

R09-0019C – Corded Bedgard Mat Only (RG12)



Q) My mat is creased should it still work?

A) We cannot guarantee that your mat will work if it is creased. If it is just a simple wrinkle because of constant contact with the resident then the mat should function OK as this cannot be avoided. If however, the mat is badly creased or folded, the mat will not function correctly because the internal silver plates will have become damaged and may short circuit. Please contact your distributor for a replacement.

Q) Is there any risk of an electric shock from the electronics in a mat?

A) No, all of the systems run on safe low voltage DC power and current does not go through the mats themselves. They simply function as a dry contact switch.

Q) What can I clean the mats with?

A) Mats can be cleaned using our recommended product Selgiene Extreme, a 1:100 solution of 5.25-6.15% sodium hypo-chlorite (household bleach), or Isopropyl alcohol (alcohol wipes) if sodium hypo-chlorite is not available.

Q) My mat is torn but it still works, should I still use it?

A) It is not recommended to use it for safety and hygiene purposes. Once a mat cover has been damaged, it should be discarded and replaced.

Q) Where do you recommend placing a bed mat?

A) The best place for the standard bed mat is under the sheet on a mattress. Position it either under the shoulders for an earlier warning or under the hips to alert when the user exits the bed. Should you require a pad for under the mattress, we recommend that you ask your distributor about our Undermatt pad.

Q) If the lead on the mat is loose or torn from the mat can it be repaired?

A) No. If the lead has become loose or torn, it will have shifted and very possibly damaged the contact plates inside the mat and will therefore need replaced.

Q) The connector going into the monitor has bare wires showing and is causing the system to be temperamental, can this be repaired?

A) Often this can be repaired easily. Please contact your distributor for further assistance.