



24350 State Road 23 South, South Bend IN 46614  
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Mattresses: [www.derbyindustries.com](http://www.derbyindustries.com)  
Cases: [www.derbycase.com](http://www.derbycase.com)  
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## COMFORT CARE MATTRESS User Manual & Warranty

### ***SET-UP AND INSTALLATION BEFORE PATIENT USE***

The mattress is shipped in a plastic bag and is either flat or folded and compressed into a carton.

1. In a clean work area, away from patient rooms or common areas, unpack the mattress. Inspect the mattress to ensure it was not damaged in transit and that you have received the correct model and size.
2. If the mattress is damaged or the order is not correct, contact Derby Industries Customer Service department at 866-233-4500. Describe the problem and they will aid you in returning and/or replacing the mattress.
3. If the mattress is correct and in good condition, discard ALL packing material.
4. A manufacturer's tag is attached at the foot end of the mattress. **Do not remove manufacturers tag. Removal of the tag will void the warranty.**
5. For best results and patient comfort, we recommend that prior to use that the mattress is allowed to reach ambient patient room temperature. Folded and boxed mattresses need time for the compressed foam to return to its normal designed shape and configuration. Depending on temperature and time in shipment, this may take anywhere from a few minutes to a few hours.
6. Please note that a "Cleaning and Disinfection Instruction" label is attached beneath the manufacturer's tag. Cleaning instructions are also included below. Ensure supervisory and housekeeping and appropriate personnel are familiar with the prescribed cleaning methods.
7. Once the mattress has reached ambient temperature, install on the bed frame.
8. Use standard facility linens to cover the mattress.

### ***CLEANING***

The mattress must be cleaned between each patient change. Do not launder or dry clean this mattress. Top, bottom and sides should be thoroughly cleaned with mild soap and water and a soft cloth to remove dirt and foreign substances. **Do not allow water to pool or saturate the surface.** Allow cover to air dry.

### ***DISFECTION***

Follow standard precautions. Use an EPA registered disinfectant in accordance with manufacturer's label instructions. **Do not allow the disinfectant solution to pool or saturate the surface.** Allow cover to air dry.

### ***INSPECTION***

Inspect the mattress cover at every patient change for cuts, rips, tears. Do not use this product if the cover material is damaged. While inspecting the sleep surface also check the bed frame deck for broken or missing springs or metal parts that could or have damaged the mattress. Bed decks with springs sometimes sag due to overloading from heavy patient weights and years of use. Avoid placing this or other foam mattresses on a worn or sagging bed deck. Repair or replace any bed frame that is in poor condition.

### ***REPAIR PARTS***

The repair/replacement parts provided for the mattress are:

1. Nylon Cover
2. Foam Core
3. Flame Barrier
4. Free Patch Kits for small accidental tears on bottom cover

**LIMITED WARRANTY  
COMFORT CARE MATTRESS**

**Coverage Under This Limited Warranty**

Derby Industries ("Derby") warrants to the original purchaser that each mattress will be (1) free from defects of material and materials for Three years.

**THIS WARRANTY DOES NOT APPLY TO:**

(3) scuffs, cuts, tears, punctures, burns or fire damage; (4) heavy items stored on the mattress; (5) mattresses exposed to the cold or the elements; (6) submerging in the liquids; (7) misuse; (8) negligence; (9) use for any purpose except as a mattress for sleeping or sitting; (10) exposure to acids, solvents, or other corrosive or damaging substances; (11) failure to maintain, clean or inspect the mattress; or (12) ordinary wear and tear.

**Your Obligations in the event of a Defect**

IF YOU BELIEVE THE COVER CRACKED, OR THE HEAT SEALED BOND AT THE SEAM FAILED IN NORMAL USE, YOU MUST GIVE WRITTEN NOTICE OF YOUR CLAIM TO DERBY AT 24350 STATE ROAD 23 SOUTH, SOUTH BEND, INDIANA 46614, WITHIN THE APPLICABLE WARRANTY PERIOD AND A REASONABLE PERIOD OF TIME (NOT TO EXCEED THIRTY (30) DAYS) AFTER THE DEFECT IS OR SHOULD HAVE BEEN DISCOVERED. Your notice must describe the defect, provide your name and address and the date of purchase.

**Remedies Under this Limited Warranty**

Derby will reply to you within a reasonable period of time after it receives your notice of claim. Derby reserves the right to require you to furnish additional information or evidence at your expense. Further, Derby reserves the right to inspect the mattress within a reasonable period of time after it receives your notice of claim.

The defective mattress must be delivered to the factory at your expense. REPAIR OR REPLACEMENT, AT DERBY'S ELECTION, IS THE SOLE AND EXCLUSIVE REMEDY. REPLACEMENTS UNDER LIMITED WARRANTY SHALL BE OFFERED AT THE FOLLOWING PRO-RATED DISCOUNTS:

**DERBY PAYS    CUSTOMER PAYS**

FIRST YEAR	100%	0%
SECOND YEAR	100%	0%
THIRD YEAR	100%	0%
FOURTH YEAR	40%	60%
FIFTH YEAR	20%	80%

**ALL FREIGHT CHARGES FOR REPAIRS OR REPLACEMENTS ARE THE CUSTOMER'S RESPONSIBILITY. NO OTHER LEGAL OR EQUITABLE**

REMEDIES SHALL BE AVAILABLE.

The term of the Limited Warranty for any repaired or replaced mattress will be the remaining unexpired portion of the original warranty period.

**Disclaimer of Incidental and Consequential Damages  
NO PERSON OR ENTITY COVERED UNDER THIS LIMITED WARRANTY SHALL BE ENTITLED TO**

**RECOVER AND SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY DAMAGE OR DEFECTS. DERBY WILL NOT BE LIABLE FOR STORAGE CHARGES, INCONVENIENCES, LOSS OF TIME, LOSS OF INCOME, SHIPPING OR DELIVERY CHARGES, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE OR KIND.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

**Limitation and Disclaimer of all Implied Warranties  
DERBY EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE. DERBY EXPRESSLY LIMITS THE DURATION OF ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND ALL IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE WHICH CANNOT BE DISCLAIMED UNDER APPLICABLE LAW FOR A TERM OF ONE (1) YEAR FROM THE DATE OF PURCHASE. THERE IS NO WARRANTY OF ANY NATURE, EXPRESS OR OTHERWISE, MADE BY DERBY BEYOND THAT CONTAINED IN THIS LIMITED WARRANTY. NO PERSON HAS AUTHORITY TO ENLARGE, AMEND, OR MODIFY THIS LIMITED WARRANTY.**

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

**General Provisions**

This Limited Warranty gives you specific legal rights and you may also have other rights which vary from state to state. No action to enforce this Limited Warranty shall be commenced later than six (6) months after expiration of this Limited Warranty.

Due to continuing improvements and changes in product features and options, Derby reserves the right to make changes at any time, without notice, in specifications and materials, and to discontinue models, without any obligations to make corresponding changes in products previously manufactured.

The Limited Warranty is not transferable by the Original Purchaser.

DERBY INDUSTRIES  
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**WARNING: NOT TO BE USED AS A FLOTATION DEVICE**

**NOTE: Terms of this LIMITED WARRANTY supersede previous warranties.**