
Sharing is Caring

**GET \$200
FOR YOU AND YOUR FRIENDS**

Get your friends to join a healthy sleep with

SeniorsPlus MISSION!

HOW IT WORKS

Do you have friends who need a healthy sleep?

Get them to

CALL: 1300 375 337 or

EMAIL: healthysleep@seniorsplus.com.au

Remind them to tell us your FULL NAME

They will get a further \$200 discount on top of whatever promotion we have at the time.

Once they join the Healthy Sleep Mission...

You will get \$200 Gift Card as a THANK YOU

**Continue to ask more friends to join the mission
And get more \$200 Gift Card today.**

Seniors Plus

Product Care





Success Stories Program

Share your SeniorsPlus success stories with us
and get a “surprise” thank you gift!

Send your story of how SeniorsPlus beds and/or chairs
improve your health and wellbeing.

It can be an email with photos

Or

Even better a video!

And we will send you a \$10 Gift Card as a THANK YOU!

You can send your stories to
healthysleep@seniorsplus.com.au

Don't forget to let us know your name and your contact details

*Terms and Conditions

We reserve the right to determine the stories that are eligible for the thank you gift card.

When you send your stories to us, we reserve the right to use your stories, at our sole discretion, for marketing or other purposes for an indefinite period.

Your Information

Your Name _____

Date of Delivery _____

Product Information

(e.g. type and size of the bed)

Safety

- To reduce the risk of falls on height adjustable bases, the bed and the chair should always be in its lowest position for sleeping and resting. The high position should only be used for carer's access to the user, ease of entry and exit of bed for the user and ease of making the bed and the chair.
- A minimum of 2 able and fit adults should be used when lifting or moving the beds and the chair. It is recommended to use trolleys or other lifting/moving devices where possible.
- Careless use of naked flames, cigarettes or other heat sources could set fire to this product.
- Do not operate whilst any person is under the base whilst raising/lowering or adjusting the bed.
- Care should be taken that no body parts are in or near the adjustable frame while operating.
- Ensure the cabling of the bed is free from the mechanism.
- Don't run over electrical cables when moving the bed.
- Do not manipulate or conduct electrical maintenance on the motors or any of the beds electrical components or cables. Any electrical work must be facilitated by a qualified tradesperson.

WARNING

- Stay Clear of moving parts while in motion
- Before adjusting, make sure children and pets are clear of moving parts and are not under bed base.
- Do not allow children to operate bed base without adult supervision

Adjustable Bed Remote Instruction

Experiencing the preventive health and therapeutic benefits of adjustable beds at home.

Features

- 250KG weight limit for the bed
- Independent split systems available
- USB ports for phone or tablet charging
- Adjustable legs with castor option available
- 10 year warranty on bed frame
- Wireless remote with LCD screen
- LED Under bed lighting
- Vibration therapy
- Whisper quite dual lift system
- Low voltage power consumption

- HEAD & FOOT VIBRATION ON/OFF**
Power head and foot vibration motors on & off
- VIBRATION INTENSITY**
Vibration intensity adjustment
- UNDERBED LIGHTING ON/OFF**
Power LED underbed lighting on & off
- FLAT POSITION BUTTON**
Press to flatten out the base
- HEAD UP/DOWN & FOOT UP/DOWN**
Manually adjusts the Head & foot section
- PRESET POSITION BUTTONS**
Select SEMIFOWLER, MY ZONE or ZERO G to automatically adjust the bed to the programmed position.
(More information below)



Benefits

Semifowler

Semifowler's Position with head elevated 20/40 degrees, tip of the toes to line up with chest and chin. Ideal for pain relief and support of joints, Muscles and ligaments.



My Zone

Elevate the back section to 45-60 degrees and the foot section so the tip of toes align with the naval. This relaxes abdominal muscles, improves breathing and alleviates compression of the chest.



Zero G

This position offers relief from circulation problems, restless legs and fluid retention. This button and other position buttons can be reprogrammed. Details below



Customisation

The Semifowler, My Zone and Zero G buttons are programmable and can be customized to better suit the user's need and comfort. To reprogram the one of the preset button you must first manually adjust the bed to the desired position, then Press and Hold FLAT and the Button you wish to program.

How to Set My Zone Remote

- Adjust the bed into the most comfortable position you believe you will spend most of your time in.
- Now that you have the bed in this position, press and HOLD together MYZONE & FLAT for at least 15 seconds.
- You may hear a beep, or the remote will display "MEMORY" when saving.
- Once complete, test it out by pressing FLAT.
- As soon as the bed is completely flat, press Myzone.
- This should bring the bed in to the position you just saved.

Please note: If you hold the MYZONE button on its own, this will erase the memory and you will be required to save the MYZONE button again.

You can set the Zero G and Semi Fowler memory button in the same way, except HOLD down **FLAT** and **ZERO G** or **SEMI-FOWLER** depending on which one they are trying to save.

Semi Fowler:

Position with head elevated 30/45 degrees. Top of toes should line up with heart line. Ideal for pain relief, supporting all joints, muscles and ligaments, relaxes abdominal muscles and improves breathing.

To adjust:

Elevate head to approx. 30/45 degrees.

Elevate legs until tip of toes align with heart line.

Press and hold together: FLAT and Semi Fowler.

Zero G:

Position is head elevated between 15–20degrees. Feet quite high up, almost at the peak but bring down a little lower.

Perfect for people who suffer from fluid retention, swollen feet and ankles, or blood pooling in the feet, or even poor blood circulation.

To adjust, take the feet all the way up and then bring the feet down a little.

Adjust the back to approx. 15 – 20degrees.

Press and hold together: FLAT and Zero G.

If still in doubt feel free to contact Customer Care on 1800 61 60 61 or via email to maintenance@sleephive.com.au

Haven Recliner Lift Chair Instruction

Using the Massage Function

We recommend using the massage function at least three (3) times a day. Use first when you get out of bed in the morning to get your blood circulating, again in the afternoon and then before you go to sleep at night.

Product Care & Storage CLEANING YOUR LIFT CHAIR

Before cleaning, switch off and unplug chair from mains power. Use a diluted soapy water to gently clean your upholstery remotes and cards with a soft cloth. DO NOT vigorously rub, soak, use industrial cleaners, iron or remove upholstery. Carefully dry the upholstery by gently wiping with a dry cloth.

STORING YOUR CHAIR

Before storing your chair, clean upholstery as instructed. Store your chair in a dry, cool, shaded room away from humidity, high temperature and sunlight.

Frequently Asked Questions

If my home loses power, can I get out of my chair?

The lift chair has a battery backup feature. There is a black 'power pack' behind your chair (follow the cable from the wall socket back). There will be a removable battery cover on the underside of the pack. 2 x 9v square battery need to be used to power the chair (not included). Please replace annually, or post emergency use.

Can the Lift Chair be washed?

Yes, the upholstery can be cleaned. See CLEANING YOUR LIFT CHAIR above. Do not use excess water to clean or excess heat to dry. The Lift Chair upholstery cannot be removed.

Can I use lumbar supporting pillow?

Yes, lumbar supporting pillows can be used, but keep in mind the thicker your pillow, the less you will feel the vibration.

What if I have other enquiries about my Lift Chair?

All other enquiries can be directed to our Customer Care department on 1800 616 061.

Congratulations on receiving your new Haven therapeutic lift and massage chair!

POSITIONS



1. UPRIGHT POSITION

Head Elevation position with the back fully upright and the legs elevated. This position is good for reading, eating and watching television.

2. SEMI RECLINE POSITION

With the back reclined 40/50 degrees and the legs fully elevated from this position offers relief of circulation problems, discomfort on pressure joints and back pains

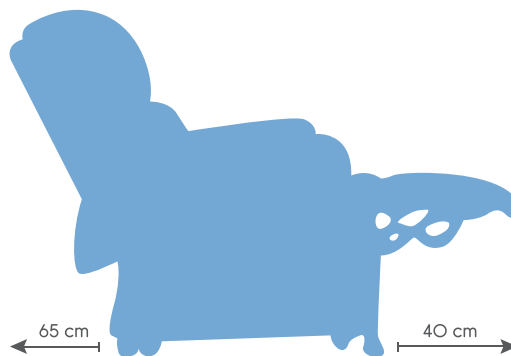
3. LAY FLAT POSITION

The Haven's two motor design allows for a complete 'lay flat' experience.

4. CHAIR ELEVATIONS POSITION

Upright lifting and tilting for assistance of getting out of the chair. Utilising this feature helps alleviate joint strain on the knees, lower back and shoulders.

PLACING THE CHAIR



Allow 65cm from behind and 40cm in front of the chair for reclining purposes. Place the chair on a flat surface in a dry room.

TECHNICAL SPECIFICATIONS

HEIGHT:

Standard	Max Reclined	Max Lifted
103cm	85cm	155cm

Weight : 67kg

Width : 85cm

Max Load Weight : 150kg

Elevating motor max load : 400kg

Elevating motor power

100 - 240v, 50/60hz

Massage System Power

100 - 240v, 50/60hz

Certifications :

AS9NZS 60950.1,

IP20, CE, RoHS, UL Cert

SeniorsPlus by SleepHive Product Limited Warranty

At SeniorsPlus by SleepHive, you can buy with confidence. We offer quality class 1 medical device products, all backed by our worry-free guarantee. Our beds and chairs come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.

SeniorsPlus CARE

SeniorsPlus CARE is our extended warranty for the peace of mind. Upgrade packages are available at a cost of **\$399** for **an additional 2 years extension** for private residential homes only. Aside from the length of time, no other condition of the Standard Warranty shall be altered.

Consumer Guarantees

Under the Australian Consumer Law, you have guaranteed legal rights for goods and services you purchase. These are called consumer guarantees.

When you purchase products from SeniorsPlus by SleepHive, you automatically receive the following limited warranty:



warranty on beds



warranty on
all mattresses



warranty on the
Haven Recliner Chairs

A : Who does this mattress warranty extend to?

Anyone who has purchased the products from SeniorsPlus by SleepHive. Please retain a copy of your order confirmation as proof of purchase. You'll need this to make a claim, without it we reserve the right to reject any claim under this warranty. **Please also note that the warranty is for the benefit of the original purchaser only and is not transferable at resale.**

B : What does the warranty cover?

This warranty covers the following defects in workmanship and materials of the SeniorsPlus by SleepHive products that have at all times only been in normal domestic use.

- Deterioration which causes the mattress to have a visible indentation greater than 20mm, as long as that indentation or sag has not resulted from use of an improper or unsupportive foundation.
- Any physical flaw in the mattress that causes the foam material to split or crack, as long as the mattress has not been handled improperly.
- In respect of the mattress cover only, any manufacturing defect in the zipper assembly or the fabric of the mattress cover. As noted below, a defect in respect of the mattress cover alone will not entitle you to a replacement SeniorsPlus by SleepHive mattress, just the cover itself.

- The warranty covers malfunction of the motor as a result of manufacturer workmanship or defective materials of the SeniorsPlus by SleepHive Adjustable Frame that has at all times been used for normal domestic use.

C : What does the warranty NOT cover?

If it does not fall into one of the categories above in the 'What does the warranty cover?' section, then it is not covered by our warranty. By way of example of what is not covered, please see the following list (although there can be other things too which are not covered):

- To any damage caused by Purchaser.
- If the adjustable bed base has been mishandled (whether in transit or by other means), subjected to physical or electrical abuse or misuse, or otherwise operated in any manner inconsistent with the operation and maintenance procedures outlined in the Owner's Manual and this warranty.
- If there has been any modification of the adjustable bed base without prior written consent by SeniorsPlus by SleepHive.
- A normal increase in the softness of the mattress which does not affect the pressure-relieving qualities of the mattress.
- Comfort preference.
- Abnormal use.
- Physical abuse or damage to the mattress which causes defects such as burns, cuts, tears, liquid damage or stains.
- Dirt, stains, smells, or bed bug infestations resulting from poor mattress care.
- Mould on the mattress of any kind.
- Any claim made other than for the benefit of the original purchaser.
- If you purchase a mattress and only the cover is defective (and not the mattress), we will only replace the cover and not the whole mattress.

D : Your Responsibilities

To make a claim under this Warranty, please send: 1) a brief written description and photo of the problem or condition that you believe constitutes a defect; 2) proof of purchase (such as your order number or an original dated sales receipt) to SeniorsPlus by SleepHive at healthysleep@seniorsplus.com.au

We reserve the right, in our sole discretion, to require photographs, further information or descriptions, or to physically inspect the mattress prior to accepting a particular claim under this Warranty.

E : What do we do when we get all this from you?

Any evidence we receive regarding the potential warranty claim, including the mattress, bed, or chair itself in some cases, will be cross-examined and evaluated by SeniorsPlus. When we have received the evidence, we will decide at our sole, reasonable discretion whether your claim is covered by the warranty or not. If we determine that it is covered, we will repair or replace (as applicable) and ship your repaired product or new SeniorsPlus by SleepHive products back to you. SeniorsPlus reserves the right to offer you a similar replacement if your item has been discontinued. We will only cover the shipping expenses of the first warranty claim.

The product warranty period does not restart, but rather continues from your original purchase date.

In the event SeniorsPlus by SleepHive chooses to replace the Adjustable Bed, the replacement will be of the same model and size as the original Adjustable Bed purchased. In no event will a substitution model be used as a replacement except in the case of a discontinued Adjustable Bed, in this event an Adjustable Bed of like build and design, at SeniorsPlus by SleepHive 's discretion will be used as a replacement for the defective Adjustable Bed.

F : When does the warranty start?

The warranty starts on the date of delivery of the product and lasts until the end of the limited warranty periods from that date.

G : What if I only want a refund?

This warranty does not give you the right to get a refund. The warranty only covers replacements, repairs and upgrades for successful warranty claims.

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 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.

H : Warrantor

The trustee for Clews Holdings Trust

healthysleep@seniorsplus.com.au