



the ROHO group  
shape fitting technology®

ROHO®

## Non-Powered Mattresses & Accessories Operations Manual



SUPPLIER: THIS MANUAL MUST BE GIVEN TO THE USER OF THIS MATTRESS PRODUCT.  
USER: BEFORE USING THIS MATTRESS PRODUCT, READ THESE INSTRUCTIONS AND SAVE FOR FUTURE REFERENCE.

PROVEEDOR: ESTE MANUAL DEBE ENTREGARSE AL USUARIO DE ESTE COLCHÓN.  
USUARIO: ANTES DE UTILIZAR ESTE COLCHÓN, LEA ESTAS INSTRUCCIONES Y CONSÉRVELAS PARA REFERENCIA FUTURA.

FOURNISSEUR: CE MANUEL DOIT ÊTRE DONNÉ À L'UTILISATEUR DU MATELAS.  
UTILISATEUR: AVANT D'UTILISER CE MATELAS, LISEZ LES INSTRUCTIONS PUIS GARDER CELA POUR UN USAGE FUTURE.

VERKÄUFER: DIESES BEDIENUNGSHANDBUCH MUSS DEM BENUTZER DIESES MATRATZEN-PRODUKTES GELIEFERT WERDEN.  
BENUTZER: BITTE LESEN SIE DIE ANLEITUNG VOR VERWENDUNG DIESES MATRATZEN-PRODUKTES SORGFÄLTIG DURCH UND BEWAHREN SIE DIESE AUF.

RIVENDITORE: IL PRESENTE MANUALE DEVE ESSERE CONSEGNATO ALL' UTENTE DEL MATERASSO.  
UTENTE: PRIMA DELL' USO DEL MATERASSO, LEGGERE ATTENTAMENTE E CONSERVARE LE SEGUENTI ISTRUZIONI.

LEVERANCIER: DEZE HANDLEIDING MOET AAN DE GEBRUIKER VAN DEZE MATRAS GEGEVEN WORDEN.  
GEBRUIKER: LEES DEZE INSTRUCTIES ALVORENS DE MATRAS TE GEBRUIKEN, EN BEWAAR ZE VOOR NASLAG IN DE TOEKOMST.

DISTRIBUTØR: DENNE BRUGSANVISNING SKAL UDLEVERES TIL BRUGEREN AF DETTE MADRASPRODUKT.  
BRUGER: LÆS DENNE BRUGSANVISNING INDEN BRUG AF MADRASPRODUKTET. GEM ANVISNINGEN TIL SENER BRUG.

LEVERANTÖR: DENNA MANUAL SKA GES TILL ANVÄNDAREN FÖR DENNA MADRASS PRODUKT.  
ANVÄNDARE: INNAN ANVÄNDNING AV DENNA MADRASS PRODUKT, LÄS INSTRUKTIONERNA OCH SPARA FÖR FRAMTIDA BRUK.

LEVERANDØR: DENNE BRUGSANVISNINGEN MÅ GIS TIL BRUKEREN AV DENNE MADRASSEN,  
BRUKER: FØR DU BRUKER DENNE MADRASSEN, MÅ DU LESE INSTRUKSENE OG TA VARE PÅ DEM FOR FREMTIDIG BRUK.

MYyjÄ: TÄMÄ KÄYTTÖOPAS PITÄÄ ANTAA TÄMÄN PATJAN KÄYTTÄJÄLLE.  
KÄYTTÄJÄ: LUE NÄMÄ OHJEET ENNEN TÄMÄN PATJAN KÄYTTÖÄ JA SÄÄSTÄ NE VASTAISUUDEN VARALLE.

FORNECEDOR: ESTE MANUAL DEVE SER DADO AO USUÁRIO DESTE PRODUTO DE COLCHÃO.  
USUÁRIO: ANTES DE USAR ESTE PRODUTO DE COLCHÃO, LEIA ESTAS INSTRUÇÕES E GUARDE PARA REFERÊNCIA FUTURA.

shape fitting technology®

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ROHO, Inc. has a policy of continual product improvement and reserves the right to amend specifications presented in this operations manual.

ROHO<sup>®</sup> Cushions and Support Surfaces are manufactured by ROHO, Inc.,  
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## **WARNING: 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 patient. However, use of side rails may be clinically indicated for certain patients. The decision whether to use side rails should be based upon applicable laws and regulations, and based on a case-by-case assessment by clinicians and / or caregivers actively involved in the patient's care, based upon each patient's individual condition and needs. Such an assessment may include, but not be limited to: the patient'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 the patient's frustration when confined.

In the event a decision is made to use side rails, knowledgeable and properly trained caregivers should ensure that any identified risks associated with the patient 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, knowledgeable and properly trained caregivers should ensure that any identified risks associated with the patient falling out of bed are identified and steps are taken to minimize such risks.

Whether or not side rails are used with this mattress product, properly trained and knowledgeable caregivers should 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.



## **WARNING: PRODIGY Mattress Overlay Suffocation Risk**



The PRODIGY Mattress Overlay should not be used by infants or other people who are at risk of suffocation.



## **CAUTIONS**



- **Prior to use, consult with a clinician to ensure the product is appropriate for the user's specific needs.**
- **CHECK EACH SUPPORT SURFACE SECTION AT LEAST ONCE A DAY** to make sure it is properly inflated, adjusted, and snapped together.
- **PROPER INFLATION:** The use of any other inflation device other than the supplied hand pump may damage the support surface and void the warranty.
- **UNDER-INFLATION: DO NOT** use an under-inflated support surface. Using a support surface that is under-inflated reduces or eliminates the support surface's benefits, increasing the risk to skin and other soft tissue. If the support surface 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 support surface is still not holding air, contact your health care provider, distributor, supplier or ROHO, Inc. immediately.



## CAUTIONS CONTINUED



- **OVER-INFLATION: DO NOT** use an over-inflated support surface. When using the ROHO mattress overlay, make sure the product is properly inflated, such that the patient will be immersed. Proper inflation offers the maximum therapeutic benefit to the patient and also reduces the risk of the patient inadvertently rolling off the product. Over-inflation increases the likelihood that a patient will roll off a mattress overlay. 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 support surface should be correctly sized to the individual. No weight limit for ROHO DRY FLOATATION Mattress Overlay if it has been correctly sized to the individual. The PRODIGY Mattress Overlay has a weight limit of 300 lbs. (136 kg).
- **PRESSURE:** Changes in altitude may require adjustment to your support surface. Check the support surface when changing altitude of 1,000 feet (300 meters) or greater.
- **PUNCTURE:** Keep the support surface away from sharp objects, which may puncture the air cells and cause deflation.
- **HEAT/FLAME: DO NOT** expose the support surface to high heat, open flames or hot ashes.
- **CLIMATE:** If a support surface has been in extreme cold (less than 32° F / 0°C) and exhibits unusual stiffness, allow the support surface to warm to 72° F / 22°C, then open air valve. Roll up the support surface and then unroll it until the material is soft and pliable again. Repeat proper adjustment instructions before using.
- **HANDLING: DO NOT** use any valve or air cell as a handle for carrying or pulling the support surface. Handle support surface sections by the base or the outside edges. **DO NOT** use support surface as a transfer surface. **DO NOT** reposition support surface with an individual lying on the support surface.
- **OBSTRUCTIONS:** Placing too many linens or other materials between the support surface and the individual will reduce the support surface's effectiveness.
- **SOLUTIONS: DO NOT** allow oil-based lotions or lanolin to come in contact with neoprene support surfaces as they will degrade the material.
- **DO NOT** use your support surface as a water flotation device (e.g., a Life Preserver); it will NOT support you in water.
- **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 rubber, fabrics, and other materials used in the manufacture of your ROHO support surface and may affect the performance of your support surface and invalidate the support surface warranty.
- **SUPPORT SURFACE ORIENTATION:** Air cells must face up.
- **SIDE RAIL USE:** The use of bed frame side rails in conjunction with any ROHO support surface should be determined based upon facility or homecare 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 support surface, but individual safety requirements and/or facility or homecare provider protocol may dictate that side rails be utilized.
- **TRANSFERS/LINEN CHANGES:** When transferring the individual back on the support surface after cleaning linens or transferring the individual, verify proper adjustment of the support surface.
- Ensure all sections are snapped together before use.
- While properly adjusted mattress overlays will protect the user from tissue trauma, they do not preclude the need for periodic patient turning.

## **PRODUCT INTENDED USE:**

The mattress overlays are intended for use with existing mattresses; they are not intended to replace existing mattresses.

**ROHO DRY FLOATATION Mattress Overlay and ROHO DRY FLOATATION Bariatric Mattress Overlay** are non-powered, adjustable, and zoned overlays. They provide an environment to help heal and help prevent pressure ulcers by redistributing forces and enhancing blood flow and oxygen to the at-risk tissue. These mattress overlays are designed for users with any stage of pressure ulcer, a deep tissue injury, for those who are at HIGH risk of developing a pressure ulcer, and for those who have had a myocutaneous flap surgery. These mattress overlays may be used on top of standard hospital, nursing home, and consumer mattresses. There are no weight limits for either product; the only limiting factor is the size of the bed. CPR compatible; a cardiac board is not necessary.  
Mattress Section: 34" x 20" x 3.5" (86.5 cm x 51.0 cm x 9.0 cm) / 8 lbs. (3.6 kg)  
Mattress System: 34" x 75" x 3.5" (86.5 cm x 190.5 cm x 9.0 cm) / 32 lbs. (14.4 kg)

**ROHO FOAM INSERT PADS** or **ROHO FOAM LEVELING PADS** may be used in place of ROHO DRY FLOATATION Mattress Overlay sections for areas that are not at risk for tissue breakdown. Consult with a clinician.

**ROHO DRY FLOATATION Neonatal/Isolette** is non-powered and adjustable. It is designed for infants at risk of soft tissue breakdown and fits both standard hospital and home isolettes.

**ROHO DRY FLOATATION O.R. Pad** is a non-powered, adjustable and 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. ROHO DRY FLOATATION O.R. Pads are CPR compatible; a cardiac board is not necessary.

**PRODIGY Mattress Overlay** is a non-powered, adjustable, and zoned overlay, that provides an environment to help protect against pressure ulcers by redistributing forces and enhancing blood flow and oxygen to the at-risk tissue. These mattress overlays are designed for users who are at LOW to MODERATE risk of developing pressure ulcers and to help heal Stage I and Stage II pressure ulcers. It may be used on top of standard hospital, nursing home, and consumer mattresses. The weight limit for the PRODIGY mattress overlay is 300 pounds (136 kg). ROHO, Inc. recommends the use of a cardiac board for CPR. The PRODIGY Mattress Overlay should not be used by infants or other people who are at risk of suffocation.  
PRODIGY Section: 36" x 27" x 3.5" (91.5 cm x 68.5 cm x 9.0 cm) / 3.2 lbs. (1.5 kg)  
PRODIGY System: 36" x 81" x 3.5" (91.5 cm x 205.5 cm x 9.0 cm) / 9.6 lbs. (4.3 kg)

**ROHO Nesting Pad (DRY FLOATATION)** is designed to simulate the womb, thereby providing a calmer sleep environment for infants.

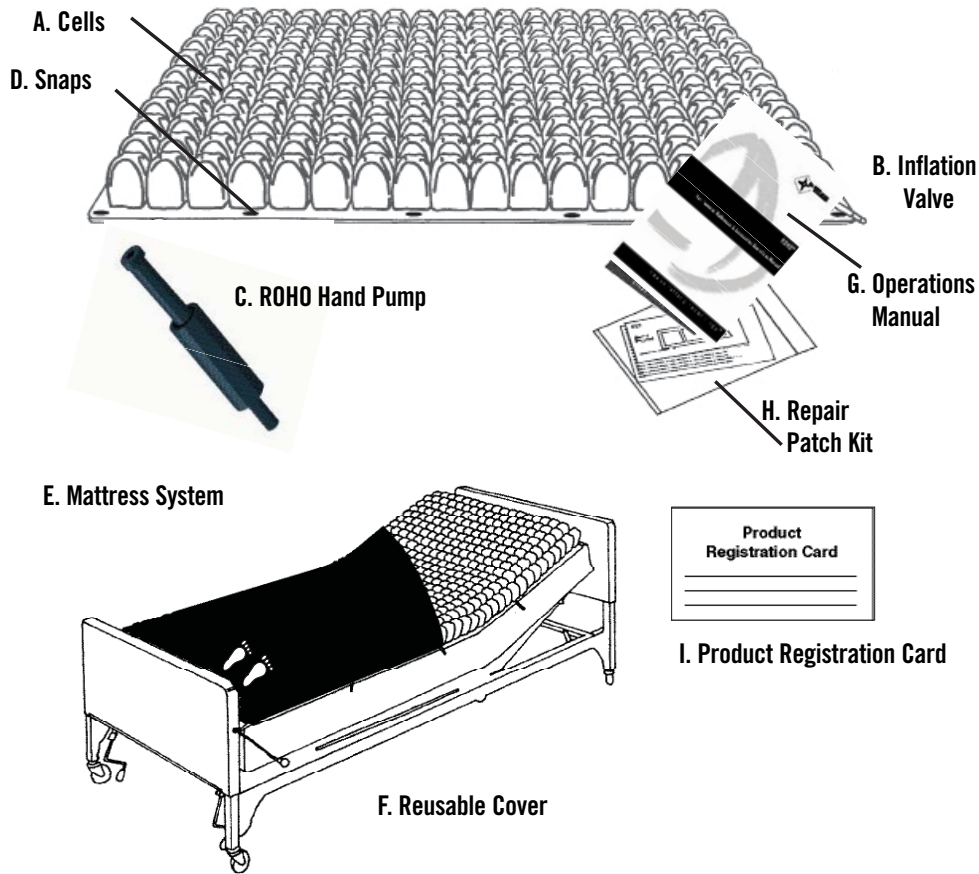
**ROHO Thyroid Pillow** is designed to aid patients who are undergoing surgical procedures that require hyperextension of the neck.

**ROHO Head / Neck Pillow (DRY FLOATATION)** provides cushioning and support to the head and neck and helps to prevent pressure ulcers.

Note: All measurements are approximate.

## PARTS DETAIL

(ROHO DRY FLOTATION Mattress Section shown)

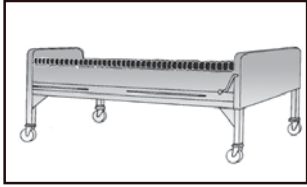


- A. Cells:** Individual interconnected air pockets. Support surfaces come in sections which may be snapped together.
- B. Inflation Valve:** Used to open and close the support surface's airway. Some support surfaces may have more than one valve.
- C. ROHO Hand Pump:** Used to inflate the support surface.
- D. Snaps:** For connecting the support surface sections.
- E. Mattress Overlay System:** DRY FLOTATION Mattress 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. PRODIGY Mattress Overlay (not shown) made of Flame Retardant 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. Reusable Cover:** Comes with the DRY FLOTATION Mattress Overlay. Can be purchased separately for the PRODIGY Mattress Overlay. Made of 70 denier nylon fabric with a rubber coating. Waterproof and anti-microbial.
- G. Operations Manual:** Instructions on adjustment, care, repairs and other important information about the support surface.
- H. Repair Kit:** Patch kit for small repairs.
- I. Product Registration Card:** Used to register your product. Complete product registration card and mail to ROHO, Inc. or register online at [www.therohogroup.com](http://www.therohogroup.com).
- J. PRODIGY Straps:** (Not shown) Attach at corners of PRODIGY Mattress Overlay to secure it to the mattress.

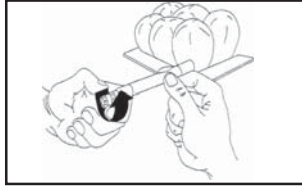
**ADJUSTMENT INSTRUCTIONS FOR:**

- DRY FLOATATION Mattress Overlay
- Isolette (DRY FLOATATION)

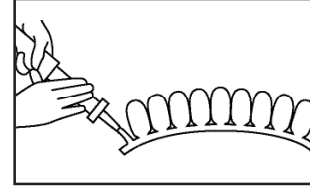
- PRODIGY Mattress Overlay
- O.R. Pad (DRY FLOATATION)



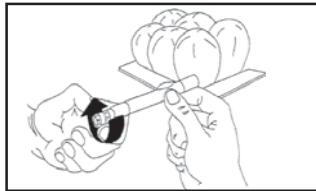
**STEP 1:** Remove all bed linens except support mattress pad or sheet from existing bed mattress. Place the support surface cell side up, on top of the bed mattress. Align support surface sections and snap together.



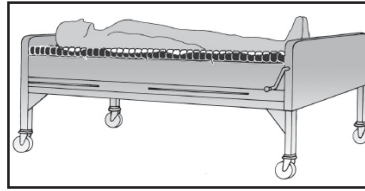
**STEP 2:** Turn valves on the side nearest the user **counter-clockwise** to open. **NOTE:** Close valve on **opposite** side of ROHO DRY FLOATATION mattress overlay section. **NOTE:** For PRODIGY Mattress overlay, valve is located on bottom surface.



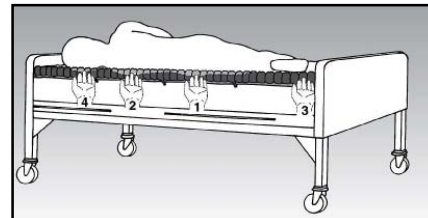
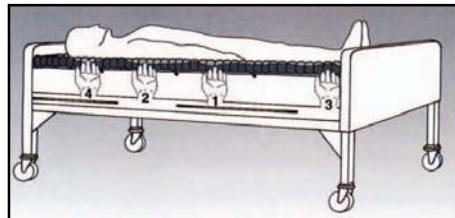
**STEP 3:** Slide the pump's rubber nozzle over the valve and-inflate each support surface section until it arches slightly upward.



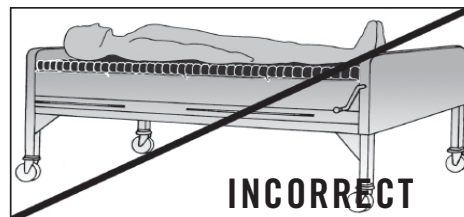
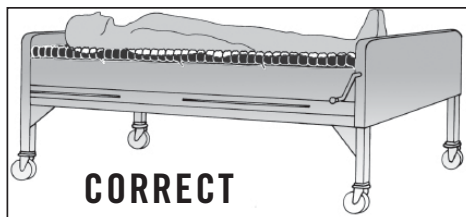
**STEP 4:** Turn valve clockwise to close. Remove pump. (Repeat steps 1 - 3 for remaining support surface sections.)



**STEP 5:** Reapply bed linens (maximum one sheet, one draw sheet or one incontinent pad). Place individual on the support surface in their normal lying position. (For demonstration purposes, linens not shown).



**STEP 6:** For proper immersion, adjust each sections by placing your open hand between the support surface and the individual under the lowest bony prominences (see image above). Release air from each support surface section until all areas of high risk are within the suggested immersion depth limits (see table on next page). Turn valve clockwise to close. **NOTE:** The adjustment sequence noted in the diagrams are ROHO's recommendation; sequence may vary by individual user's needs.



See diagrams above for CORRECT and INCORRECT body positions on support surface. DO NOT allow individual to lie on an UNDER-INFLATED or OVER-INFLATED support surface. Check the support surface at least once a day for proper adjustment.

## ADJUSTMENT INSTRUCTIONS CONTINUED:

**NOTE:** Do not lie on an improperly inflated support surface. The support surface is most effective when there is air between all parts of the 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 support surface benefits and could increase risk to the skin and other soft tissue. The support surface is most effective when the suggested immersion depths are followed.

### Suggested Immersion Depths:

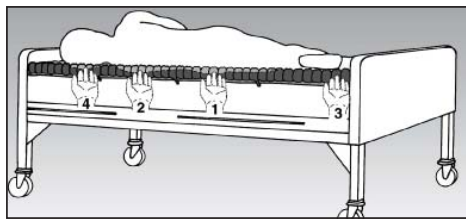
Depth	Product
1/2" (1.5 cm) to 1" (2.5 cm)	DRY FLOATATION® Mattress Overlay
1" (2.5 cm) to 1.5" (4 cm)	PRODIGY Mattress Overlay®

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

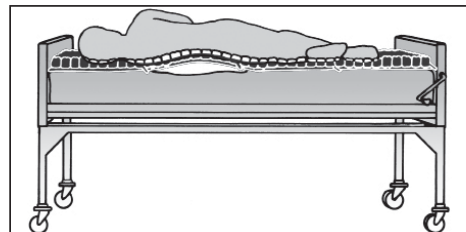
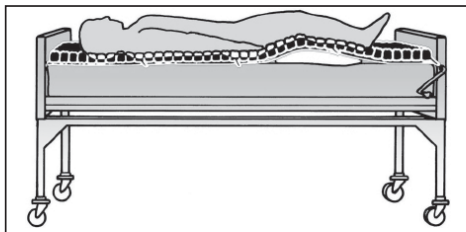
## LINENS

Too many linens between the support surface and the individual will compromise performance, prevent the individual from sinking in, and reduce pressure distribution. It is recommended that a maximum of:

- One flat or contoured sheet be arranged loosely over the support surface.
- If needed, a draw sheet for individual moving and transferring can be used.
- If needed, one incontinent pad can be used. Waterproof Reusable Covers are available from ROHO, Inc.

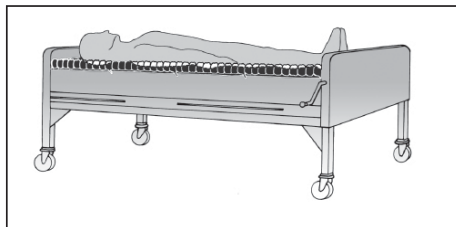


## PILLOW POSITIONING



**Special Positioning:** If the individual has special positioning needs while lying on his/her side or back, a pillow can be placed beneath the support surface. Consult with your healthcare provider for proper pillow positioning.

## CPR



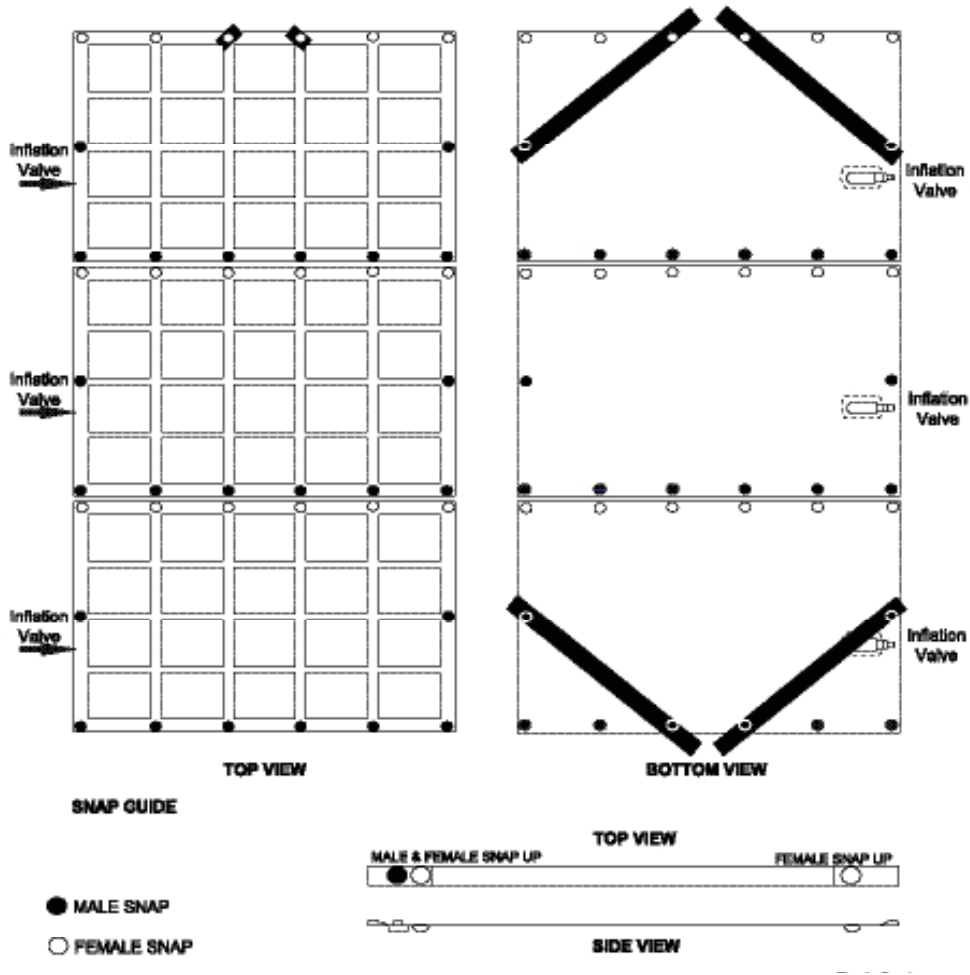
**CPR:** (DRY FLOATATION Mattress Overlay and O.R. Pad) CPR can be administered with or without a cardiac board between the individual and a ROHO support surface. It is not necessary to deflate the support surface to achieve sufficient compression levels. ROHO, Inc. recommends the use of a cardiac board for the PRODIGY Mattress Overlay.

## **ATTACHMENT OF PRODIGY STRAPS**

**Note:** PRODIGY Straps are included to aid in securing the PRODIGY Mattress Overlay to the mattress.

**Note:** Straps are provided with full PRODIGY Mattress Overlay Systems only!

Each PRODIGY Mattress Overlay uses four (4) straps.



**Note:** Above diagrams show PRODIGY Mattress Overlay sections detached. Be sure to snap the sections together prior to attachment of straps or use.

**STEP 1:** Attach the PRODIGY Straps by snapping them to the PRODIGY Mattress Overlay in the locations indicated in the above diagrams.

**STEP 2:** Stretch the straps around the corners of the mattress to secure the PRODIGY Mattress Overlay.

## **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 desired level. Turn valve clockwise to close.

**Nesting Pad** - Inflate Nesting Pad by turning valve counter-clockwise to open. Slide the pump's rubber nozzle over the valve and inflate the pad until it arches slightly upward. Turn valve clockwise to close. Remove pump. Place infant on the Nesting Pad. To properly immerse the infant, adjust the pad 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" (2.5 cm) and no less than 1/2" (1.5 cm) off of the base of the Nesting Pad. 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 individual's head/neck on the pillow. To properly immerse the individual's head/neck, adjust the pillow by placing your open hand under the individual's head/neck and then release air until the area of high risk are no more than 1" (2.5 cm) and no less than 1/2" (1.5 cm) off of the base of the Head/Neck Pillow. Turn each valve clockwise to close.

## **Attachment Instructions for the Reusable Cover:**

**Cover Attachment and Removal** - To attach the 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 mattress. To remove the cover, pull each corner up and over the mattress and mattress overlay.

## **CLEANING & DISINFECTING YOUR ROHO PRODUCTS**

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

**To clean the cover: (first remove from support surface)** 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. **DO NOT DRY CLEAN.**

**To disinfect the cover:** Use 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.



## **CLEANING & DISINFECTING YOUR ROHO PRODUCTS CONTINUED**

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### **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 ROHO DRY FLOATATION Mattress Overlay:**

**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 individual usages.

### **To disinfect the PRODIGY Mattress Overlay:**

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 patient use.

 **Note on Sterilization:** Follow Cleaning and Disinfection guidelines above. ROHO support surfaces are not packaged in a sterile condition nor are they intended or required to be sterilized prior to usage. ROHO, Inc. highly discourages sterilization methods using temperatures greater than 200° F (93° C) for neoprene products and 160° F (71° C) for PVC products. 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.

 **NOTE:**  
**DO NOT** machine wash or dry the mattress overlay.

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

**DO NOT** use cleaning products containing petroleum or organic solvents including acetone, toluene, MEK, naphtha, dry cleaning fluids, adhesive removers, etc.

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

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

**DO NOT** use oil-based lotions, lanolin, or phenolic-based disinfectants on your ROHO DRY FLOATATION support surfaces as they may compromise the integrity of the material.

## **TROUBLESHOOTING**

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**Not Holding Air:** Close all valves but one per section. Over-inflate the support surface section. Turn valve clockwise to close. Look, listen, and feel for leaks. With valves closed, immerse support surface 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" (Note: For DRY FLOATATION Mattress and Accessories only) below.

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

**Product Slides on Bed:** Make sure support surface sections are snapped together. If support surface sections are on slick sheet, remove slick sheet. Note: The PRODIGY Mattress Overlay comes with straps, check to make sure straps are secure.

### **MINOR REPAIRS:**

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If the support surface develops a leak, use the repair kit that came with the support surface

### **REPAIR PROGRAM: (DRY FLOATATION ONLY)**

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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](http://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):**

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ROHO, Inc. offers a loaner DRY FLOATATION Mattress Overlay section (Bariatric extensions are not included) while your DRY FLOATATION Mattress Overlay section is being repaired. Loaner support surface sections require a deposit. Contact our Customer Service Department at 1-800-851-3449.

**The Loaner Program is only available for the DRY FLOATATION Mattress Overlay.**

### **RETURN POLICY:**

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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 or contact ROHO International at 1-618-277-9150 for your nearest distributor. Check our website, [www.therohogroup.com](http://www.therohogroup.com), for the latest list of ROHO international distributors.

### **DISPOSAL:**

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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), PRODIGY Mattress Overlay (12 Months), from the date the product was originally purchased, with the exception of fabric components, 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 hardware 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. Customer Service at 1-800-851-3449 toll free. **Outside the U.S.A.**, contact the nearest ROHO International distributor. See website for current list of ROHO International distributors ([www.therohogroup.com](http://www.therohogroup.com)).

### **Questions.**

Call our Customer Service Department toll free from **U.S.A.** at 1-800-851-3449. **Outside of U.S.A.** call your ROHO International distributor or the ROHO Customer Service Department at 1-618-277-9150.

### **Disclaimer**

Any implied warranties, including the MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE are also 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.

### **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.

ITEM # T20195, Qty 10/09



The Quality Management Systems of ROHO, Inc. are certified to ISO 9001:2000 and ISO 13485:2003.



MDSS GmbH  
Schiffgraben 41  
30175 Hannover, Germany



**A PRODUCT SUPPORTED BY:**



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