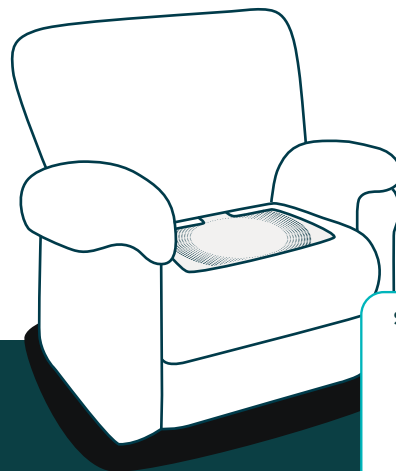




INSTRUCTION MANUAL

**Chair Alarm System
& Chair PAD
Replacement / Add-On**



SCAN THIS QR CODE WITH
THE CAMERA ON YOUR
PHONE TO WATCH THE
INSTRUCTIONAL VIDEO



[Lunderg.com/chairvideo](https://lunderg.com/chairvideo)

IMPORTANT: Read this manual before use

If you have any issues or questions, email us directly at: questions@lunderg.com

IMPORTANT INFORMATION + CUSTOMER SERVICE

Ready to set up? Go straight to the Quick Start Guide on page 4



This manual explains how to use the Chair Alarm System. **It is very important that you read all the following pages.**

Before you unlock the peace of mind that the Chair Alarm System provides, please make sure all of the parts are included in the box. If anything is missing, please email 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 email 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 MÁS TARDE DE 30 DÍAS DE RECIBIR EL PRODUCTO EN:
www.Lunderg.com/garantia

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QUICK START GUIDE

STEP 1

TURN ON THE MONITOR



Put batteries
following + / -



Close cover
with screwdriver.



Turn ON.

QUICK START GUIDE

STEP 2

TURN ON THE PAD



Locate transmitter pocket and open it



Turn ON

⚠ If experiencing false alarms / restless patients, set to DELAY.

QUICK START GUIDE

STEP 3

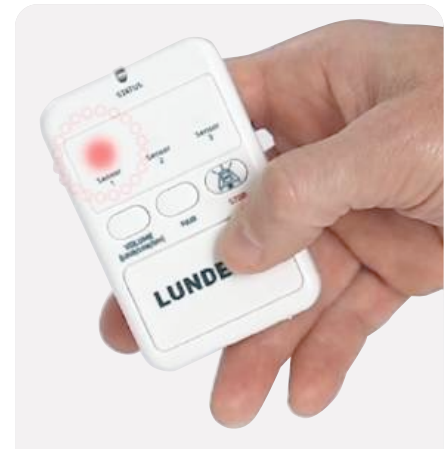
PAIRING



Hold "PAIR" button for 2-6 sec until status light turns **STEADY GREEN**



Press & Release the center of the pad while holding the monitor as image below



Sensor 1* light blinks once to indicate pairing was successful

* Sensor 2 or 3 if other devices are paired

QUICK START GUIDE

STEP 4 TEST



Press & Release again the center of the pad



⚠ ALARM MUST SOUND
Cancel alarm by FIRMLY pressing "STOP" button

⚠ If the Alarm didn't sound, turn OFF the pad & monitor and go back to Step 1.

WHAT'S IN THE BOX

- The chair pad (comes with 2 x CR2477 3V lithium cell batteries pre-installed in the transmitter).
- 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.
- User manual (this manual you are reading now).

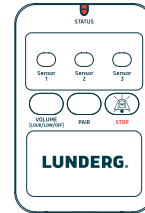
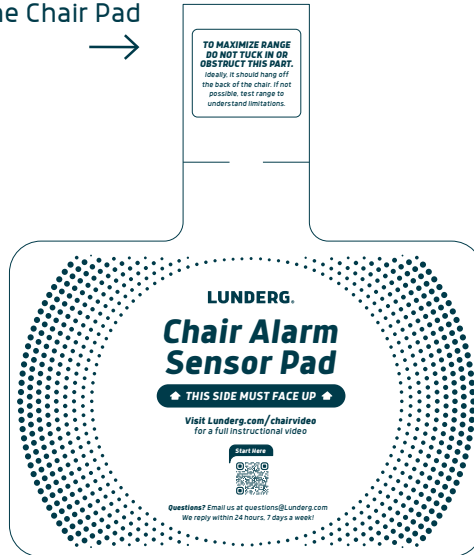
IMPORTANT: If you purchased the chair pad by itself as an add-on to your order or as a replacement, the box will only include the following:

- The chair pad (comes with 2 x CR2477 3V lithium cell batteries pre-installed in the transmitter).
- User manual (this manual you are reading now).

IDENTIFYING THE PARTS OF THE SET

The 2 main components of the chair alarm system are the chair sensor pad (the chair pad for short) and the monitor (some folks call it the pager).

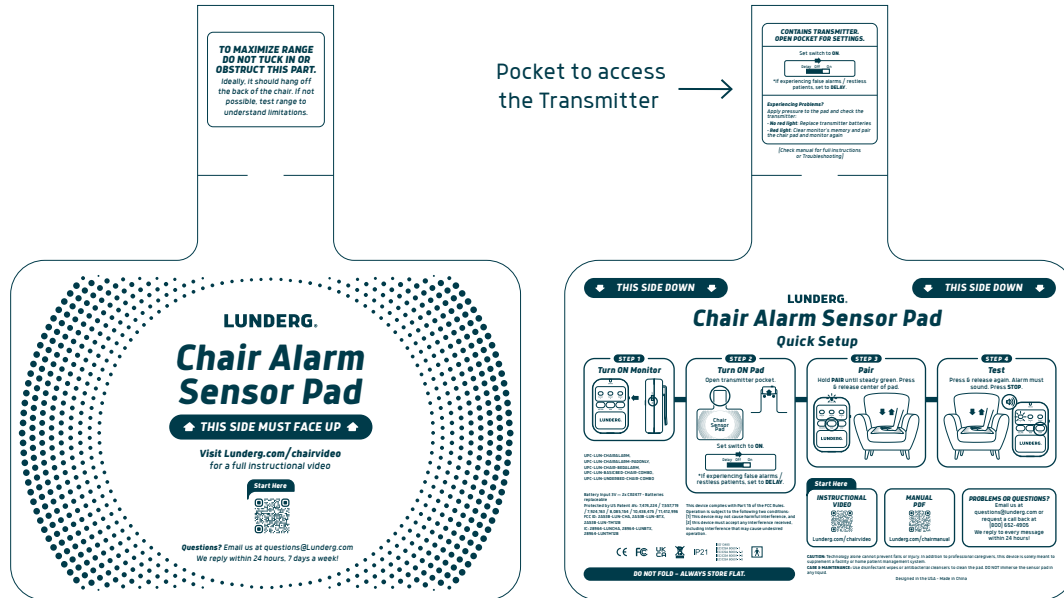
The Chair Pad



The Monitor

*Not included if you purchased the Chair Pad as Replacement or Add-On

THE CHAIR SENSOR PAD (THE CHAIR PAD)



FRONT SIDE OF THE PAD

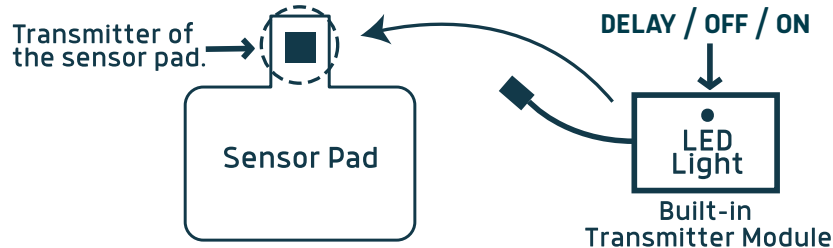
BACK SIDE OF THE PAD

Quick Instruction Guide

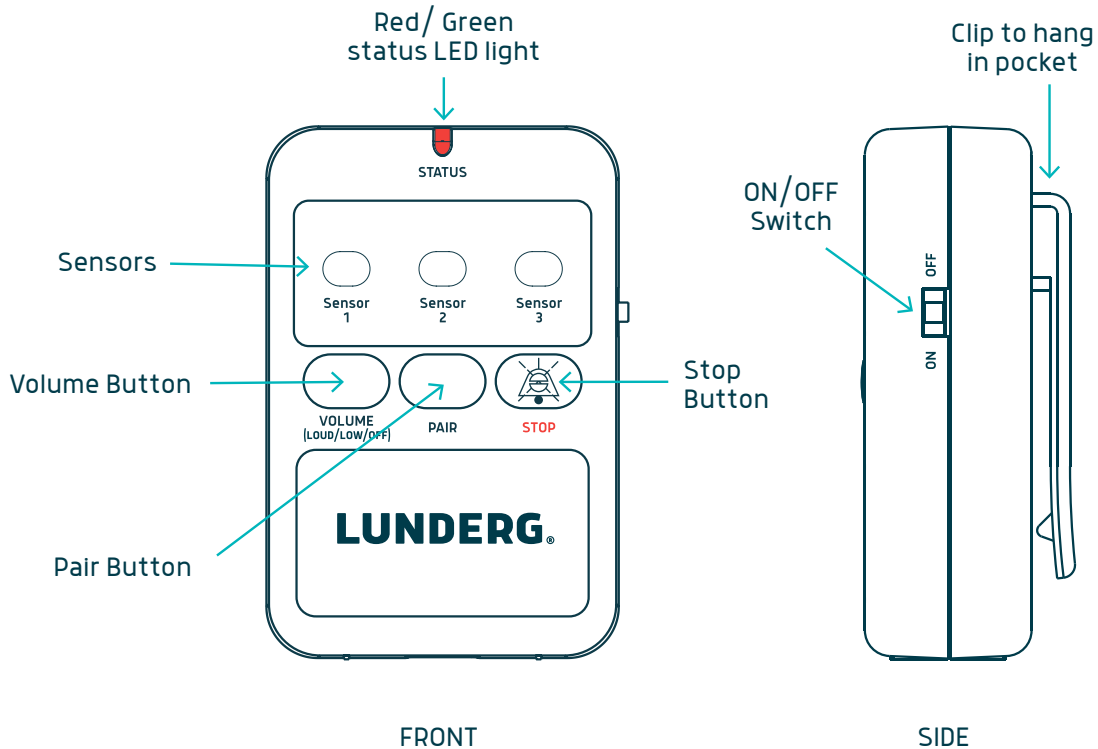
TURNING ON THE CHAIR PAD TRANSMITTER

1. Flip the chair pad to the instructions side and open the transmitter pocket (located in the neck of the pad) to access the DELAY / OFF / ON switch.
2. Switch the transmitter 'ON' for normal operation. If your loved one moves a lot or if experiencing false alarms, switch it to "DELAY". The transmitter is shipped in the OFF position to preserve battery life during shipping and storage. The ONLY time you should turn the transmitter OFF is when you are not going to use the chair pad for long periods of time and want to save on battery life!
3. To make sure the pad is activated, press and release the sensor pad. The Status / In use red LED light in the transmitter module should turn on.

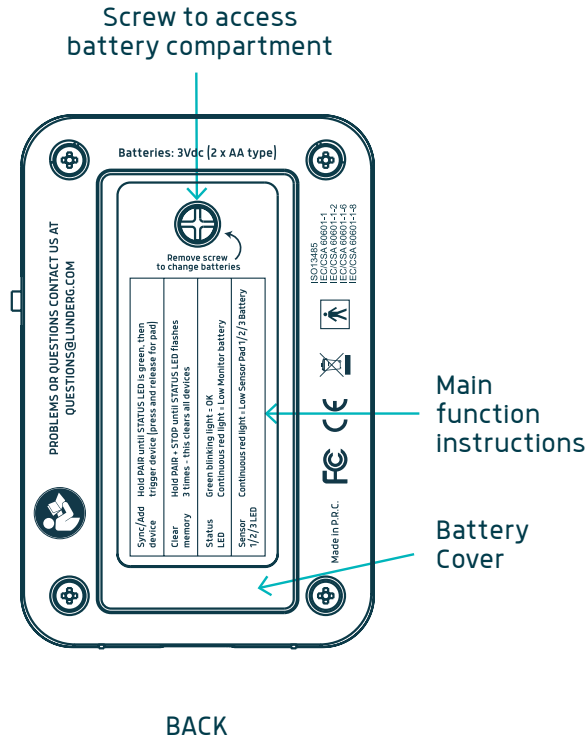
4. Put the transmitter back in the transmitter pocket and snap it shut.
5. To maximize the range it's best if the neck of the pad containing the transmitter module is not tucked in. Ideally, the neck should hang off the back of the chair but if you're using this on a sofa or closed-back chair, please test the range to understand the product's limitations before using it.



THE MONITOR (THE PAGER)



Identifying the Icons on the Monitor (Pager)



VOLUME (LOUD/LOW/OFF):

Adjust the alarm volume on the Monitor (Pager)

LOUD: Sets the alarm sound to approximately 75 dBm

LOW: Sets the alarm sound to approximately 65 dBm

OFF: Disables the alarm sound but keeps the vibration active

PAIR: Used to connect compatible devices, such as Sensor Pads, to the Monitor (Pager)

STOP: Temporarily silences the alarm. The alarm will reactivate automatically when the system detects weight on the sensor pad again

FCC: This icon indicates that the device complies with the regulations set by the FCC in the United States

CE: This icon signifies that the device complies with European Union (EU) safety standards

 This icon represents the product's compliance with the Waste Electrical and Electronic Equipment (WEEE) Directive

 This icon may indicate the device's compliance with safety standards related to human health

 This is a reminder to users to thoroughly review the provided user manual or instructional materials before operating the device

MONITOR (PAGER) BATTERIES

1. Remove the battery cover from the back of the monitor (it ships unscrewed for your convenience).
2. Insert the 2 x AA batteries following the + and - symbols.
3. Place the battery cover back and fasten it with the mini screwdriver provided.
4. The monitor is now ready to use. Battery life will vary based on usage.

Note: A mini screwdriver is included in the box for this purpose.

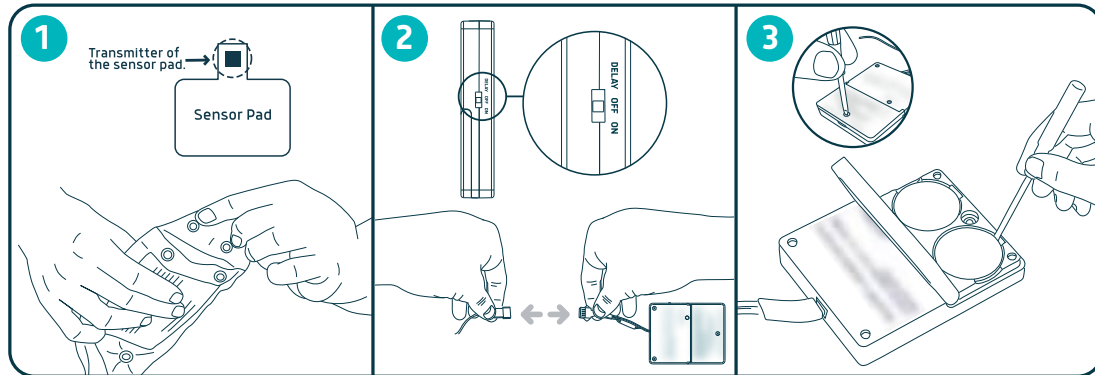
TRANSMITTER BATTERIES

The batteries in the transmitter are replaceable. Follow these steps to change them:

Step 1: Open the transmitter pocket on the neck of the Chair Sensor Pad to access the transmitter.

Step 2: Turn the transmitter to OFF and disconnect the transmitter from the Chair Sensor Pad.

Step 3: Use the mini screwdriver to unscrew the battery cover, then remove the old batteries and replace them with two new CR2477 3V lithium cell batteries (available on Amazon or hardware stores).



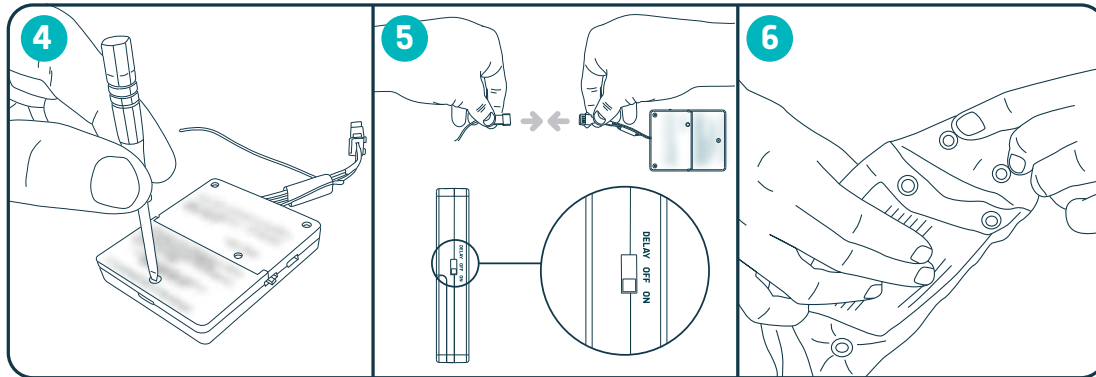
TRANSMITTER BATTERIES

Step 4: Once the new batteries are secure and in place, close the battery cover and tighten the screw.

Step 5: Reconnect the transmitter to the Chair Sensor Pad and turn the transmitter ON (ON or DELAY).

Step 6: Place the transmitter inside the transmitter pocket and seal it.

Once you have replaced the batteries, follow the steps on the next pages: "How to pair the Chair Pad with the monitor" to re-pair the Chair Sensor Pad and Monitor/Pager. You can purchase replacement CR2477 Lithium Cell 3V batteries on Amazon.com or hardware stores. Replace the transmitter batteries whenever the low-battery alert appears on the Monitor/Pager (Red Sensor LED is Continuous).



HOW TO PAIR THE 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 PreRise 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 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 Chair Pad with the monitor” if you’d like to pair your monitor and chair pad once more. If you had other devices paired, such as the Lunderg PreRise Early-Alert Bed Alarm System or call button, you will need to pair them ALL again.

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).

Note: Every time you turn on the pager/monitor, it will beep once. This is a safety feature to ensure that the speaker is working correctly.

LED LIGHT STATUS & SENSORS INDICATORS ON THE MONITOR

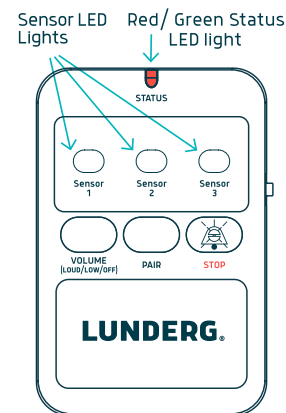
The LED light status indicates the correct function of the monitor/receiver while the Sensor (1/2/3) LED Lights apply to the device(s) paired to Sensor 1, 2 and 3.

Green Status LED (Blinking): The Monitor (Pager) is operating normally with sufficient battery power.

Red Status LED (Continuous): The Monitor (Pager) has a low battery. Replace the AA batteries promptly!

Red Sensor LED (Continuous): The Sensor Pad / compatible device currently in use (Sensor 1, Sensor 2, or Sensor 3) has a low battery. Replace the transmitter batteries on the affected Sensor Pad (see 'Transmitter Batteries' on pages 16-17 for instructions) or replace the batteries on the compatible device.

Red Sensor LED (Blinking): Indicates an alarm triggered by the Sensor Pad / compatible device.



Scenario of Alarm	LED Status Indicators on the Monitor (Pager)	Alarm Condition	Alarm Level	Action Required
Low Battery on the Pager (Monitor)	Status LED light continuous red	Technical Alarm	Informative Alert	Replace the AA batteries on the Pager (Monitor)
Low Battery on the Paired Sensor Pad or other Compatible Device	Sensor LED light continuous red	Technical Alarm	Informative Alert	Replace the batteries on the corresponding Sensor Pad (check pages 16-17 for instructions) or compatible device
Pressure is released from the Sensor Pad (meaning the patient is leaving the Sensor Pad)	Sensor LED light blinking red	Technical Alarm	High Priority Alarm	Immediately check on the patient to ensure their safety. Press the STOP button to silence the alarm once the patient is confirmed safe. <i>The alarm will automatically reset when pressure is reapplied to the Sensor Pad (indicating the patient has returned).</i>

TIPS FROM OUR CAREGIVER

If your monitor is out of range of the chair pad, 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 measured it in open-spaces and it 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 it.

To maximize the range it's best if the neck of the 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 in conjunction with foam, gel cushions or memory foam, please test the system to make sure it functions properly.

An incontinence pad may be used with this sensor pad. Please test prior to use.

We designed the chair alarm system so it could be used in a multi-floor home.

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!

TROUBLESHOOTING

The alarm is not sounding when the patient gets up from the chair:

1. Make sure the chair sensor pad is correctly placed on the seat with the label side facing UP (“THIS SIDE MUST FACE UP”). Most issues happen because the pad is not correctly positioned under the patient.
2. Make sure the transmitter is NOT OFF – open the transmitter pocket and check that the switch is set to ON (or DELAY). Then apply pressure to the pad and release. You should see a red light on the transmitter module (Status / In use LED light). If you do not see a light, the transmitter batteries need to be replaced (see ‘Transmitter Batteries’ on pages 16-17).
3. If you do see a red light, first clear the memory of the monitor/pager as explained in “How to clear the memory” and then try to pair the pad to the monitor again as explained in “How to pair the Chair Pad with the monitor.”
4. Make sure the monitor/pager is ON and within range. Test the range in your home before assuming it will cover the entire space.

When the sensor 1/2/3 low-battery alert appears on the Monitor/Pager (continuous red light on sensor 1/2/3), replace the transmitter batteries (see ‘Transmitter Batteries’ on pages 16-17).

TROUBLESHOOTING

Experiencing false alarms?

1. Switch the transmitter to "DELAY". This adds a short delay before triggering the alarm, which reduces false alarms caused by the patient shifting weight or adjusting position.
2. Make sure the pad is properly centered on the seat. If the pad is too far forward or back, normal movement may trigger false alarms.
3. Make sure the neck of the pad containing the transmitter hangs off the back of the chair and is not being sat on or compressed.

CARE & MAINTENANCE

- 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 chair sensor 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).

HELP & CUSTOMER SERVICE



If you have any issue or question, email us directly at questions@lunderg.com with SUBJECT "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 for Lunderg
Cross Innovations LLC
1603 CAPITOL AVE SUITE 310 A435
CHEYENNE, WY 82001, USA.

LEGAL DISCLAIMER

Model numbers: UPC-LUN-CHAIRALARM, UPC-LUN-CHAIRALARM-PADONLY, UPC-LUN-BTX

The Lunderg Chair 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, 2A53B-LUN-BTX, 2A53B-LUN-TM12B; IC: 28964-LUNCHA, 28964-LUNBTX, 28964-LUNTM12B

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 radiate 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.

This fall prevention kit is specifically designed as an assistive safety device for individuals with limited mobility or cognitive conditions, helping reduce the risk of injury due to unassisted chair exits. Intended for home and clinical use, this product aligns with ADA-recommended design principles. It is designed to assist caregivers supporting users at risk of falls due to cognitive or physical impairments.



**ASSISTIVE
SAFETY DEVICE**



**LIMITED
MOBILITY**



**ASSIST
CAREGIVERS**



**COGNITIVE
IMPAIRMENTS**



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