



Bed Alarm System
Large Bed Alarm System
Chair Pad (Optional)
Call Button (Optional)

INSTRUCTION MANUAL

IMPORTANT: Read this manual before use

If you have any issue or question, contact us directly at questions@lundberg.com

Important + customer service

This manual explains how to use the Lunderg Bed Alarm System, Large Bed Alarm System and optional Lunderg accessories such as the chair pad and call button. These accessories can be bought separately, as an add-on to your order or as a set with your order on Lunderg.com or at Amazon.com/Lunderg
It is very important that you read all the following pages.

Before you unlock the peace of mind that the Bed Alarm System provides, please make sure all of the parts are included in the box.

If anything is missing, please contact us at questions@lunderg.com and we will make things right. We pride ourselves on our 24 hour customer service and work hard to provide all our customers with the VIP treatment they deserve.

CAUTION: Technology alone cannot prevent falls or injury. In addition to professional caregivers this device is meant to supplement a facility or home patient management system.

If you have any questions at all please contact us at questions@lunderg.com or request a call back at (800) 652-4905.

REGISTER YOUR WARRANTY WITHIN 30 DAYS OF RECEIVING THE PRODUCT AT: www.Lunderg.com/warranty

REGISTRA TU GARANTÍA NO MAS TARDE DE 30 DIAS DE RECIBIR EL PRODUCTO en www.Lunderg.com/garantia

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What's in the box

- Bed sensor pad 10 x 30 in (or 20 x 30 in if you bought the Large Version).
- Monitor with unscrewed battery cover (comes in 2 parts).
- Mini screwdriver (to screw the monitor's battery cover in place).
- 2 x AA batteries.
- Wall holder for monitor unit.
- 4 x Non-Slip Stickers.
- User manual (this manual you are reading now)

IMPORTANT: If you purchased the bed alarm system together with the chair pad and/or call button as a set or as an add-on to your order, the box will also include a **Chair sensor pad and/or Call button**

Video Guides

For a more dynamic introduction to your products,
watch these video guides

Bed Alarm System

www.Lunderg.com/bedvideo

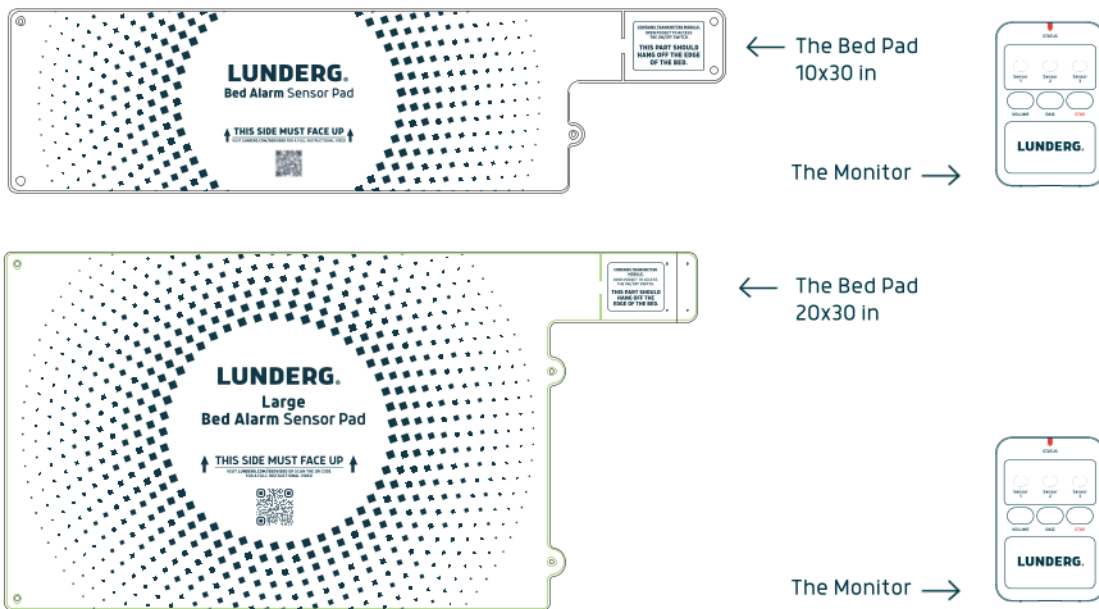


Chair Alarm System

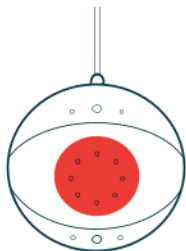
www.Lunderg.com/chairvideo

Identifying the parts of the set

The 2 main components of the Bed Alarm System are the Bed Sensor Pad (the bed pad for short) and the Monitor (some folks call it the pager). There are two versions of the Bed Pad, one is 10 x 30 inches (standard) and the other is 20 x 30 inches (large).

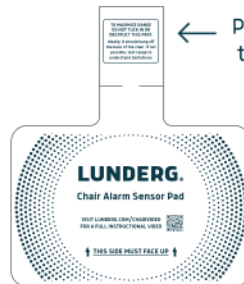


Optional Lunderg Accessories



← The Call Button
(Optional)

The Chair Pad
(Optional) →

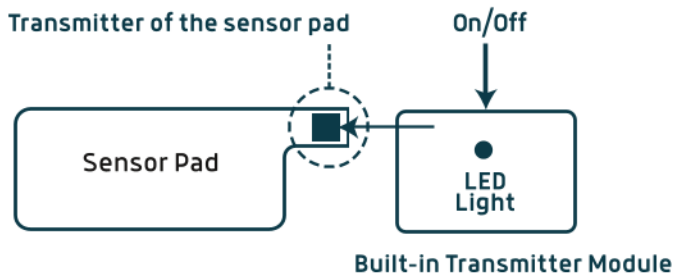


← Pocket to access
the Transmitter

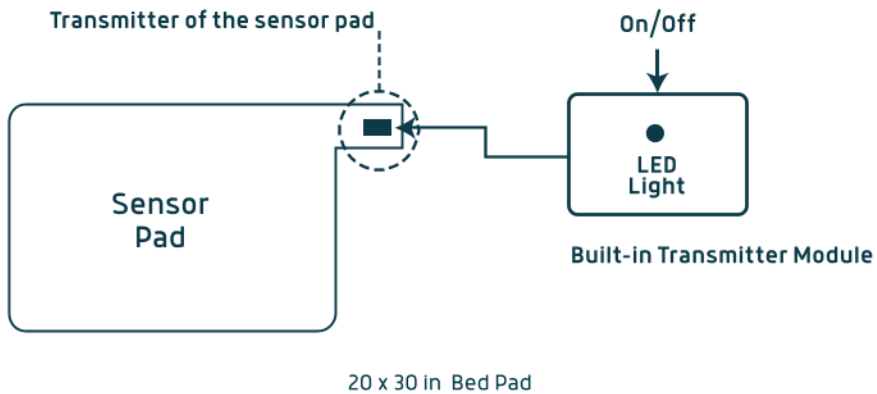
These optional add-ons can be purchased separately at Lunderg.com or Amazon.com/Lunderg.

How to Turn ON the Bed Pad transmitter

1. Flip the bed pad to the instructions side and open the transmitter pocket to access the ON/OFF switch on the transmitter module. It is placed at the neck/end of the pad.
2. Switch ON the transmitter by moving the Switch to the ON position. The transmitter is shipped in the OFF position. We do that to maximize the battery life of the transmitter as its batteries can't be replaced. ONLY turn it OFF if you are not going to use the bed pad for long periods of time.
3. To make sure the pad is activated, press and release the sensor pad. The Status / In use red LED light on the transmitter module should turn on.
4. Put the transmitter back in the transmitter pocket and snap it shut.

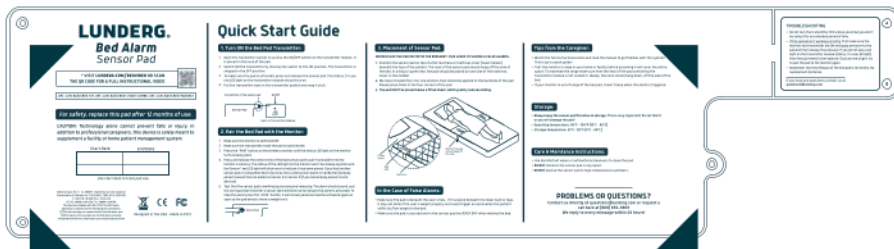


10 x 30 in Bed Pad



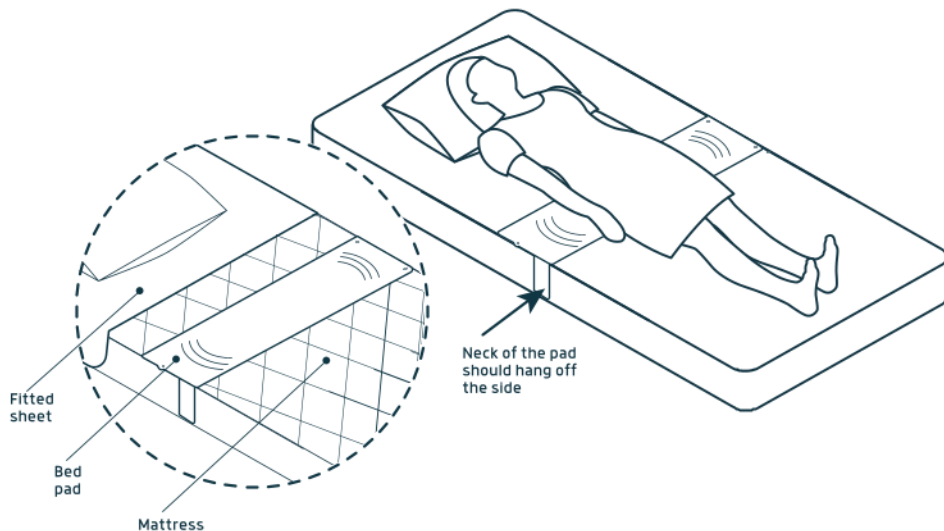
Where to place the bed pad & how to secure the pad

1. The top side of the bed pad should be facing up, while the back side (side with quick guide instructions) should be facing down. Position the bed sensor pad across the bed beneath the hips of the patient. The neck of the bed sensor pad should exit out the side of the bed. The pad should be on top of the mattress (never below)! In a king or queen bed, the pad should be placed on one side of the mattress, never in the middle!
2. We have included four non-slip stickers that should be applied to the backside of the pad. Please place them in the four corners of the pad and then set the pad on the mattress where the patient's hips will be. These stickers greatly reduce pad-sliding but the caregiver should always re-set the pad in the desired area each time they make the patient's bed.



*Do the same if you bought the Large pad

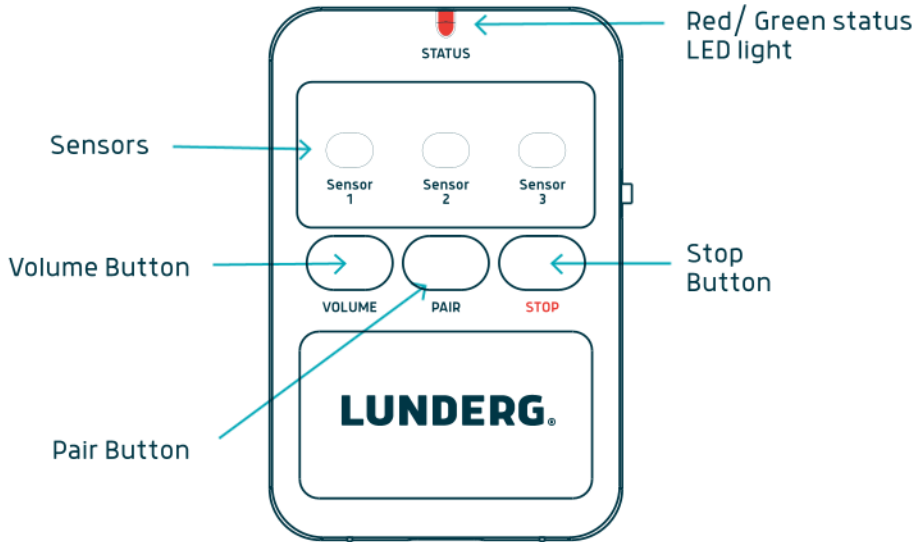
3. The pad MUST be placed below a fitted sheet, which greatly reduces sliding.



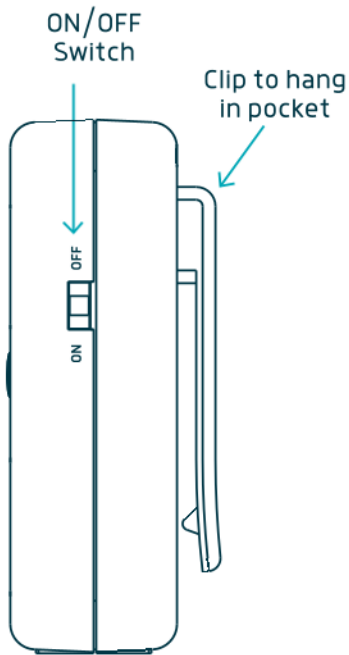
*Do the same if you bought the Large pad

4. To extra secure the bed pad to the bed, you can use the Lunderg set of bands and clips for bed alarms (sold separately).

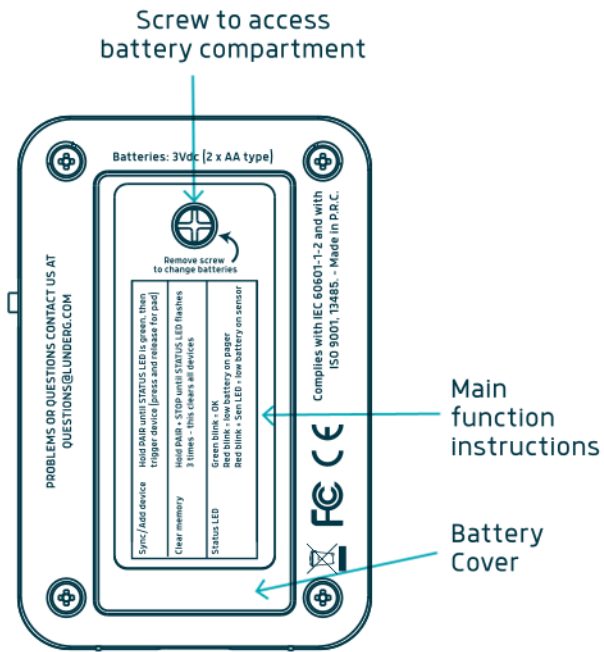
The Monitor (The Pager)



FRONT



SIDE



BACK

Battery Cover & Batteries

To comply with shipping and warehouse regulations we have to ship the monitor (pager) without the batteries inside of the pager. We have included a small screwdriver and shipped it with the battery cover unscrewed for your convenience!

Simply insert the 2 x AA batteries (the most common ones) in the battery compartment following the + and - symbols. Cover the battery compartment with the battery cover and screw it with the screwdriver provided. The life of the battery will vary based on usage. You are ready to start using your pager!

NOTE: unlike the batteries in the built-in transmitter module of the bed sensor pad and chair sensor pad, which can't be replaced, the 2 x AA batteries of the monitor CAN be replaced.

How to pair the bed pad with the monitor

1. Make sure the monitor/pager is switched ON!
2. Make sure the transmitter inside the bed pad is ON. It won't work if the pad is OFF!
3. Press the "PAIR" button on the wireless monitor unit until the status LED light turns a steady green. Make sure to complete the pairing before the light turns off!
4. Press and release the centre zone of the bed sensor pad to pair it and add it into the monitor's memory. The Status LED won't be steady anymore and the Sensor 1's red led light will blink once to indicate it has been paired. Your monitor can control up to 3 bed sensor pads or other compatible devices (such as the Lunderg Chair Alarm or Call Button). If you had another bed pad or device already paired it would then be added as Sensor 2 or Sensor 3 (if you had already paired 2 extra devices).
5. Test that the bed sensor pad is working by pressing and releasing. The alarm should sound, and the sensor light will blink red to indicate the alarm is activated. If you only have one pad, Sensor 1, will be the one blinking. To stop the alarm press the button STOP. Note that the bed alarm remains paired after pressing STOP and it will be activated again as soon as it detects weight on it.

How to pair the *optional* chair pad with the monitor

1. Make sure the monitor / pager is switched ON!
2. Make sure the transmitter inside the chair pad is switched ON.
3. Press the "PAIR" button on the wireless monitor unit until the status LED light on the monitor turns steady green. Make sure to complete the pairing before the light turns off!
4. Press and release the center zone of the chair sensor pad to pair it and add it into the monitor's memory. The status of the LED light on the monitor won't be steady anymore and the Sensor's 1 red LED light will blink once to indicate it has been paired. Your monitor can control up to 3 devices! If you had another chair sensor pad or compatible device (such as the Lunderg Bed Alarm or Call Button) already paired it would then be added as Sensor 2 or Sensor 3 (if you had already paired 2 extra devices).
5. Test that the sensor pad is working by pressing and releasing. The alarm should sound, and the sensor light will blink red to indicate the alarm is activated. If you only have one pad, Sensor 1 will be the one blinking. To stop the alarm press the "STOP" button. Note that the chair alarm remains paired after pressing STOP and it will be activated again as soon as it detects weight on it.

How to pair the *optional* call button with the monitor

1. Make sure the monitor / pager is switched ON!
2. Press the "PAIR" button on the wireless monitor unit until the status LED light on the monitor turns steady green. Make sure to complete the pairing before the light turns off!
3. Press and release the red button on the call button to pair it and add it into the monitor's memory. The status of the LED light on the monitor won't be steady anymore and the Sensor's 1 red LED light will blink once to indicate it has been paired. Your monitor can control up to 3 devices! If you had another device already paired it would then be added as Sensor 2 or Sensor 3 (if you had already paired 2 extra devices).
4. Test that the Call Button is working by pressing and releasing the red button. The alarm should sound, and the sensor light will blink red to indicate the alarm is activated. To stop the alarm press the "STOP" button. Note that the Call Button remains paired after pressing STOP.

How to clear the memory

To unpair previously paired devices, or if a device is not working properly, please clear the memory.

To do so, hold both PAIR and STOP buttons until the Status LED light blinks fast 3 times (should take around 5-6 seconds).

Note that you will need to repeat the steps described in "How to pair the Bed Pad with the monitor" if you'd like to pair your monitor and bed pad once more. If you have more than one bed sensor pad, repeat the steps for all the bed sensor pads that were previously paired.

If you had other devices paired, such as the Lunderg chair pad and/or call button, you will need to pair them ALL again. To do so, follow the steps described in "How to pair the chair pad with the monitor" and/or "How to pair the call button with the monitor".

Adjusting the Volume

Press the VOLUME button to change the volume settings.

There are 3 possible settings:

- High volume + vibration.
- Low volume + vibration.
- Only vibration (No sound).

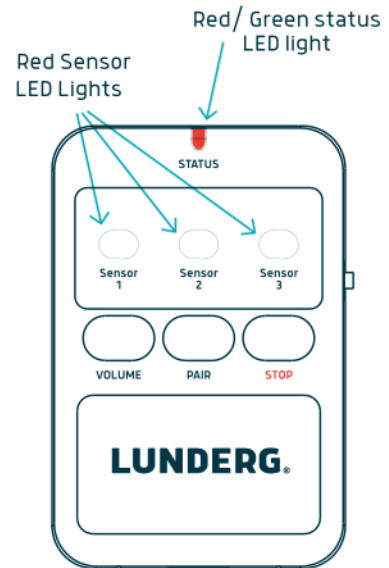
LED Light status

The LED light status indicates the correct function of the sensor pad and monitor / receiver.

There are 3 possible scenarios:

- LED light blinking green = Everything is OK!
- LED light blinking red = Low battery on the Monitor (pager). Change the AA batteries!
- LED light blinking red + sensor LED light red = Low battery on the sensor pad that is ON (Sensor 1, Sensor 2, or Sensor 3.)

You need to replace the bed sensor pad / compatible device!



Tips from the Caregiver

- If your monitor is out of range of the bed pad (or a compatible add-on device) it won't beep when the alarm is triggered!
- Test the monitor's range in your home before assuming it will cover the entire space!
- We designed the Lunderg Bed Alarm System, chair pad (optional) and call button (optional) so they could be used in a multi-floor home. We measured them in open-spaces and they should cover a minimum of 400 feet (122 meters). Note that indoors, the building layout and materials will affect the actual distance you can receive. Homes made from wood frames and drywall will have the best performance, and signals can pass through several walls or a different floor and still be received. Materials like concrete, brick or stone will reduce range quite a bit when compared with drywall, and a metal plate can block them completely. So test, test, test and test some more to make sure it will work properly in the range that you intend to use them.
- To maximize the range of your Chair Sensor Pad (optional) it's best if the neck of the chair pad containing the transmitter module is not tucked in. Ideally, the neck should hang off the back of the chair but if you're using this on a sofa or closed-back chair, please test the range to understand the product's limitations before using it.

- If you are using a sensor pad (Bed Pad or Chair Pad) in conjunction with foam, gel cushions or memory foam, please test the system to make sure it functions properly.
- To minimize the spread of infection, the use of a new sensor pad for each patient is recommended
- An incontinence pad may be used with the sensor pads. Please test prior to use.
- If you have not been using the system for some time, please test again, it just takes a couple seconds and will give you peace of mind!
- Write on the sensor pad (Bed Pad or Chair Pad) under "Start Date" the date that you begin to use the pad so you will know when it is time to replace it. For safety reasons we suggest a maximum of 12 months of use.

Care & Maintenance instructions

- Use disinfectant wipes or antibacterial cleansers to clean the pad.
- **DO NOT** immerse the sensor pad in any liquid.
- **DO NOT** expose the sensor pad to high temperature sanitizers.

Storage

- Always keep the sensor pad (Bed Pad or Chair Pad) flat when in storage. This is very important! **Do not fold it or you will damage the pad!**
- Operating temperature: 50°F - 104°F (10°C - 40°C).
- Storage temperature: 32°F - 122°F (0°C - 50°C).

Troubleshooting

The alarm doesn't sound / system doesn't work properly.
(Bed pad or chair pad)

- 1. Make sure the monitor is working properly and it has battery.**
The light status on the monitor / pager should be blinking green. If there is no light blinking on the monitor, unscrew the battery cover and replace the batteries, following the + - symbols. If after replacing the batteries, the monitor's light still doesn't blink, the monitor needs to be replaced. Contact us immediately!
- 2. Make sure the sensor pad is working properly and that it has not been used for longer than 12 months!** To do so, first open the pocket located at the neck of the pad to access the transmitter module, make sure it is ON then apply pressure to the sensor pad and release the pressure. If you do NOT see a red light on the transmitter module, then the sensor pad (bed pad or chair Pad) needs to be replaced. Remember that sensor pads have a lifespan of 12 months and batteries can't be replaced! If you DO see a red light on the transmitter module it means the bed pad / chair pad it's working correctly and just needs to be paired again.
- 3. Re-pair the pad with the monitor.** Clear first the memory of the monitor / pager as explained in "How to clear the memory" and then try to pair the bed pad or chair pad to the monitor, as explained in "How to pair the bed pad with the monitor" or "How to pair the chair pad with the monitor".

Troubleshooting

I am experiencing many false-alarms.
(Bed pad only)

1. Make sure the bed sensor pad is correctly placed. Most of the issues happen because the pad is not correctly placed under the patient's hips. For more info check "Where to place the bed pad & how to secure the pad".
2. Make sure the pad is in the correct position EACH day when making the bed.
3. If the sensor pad is close to the end of its lifespan of 12 months or it has been bent or damaged, we recommend replacing the pad.
4. To extra secure the bed pad to the bed, we recommend the Lunderg set of bands and clips for bed alarms (sold separately).

If you still have problems/questions contact us at questions@lunderg.com.
Let us know which of these steps you have followed and where the problem is, so we can solve your problem faster!

Help + Customer Service

If you have any issue or question, contact us directly at questions@lunderg.com with SUBJECT "Bed Alarm", "Large Bed Alarm" or "Chair Alarm" and we will reply in less than 24 hours. Include your Order ID if possible.

You can also request a call back at (800) 652-4905.

Manufactured by Cross Innovations LLC
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Lunderg.com

Legal Disclaimer

Model numbers: UPC-LUN-BASICBED-KIT,
UPC-LUN-LARGEBED-KIT, UPC-LUN-CHAIRALARM

The LUNDERG Bed Alarm System and optional accessories (Chair Pad and Call button) have a simple design that's easily installed by the end user. Please note, it is the users responsibility to be sure that the system is installed properly and tested. Additionally a good caregiver is priceless and this product is solely meant to aid in a caregiver's ability to do their job. The use of the product should not replace:

- a) Hands On patient supervision.
- b) Adequate training for staff personnel for elopement and fall prevention.
- c) Testing of the system before each use.

First and foremost this product is covered by a 30-day no questions asked money back guarantee. Please contact questions@lunderg.com for any questions or concerns.

WHERE PERMISSIBLE, IT IS THE SELLER'S INTENT TO LIMIT ANY LIABILITY FOR SPECIAL, CONSEQUENTIAL OR INCIDENTAL ECONOMIC DAMAGES TO REFUND OF THE PURCHASE PRICE OF REPLACEMENT OF THE GOODS. SELLER DISCLAIMS ANY LIABILITY FOR COMPENSATORY OR OTHER DAMAGES ARISING OUT OF THE USE OF GOODS.

WARNING: The manufacturer does not claim that this device will stop elopement and/or stop falls. This device is designed to augment caregivers' comprehensive resident mobility management program. This product is to be used by a licensed caregiver only.

Limited Warranty: Seller warrants that the goods sold will be free from defects of workmanship and manufacturing, for a period of one year from the date of sale. Other than this limited warranty, seller makes no express or implied warranties. Except for this limited warranty, NO EXPRESS OR IMPLIED WARRANTIES ARE GIVEN AND NO AFFIRMATION OF SELLER, BY WORDS OR ACTION, WILL CONSTITUTE A WARRANTY. THE GOODS BEING PURCHASED ARE BEING SOLD ON A "WITH ALL FAULT" BASIS. THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE GOODS IS WITH THE BUYER. SHOULD THE GOODS PROVE DEFECTIVE FOLLOWING THEIR PURCHASE, THE BUYER, AND THE MANUFACTURER, DISTRIBUTOR OR RETAILER, ASSUMES THE ENTIRE COST OF ALL NECESSARY INSTALLATION, SERVICING OR REPAIRS.

FCC / ISED statement FCC ID: 2A53B-LUN-CHA, ISED ID:28964-LUNCHA

Any changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radi-ate radio frequency energy and, if not in- stalled and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

[1] This device may not cause harmful interference, and [2] this device must accept any interference received, including interference that may cause undesired operation.

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s).

Operation is subject to the following two conditions:

This device may not cause interference.

This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil contient un ou des émetteurs/récepteurs exempts de licence conformes aux RSS exempts de licence d'Innovation, Sciences et Développement économique Canada.

Le fonctionnement est soumis aux deux conditions suivantes :

Cet appareil ne doit pas provoquer d'interférences.

Cet appareil doit accepter toutes les interférences, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.

RF exposure statements

This device complies with the ISED RSS-102 RF exposure requirement set forth for an uncontrolled environment and are safe for intended operation as described in this manual.

Cet appareil est conforme aux exigences d'exposition RF de l'ISED RSS-102 déniées pour un environnement non contrôlé et est sûr pour le fonctionnement prévu comme décrit dans ce manuel.

1. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
2. This equipment complies with FCC radiation exposure requirement set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance.



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