

Troubleshooting Guide - Air Mattresses

Air Mattresses

1. Check the firmness/comfort setting and adjust if mattress is too soft or firm.
2. If unit is not powering on, make sure that the power cord is attached to the pump and follow it to the wall outlet. (Ensure cords are not positioned where they are being pulled on while bed is adjusted.)
3. Unplug and reconnect the mattress in a different wall outlet to reset. (Make sure the outlet is not light switch controlled.)
4. Ensure that the power button is set or switched to on.
5. Make sure that the tubing between the mattress and pump is connected securely at both ends. Check for any pinches, rips, or cuts in tubing. Tape can be used as a temporary fix until a tech arrives to resolve the issue.
6. Filters should be cleaned regularly to avoid overheating the unit, more frequently with shedding pets. If not cleaned, this may result in the mattress feeling HOT or WARM. Request service if issue persists after filter has been cleaned. The filter is located on the back of the control unit (near the tube connection). Remove the filter, wash with warm water and squeeze it out. ***THE FILTER MUST BE DRY BEFORE PUTTING IT BACK INTO THE MACHINE.**

Reactive Air

1. If the patient feels like they are bottoming out or can feel the bed frame, this is often an illusion. This model has foam inside and never deflates. But when the alternating air cells are too firm from being set too high for the patient's comfort, that high pressure can create the feeling of ridges from every other air cell being highly inflated. Try adjusting the comfort dial DOWN to 3 which will level out the mattress surface some.

Sentry 1400

1. If middle feels bottomed out, use Fowler Boost which will increase pressure at the patient's hip and waist area. This is beneficial when the foot and head section of the bed are raised which pinches the mattress a bit at the waist. FB firms up the air cells in this middle section.
2. For "Check air cell warning", try activating the FB button. "FB" should now be indicated near the button on the screen. Sometimes this can resolve the issue. Also, you can try toggling the bolster button. If bolsters are inflated, deflate, and then reinflate... and vice versa.
3. Unplug the pump for 30 seconds before plugging it back in to reset the unit.
4. Alarms can be muted temporarily by pressing the Alarm Mute button but the condition must be resolved or the alarm will be triggered again.

Troubleshooting guides are provided for informational purposes only. Patient safety is our #1 priority. Please call 888-233-7677 to schedule service when needed.