



the ROHO group
shape fitting technology®

ROHO®

Non-Powered Mattress Overlays & Accessories Operation Manual



SUPPLIER: THIS MANUAL MUST BE KEPT WITH THIS PRODUCT.

CAREGIVER: BEFORE USING THIS PRODUCT, READ THESE INSTRUCTIONS
AND SAVE FOR FUTURE REFERENCE.

shape fitting technology®

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ROHO, Inc. has a policy of continual product improvement and reserves the right to amend this document. Current version of this document is available on the website, www.therohogroup.com.

ROHO® Mattress Overlays and Accessories are manufactured by ROHO, Inc.,
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WARNINGS



- **Mattress Overlay Entrapment and Fall Risks:** Medical experts and governmental entities in various countries have determined that the use of side rails on beds may present a life threatening entrapment danger to the end-user. However, use of side rails may be clinically indicated for certain end-users. The decision whether to use side rails should be based upon applicable laws, regulations, the end-user's individual condition and needs, and on a case-by-case assessment by clinicians and / or healthcare providers actively involved in the end-user's care. Such an assessment may include, but not be limited to: the end-user's physique, overall condition, level of confusion or cognitive impairment (with or without medication), mobility (or lack thereof), history of falls, combativeness, attempts to get out of bed, uncontrolled body movement, and frustration when confined.

Knowledgeable and properly trained caregivers should:

- In the event a decision is made to use side rails, ensure that any identified risks associated with the end-user becoming entrapped in the side rails are identified and steps are taken to minimize such risks.
- In the event a decision is made to not use side rails, ensure that any identified risks associated with the end-user falling out of bed are identified and steps are taken to minimize such risks.
- Determine whether to use pads, bolsters, alarms, high-low beds, or other positioning aids and safety devices that are available on the market to reduce the risk of entrapment or falls.
- **Suffocation Risk:** The ROHO SOFFLEX 2 Mattress Overlay (SOFFLEX 2) and ROHO PRODIGY Mattress Overlay (PRODIGY) should not be used by infants or other individuals who are at risk of suffocation.
- **DO NOT** use ROHO® Mattress Overlay Enclosure Cover (Overlay Enclosure Cover) handles to lift or slide the end-user, as it may result in injury.



CAUTIONS



- **Prior to use, consult with a clinician and / or healthcare provider to ensure the product is appropriate for the end-user's specific needs.**
- **CHECK EACH MATTRESS OVERLAY SECTION AND ACCESSORY AT LEAST ONCE A DAY** to make sure it is properly inflated, adjusted, and if applicable snapped together.
- **PROPER INFLATION:** The use of any other inflation device other than the supplied hand pump may damage the product and void the warranty.
- **UNDER-INFLATION: DO NOT** use an under-inflated product. Using a product that is under-inflated reduces or eliminates the product's benefits, increasing the risk to skin and other soft tissue. If the product appears under-inflated or does not appear to be holding air, check to make sure that all valves are closed by turning the inflation valve(s) clockwise. If the product is still not holding air, contact your health care provider, distributor, supplier or ROHO, Inc. immediately.
- **OVER-INFLATION: DO NOT** use an over-inflated product. Make sure the product is properly inflated. Proper inflation offers the maximum therapeutic benefit to the end-user. Over-inflation of a mattress overlay increases the likelihood that an end-user will roll off. For these reasons, it is important that the product be set up by knowledgeable caregivers properly trained in the use of this product.
- **WEIGHT LIMIT:** The mattress overlay should be correctly sized to end-user and the bed mattress. The SOFFLEX 2 and PRODIGY have a weight limit of 300 lbs. (136 kg). No weight limit for other products in this manual if they have been correctly sized to the end-user.



CAUTIONS CONTINUED



- **PRESSURE:** Changes in altitude may require adjustment to your product.
- **PUNCTURE:** Keep the product away from sharp objects, which may puncture the air cells and cause deflation.
- **HEAT/FLAME: DO NOT** expose the product to high heat, open flames or hot ashes.
- **CLIMATE:** If a product has been in below freezing temperatures cold (less than 32° F / 0°C) and exhibits unusual stiffness, allow the product to warm to 72° F / 22°C, then open air valve(s). Roll and unroll the product until the material is soft and pliable again. Repeat adjustment instructions before using.
- **HANDLING: DO NOT** use any valve or air cell as a handle for carrying or pulling the product. Grasp mattress overlay sections by the base or the outside edges. **DO NOT** use product as a transfer surface. **DO NOT** reposition product while it is in use.
- **OBSTRUCTIONS:** Placing too many linens or other materials between the product and the end-user will reduce the product's effectiveness.
- **SOLUTIONS: DO NOT** allow oil-based lotions or lanolin to come in contact with the product as they may degrade the material.
- **DO NOT** use your product as a water flotation device (e.g., a Life Preserver).
- **OZONE GENERATORS:** The U.S. Environmental Protection Agency, Health Canada, and other government agencies have issued warnings regarding the use of ozone generators. Prolonged exposure to ozone will degrade the product and may affect the performance of the product and invalidate the product warranty.
- **PRODUCT ORIENTATION:** Air cells must face end-user.
- **SIDE RAIL USE:** The use of bed frame side rails in conjunction with any ROHO product should be determined based upon facility or home care provider protocol, applicable laws and regulations, and individual safety considerations. Bed frame side rail usage is not a requirement for the functional operation of any ROHO product, but individual safety requirements and/or facility or home care provider protocol may dictate that side rails be utilized.
- **TRANSFERS:** When transferring the end-user- back on the product, verify proper adjustment of the product.
- Ensure all mattress overlay sections are snapped together before use. NOTE: Does not apply to ROHO DRY FLOATATION Nesting Pad (Nesting Pad).
- While properly adjusted mattress overlays will protect the end-user from tissue trauma, they do not preclude the need for periodic end-user turning.
- **STRAPS:** Overlay straps must be attached for use SOFFLEX 2 and PRODIGY unless used with Overlay Enclosure Cover. Overlay Enclosure Cover straps must be secured to the bed mattress when cover is in use.

PRODUCT INTENDED USE

The products in this manual are intended to be part of an overall care regimen. The mattress overlays are intended for use with existing bed mattresses; they are not intended to replace existing bed mattresses.

ROHO DRY FLOATATION Products are non-powered, adjustable, reactive support surfaces that provide an environment to help protect against and / or are used in the management of pressure ulcers and / or tissue injury by redistributing forces, limiting edema, reducing shear forces and maintaining blood flow to at-risk or compromised tissue. ROHO DRY FLOATATION products are designed for end-users who are at HIGH risk of developing pressure ulcers and / or tissue injury, and are appropriate for use with individuals at risk for skin breakdown or having any stage pressure ulcer, skin grafts, myocutaneous flap surgery, burns and / or intractable pain.

PRODUCT INTENDED USE CONTINUED

- **ROHO DRY FLOATATION Mattress Overlay System (Standard Overlay) and ROHO DRY FLOATATION Bariatric Mattress Overlay System (Bariatric Overlay)** are zoned overlays to be used on top of standard hospital, nursing home, home care or consumer mattresses. There is no weight limit for the Standard Overlay or Bariatric Overlay as long as it is correctly sized to the end user and the bed mattress. Cardiopulmonary Resuscitation (CPR) compatible; a cardiac board is not necessary.
 - » Standard Overlay Section: 33.75 in. x 19.25 in. x 3.25 in. (86 cm x 49 cm x 8.5 cm) / 8 lbs. (3.6 kg)
 - » Standard Overlay System: 33.75 in. x 75 in. x 3.25 in. (86 cm x 190.5 cm x 8.5 cm) / 32 lbs. (14.4 kg)
 - » Bariatric Overlay System: available in 39 in. (99 cm), 42 in. (106.5 cm), 48 in. (122 cm), 54 in. (137 cm), and 60 in. (152.5 cm) widths
- **ROHO DRY FLOATATION Isolette (Isolette) and Nesting Pad** are designed for infants at risk of soft tissue breakdown and fits both standard hospital and home isolettes.
- **ROHO DRY FLOATATION Operating Room Pad (O.R. Pad)** is a zoned overlay designed for use on operating room tables, to promote tissue viability during extended operating room procedures. It is X-ray compatible, although some shadows may form from cell deformation. O.R. Pads are CPR compatible; a cardiac board is not necessary.
- **ROHO DRY FLOATATION Head / Neck Pillow (Head / Neck Pillow)** provides cushioning and support to the head and neck and helps to prevent pressure ulcers.

ROHO Thyroid Pillow (Thyroid Pillow) is designed to aid end-users who are undergoing surgical procedures that require hyperextension of the neck.

Accessories: ROHO Mattress Overlay Foam Insert Pads (Insert Pads) or ROHO Leveling Pads (Leveling Pads) may be used in place of Standard Overlay sections for areas that are not at risk for tissue breakdown. Consult with a clinician.

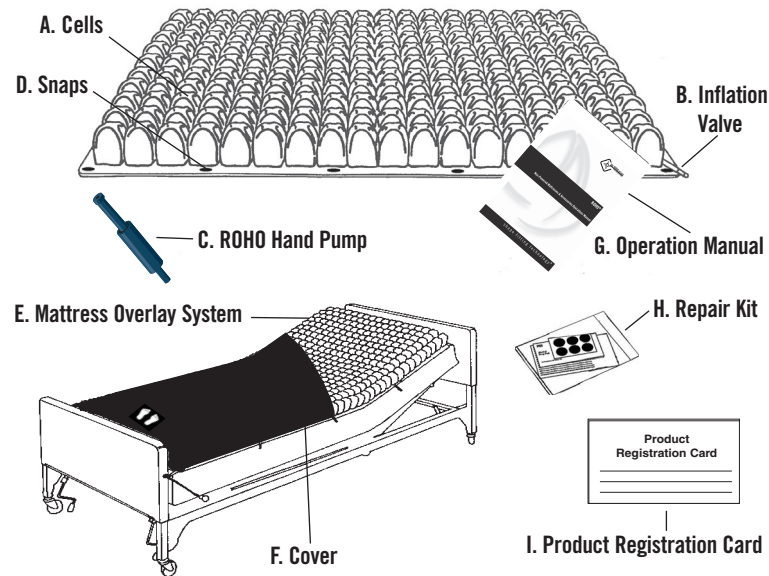
Air Floatation Mattress Overlays are non-powered, adjustable, zoned, reactive support surface mattress overlays that provide an environment to help protect against and / or are used in the management of pressure ulcers and / or tissue injury by redistributing forces, limiting edema and maintaining blood flow to at-risk or compromised tissue. They should be used on top of standard hospital, nursing home, home care or consumer bed mattresses. Air Floatation mattress overlays have a weight limit of 300 pounds (136 kg). ROHO, Inc. recommends the use of a cardiac board for CPR. Air Floatation mattress overlays should not be used by infants or any individuals who are at risk of suffocation.

- **SOFFLEX 2** is designed for end-users who are at Moderate to High risk of developing pressure ulcers and / or tissue injury, and is appropriate for use with end-users at risk for skin breakdown or having any stage pressure ulcer, skin grafts or myocutaneous flap surgery.
 - » Standard SOFFLEX 2 Section: 36 in. x 27.5 in. x 3.5 in. (91.5 cm x 70 cm x 9 cm) / 2.2 lbs. (1 kg)
 - » Standard SOFFLEX 2 System: 36 in. x 81.75 in. x 3.5 in. (91.5 cm x 207.5 cm x 9 cm) / 6.5 lbs. (3 kg)
- **PRODIGY** is designed for end-users who are at LOW to MODERATE risk of developing pressure ulcers and / or tissue injury, and is appropriate for use with existing Stage I and Stage II pressure ulcers.
 - » PRODIGY Section: 36 in. x 27.5 in. x 3.5 in. (91.5 cm x 70 cm x 9 cm) / 3.2 lbs. (1.5 kg)
 - » PRODIGY System: 36 in. x 81.75 in. x 3.5 in. (91.5 cm x 207.5 cm x 9 cm) / 9.6 lbs. (4.3 kg)

NOTE: No mattress surface is appropriate for all situations, across all care settings, for all end-users. Product determination should never be made without a specific end-user medical evaluation and appropriate professional clinical judgment.

Note: All measurements are approximate.

PARTS DETAIL *(Standard Overlay Section shown)*



A. Cells: Individual interconnected air pockets. Most mattress overlays come in sections which may be snapped together.

B. Inflation Valve: Used to open and close the product's airway. Some products may have more than one valve.

C. ROHO Hand Pump: Used to inflate the product.

D. Snaps: For connecting the mattress overlay sections.

E. Mattress Overlay System: Standard Overlay (shown) made of neoprene rubber with nickel plated brass valve(s) on corner cell(s). 4 sections snap together to make a complete system. SOFFLEX 2 (not shown) made of polyether polyurethane with nickel plated brass valve located on bottom surface (1 per section). 3 Sections snap together to make a complete system. PRODIGY (not shown) made of Flame Retardant Polyvinyl Chloride (PVC) Film (DEHP Free) with nickel plated brass valve located on bottom surface (1 per section). 3 Sections snap together to make a complete system.

F. Cover (Optional): ROHO® Reusable Mattress Overlay System Cover (Reusable Overlay Cover) and Overlay Enclosure Cover available to fit Standard Overlay, SOFFLEX 2, and PRODIGY. Not available for all sizes.

G. Operation Manual: Instructions on adjustment, care, repairs and other important information about the mattress overlays and accessories.

H. Repair Kit: Used to patch minor leaks.

I. Product Registration Card: Complete product registration card and mail to ROHO, Inc. or register online at www.therohogroup.com.

J. Overlay Straps: (Not shown) Attach at corners of SOFFLEX 2 or PRODIGY to secure to bed mattress.

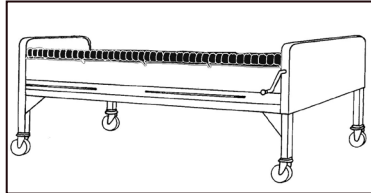
To order replacement parts, from the U.S.A. call ROHO Warranty Service Department toll free at 1-800-851-3449, your product provider or visit The ROHO Store at www.therohostore.com. **Outside the U.S.A.,** contact your country's ROHO International distributor. For a current list of ROHO International distributors, visit our website at www.therohogroup.com, contact ROHO International at 1-618-277-9150 or email us at cs@therohogroup.com.

ADJUSTMENT INSTRUCTIONS FOR

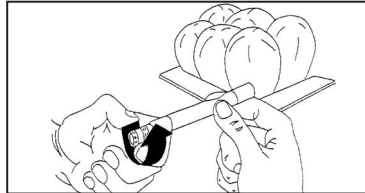
- Standard Overlay
- Bariatric Overlay

- SOFFLEX 2
- O.R. Pad

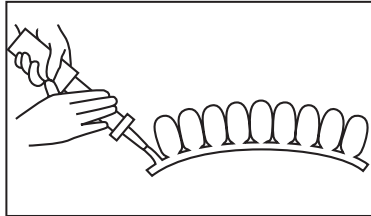
- PRODIGY



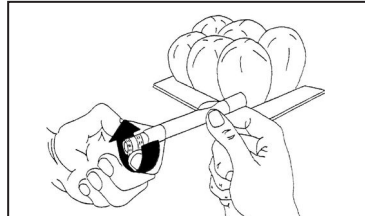
STEP 1: Remove all bed linens except support mattress pad or sheet from existing bed mattress. Place mattress overlay sections cell side up, on top of the bed mattress. Align mattress overlay sections and snap together.



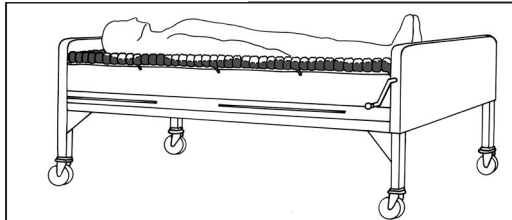
STEP 2: Turn valve **counter-clockwise** to open. **NOTE:** If more than one valve per section, only open one. **NOTE:** SOFFLEX 2 and PRODIGY, valves are located on bottom surface.



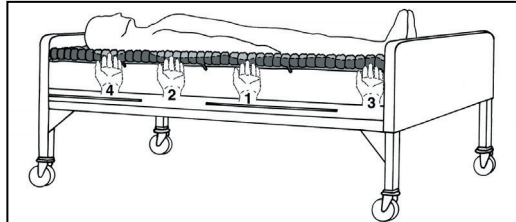
STEP 3: Slide the pump's rubber nozzle over the valve and inflate mattress overlay section until it arches slightly upward.



STEP 4: Turn valve **clockwise** to close. Remove pump. Repeat steps 2- 3 for remaining mattress overlay sections.



STEP 5: Reapply bed linens (maximum one sheet, one draw sheet or one incontinent pad). Place end-user on the mattress overlay in their normal lying position. *(For demonstration purposes, linens not shown).*

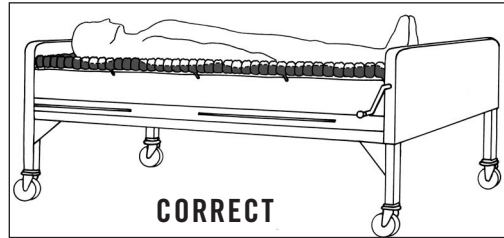


STEP 6: For proper immersion, adjust each section by placing an open hand between the mattress overlay and the end-user under the lowest bony prominences (see image). Release air from each mattress overlay section until all areas of high risk are within the suggested immersion depth limits (see table on next page). Turn valves clockwise to close.



NOTE: The adjustment sequence noted in the diagram is ROHO's recommendation; sequence may vary by individual end-user's needs.

ADJUSTMENT INSTRUCTIONS CONTINUED



Above diagram shows example of CORRECT immersion on mattress overlay. **DO NOT** allow end-user to lie on an UNDER-INFLATED or OVER-INFLATED mattress overlay. Check the mattress overlay at least once a day for proper adjustment.



NOTE: The mattress overlay is most effective when there is air between all parts of the end-user and the base. Refer to the Suggested Immersion Depths table for areas of high risk. Under-inflation and over-inflation reduce or eliminate the mattress overlay benefits and could increase risk to the skin and other soft tissue. The mattress overlay is most effective when the suggested immersion depths are followed.

Suggested Immersion Depths:	
Depth	Product
1/2 in. (1.5 cm) to 1 in. (2.5 cm)	Standard Overlay, Bariatric Overlay, O.R. Pad, and SOFFLEX 2
1 in. (2.5 cm) to 1.5 in. (4 cm)	PRODIGY

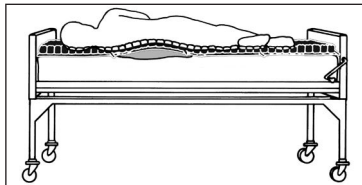
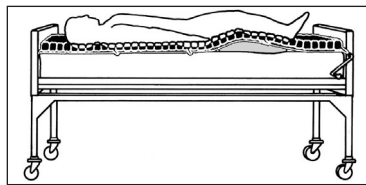
NOTE: Insert Pads or Leveling Pads may be used as replacement of Standard Overlay sections **ONLY**. **DO NOT** use as replacement solutions where end-user is at risk of tissue breakdown. Replace the pad(s) with Standard Overlay section(s) at first indication of tissue trauma. Ensure pad(s) and sections(s) are properly snapped together before use.

LINENS

Too many linens between the mattress overlay and the end-user will compromise performance, prevent the end-user from sinking in, and reduce pressure distribution. It is recommended that a maximum of:

- One flat or contoured sheet be arranged loosely over the mattress overlay.
- If needed, a draw sheet for moving and transferring can be used.
- If needed, one incontinent pad can be used. Water-resistant Reusable Overlay Covers and Overlay Enclosure Covers are available from ROHO, Inc.

PILLOW POSITIONING



Special Positioning: If the end-user has special positioning needs while lying on his/her side or back, a pillow can be placed beneath the mattress overlay. Consult with your clinician and / or healthcare provider for proper pillow positioning.

CPR

For Standard Overlay, Bariatric Overlay, and O.R. Pad, CPR can be administered with or without a cardiac board between the end-user and these mattress overlays. It is not necessary to deflate these mattress overlays to achieve sufficient compression levels. ROHO, Inc. recommends the use of a cardiac board for the SOFFLEX 2 and PRODIGY.

ADJUSTMENT INSTRUCTIONS CONTINUED

ATTACHMENT OF OVERLAY-STRAPS

Note: Four (4) Overlay Straps are included to aid in securing the SOFFLEX 2 and PRODIGY to the bed mattress.

STEP 1: Attach one strap to each corner of the mattress overlay.

STEP 2: Stretch the straps around the corners of the bed mattress to secure the mattress overlay to the bed mattress.

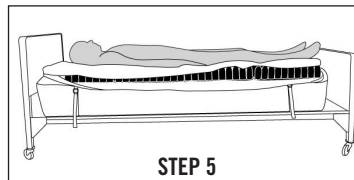
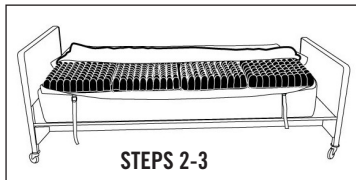
Note: Straps are provided with SOFFLEX 2 and PRODIGY Systems only.

ATTACHMENT AND REMOVAL OF COVERS

Reusable Overlay Cover Attachment and Removal:

Remove all bed linens except support mattress pad or sheet from existing bed mattress. To attach the Reusable Overlay Cover, unfold it and place the "feet graphic" at the foot of the bed. Stretch each corner of the cover over the mattress overlay and bed mattress. To remove the Reusable Overlay Cover, pull each corner up and over the bed mattress and mattress overlay.

Overlay Enclosure Cover Attachment:



STEP 1: Remove all bed linens except support mattress pad or sheet from existing bed mattress.

STEP 2: Referring to directional labels, place cover on top of bed mattress, unzip one side fully, and fold the cover top to one side. Wrap the straps on the bottom of the cover under the bed mattress and buckle to secure the cover to the bed mattress. **NOTE:** Overlay straps cannot be used with Overlay Enclosure Cover.

STEP 3: Place the mattress overlay, cell side up, inside the cover. Align mattress overlay sections and snap together.

STEP 4: Follow inflation steps in Adjustment Instructions for mattress overlay. Then, continue with step 5 of these instructions.

STEP 5: Reapply bed linens (maximum one sheet, one draw sheet or one incontinent pad). Unfold cover top. Place end-user on the mattress overlay in their normal lying position.

STEP 6: Follow immersion steps in Adjustment Instructions to properly immerse end-user.

STEP 7: Once proper immersion is achieved, zip the cover closed.

Overlay Enclosure Cover Removal:

To Remove the Mattress Overlay and Overlay Enclosure Cover TOGETHER:

STEP 1: Transfer end-user to a different surface.

STEP 2: Unbuckle the cover from the bed mattress and remove cover with mattress overlay still enclosed.

NOTE: If placing end-user back on mattress overlay, ensure sections are snapped together and lying flat. Continue with STEP 4 of the Overlay Enclosure Cover Attachment Instructions.

To Remove the Mattress Overlay and Overlay Enclosure Cover SEPARATELY:

STEP 1: Transfer end-user to a different surface.

STEP 2: Unzip one side of the cover.

STEP 3: Unsnap and remove mattress overlay sections from the cover.

STEP 4: Unbuckle the cover from the bed mattress and remove cover from bed mattress.

ADJUSTMENT INSTRUCTIONS FOR ISOLETTE AND NESTING PAD

Inflate by **turning valve counter-clockwise to open**. Slide the pump's rubber nozzle over the valve and inflate until it arches slightly upward. **Turn valve clockwise to close**. Remove pump. Place infant on the mattress overlay. To properly immerse the infant, adjust the mattress overlay by placing your open hand under the infant's lowest bony prominences and then release air until the area of high risk are no more than 1 in. (2.5 cm) and no less than 1/2 in. (1.5 cm) off of the base of the mattress overlay. Turn valve clockwise to close.

ACCESSORIES ADJUSTMENT INSTRUCTIONS

Thyroid Pillow - Turn valve counter-clockwise to open. Slide the pump's rubber nozzle over the valve and inflate the pillow to the level needed for hyperextension of the neck. **Turn valve clockwise to close**.

Head / Neck Pillow - Inflate Head / Neck Pillow by **turning valve counter-clockwise to open**. Slide the pump's rubber nozzle over the inner valve and inflate the pillow until it begins to slightly arch upward. **Turn valve clockwise to close**. Repeat the same step for the outside valve. Remove pump. Place end-user's head / neck on the pillow. To properly immerse the end-user's head/neck, adjust the pillow by placing your open hand under the end-user's head / neck and then release air until the area of high risk are no more than 1 in. (2.5 cm) and no less than 1/2 in. (1.5 cm) off of the base of the Head / Neck Pillow. Turn each valve clockwise to close.

CLEANING & DISINFECTING YOUR ROHO PRODUCTS

Cleaning and disinfecting are two separate processes. Cleaning must precede disinfection.

To clean the Reusable Overlay Cover and Overlay Enclosure Cover:

First remove from mattress overlay. Machine wash, gentle cycle, in cold water (30°C) with a mild detergent. May also wipe clean with neutral detergent and water. Rinse thoroughly. Tumble dry low.



NOTE: **DO NOT** dry clean Reusable Overlay Cover. 

To disinfect the Reusable Overlay Cover and Overlay Enclosure Cover:

Hand wash, using a dilution of one part household bleach to ten parts water. Quaternary type disinfectants may also be used in concentrations recommended by the manufacturer. Rinse thoroughly. Note: The cover can be occasionally machine washed in hot water (60°C) for disinfection. However, ROHO, Inc. recommends against repeated washings at high temperatures, as this can accelerate degradation of the cover. Tumble dry low.



 NOTE: Follow guidelines on bleach or disinfectant container.

CLEANING & DISINFECTING YOUR ROHO PRODUCTS CONTINUED

To clean the Mattress Overlays and Accessories:

Remove all linens and/or straps. Close valves and place in large sink. ROHO, Inc. recommends using a liquid dish washing or laundry detergent or other multipurpose detergents used for general cleaning. Use a soft plastic bristle brush, sponge, or wash cloth to gently scrub all surfaces. Rinse with fresh water and air dry. For institutional cleaning, a general housekeeping disinfectant cleaner may be used. **DO NOT** expose to direct sunlight.



To disinfect DRY FLOATATION Products and Thyroid Pillow:

To disinfect, use a germicidal product that meets infection control needs. ROHO, Inc. suggests a disinfectant with tuberculocidal properties.

For home disinfection, use solutions of 1/2 cup household liquid bleach per quart of warm water (125 ml bleach to 1 liter of warm water). Keep the clean product wet with bleach solution for 10 minutes. Rinse thoroughly and air dry.

For institutional disinfection, most germicidal disinfectants are safe if used following the disinfectant manufacturer's instructions. Product must be cleaned and disinfected between multiple end-user usages.

To disinfect Air Floatation Mattress Overlays:

Use a disinfecting solution of 1/2 cup liquid bleach per 1 quart of warm water (125 ml bleach to 1 liter of warm water). Use a soft plastic bristle brush, sponge, or wash cloth to gently scrub all surfaces. Allow disinfecting solution to remain on surface for a minimum of 10 minutes. Rinse with fresh water and air dry. Most multipurpose disinfecting products may be safely used in place of bleach/water solution if used according to the disinfectant manufacturer's instructions.



Note: Disinfection required between multiple end-user use.



Note on Sterilization: Follow Cleaning and Disinfection guidelines above. ROHO products are not packaged in a sterile condition nor are they intended or required to be sterilized prior to usage. High temperatures accelerate aging and may cause damage to the product assembly. If institution protocol demands sterilization, open the valve(s) and use the lowest temperature possible for the shortest time possible. Gas sterilization is preferable to steam autoclave, but neither are recommended. In any process using pressure, ensure all valves are open to prevent damage to the product. ROHO, Inc. highly discourages sterilization methods using temperatures greater than 200° F (93° C) for DRY FLOATATION products or the Thyroid Pillow and 160° F (71°C) for Air Floatation Mattress Overlays.



NOTE:

DO NOT machine wash or machine dry the mattress overlay or accessory.

DO NOT use abrasives such as steel wool or scouring pads.

DO NOT use cleaning products containing petroleum or organic solvents including acetone, toluene, Methyl Ethyl Ketone (MEK), naphtha, dry cleaning fluids, adhesive removers, etc.

DO NOT allow water or cleaning solution to enter the mattress overlay or accessory.

DO NOT expose mattress overlay or accessory to ultraviolet light or ozone gas cleaning methods.

DO NOT use oil-based lotions, lanolin, or phenolic-based disinfectants on your DRY FLOATATION products or Thyroid Pillow as they may compromise the integrity of the material.



TROUBLESHOOTING

Not Holding Air: Open one valve per section. Over-inflate the product. Turn valve clockwise to close. Look, listen, and feel for leaks. With valves closed, immerse product in sink or tub of water and look for air bubbles.

If pin-hole sized holes are found, see MINOR REPAIRS below. If large holes or other leaks are found, see REPAIR PROGRAM below.

Uncomfortable/Unstable: Make sure the product is not over-inflated or under-inflated. (see **Adjustment Instructions**). Make sure air cells are facing end-user. Make sure the product is not too big or too small for the bed. Allow end-user to lie on the product for at least one hour to get used to the texture of the product and immersion into the air cells.

Mattress Overlay Slides on Bed: Make sure mattress overlay sections are snapped together. If mattress overlay sections are on slick sheet, remove slick sheet. If using Overlay Enclosure Cover, check to make sure straps are secured to bed mattress. If using SOFFLEX 2 or PRODIGY without the Overlay Enclosure Cover, check to make sure Overlay Straps are secure.

MINOR REPAIRS

If the product develops a minor leak, use the repair kit that came with the product.

REPAIR PROGRAM

If you require a repair, you may return the product for assessment. Before returning the product to ROHO, Inc., contact our Warranty Service Department at 1-800-851-3449 toll free in the **U.S.A. Outside the U.S.A.**, contact the nearest ROHO International distributor. See website for current list of ROHO International distributors (www.therohogroup.com).

Be advised that a charge will be assessed for any service provided for product that does not qualify under the product's warranty.

LOANER PROGRAM (U.S.A. ONLY)

ROHO, Inc. offers a loaner Standard Overlay section (Bariatric extensions are not included) while your Standard Overlay section is being repaired. Loaner Standard Overlay sections require a deposit. Contact our Warranty Service Department at 1-800-851-3449. **The Loaner Program is only available for the Standard Overlay.**

RETURN POLICY

All products returned must be new and unused, require prior authorization from ROHO, Inc., and are subject to a restocking charge. Before returning your product, contact our Warranty Service Department at 1-800-851-3449 toll-free **in the U.S.A. Outside of the U.S.A.**, contact your country's ROHO International distributor. For a current list of ROHO International distributors, visit our website at www.therohogroup.com, contact ROHO International at 1-618-277-9150 or email us at cs@therohogroup.com.

DISPOSAL

When properly used and disposed, there are no known environmental hazards associated with the components of the products in this manual. Dispose of the product and/or components in accordance with the applicable regulations in your jurisdiction. **DO NOT INCINERATE.**

LIMITED WARRANTY

What is covered?

ROHO, Inc. covers any defects in materials or workmanship of the product.

For how long?

DRY FLOATATION Products and Thyroid Pillow (24 months), SOFFLEX 2 (18 months), and PRODIGY (12 Months), from the date the product was originally purchased, with the exception of covers, which have a 6-Month Limited Warranty.

What is not Covered?

A product that has been misused, damaged by an accident, or damaged from "an act of Nature", e.g., flood, tornado, earthquake, fire. Any substitutions of supplied product accessories or modification to the product will void the warranty.

What we will do.

Within a reasonable amount of time after you return the product to us, we will repair or replace at our option any defect in material and workmanship and ship it back to you, all free of charge.

What the customer must do.

Within the U.S.A., the customer must contact ROHO, Inc. Warranty Service Department at 1-800-851-3449 toll free. Note: Any items sent to ROHO, Inc. without prior authorization will not be returned to the customer. **Outside the U.S.A.**, contact your country's ROHO International distributor. For a current list of ROHO International distributors, visit our website at www.therohogroup.com, contact ROHO International at 1-618-277-9150 or email us at cs@therohogroup.com.

Questions?

Call our Warranty Service Department toll free **from U.S.A.** at 1-800-851-3449. **Outside of U.S.A.**, contact your country's ROHO International distributor. For a current list of ROHO International distributors, visit our website at www.therohogroup.com, contact ROHO International at 1-618-277-9150 or email us at cs@therohogroup.com.

Disclaimer.

Any implied warranties, including the MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE are limited to the same time period of the product types referenced above in the "For How Long" section and any action for a breach of such warranties or any express warranties herein must be commenced within that time. ROHO, Inc. shall not be responsible for any incidental or consequential damages with respect to economic loss to property, whether as a result of a breach of express or implied warranties or otherwise.

Your Rights and the Effect of this Warranty upon Them.

This warranty restricts the duration of all implied warranties as noted above and limits or excludes recovery for incidental or consequential damages. Some jurisdictions do not allow limitations on how long implied warranties will last and some jurisdictions do not allow the exclusion or limitation of consequential or incidental damages, so those provisions may not apply to you. While this warranty gives you specific legal rights, you may also have other rights which vary from jurisdiction to jurisdiction.