



LUNDERG®

Early-Alert 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@lunderg.com

Important + customer service

This manual explains how to use the Early-Alert 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 Early-Alert 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

- Early-Alert bed sensor pad.
- Monitor with unscrewed battery cover (comes in 2 parts).
- Mini screwdriver (to screw the monitor's battery cover in place).
- 4 x rubber bands and 4 x clips (to secure the bed pad).
- 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 Early-Alert 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

Early-Alert Bed Alarm System

www.Lunderg.com/videoguide

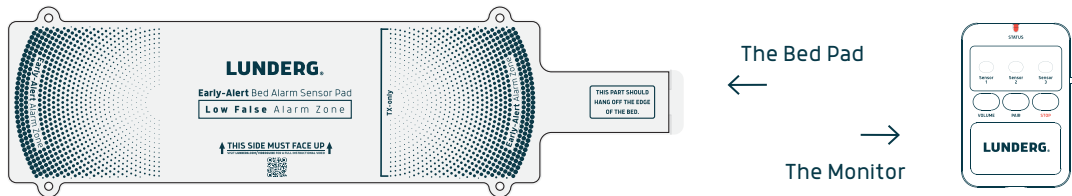


Chair Alarm System

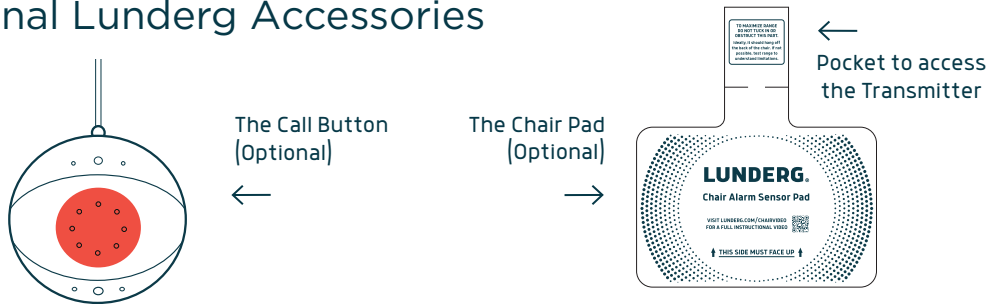
www.Lunderg.com/chairvideo

Identifying the parts of the set

The 2 main components of the Early-Alert Bed Alarm System are the Early-Alert Bed Sensor Pad (the bed pad for short) and the Monitor (some folks call it the pager).

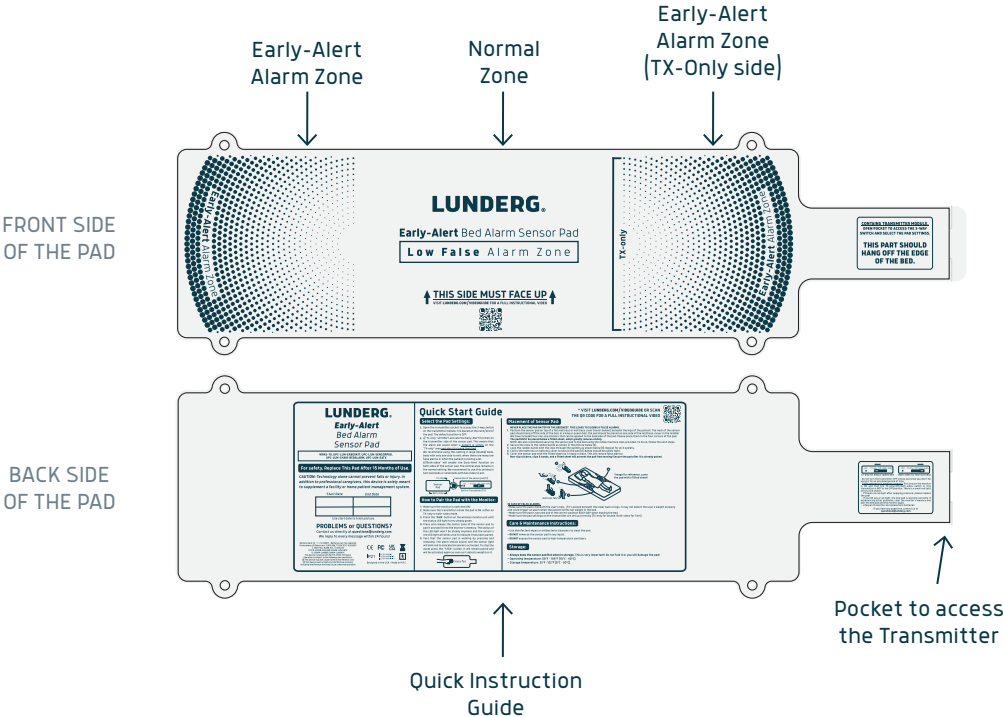


Optional Lunderg Accessories



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

The Early-Alert bed sensor pad (The Bed Pad)



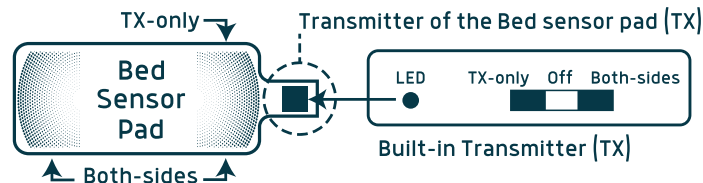
The Early-Alert system

Unlike all the other bed sensor pads in the market, we have developed an innovative Early-Alert system which reduces the false negatives and is able to detect when a patient is about to leave the bed. Traditional systems only detect when there is no pressure directly applied to the bed sensor pad, so it is possible for a patient to move towards the end of the bed pad and even put their feet on the floor, but as they still have their butts on the pad the alarm won't sound until they have totally stood up. That sounds very dangerous, doesn't it?

Good thing that was the past! Our bed sensor pad has two different sensor zones: The Low False Alarm Zone, located at the center of the pad, and the Early-Alert zones, located at the sides of the pad. For those using the pad in a queen sized, king sized or beds with only one side to exit, or even for persons who are restless sleepers that move a lot, it is possible to program it so only the exit side (where the transmitter is) will trigger the alarm using the Early-Alert function, while the other side, remains in a normal / traditional setting.

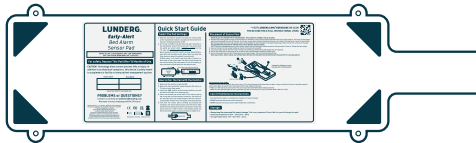
Selecting the Pad Settings

1. Flip the bed pad to the instructions side and open the transmitter pocket to access the 3-way switch on the transmitter module. It is placed at the neck/end of the pad. The default position is OFF. We do that to maximize the battery life of the transmitter!
2. a) "Tx-Only" will activate the Early-Alert function only on the transmitter side of the bed sensor pad. This means that the alarm will go off when a patient is sitting on the "TX" side edge of the sensor pad and about to leave their bed. The other side remains in the normal setting (which means the alarm will sound when the patient leaves their bed OR there is no longer pressure on the bed pad). We recommend using this setting in large (double) beds, beds with only one side to exit, when there are many low false alarms, or the patient is moving a lot.
b) "Both-sides" will enable the Early-Alert function on both sides of the bed sensor pad. We recommend using this setting in twin-size beds or small beds with two sides to exit.
c) "OFF" is how we ship it so we don't shorten the battery life as its batteries can't be replaced. The only time you should put it in this setting is when you are not going to use the bed pad for long periods of time and want to save on battery life!



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

IMPORTANT! NEVER PLACE THE PAD ON TOP OF THE BED SHEET. THIS LEADS TO SLIDING & FALSE ALARMS .

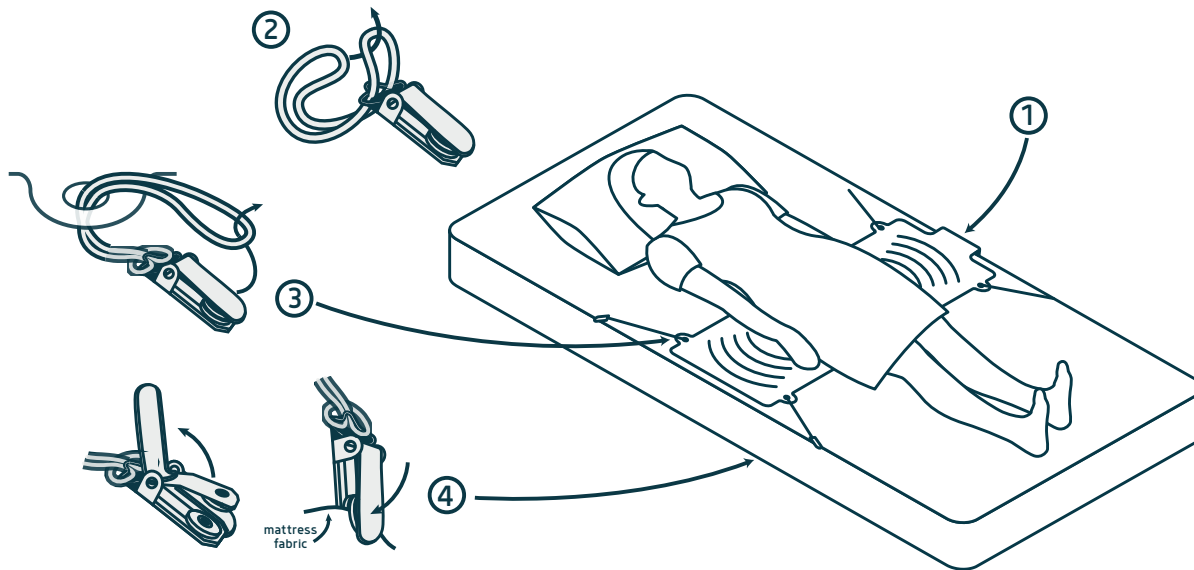


We have included four non-slip stickers that can be applied to the backside of the pad. Please place them in the four corners of the pad.

To secure the pad:

1. Position the sensor pad on top of a flat mattress or mattress cover (never below!), beneath the hips of the patient. The neck of the sensor pad should hang off the side of the bed. In a king or queen bed, the pad should be placed on one side of the mattress, never in the middle!
2. Secure the clips to the rubber bands as shown in the picture to the right (2)
3. Loop the rubber bands with the clips through the eyelets as shown to the right (3). Repeat for all 4 eyelets.
4. Clip to the mattress or mattress cover to secure the pad (4). Bands should be pulled tight!
5. Cover the sensor pad with a fitted sheet so it stays in place. This will reduce false alarms!

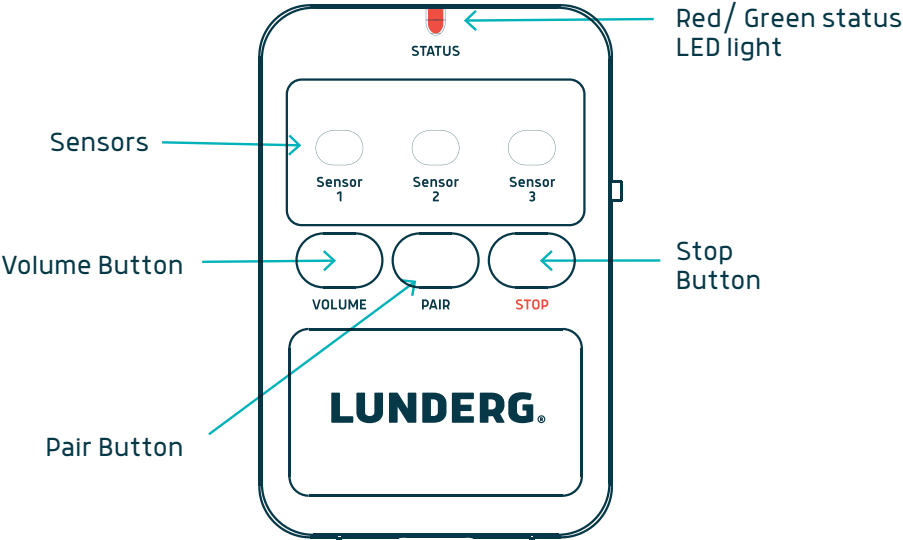
Non-slip stickers, clips, bands and a fitted sheet will prevent the pad from moving!



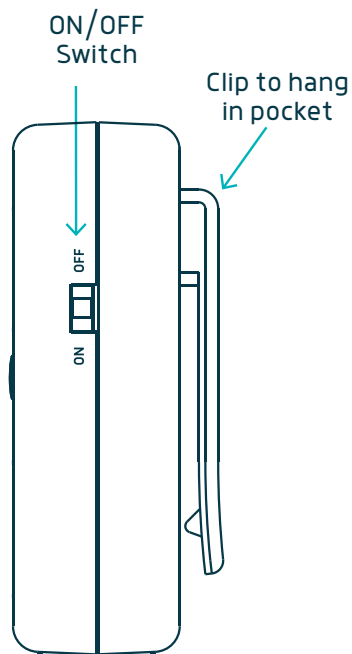
In case of false alarms:

- Make sure the pad is beneath the user's hips. If it's placed beneath the lower back or legs, it may not detect the user's weight properly and could trigger an alarm when the patient shifts her weight in the bed.
- Make sure the pad is secured and in the correct position EACH DAY when making the bed.
- Make sure the pad settings on the transmitter are set up correctly (TX-only for double, Both-sides for Twin).

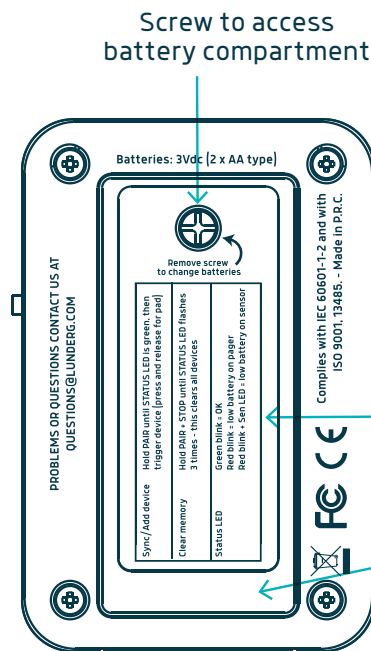
The Monitor (The Pager)



FRONT



SIDE



BACK

Main function instructions

Battery Cover

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 (either on TX-only or both-sides modes). 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 Early-Alert 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:

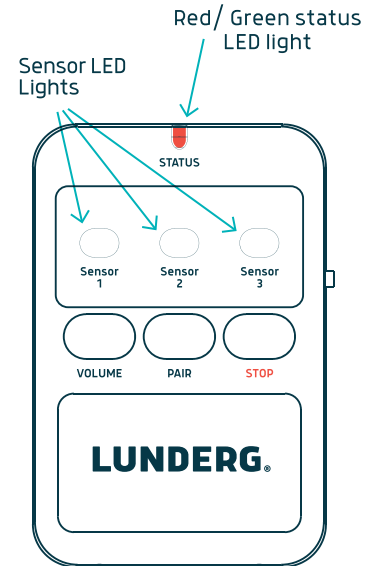
- High volume + vibration.
- Low volume + vibration.
- Only vibration (No sound).

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 = 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 Lundberg Early-Alert 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 15 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 15 months!

To do so, first open the pocket located at the neck of the pad to access the transmitter module, make sure it is not OFF 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 15 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 / Early-Alert doesn't work.
(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. Change settings on the transmitter module inside the bed pad to "Tx-Only". For more info check "Selecting the Bed Pad Settings"
3. If the sensor pad is close to the end of its lifespan of 15 months or it has been bent or damaged, we recommend replacing the pad.

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 "Early-Alert 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.

Legal Disclaimer

Model numbers: UPC-LUN-EABEDKIT, UPC-LUN-SENSORPAD,
UPC-LUN-CHAIR-BEDALARM, UPC-LUN-EATX

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-BED, 2A53B-LUN-CHA, 2A53B-LUN-EATX; IC: 28964-LUNBED, 28964-LUNCH, 28964-LUNEATX
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.

Lundberg Wireless Bed & Chair Sensor Systems

This equipment generates, uses and can radiate radio frequency energy and, if not installed 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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