



## **EASE CUSHION**

Alternating Pressure Seating System

## **USER MANUAL**



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## INTRODUCTION

Thank you for your purchase of the Ease Cushion system. Be sure you have read and understand the contents of this manual before using the product. Keep this manual for future reference.

### INDICATIONS FOR USE:

The Ease Cushion is a microprocessor-controlled seating system designed to change the pressure underneath the user. When used as part of a complex seating system, the Ease Cushion is an effective tool for the prevention and treatment of decubitus ulcers (pressure sores). The main system consists of a foam base with internal air bladders and an electrical pump unit which manages the air in the bladders through the connected air hoses.

#### **PRECAUTION:**

The Ease cushion was designed to assist with pressure management. However, the cushion cannot solely prevent or treat pressure sores. When used with a wheelchair, proper fit and positioning should be observed for optimal results. Additionally, the Ease Cushion System is intended to compliment, rather than replace, treatment protocols recommended by your doctor or therapist.

#### **TO AVOID INJURY:**

- Always consult with a clinician and/or seating specialist:
  - *To determine if the Ease Cushion is suitable for your needs.*
  - *For installation and setup- there are multiple settings which may affect clinical outcomes.*
  - *To assess positioning and function.*
- Conduct regular skin inspections. After initial use and thereafter, user's skin should be assessed for signs of redness. If redness develops, discontinue use and immediately consult with your doctor or therapist.
- Discontinue use if the cushion or pump is not functioning correctly. Do not continue to sit on cushion if pressure is not alternating. Contact Ease Seating Systems immediately for technical support or repair.
- Ease Seating Systems will not be held responsible for any damage or injury that occurs due to improper use of the product.

## COMPONENTS

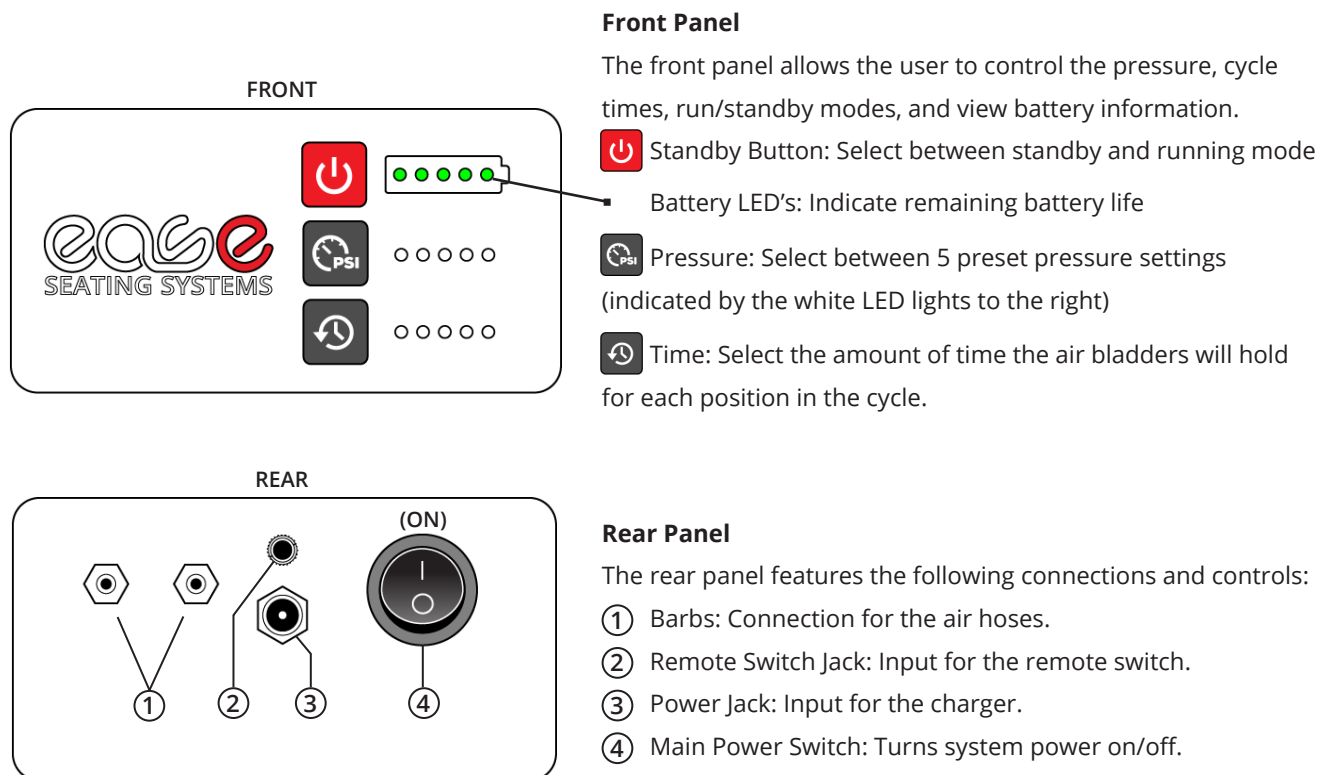
When ordering a complete system, the following components are included:

- Cushion with cover
- Pump and pump case
- Air hoses
- Charger
- Remote Switch
- User manual

## SYSTEM SETUP

1. Secure the pump bag to a suitable location on the wheelchair using hook and loop fasteners. *(pump may also be hard-mounted to accessory rails of compatible chairs with our optional mounting hardware kit)*
2. Place the cushion on the wheelchair- the Ease logos should face the front and the air hoses should face the rear. Note- be sure to align the hook and loop fasteners to ensure cushion is secure to wheelchair seat pan or sling.
3. Connect the air hoses to the cushion- twist each end of the luer fittings to tighten.
4. Fully charge the pump unit before use.

## PUMP UNIT OVERVIEW



## PUMP OPERATION

### Operating Modes

The Ease pump has 3 different modes:

- Off: controlled by the main power switch- system fully shut down, battery power is not utilized.
- Standby: System monitors battery charge, alternating pressure cycles not activated.
- Run: Alternating pressure cycles activated.

### Turning the Pump On

*Notice: if using the remote switch, plug it in before turning on the pump unit*

- Turn the main power switch on. The green battery indicator lights on the front will illuminate if the pump is turned on. The pump will be on standby when first powered on.
- To activate the pump, press the red standby button on the front panel (or press the green button on the remote switch, if used). The system will beep, and the white pressure and time selection LEDs will illuminate when the pump is in run mode. (Green button on remote switch will also illuminate, if used)
- To exit run mode and return to standby, press the power button on the front panel (or the green button on the remote switch if connected) White LEDs on the pump and green light on remote switch will turn off when entering standby.

### Pressure and Time Settings

Ease recommends consulting with a clinician such as a doctor, therapist, or seating specialist to determine the optimal settings for you.

*Notice: Pressure and time settings can only be changed while the pump is in run mode*

- Pressure is the firmness of an inflated air bladder, and is adjusted by pressing the (pressure symbol) button. Pressure ranges from soft to firm as the LEDs illuminate from left to right.
- Cycle times are adjusted by pressing the Cycle Duration button. Cycle time is increased as LEDs illuminate from left to right with the fastest setting on the left (with each setting representing approximately an additional minute of hold time).

*Notice: The pump will continuously run to inflate the bladders until reaching the preset pressure for the selected setting. The selected hold time begins once the preset pressure is reached and the motor shuts off. Pump will NOT run for the full duration of the cycle, only until set pressure is reached.*

### Pressure Alarm

The Ease pump has an integrated alarm system that will notify the user if the set pressure is not being reached or maintained. Pinches, obstructions, and loose air hose connections can fault the alarm; however it may be a sign of leak in the system. In the event of a pressure alarm:

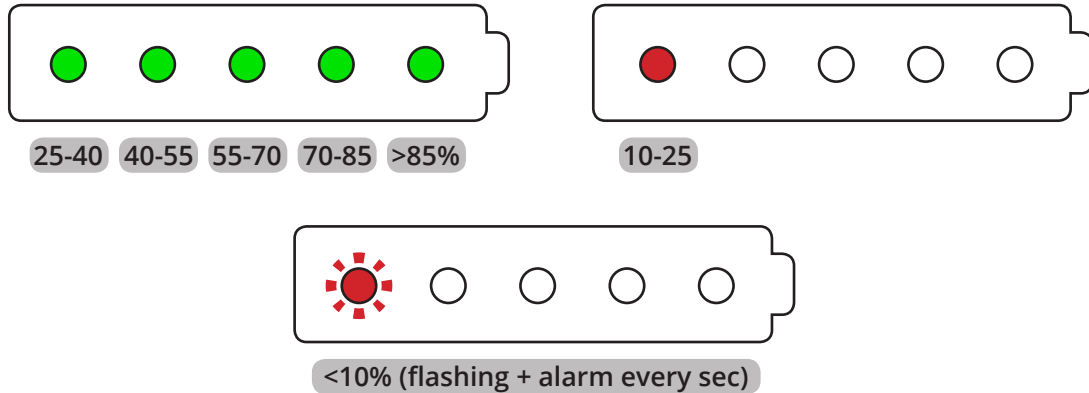
- The pressure LEDs will flash and an audible alarm will sound. If using a remote switch, the green button light will flash.
- To stop the alarm, press the red standby button or press remote switch to enter standby mode, then press again to reactivate the pump.

## PUMP OPERATION [CONT'D]

### Battery

The Ease cushion system utilizes an internal 9.6V NiMH battery. Battery performance will vary based on pressure and cycle time settings used, user weight, and cushion size.

Battery status is indicated by the LED lights within the battery icon on the front panel of the pump.



*Notice: When battery life reaches 20%, system will beep every 5 minutes indicating system is in need recharge. When it reaches 10%, system will continuously alarm before going into hard shut down (to protect the battery).*

### Charging the Pump Unit

**⚠** If battery goes into hard shutdown, charge immediately. System power must be cycled after several minutes on charger to properly display battery status.

**⚠** To avoid damaging the pump, only use the provided charger.

The EASE cushion pump can be charged when the unit is powered off, on standby, or in run mode. Connect the charger to the jack on the pump (located below the remote switch port) and plug the opposite end into the wall outlet.

When charging:

- If the pump is off, LEDs will not illuminate.
- If the pump is on standby or run mode, the battery LEDs will progressively illuminate.

Once the pump is finished charging, all five LEDs will remain illuminated.

## STORAGE

Always store cushion and pump in a clean, dry place. Temperature should be between -5°C to 50°C (23°F to 122°F). Avoid stacking sharp objects on top of the cushion, as this could puncture/damage the internal bladder system, and void the warranty.

The pump should be powered off (not standby) before storing. Always place the pump in its bag or other protective case to protect from falls or other damage. Never stack any equipment on top of the device. During longer-term storage, the battery should be checked and recharged periodically.



*Notice: ALWAYS recharge battery after use to maintain proper voltage.  
Do not store pump with discharged (empty) battery as battery damage may result.*

## MAINTENANCE

It is important to regularly inspect your Ease cushion for wear and damage. Assess the foam base for signs of breakdown- worn foam can affect the overall performance of the system. Also check the covers for signs of tears or fraying.

## CLEANING

### **Cleaning the cushion cover**

Remove the cover from the foam base, carefully pulling the air hoses through the holes, and then zip the cover closed. Machine wash in cold water and allow to drip/air dry.

*Caution: Do not bleach or wash/dry cover on high heat. Never dry clean or steam autoclave.*

### **Cleaning the pump, air hoses, and remote switch**

To clean, use either an alcohol-based cleaner or light dish soap with warm water. Gently wipe down with a thoroughly-wrung cloth or sponge. Be sure to turn off pump before cleaning. Do not allow liquids to penetrate into the pump case or remote switch.

*Caution: Use of bleach on the pump is not recommended—use of bleach may lead to discoloration of the aluminum and cause the plastic bezels and components to become brittle.*



### EASE SEATING LIMITED MANUFACTURER WARRANTY

Ease Seating Systems offers a limited warranty against defects in materials and workmanship, provided normal use. Warranty coverage is non-transferrable. Upon obtaining prior approval from Ease Seating Systems, items found to be defective within the warranty period should be returned to be eligible for repair or replacement. Ease Seating Systems may use new or reconditioned parts in performing limited warranty repairs and building replacement products. Repair or replacement under the terms of this limited warranty does not extend or renew the warranty period.

This limited warranty period shall be from the time of purchase, and applies to:

#### Cushion and Covers for ONE (1) YEAR

Ease Seating warrants the cushion and covers to be free from defects in materials and workmanship for the stated time of one year from purchase date. Provided normal use, should a defect in materials or workmanship occur, Ease Seating Systems will, at its discretion, repair or replace the faulty product without charge. This warranty does not apply to punctures, tears, burns, or damage resulting from weight exceeding the stated limit of 350lbs / 159kg

#### Pump Unit and Accessories for TWO (2) YEARS

Ease Seating warrants the pump unit, components, and accessories to be free from defects in materials and workmanship for the stated time of two years from purchase date. This limited warranty applies to:

1. Pump Unit
2. Charger
3. Manufacturer-supplied Air Hoses and Fittings
4. Pump Case
5. Remote Switch
6. DC Adapter Kit

Provided normal use, should a defect in materials or workmanship occur, Ease Seating Systems will, at its discretion, repair or replace the faulty product without charge. This warranty does not apply to mishandling, accidental drops or spills, fire damage, unauthorized repairs or tampering, and products missing the assigned serial number and identifier information labels.

### EASE SEATING EXTENDED WARRANTY

Warranty coverage may be extended at the time of initial purchase. Up to 3 years additional coverage may be purchased for the Pump Unit and Accessories included with the initial purchase (Does NOT include cushion, covers, or fabric pump case). Covered items and warranty conditions remain the same as found within the Limited Manufacturer Warranty (details above).

### LIMITATION OF LIABILITY

Except to the extent prohibited by local law, in no event will EASE SEATING SYSTEMS, or any of its subsidiaries, affiliates, or suppliers be liable for direct, special, incidental, consequential, or other damages arising out of the use, inability to use, or the results of the use of the product, whether based in warranty, contract, tort, or other legal theory, and whether or not advised of the possibility of such damages.

#### NOTE

You may have rights that vary from country to country, state to state, or province to province. Some countries, states and provinces do not allow the exclusion of limitation of liability for incidental or consequential damages, so the above limitation may not apply to you.

### DEVICE-SPECIFIC INFORMATION

CUSHION SN: \_\_\_\_\_

PUMP SN: \_\_\_\_\_

DATE OF PURCHASE: \_\_\_\_\_

## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	SOLUTION
System will not power on	Main power switch is turned off	Turn on the main power switch on the rear of the pump
	Battery is critically low and has gone into protection mode	Recharge the pump unit
System is powered on but not running	Pump is in standby mode	Press the red standby button on the front panel of the pump unit
	Remote switch cable has become disconnected	Check the connection of the cable to the appropriate port on the back of the pump unit.
Pressure alarm sounding	Air hoses may be pinched	Turn off the system. Check air hoses from the pump to the cushion to ensure there are no pinched sections. If using a power wheelchair, check hoses when tilting or reclining to ensure they do not become pinched in joints or hinges. Reposition hoses as needed
	Air hoses have become disconnected	Turn off the system. Check hoses from pump to cushion to ensure they are connected. Check fittings between hoses. Secure or tighten as needed.
	User transferred onto cushion while pump was in operation	Turn off and restart the system. Pressure sensor detected excessive pressure during the transfer.
	Air hoses or fittings are damaged	Contact Ease Seating Systems for a replacement.
	Internal bladder or tubing system damaged or leaking	
Pressure and time cycle buttons do not respond immediately after press.	System processing the previous action	Allow more time between button presses.
	Pump is in standby mode	Pressure and time cycle can not be adjusted while in standby mode; press the red standby button to resume operation, then adjust.
System not charging	Wrong charger is being used	Only use the charger supplied with your system. Extra or replacements may be obtained from Ease Seating Systems upon request.
	Charger is not connected properly	Check charger connection to pump
	Wall receptacle not providing power	Ensure receptacle is receiving power with another known-working appliance, or try using a different outlet.
Remote switch light not illuminating	Remote switch cable is not fully inserted in the port on the pump.	Ensure remote switch plug is fully inserted in the proper port.
Charger plugged in, but battery LED's remain off.	Main power switch may be turned off.	Turn on main power switch on rear of the pump.
	Microprocessor is in shutdown (battery protect) mode from battery level dropping too low.	Allow pump to charge for several minutes, then cycle the main power switch off/on to wake the microprocessor.



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