

vive®



# 8" ALTERNATING PRESSURE MATTRESS

Owner's Manual  
LVA1034

[vivehealth.com](http://vivehealth.com)

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## WHAT'S INCLUDED

- 1x 8" Alternating Pressure Mattress w/ attached air hose
- 1x Compressor Pump w/ removable fuse
- 1x Patching Kit
- 1x Spare Chamber Replacement

## OVERVIEW

We are constantly answering questions and recording helpful videos to make using your Vive 8" Alternating Pressure Mattress as easy as possible. Throughout the manual we will include QR codes and links to important videos that you can visit to help you through the process.



To see all FAQs in one place  
visit [vhealth.link/u3](https://vhealth.link/u3)

## SET-UP INSTRUCTIONS



Want to watch us do this instead? Just go to the following link to see how to set up and use your Alternating Pressure Mattress.  
Visit [vhealth.link/6m9](https://vhealth.link/6m9)




1. Unfold the Mattress and place it on the bed so that the head and feet icons are facing up and positioned how the user will be lying.
2. Locate one (1) of the straps on the left side of the Mattress (the patient's left) and stretch it underneath the bed frame to the pair of matching rings on the right side. Loosely secure the Mattress to the frame by lacing the strap through the rings as shown in the figure below.



**NOTE:** Keep the strap loose at first until after the Mattress is fully inflated so that it can adjust without risk of damaging anything, and remember to tighten straps once mattress is fully inflated.

3. Repeat Step 2 for the other strap.
4. Hang the compressor pump over the foot of the bed using the attached hooks if desired. If not hung on the bed frame, place it in an accessible position on a level surface.
5. Locate the air hoses extending from the Mattress and connect them to the inflating nozzles on the Compressor Pump so that the locking tabs fit into place on the port. You should hear a click once fully connected. The hose will fasten into place regardless of which side of the connector is facing up or down.

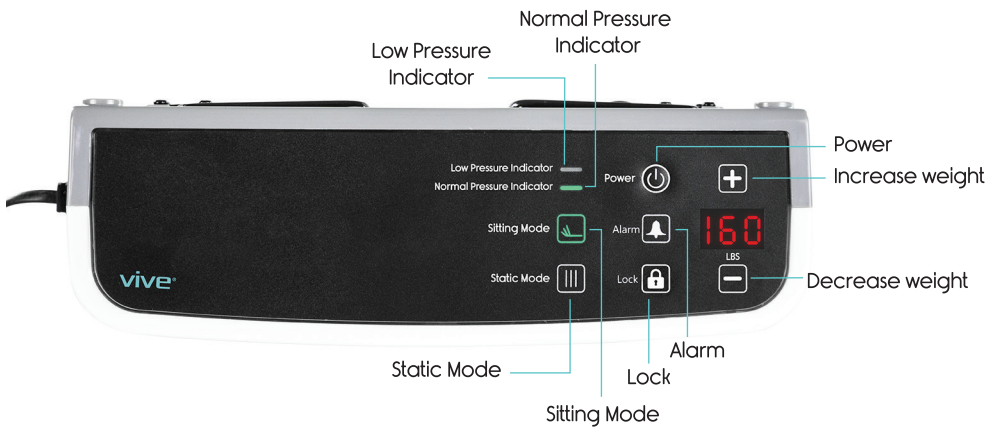


6. Plug the power cord on the Compressor Pump into a standard 110V electrical outlet.
7. Locate the two (2) red CPR valves on the patient's right side near the head end of the Mattress, and make sure that they are plugged in securely. If these valves aren't completely blocked, the Mattress will continually vent air and never fully inflate.
8. Do a quick check to make sure all of the various connections are secure and push the Power  button. The Compressor Pump will begin inflating the Mattress. It takes about forty (40) minutes or so to completely inflate. While it's inflating, the Low Pressure Indicator will be lit up; this is normal. As soon as the pressure inside the mattress equalizes, that Indicator will turn off and the Normal Pressure Indicator will turn on.
9. Once the Pump starts, you can press the  and  buttons to input the patient's weight (80 - 350 lbs). This will automatically adjust the pressure to the ideal level of resistance for the person's weight. For fastest inflation, set the pump to Static Mode to inflate all chambers simultaneously.

10. Once the Mattress is completely inflated, unlock the controls and deactivate Static Mode and tighten down the two (2) straps to secure it to the bed frame. These don't need to be extremely tight, just enough to keep the Mattress from shifting more than an inch in any direction.
11. Cover the Mattress with a sheet if you'd like (standard twin-size sheets). It's ready for use!

## HOW TO CONTROL THE COMPRESSOR PUMP

Here is a layout of the Compressor Pump controls and how to use them.

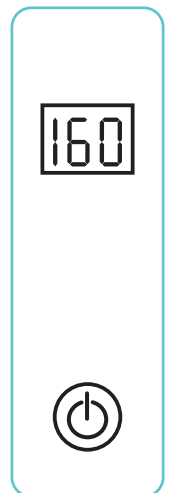


### Weight Display

- During normal operation, the display shows the measured resistance between external and internal pressure. Fluctuations in the number will occur when weight or air is added or removed from the mattress. While you are adjusting the settings, the display will show adjustments by patient weight (ex. "325" will indicate the recommended air pressure for a 325 lb patient).

### Power Button

- Turns on the power, inflating the Mattress (takes roughly forty (40) minutes) and automatically alternating the chambers. If an alert sounds on the device (loud beeping), press the power button to silence it.



## Plus and Minus Button

- Increases or decreases the patient weight setting for the Mattress in lbs. Each press adjusts the weight by 5 lbs (range is from 80 to 400 lbs.) To move faster, hold down the button. You can adjust this setting to fine-tune your desired Mattress firmness, lower weight for a softer setting and higher weight for a firmer setting.

## Static button and LED Indicator

- Places the Mattress in "static mode", which stops it from alternating so that all chambers maintain equal pressure based on the current patient weight setting, usually to perform certain medical procedures or to initially inflate the mattress. The display will show a "---" to indicate static mode; the LED will also turn on.

## Sitting button and LED indicator

- This setting stops the Mattress from alternating pressure throughout the chambers and automatically increases air pressure in order to provide a firmer surface for the patient to sit up. While in seated mode, all chambers in the Mattress will equalize at a firm pressure. The LED indicator will light up, and the display screen will show an "L" to show that it's in "sitting mode".

## Lock button and LED indicator

- During normal operation, all control buttons will be disabled after two (2) minutes to prevent accidentally changing the settings; the LED will light up to show that the controls are locked. Press and hold this button until you hear a beep and see the light turn off to unlock the controls and adjust any settings.

If you want to manually lock/unlock the controls after changing settings, press and hold this button for three (3) seconds until the LED turns on/off and you hear a beep.



## LED Alarm Indicator

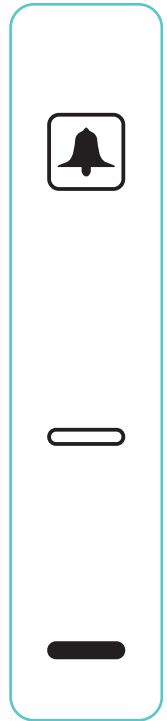
- If the Compressor Pump accidentally loses power or fails to reach the set air pressure within 1 hour, The LED will turn on and an audible alarm will sound to alert caregivers to the need for attention. This will happen in any of the following situations:
  - The Compressor Pump loses power
  - The pressure in the Mattress is low due to an air leak.Press the Power Button to turn off the alarm.

## Low Pressure Indicator

- Lights up during the initial inflation period or any time when the pressure in the Mattress is below the pressure set to support the patient. Normally illuminated during inflation. If illuminated after inflation during standard use, check for air leaks and slightly increase air pressure.

## Normal Pressure Indicator

- Lights up when the Mattress reaches the pressure needed to support the current patient weight setting.



## CPR VALVE

Your Alternating Pressure Mattress is equipped with a safety valve that will allow for an immediate deflation, creating a firm, stable surface in the case that life-saving measures, like CPR, need to be utilized on the patient in the bed.

The valve is located at the head of the Mattress on the right side under the flap in the Mattress cover. To vent the Mattress quickly, simply grab the red handle on the valve and pull it out hard to dislodge the plugs in the internal air tubes.



To resume normal operation, securely reinsert all of the plugs on the CPR valve into their ports in the Mattress chambers and reinflate the mattress.

## MAINTENANCE

The only maintenance needed is to occasionally wipe down the Mattress with a damp cloth pre-soaked with warm water and a mild detergent or anti-bacterial cleaner. Air dry the Mattress without direct exposure to sunlight. The attached cover can be fully unzipped and removed for easy cleaning if necessary.

If you have any problems with the Mattress including setup, use, or maintenance, please contact [service@vivehealth.com](mailto:service@vivehealth.com). Don't attempt to open the Compressor Pump or repair it by yourself. Please let us know at [vivehealth.com](http://vivehealth.com) if any unexpected operations or events occur.

## REPAIR PROCEDURES

### Fixing Small Holes Using the Patch Kit

- If you notice a small leak in the Mattress, the product comes with a kit to help you patch it up. Follow these steps to mend any small holes:



Want to watch us do this instead? Just go to the following link to see how to repair a small hole in your Alternating Pressure Mattress.

Visit [vhealth.link/sq](http://vhealth.link/sq)

1. Fully deflate the Mattress, unzip the Mattress cover, and find the location of the puncture.
2. Lightly clean the surface around the puncture and make sure it is dry before patching.
3. Remove the cap from the glue container, flip it over, and use the point in the cap to break open the seal on the glue container.
4. Apply a thick line of glue in a circle about 1/4 to 1/2 around the puncture.

**NOTE:** Do not apply glue onto the puncture itself, as it may seep into the Mattress and accidentally glue the insides of chamber together, resulting in a dimple that may cause more damage when you try to re-inflate it.

5. Once the glue is somewhat dry, check to see that it formed an even ring around the puncture. If there is excess patch rolling up around the glue, you can either carefully trim it off, or apply additional small amounts of glue to hold it down, once more allowing enough time to dry completely.



6. After at least six (6) Place the patch glossy side down over the puncture and dab it in place so that the glue has a chance to spread, but do not press overly hard.
7. Place a relatively heavy, flat item over the patch and let it sit for several hours to allow the glue to dry.
8. hours since the last glue application, you may attempt to re-inflate the Mattress as normal.

## REPLACING A FULL CHAMBER IN THE MATTRESS

If a leak is too large to be patched, you will need to replace the entire chamber. Your Mattress includes one (1) replacement chamber for this purpose. Follow these steps to change it out:

1. Fully deflate the Mattress, unzip the Mattress cover, and find the chamber that is punctured.
2. Unsnap the chamber at both the left and right ends to detach it from the cover.
3. Detach the two (2) rubber hoses from the left side of the punctured chamber and remove the chamber from the plastic holders.



4. Install the replacement chamber, making sure to thread it through the plastic holders.
5. Attach the two (2) hoses to the ports on the left side of the new chamber. Make sure that the hoses are securely in place before turning on the Compressor Pump.

## TROUBLESHOOTING

Symptom	Problem	Cause	Remedy
Compressor Pump turns on, but Mattress will not inflate	Air is escaping from somewhere in the system.	The air hoses from the Mattress aren't connected to the Pump properly.	Inspect the hose connections. There should be an audible click when properly connected. Inspect the three (3) black O-rings on the hose connections to make sure they are visible and undamaged. If missing or damaged, simply replace with the spare O-ring included with the repair kit. If additional O-rings are needed, please contact Vive Health customer support to request replacements.
		The CPR Valve isn't properly sealed.	Check to make sure both CPR Valves on the left side of the Mattress are securely connected.

Compressor Pump turns on, but Mattress will not inflate	Air is escaping from somewhere in the system.	One of the air connections to the chambers isn't properly connected.	Remove the Mattress cover and check the air cell connections to make sure they are properly connected.
		There is a leak in one of the chambers.	Remove the Mattress cover and inspect the air chambers for any sound of air leaking or visual rips/tears. Repair or replace as necessary.
		There is no air coming from the Pump.	Unplug the air hose connection to the pump and check to see that air is coming from the nozzles. If no air is being pumped out, turn off the Pump, unplug the power, replug, and restart the pump. If this doesn't fix the problem, contact Vive Health customer support.
		Pump is not plugged in.	Make sure the Pump is properly connected to a working standard US 110-120V outlet.

Compressor Pump does not turn on.	The Pump doesn't have electrical power.	The fuse has been removed or isn't properly connected	Remove the black fuse located at the bottom of the pump beneath the black screw cap and reinsert it securely into place.
		The power cord has been damaged.	Check to make sure there are no tears on the power cable. Contact Vive Health customer support if the cable is damaged.
Mattress will not alternate.	The chamber control elements aren't functioning properly.	One (1) or more of the O-rings on the air hose connector to the Pump are missing or damaged.	Inspect the hose connections. There should be an audible click when properly connected. Inspect the three (3) black O-rings on the hose connections to make sure they are visible and undamaged. If missing or damaged, please contact Vive Health customer support to request replacements.

		One (1) or more of the air hose connections to the chambers isn't connected properly.	Remove the Mattress cover and inspect each of the hose connections to the chambers to make sure they are connected properly.
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## SPECIFICATIONS

### Alternating Pressure Mattress

- Mattress Dimensions: 80" L x 35" W x 8" H
- Mattress Sheet Size: Standard Hospital Bed (Twin XL)
- Chambers Height (Inflated): 8"
- Air Chambers Material: Nylon/PVC
- Cover Material: Nylon/PU

### Compressor Pump

- Size: 10.6" L x 5.3" W x 3.75" H
- Power Supply: 120V/60 Hz
- Power: 7W
- Fuse Rating: 1A / 250 V
- Alternating Cycle Time: Ten (10) minutes
- Weight: 3 lb.

**NOTE:** Do not modify this equipment from its original specifications.

## MATTRESS CHAMBER DETAILS

There are three (3) different types of air chambers used throughout the Mattress. The top three (3) chambers are static chambers that do not alternate, but stay at a constant pressure to help support the patient's head. The next eight (8) chambers (moving down toward the feet) and are ventilated, alternating chambers; they are designed with pin-sized holes at each end that constantly release air to help ventilate the patient and keep them dry.

The final eight (8) chambers are regular alternating chambers.



## SAFETY INFORMATION AND WARNINGS

- The Mattress is rated for a minimum weight of 80 lb. and a maximum of 350 lb. Exceeding these limitations may result in damage to the product or personal injury.
- Always unplug the Compressor Pump before trying to change the Mattress or Pump position.
- Do not leave the Mattress or Pump exposed to high levels of humidity for extended periods of time.
- Do not use corrosive cleaning chemicals, acetic solvents or industrial degreasers on any part of this product.

## WARRANTY INFORMATION



### VIVE GUARANTEE

You are protected by Vive Health's industry leading guarantee and customer service.

## GOT MORE QUESTIONS?

Check out our list of Frequently Asked Questions at [vivehealth.link/u3](https://vivehealth.link/u3)



And if that doesn't answer your question, our customer service team would love to help! Feel free to connect with them by phone, e-mail, or chat on our website.



[service@vivehealth.com](mailto:service@vivehealth.com)



1-800-487-3808



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