensure the wiped surface is completely dry before placing cover over the foam.

Control Unit and Air Hoses External Cleaning

- Disconnect control unit from mains power before cleaning.

Gently wipe down the external housing with a soft cloth. Soak the cloth in warm water containing mild detergent, and wring dry any excess water before gently wiping all external controls. Repeat the process with a dry cloth to remove excess moisture.

A soft-bristled brush can be used to gently clean crevices.

- Do not spray disinfectant directly on to the control unit, or immerse the unit in water or other fluid.

Troubleshooting

Symptom	Solution
Control unit does not operate	Check control unit is connected to the mains power supply.
	Check for loose power cord connection and ensure main power is switched on.
	Check the fuse in rear panel of control unit. Replace if necessary.
	Check condition of power cord and plug. Check if mains socket is faulty.
Low pressure indicator illuminated; Mattress is not inflating with control unit connected and switched on	Ensure the main power is turned on and power cord is connected to mains and control unit.
	Check control unit/mattress air connections are fitted securely, and reconnect umbilical cord if loose.
	Ensure control unit is turned on.
	Check air intake from filter is not blocked by linen/dust. Replace with new filter if needed.
	Ensure the air cells are free of damage or leaks
Control unit is making unusual noise	Ensure control unit is resting against a solid surface
Alternate Failure indicator illuminated	Check air hoses for kinks or inspect the synchronous motor / rotary valve.
Control unit controls lock up, 'freeze'.	Turn off and unplug the control unit
	Rest the control unit for one minute before reconnecting the control unit to mains power and switching on

If the problem persists, move patient to an alternate product and contact Novis Healthcare.

Maintenance

The device should only be repaired, including the installation or replacement of the battery pack, by a qualified and authorized professional. The product has no user/operator serviceable parts.

Preventative maintenance needs to be conducted every 12 months. Please contact Novis at **1300 738 885** or a certified maintenance technician.

Before performing maintenance or service, turn off the power, ensure the mattress is empty, and refrain from using the device.

Failure to do so may lead to exposure to hazards.

Do not use unapproved accessories or attempt to modify, disassemble or otherwise misuse the system or any of its components.

All product specifications are subject to change without notice.

Medical electrical equipment needs special precautions regarding EMC and needs to be installed according to the EMC information provided. Careful consideration of this information is essential when stacking or collocating equipment and when routing cables and accessories.

RF mobile communications equipment can effect medical electrical equipment.

X-rays, electric cauterizers, high-frequency or high-energy devices may cause interference with the device.

Clip the core onto the power cable of the pump, approximately 70 cm from the pump, to prevent Radiated Emission (RE) from interfering with other medical electrical equipment.

Waste disposal

This product has been supplied from an environmentally aware manufacturer that complies with the European Community's Waste Electrical and Electronic Equipment Directive (WEEE).

This product may contain substances that could be harmful to the environment if disposed of in places (landfills) that are not appropriate according the legislation. Please be environmentally responsible and contact your local authority on available options to recycle this product at its end of life.

Service life

The expected service life of a control unit and a mattress is highly dependent on frequency of use, servicing, care and maintenance.

To maintain the condition of the foam air combination mattress system, service the system regularly according to the schedule recommended by Novis.

Do NOT use unapproved accessories or attempt to modify, disassemble or otherwise misuse the system.

Storage

Disconnect the mattress from control unit when not in use and store separately.

The mattress should be stored deflated an rolled lengthwise. Avoid stacking mattresses or placing heavy objects on top of the mattress when not in use.

It is recommended the control unit and power cord be returned to its carton when not in use.

Technical Specifications

		Mattress Replacement		Mattress Overlay	
SYSTEM	COMPLIANCE	IEC60601-1, IEC60601-1-2 and IEC60601-1-11			
	ARTG	289458			
	WARRANTY	2 year			
	CAPACITY	200 kg		160 kg	
		Single	King Single	Single	King Single
	SYSTEM CODE	APMBL-R02	APMBL-R02K	APMBL-L02	APMBL-L02K
MATTRESS	PART NUMBER				
	DIMENSIONS	W 900 mm	W 1050 mm	W 900 mm	W 1050 mm
		H 200 mm		H 130 mm	
		L 2030 mm		L 2030 mm	
	WEIGHT	8kg	9kg	4.5kg	5.5kg
	NO OF CELLS	20		17	
	CELL MATERIAL	TPU		Nylon	
	TOP COVER	PU laminated nylon			
	BASE COVER	PVC laminated nylon (woven)			
CONTROL UNIT	PART NO.	FAMCM-CU03		FAMCM-CU02	
	CONTROL SYSTEM	Digital micro controller			
	CYCLE TIME	Adjustable 10-15-20-25 minutes			
	SUPPLY VOLTAGE	AC 240V / 50Hz			
	AIR OUTPUT	9L /min			
	MODE	Alternate, Static, Max Inflate			
	DIMENSIONS	L 310 x W 125 x H 210mm			
	WEIGHT	2.5 kg			
	OPERATING ENVIRONMENT	30% to 75% non-condensing			
	STORAGE	30% to 90% non-condensing			
	AMBIENT TEMPERATURE OPERATION	15° C to 35° C			
	STORAGE	5° C to 60° C			
	ATMOSPHERIC PRESSURE RANGE	700 hPa to 1060 hPa			
	ALTITUDE	-310 metres to 3000 metres			

Technical specifications

EMC guidance

This product needs special precautions regarding EMC and needs to be installed and put into service according to the EMC information provided, and this unit can be affected by portable and mobile RF communications equipment.

Do not use a mobile phone or other devices that emit electromagnetic fields, near the unit. This may result in incorrect operation of the unit.

This unit has been thoroughly tested and inspected to assure proper performance and operation.

This machine should not be used adjacent to or stacked with other equipment and that if adjacent or stacked use is necessary, this machine should be observed to verify normal operation in the configuration in which it will be used.

Guidance and manufacturer's declaration – electromagnetic emissions

The device is intended for use in the electromagnetic environment specified below. The customer or the user of the device should assure that it is used in such an environment.

Emissions test	Compliance	Electromagnetic environment – guidance
RF emissions CISPR 11	Group 1	The device uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF emissions CISPR 11	Class B	The device is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Harmonic emissions IEC 61000-3-2	Class A	
Voltage fluctuations/ flicker emissions IEC 61000-3-3	Compliance	

Recommended separation distances between portable and mobile RF communications equipment and the device

The device is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the device can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the device as recommended below, according to the maximum output power of the communications equipment.

	Separation distance according to frequency of transmitter (m)		
Rated maximum output power of transmitter (W)	**150 kHz to 80 MHz** $d = 1.2\sqrt{P}$	**80 MHz to 800 MHz** $d = 1.2\sqrt{P}$	**800 MHz to 2,7 GHz** $d = 2.3\sqrt{P}$
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73
1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23

For transmitters rated at a maximum output power not listed above, the recommended separation distance **d** in metres (**m**) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (**W**) according to the transmitter manufacturer.

NOTE 1 At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.

Technical Specifications

Guidance and manufacturer's declaration – electromagnetic immunity

The device is intended for use in the electromagnetic environment specified below. The customer or the user of the device should assure that it is used in such an environment.

Immunity test	IEC 60601 test level	Compliance level	**Electromagnetic environment –guidance** (for home and professional healthcare environment)
Electrostatic discharge (ESD) IEC 61000-4-2	Contact: ±8 kV Air: ±2 kV, ±4 kV, ±8 kV, ±15 kV	Contact: ±8 kV Air: ±2 kV, ±4 kV, ±8 kV, ±15 kV	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%
Electrical fast transient/burst IEC 61000-4-4	± 2kV for power supply lines ± 1kV for input/output lines	± 2kV for power supply lines ± 1kV for input/output lines	Mains power quality should be that of a typical home and professional healthcare environment.
Surge IEC 61000-4-5	± 0.5kV, ± 1kV line(s) to line(s) ± 0.5kV, ± 1kV, ± 2kV line(s) to earth	± 0.5kV, ± 1kV line(s) to line(s) Not applicable	Mains power quality should be that of a typical home and professional healthcare environment.
Voltage Dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	Voltage dips: 0 % UT; 0,5 cycle 0 % UT; 1 cycle 70 % UT; 25/30 cycles Voltage interruptions: 0 % UT; 250/300 cycle	Voltage dips: 0 % UT; 0,5 cycle 0 % UT; 1 cycle 70 % UT; 25 cycles Voltage interruptions: 0 % UT; 250 cycle	Mains power quality should be that of a typical home and professional healthcare environment. If the user of the Procair Prime Universal Therapy System M31 Control Unit requires continued operation during power mains interruptions, it is recommended that the Procair Prime Universal Therapy System M31 Control Unit be powered from an uninterruptible power supply or a battery.
Power frequency (50, 60 Hz) magnetic field IEC 61000-4-8	30 A/m 50 Hz or 60 Hz	30 A/m 50 Hz and 60 Hz	The Procair Prime Universal Therapy System M31 Control Unit power frequency magnetic fields should be at levels characteristic of a typical location in a typical home and professional healthcare environment.
Conducted RF IEC 61000-4-6 **Radiated RF IEC 61000-4-3**	3 Vrms 0,15 MHz – 80 MHz 6 Vrms in ISM bands 10 V/m 80 MHz to 2.7 GHz 385MHz- 5785MHz Test specifications for ENCLOSURE PORT IMMUNITY to RF wireless communication equipment (Refer to table 9 of IEC 60601-1-2:2014)	3 Vrms: 0,15 MHz – 80 MHz 6 Vrms in ISM bands 10 V/m 80 MHz – 2,7 GHz	Portable and mobile RF communications equipment should be used no closer to any part of the Procair Prime Universal Therapy System M31 Control Unit including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. Recommended separation distance: **d** = 1,2 √P **d** = 1,2 √P 80MHz to 800 MHz **d** = 2,3 √P 800MHz to 2,7 GHz Where P is the maximum output power rating of the transmitter in watts (**W**) according to the transmitter manufacturer and d is the recommended separation distance in metres (**m**). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey,[a] should be less than the compliance level in each frequency range.[b] Interference may occur in the vicinity of equipment marked with the following symbol: 

NOTE UT is the a.c. mains voltage prior to application of the test level.

NOTE 1 At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.

a Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the device is used exceeds the applicable RF compliance level above, the device should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the device.

b Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 3 V/m.

Warranty statement

This warranty is provided by

Novis Healthcare
(ABN 45 102 735 491)
of **Unit 12, 12 Mars Road Lane Cove West, NSW 2066.**

Novis Healthcare (Novis) products are manufactured to the highest quality standards and are thoroughly tested and inspected before leaving our factory. In addition to any statutory rights and remedies you may have, Novis warrants all of its products sold directly or via an Authorised Novis Australia Dealer against defective workmanship and faulty materials from the date of purchase by the end user for a period of thirty-six months unless otherwise specified for that product and its components.

Warranty Claims

To claim under this warranty, please contact Novis Healthcare and have your receipt or proof of purchase available. Novis Healthcare may need to assess the defect before determining any claim, and additional information may be requested to process your claim. Claims without proof of purchase may not be able to be processed.

Novis Healthcare may at its option inspect the goods on site or require them to be returned to its premises or one of its Authorised Service Agents in person or freight prepaid by you.

Novis will undertake at its option, to repair or replace, free of charge, each product or part thereof on the condition that:

- The product found on examination, to be suffering from a manufacturing defect;
- The product or relevant part has been serviced regularly by Novis or one of its Authorised Service Agents and has not been subjected to misuse, neglect or been involved in an accident;
- The repairs are not required as part of normal wear and tear.

At our option

- Goods repaired may be replaced by refurbished good of the same type rather than being repaired.
- Refurbished parts may be used to repair goods.

Novis Healthcare will not be held responsible for any repair other than those carried out by it or one of its Authorised Service Agents.

Warranty repairs do not extend the length of the warranty period.

Limited Liabilities

Our liability under this manufacturer's warranty is subject to us being satisfied that a defect was caused by faulty parts, manufacture or workmanship, and was not caused or substantially contributed to by other factors or circumstances beyond our control, including (but not limited to) defective installation, maintenance or repair, product modification or alteration, any neglect, misuse, or excessive use, normal wear and tear or failure to follow manufacturer's instructions.

Important notice for Australian consumers:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. To obtain compensation, you will need to provided documentary evidence of the loss or damage suffered and documentary evidence that such loss or damage was a reasonable foreseeable consequence of a failure Novis Healthcare to comply with a consumer guarantee under the Australian Consumer Law.

Subject to the provisions of the Australian Consumer Law, Novis Healthcare excludes, to the fullest extent permitted by law, all liability in respect of loss of profit or other economic loss, direct to indirect or consequential, special, general or other damages or other expenses or costs which may include negligence.

Pressure care and patient handling specialists

novis.com.au / 1300 738 885

Scan QR code for more information at

www.novis.com.au/product/betterliving-mattress-overlay-system-2

www.novis.com.au/product/betterliving-mattress-replacement-system-2

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