

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 wireless bed mat?

A) The best place for the wireless 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) I have tried triggering my mat but it won't sound on the monitor and the monitor has started to flag 'sensor signal lost' and 'monitor not in use'. What can the problem be?

A) Firstly open the pocket on the pad which conceals the wireless transmitter (RG7) and locate the status light. While watching the status light, trigger the pad and the status light should illuminate for several seconds. If this is faint or doesn't illuminate at all, you will need to contact your distributor and order a replacement transmitter (RG7).

Q) Is there batteries in the wireless bed pad?

A) Yes, there is two li-lion batteries inside the transmitter with a life expectancy of approx. 1 year, however these cannot be replaced by yourselves. You will need to contact you distributor for further assistance.