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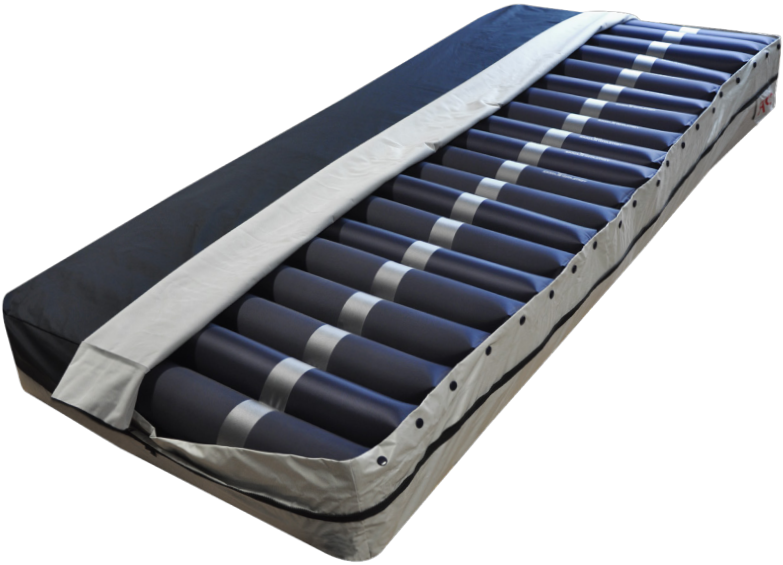
USER MANUAL

MATTRESS: **NAUSIFLOW 834**



FOR PATIENTS FROM 30 TO 200* Kg
CLASS I MEDICAL DEVICE

depending on the pump used.

V02.06/24

SUMMARY

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Introduction

1. Introduction

Dear Customer,

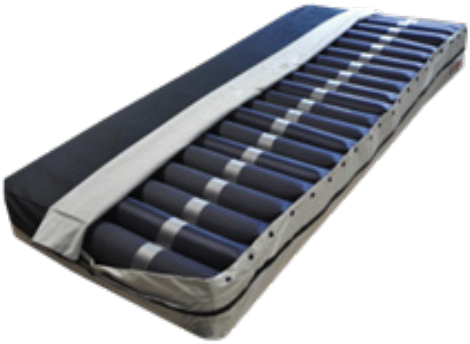
Nausicaa Medical thanks you for choosing this mattress.
To avoid any damage or dangers caused by misuse, we invite you to read this manual in its entirety before first use and before any subsequent use. This manual contains important information and notes necessary for the proper use of the mattress. If you have any questions about safety warnings, precautions, or use, contact your local service provider or Nausicaa Medical's after-sales service. To avoid injury and damage from misuse, do not use the mattress until all your questions have been answered.
This leaflet must always accompany and/or be provided to any person requiring the use of this mattress or to the person responsible for using it.
The lifespan of this mattress depends essentially on proper installation and proper use.
This product complies with the safety and health requirements of the Medical Devices Directive 93/42/EC.
It meets the following standard: EU Declaration of Conformity 2017/745

The term «system» used in this manual refers to all the elements that make it up, i.e.: «this mattress associated with a pump».

Package contents

2. Package contents

Please check that the content below corresponds to the content you received.
1 x 20.32 cm air mattress all air
1 x User Manual



3. Information and safety instructions

3.1 Symbols

To make this user manual easier to read and understand, here is a brief explanation of the main symbols used.
Some of these symbols and their explanations refer to special attention.

USER MANUAL:

It is mandatory to read this manual before use.

INFO:
Provides advice or information that the user and/or patient should be aware of.

WARNING:
Indicates an appropriate use, operation, or maintenance procedure
to avoid altering and/or rendering inoperative this mattress or any of its components.
For more information on the symbols used, see page 17.

3.2 Important

Read and follow the safety instructions carefully. They consist of a text or a combination of a symbol and a text. The symbol used does not replace the text!
The safety instructions apply to any person using and/or intervening in any way whatsoever on this mattress or any of its components.
The person who makes this mattress available to the user and/or a patient must inform them of the potential risks and train them in correct use so that no additional risks result from inappropriate behaviour.

⚠ Make sure to be strictly vigilant when children, disabled people or pets are present near the mattress.
Use this mattress only for its intended purpose. Any other use is prohibited.
DO NOT use with pumps other than those compatible and marketed by Nausicaa Medical.

3.3 Safety Instructions

⚠ Repairs and/or interventions on this mattress must be carried out.
only by qualified or trained personnel necessary. No modifications are allowed, and only original parts should be used.

⚠ Do not use this mattress near any sources of heat (heating, electric blanket....) and/or open flames (candles...).

⚠ To prevent damage to the pump power cable, insert the pump into the cable entry sheath provided.

⚠ Check that the bed rails are suitable for the proper use of this mattress by making sure that the space between the top of this mattress and the top rail is as small as possible to prevent any person (adults or children) from putting their heads in it.
Failure to ensure this can lead to a risk of serious injury or even choking.

Information & safety Instructions

Do not use any ingredients other than those recommended by Nausicaa Medical. The use of a non-compliant component systematically results in the cancellation of the legal warranty.

It is recommended that you report to the service provider, the manufacturer and the competent authority any serious incident* that has occurred during the use of this mattress or if you consider or have reason to believe that it is or has been falsified.

*« Serious incident » means any incident that has directly or indirectly led, or could lead:
(a) The death of a patient, user, or other person.
(b) To the serious deterioration, temporary or permanent, of the state of health of a patient, user or other person.

3.4 Precautions

• Protect this mattress from sharp objects and surfaces, including claws or teeth of the animals.

• Before use or reuse, this mattress should be clean and dry.

• Follow the recommendations for maintenance, cleaning and disinfection (pages 11 to 14).

Store this mattress as directed in this user manual (page 15).

Respect the minimum or maximum weight supported by this mattress.
Failure to comply with these weights can be very harmful to the patient.
In addition, exceeding the maximum weight allowed can lead to rapid deterioration and cause damage to the components of this mattress and render it inoperable.

Target groups

4. Target groups

4.1 Target Patients

The target patients are mainly adults with a height > to 150 cm and who, due to illness, injury, disability or age, have a bed rest period of more than 15 hours per day, have one or more pressure ulcers or are at risk due to the temporary or permanent deterioration of their state of health.

4.2 Users

Users are generally health professionals, assisted by caregivers such as: caregiver carer or family member.
That's why this mattress is designed to be easy to use and maintain are simple and convenient for any user. Regarding use by a member of the family circle, it is obvious that he or she must have received appropriate and complete instructions from the confirmed personnel or the installer and that he or she can perform the supervisory function.

Working principle

5. Working principle

The operating principle is the alternation of inflation of the mattress cells according to a specific pattern governed by the pump associated with it.
This pattern creates a cyclical and alternating pressure movement on the different areas of the body

Clinical Principles

6. Clinical principles

This mattress is one of the components of a system intended to be used for medical purposes to prevent the appearance of a pressure ulcer and/or to assist in its care.

6.1 Objective

Reduce pressure on the areas of the body that are most prone to the development of a pressure ulcer.

6.2 Expectd clinical benefit

Maintains tissue oxygenation in anatomical areas in contact with the mattress by reducing the pressure applied to the skin and subcutaneous tissues.

6.3 Indications

This mattress is mainly used in the context of the prevention and/or treatment of all types of stage 1 to 4* pressure ulcers (according to medical advice). It is intended to reduce the incidence of pressure ulcers while optimizing patient comfort.
It is a suitable solution for patients who are bedridden for more than 15 hours and less 20 hours a day and are up during the day.
In preventive mode, it is required when the risk assessment is classified as «medium to high*».
As an aid to care, it is indicated for a constituted pressure ulcer judged to be stage 4*. All these indications are part of a clinical judgment as well as an individual protocol including repositioning, nutritional support, skin care, wound care, etc. All other aspects of care should be considered by a physician as well as an experienced caregiver.
*These rankings were made using the Braden scale.

Regularly check the adequacy of the system with the patient's health status, inclu ding if the patient's physical condition has changed (amputation, weight gain/loss, mental changes, etc.). Always assess the patient's health status with a holistic view. If necessary, choose an other dispositive.
Always consider contraindications.

6.4 Contraindications

Do not use the device if the patient has one or more of the following contraindications:
- Less than 30 kg or more than 200 kg,
- unstable spinal injury or other spinal disorder,
- cervical or skeletal traction,
- unstable spinal cord injury,
- Acute multiple traumas,
- Unstable posttraumatic bone fracture.

If this is the case, the use is subject to the advice of a qualified physician.

It is also recommended not to use this entire system in a hyperbaric chamber or on a stretcher

6.5 Other measures required

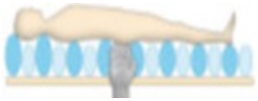
The system alone is not enough; Other preventive measures are also essential, including:
– Changing position (at least every 2 to 3 hours);
– Maintain good skin hygiene and avoid or reduce maceration as much as possible;
– Change the pads regularly, especially in cases of severe incontinence;
– Observe or have observed the skin condition on a daily basis;
– Check that the diet is sufficient and appropriate;
– Check that the patient is regularly hydrated and in sufficient quantities.

6.6 Effects

There are no scientifically substantiated adverse effects, although there may be a small risk that the alternating action will cause and/or promote spasticity.
In these cases, the opinion of a specialist doctor should be sought.

6.7 Manual Control

In alternating mode, you can check if the pressure is adjusted correctly. To do this, locate the least swollen cell under the patient's buttocks and try to insert a flat hand with the palm facing up (see illustration below).



You should be able to feel a slight pressure while still having the ability to move back and forth.
The acceptable range between the two is about 25 to 40 mm.
This manual verification procedure is issued by the AHCPR (Agency for Health Care Policy and Research).

If you are completely unable to perform the back-and-forth movement, it means that the pressure is too low (bottoming out) > **increase the pressure**.

If you can perform this movement without any resistance or even with extreme ease, it means that the pressure is too high > **reduce the pressure**.

7. Presentation

This mattress can be used in short- and long-term care environments within or outside the walls, in retirement homes, etc. as well as at home.

7.1 Composition

- This mattress is made up of 20 independent and disconnect able Nylon/PU cells all air with a total air height of 20.32 cm.
- For optimal comfort, the 3 cells located in the head area are static and to facilitate discharges in the heel area the last 4 cells are equipped with a quick CPC connector without cork.
- Its 3-way air supply pipes are flexible and features an anti-kink function so that air circulation is not restricted. The connector to the pump is provided with a transport cork.

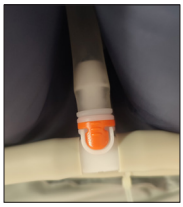
ⓘ Autonomy in transport mode + 3 hours depending on the patient's weight and degree of mobility

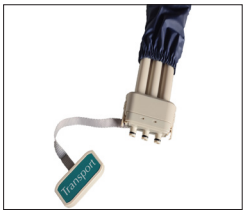
ⓘ Autonomy in the event of a power failure; provided that the patient is in a lying position, that his weight is between 60 and 80 kg and that his height is between 160 and 180 cm, this autonomy is + 8 hours.

- It is equipped with a cable channel on the right side of the mattress* and in case of cardiopulmonary resuscitation the CPR is in the head area on the left side of the mattress* (*view from the footboard).
- Its base is made of a resistant polymesh with a non-slip bottom surface. It is equipped with 4 elastics at the corners to attach the mattress to the bed base.
- It is covered with a fully zipped cover made of jersey with a bi-elastic polyurethane coating. It is liquid-impermeable, breathable, treated with silver ions (Ag+). It is classified as M1 fire-retardant and machine washable at a maximum of 95°.

7.2 Description


Cells cell-on-cell


Quick Connector



Connector + Carrying Cap

CPR


Base with elastics


Zippered cover

8. Installation

Before installation, always check the mattress for damage.
DO NOT install or use a mattress, even if it is slightly damaged!
- Remove the existing mattress from the bed.
- Position the air mattress directly on the box spring.
- Unroll the mattress on the box spring, making sure that the air supply connector is at the foot of the bed.
- Using the 4 elastics, attach the mattress to the backrest and the feet area.
- Check that the mattress is properly inserted between the handles on the outside of the frame of the bed base.
- Check that all moving parts of the bed are working properly.
- Check that the CPR is tightly closed.
- If available, place the pump's electrical cable in the cable channel provided for this purpose so that it does not pose any danger, that it cannot be caught, crushed, jammed or torn off.
- Insert the connector of the mattress supply pipes into the connector of the pump.
- Allow the mattress to fully inflate[1] before installing the patient.
- Cover the mattress cover with a sheet that is as thin as possible.

⚠ Make sure that both connectors (mattress and pump) are properly connected and secured.

⚠ Tucking the sheet too tightly reduces the effectiveness of the mattress

ⓘ [1] Please note that the inflation time depends on the size of the mattress (L x W x H). Example: it takes about 25 minutes for an 88x17x200 cm mattress to be fully operational if you use the Nausiflow 100 AUTO QUATTRO pump
Depending on the mattress used, using the Nausicaa rapid inflation pump allows you to make it operational in + or - 2 minutes.

8.1 Precautions & Restriction of Use

Take all necessary precautions
• When the mattress is used at home without the intervention of nursing or similar staff (nursing assistant, etc.).
• When used in the first few days of post-pressure ulcer surgery (skin graft or flap).
In this case, it is preferable to use the low-pressure static mode available on all our digitally controlled pumps

Uninstalling

9. Uninstalling

- Turn off the pump.
- Remove the power supply cable from the cable channel.
- Disconnect the mattress from the pump.
- Open the CPR with a simple downward pull and allow the mattress to deflate[2].
- Once the mattress is deflated, detach the fastening elastics and roll the mattress carefully.
- Put the mattress back in it carrying bag.

- You can also place the pump in the middle of the mattress and roll up the whole thing.

[2] The pump offered by Nausicaa Medical also allows you to deflate the mattress in less than 2 minutes.

Maintenance

10. Maintenance

It is MANDATORY to clean and disinfect the mattress in accordance with applicable national and/or local guidelines for cleaning and disinfecting medical devices.
In this section, we describe the procedures to be undertaken. It is important to follow them.

The cover should be maintained daily with a clean cloth soaked in a cleaning/disinfecting solution. During this operation, it is not necessary to disconnect the mattress from the pump.

To maintain the maximum state of hygiene of the mattress cover, it should be machine cleaned at the bare minimum of once a week.

To maintain the maximum state of hygiene of the mattress, it must be cleaned completely (inside-outside) at the strict minimum of once a week.
As the mattress can carry germs, we recommend that you wear protective gloves BEFORE carrying out any handling, cleaning or disinfection treatment.

As the mattress can carry germs, we recommend that you wear protective gloves BEFORE carrying out any handling, cleaning or disinfection treatment.

10.1 Daily and weekly maintenance

Before any handling and/or intervention, wear protective gloves and carry out an initial surface disinfection.

If you notice a hole, wear or any other damage to the cover or any of the mattress components, plan for immediate replacement.

Maintenance

10.1.1 Daily procedure
10.1.1.1 Cover maintenance

If possible, remove the patient from the mattress and proceed as follows:
- Check the integrity of the cover.
- Clean traces stool and blood first.
- Soak a clean, single-use wipe or cloth with a cleaning solution and scrub the entire surface, with a particular focus on the part on which the patient is resting. If necessary, repeat the operation.
- Remove excess cleaning solution with a clean, slightly damp single-use cloth.
- Wipe with a clean, single-use dry cloth.

10.1.1.2 Disinfection procedure

- Spray a disinfectant solution over the entire surface of the cover and leave it to act according to the manufacturer's recommended use.
- After the afterglow time, if necessary, wipe off the excess with a clean, single-use dry cloth.
- Ensure that no residual moisture or condensation remains, and that the cover is completely dry before reinstalling the patient on the mattress.

If you are unable to remove the patient from the mattress, follow these steps:

- Check the integrity of the cover as much as possible.
- Place the patient on one of his sides, making sure to secure him with the bed rails and prevent him from getting back on his back. If necessary, use a positioning device (cushion or other).
- Clean traces stool and blood first.
- Impregnate a clean, single-use wipe or cloth with a cleaning/disinfecting solution and rub the accessible surface, with more specific emphasis on the part on which the patient is resting and leave it to act according to the instructions for use recommended by the manufacturer of this solution.
- Ensure that the patient, and more particularly the patient's skin, does not met the cleaning/disinfecting solution throughout the operation.
- Wipe off excess with a clean, single-use dry cloth.
- Repeat the whole process listed above for the other side.
- Ensure that no residual moisture or condensation remains, and that the cover is completely dry before reinstalling the patient on the mattress.

10.1.2 Weekly procedure
10.1.2.1 Cover and mattress maintenance

- Disconnect the mattress from the pump and place the transport cork on the connector.
- Remove the mattress cover entirely.
- Remove traces of stool and blood first, then proceed to machine wash the cover with a cleaner/disinfectant that can withstand this type of maintenance, making sure that the maximum washing temperature does not exceed 95°C.
- Soak a clean, single-use wipe or cloth with a cleaning solution and scrub the inside of the mattress (grey base, cells, pipes and CPR) as well as the outside (grey base, air connector and CPR strap).
- Remove excess cleaning solution with a clean, slightly damp single-use cloth.
- Wipe with a clean, single-use dry cloth.

10.1.2.2 Disinfection procedure

- Spray a disinfectant solution inside the mattress (grey base, cells, pipes and CPR). Leave this solution on for a few moments (see manufacturer's recommendations for use) and then rub all these elements using a sponge or a clean single-use cloth.
- Repeat the same process as above on the outside of the mattress (base, air connector and CPR) and then using a sponge or a clean single-use cloth, rub the entire exterior surface as well as these elements.
- After the afterglow time, if necessary, wipe off the excess with a clean, single-use dry cloth.
- Make sure that there are no traces of residual moisture or condensation, and that the mattress is perfectly dry before covering it with its cover.

Pre-storage maintenance

11. Pre-storage maintenance
11.1 Generality

It is recommended that you check and replace any defective items and perform a complete maintenance before storing the mattress.
This handling must be carried out by qualified personnel.

11.2 Checks
11.2.1 Air mattress and cover

Check the following for visible damage and/or signs of severe wear:
- The cells, their connection to the pipes and their fasteners (snaps)
- Pipes
- Check valves
- The CPR and its strap
- The cork of the transport connector and its pipes
- The grey base of the mattress
- The cable channel and its snaps
- Fastening/winding elastics
- The removable cover and its zipper

11.3 Cleaning procedure

- Remove the mattress cover completely.
- Remove traces of stool and blood first, then proceed to machine wash the cover with a cleaner/disinfectant that can withstand this type of maintenance, making sure that the maximum washing temperature does not exceed 95°C.
- Lay flat or hang the mattress and then spray a cleaning solution inside the mattress i.e. on its grey base, cells, pipes, CPR then using a sponge or a clean single-use cloth, rub all these elements.
- Repeat the same process as above for the outside of the mattress (base, air connector and CPR strap).
- Remove excess cleaning solution with a clean, slightly damp single-use cloth.
- Wipe with a clean, single-use dry cloth.

Pre-storage maintenance

11.4 Disinfection procedure

- Spray a disinfectant solution inside the mattress, i.e. on its grey base, cells, pipes and CPR. Leave this solution on for a few moments (see manufacturer's recommendations for use) and then rub all these elements using a sponge or a clean single-use cloth.
- Repeat the same process as above for the outside of the mattress (base, air connector and CPR strap).)
- After the afterglow time, if necessary, wipe off the excess with a clean, single-use dry cloth.
- Store the mattress in a suitable room to eliminate all traces of moisture residual or condensation.
- Make sure the mattress is completely dry before covering it with its cover.
- Once the mattress has been reconditioned, check if everything is correct and then connect it to a pump, inflate it to the maximum (Care Mode) to make sure there are no leaks.
- After checking the operation, disconnect it from the pump, open the CPR with a simple downward pull and allow the mattress to deflate before rolling it up, placing it in a clean plastic bag and putting it in its carrying bag.
- Affix an identification label to the carrying bag for cleaning, disinfection and proper functioning of the mattress.
- Store the carry bag as recommendations

The use of a cleaning/disinfecting solution can be used but ensure that the specifi cities of the disinfecting agents have a sufficiently broad scope of action.

PRECAUTION: Regarding the disinfection of the cover, you should know that in general, the polyurethane (PU) coating of our covers is very resistant to alco hol-based disinfectants. Phenol or its derivatives can also be used in diluted concentrations (follow the recommendations of the manufacturer of the product used). However, we always advise you to test the product **before** using it.
High concentrations of active chlorine can have a negative effect on PU-coated materials. Its use is therefore not recommended.
If you decide to use it, use very diluted concentrations and rinse thoroughly with water. The same applies to peroxide-based disinfectants and, in general, to all disinfectants based on an oxidative reaction mechanism.

DRYING: Proper drying is a crucial factor in the care and maintenance of coated items. It can be done by suspension or in the machine at moderate temperatures. If machine washing is necessary, the maximum temperature cannot exceed 95°C. The use of fabric softeners is not permitted.

If machine washing is necessary, the maximum temperature cannot exceed 95°C.

The use of fabric softeners is not permitted.

As the cells in the heel area are equipped with a quick connector, make sure that they are properly fixed to avoid allowing liquid to enter the pipes as well as the cells. The same is true for the other cells as well as for the CPR.

Sterilization can have a negative effect on polyurethane (PU) coatings. It is there fore not recommended.
If you opt for such a treatment, take into consideration that the shelf life of the product is shorter. This is unavoidable for all thermoplastic polyurethanes due to their chemical composition.

Storage

12. Storage

It is recommended:
- Store the mattress in a carrying bag or in the original packaging.
- Handle the device with care.
- Do not put heavy objects on it.
- Protect it from direct sunlight.
- To respect the climatic conditions of storage.

Climatic requirements

13. Climatic requirements

Conditions	Températures (°C)	Humidity level (%)	Atmospheric pressure (hPa)
Use	From 10°C to 40°C	From 30% to 75% (non-condensing)	From 700 to 1.060 hPa
Storage/Transport	From 0°C to 40°C		

Compatible pump data

14. Compatible pump data

Model	Mattress size in cm (L x W)	Compatibility	Maximum weight
Nausiflow 2S	85x200x20	**YES**	200 kg
	100x200x20	**YES**	
	120X200x20	**NO**	
Nausiflow 100 AUTO QUATTRO	85X200X20	**YES**	
	100x200x20	**YES**	
	120x200x20	**NO**	
R'GO SOINS	85X200x20	**YES**	
	100x200x20	**YES**	
	120x200x20	**YES**	
Nausiflow 100 MAXI 2	85X200x20	**YES**	
	100x200x20	**YES**	
	120x200x20	**YES**	

15. Troubleshooting

The following table lists some problems, possible causes and the solution to be made. If the solutions in the panel do not solve the problem, contact your distributor or Nausicaa Medical's after-sales service.

Failure and/or alarm	Possible causes	Solution
Low pressure in the mattress cells. It is not sufficiently inflated (the mattress no longer offers the right support to the patient)	The CPR is either open or not hermetically sealed or is defective.	Hermetically close the CPR Change CPR
	One or more cells are not properly connected to the pipes	Connect all cells to the respective pipes
	The 3-way connector on the mattress is not fully inserted into the pipes	Push the mattress connector until it is in contact with the pipes. When doing so, make sure that the anti-torsion spring does not sit askew
	The pipe spacers are not properly connected.	Securely connect all pipe spacers
	The mattress connector is not properly connected to the pump connector	Reattach the mattress connector to the pump connector. A click is heard when properly locked
	One or more pipes are bent, crushed, twisted, or cut	Replace defective pipes
	There is a leak in one or more cells.	Replace the cell(s)
Thud with vibration effect when inflating and appearing to come from the pump	Problems with one or more check valves (yellow and red) located on the air pipes inside the mattress	Change the valve(s)

Symbols (product label and/ or packaging)

16. Symbols

	Indicates that the instructions for use should be read		Indicates an important warning
	Advice or information provided to the user and/or the patient must be aware of		Indicates that the instructions for use should be read **before** using the product
	Indicates that the product is a medical device that complies with the EU Medical Device Regulation 2017/745		Indicates that the product complies with European Union legislation
	Unique identification code for medical devices		Manufacturer's Contact Information
	Date of Manufacture		Serial Number
	Article number		Device Class
	Orientation Marker		Do not dispose of household waste
	Hand wash recommended		Maximum washing temperature (95 °C)
	Do not use chlorinated bleaching agent (Cl)		Do not dry clean
	Professional Dry Cleaned on Moderate Cycle		Do not tumble dry
	Tumble dryer max. 60 °C		Do not iron
	Person size		Weight of the person

17. Technical data

Model	NAUSIFLOW 834-85/120
MDR Class	Class I
UDI-DI 834-85	03701429400606
UDI-DI 834-120	03701429400637
UDI-BASIC 834 85 / 120	37014294NAUSIFLOWAU-TOMGE
Cell material	Nylon Polyurethane (N/PU) - 0.2mm
Number of cells	20
Number of Quick Connector Cells	4 (Cells in the heel area)
Air height	8 inches (20 cm)
Cells construction	Cell on cell all air (10 + 10 cm)
Deflation time with CPR	< 20 seconds
Anti-equine cushion	Not available
Base material	Poly MeSH
Base thickness	0.97 mm

17.1.1 Mattress 834-85

Model	834-85
Article reference	NA834-MAT85-PM
Weight	5.8 kg

17.1.2 Mattress 834-120

Model	834-120
Article reference	NA834PU-MAT120-PM
Weight	15 kg

Cover

18. Cover

Model	834-85/120
Article reference	NAUS-M512/834-85-H NAUS-M834120NPU-HOU
MDR Class	Class I
UDI-DI	834-85 : 03701429409357 834-120 : 03701429409388
Materials	Polyurethane- Polyester
Thickness	0,5 mm
Dimension	85x200 et 120x200

Removing

19. Removing

Comply with national regulations to eliminate any of the components of this device or to eliminate this device in its entirety.

Lifetime

20. Lifetime

The lifetime shown below depends on the frequency and intensity of use, the frequency and quality of maintenance and disinfection as well as the products used for these two processes, transport, handling and storage.

Product	Lifetime
Nausiflow 834 mattress all dimensions	+ or - five (5) years
Cover	+ or - two (2) years

The fact that Nausicaa Medical specifies a lifetime does not constitute an additional warranty.

Warranty

Article 1: NAUSICAA Médical S.A. guarantees this device against all manufacturing and assembly defects in its components, and only for devices used under the conditions stipulated by NAUSICAA Médical S.A. This guarantee is valid for 24 months from the date of first purchase from NAUSICAA Médical S.A.

Article 2 : The warranty entitles the replacement of defective parts free of charge. NAUSICAA MEDICAL will provide a product maintenance training but will not cover labor costs.

Article 3 : The reseller is responsible for shipping and handling costs. Goods travel at the distributor's risk and responsibility.Under warranty: NAUSICAA Médical S.A. will bear the cost of return shipment.
Out-of-warranty: return costs are at the distrutor's expense, whether or not he accepts the repair estimate.

Article 4: The warranty does not apply if the claims are the result of :
- An accident, misuse of the device or negligence on the part of the purchaser.
- Transport of the device without adequate protection.
- Modifications or alterations not approved by NAUSICAA Médical S.A.
- The impact of external factors (natural disasters, fire, impact, humidity, flooding, lightning, etc.).
- Installation and/or use in a manner that does not comply with technical and safety standards if the device is to be operated in a country other than the country of purchase; and/or if the power supply is not adapted to the device's operating voltage.
- Failure to carry out routine maintenance.

Article 5: The distributor may not invoke the benefit of the warranty:
- If the unit's serial number has been removed, modified or rendered illegible.
- If the device under warranty has been modified without the approval of NAUSICAA Médical S.A.

Article 6: No equipment will be loaned during the repair of defective equipment.

Article 7: All warranty claims must be made through the dealer. If this is not possible, the purchaser may send the equipment directly to NAUSICAA Médical S.A. In this case, the purchaser must indicate the retailer's contact details and a copy of the purchase invoice in a letter enclosed with the equipment.

Article 8: The dispatch of spare parts under warranty will only be carried out after approval from NAUSICAA Médical S.A.'s After-Sales Department.
Please note that defective spare parts must be returned to NAUSICAA Médical S.A.'s After-Sales Service within 15 days, failing which they will be invoiced 1 month after NAUSICAA Médical S.A. has sent the parts.

Article 9: Defective parts changed under or outside the warranty are guaranteed for 6 months from the date of repair or shipment of spare parts.

Article 10: No retailer may unilaterally modify the terms of the present warranty.

NAUSICAA
MEDICAL

Sales Department Headquarters
Telephone: +33 4 66 51 50 80
Fax: +33 4 66 51 50 47
Email: contact@nausicaa-medical.com
Web site : www.nausicaa-medical.com

Your correspondent::

Manufactured by NAUSICAA Médical S.A.S.
12 allée du Piot - ZA Pôle Actif - 30660 GALLARGUES LE MONTUEUX - FRANCE