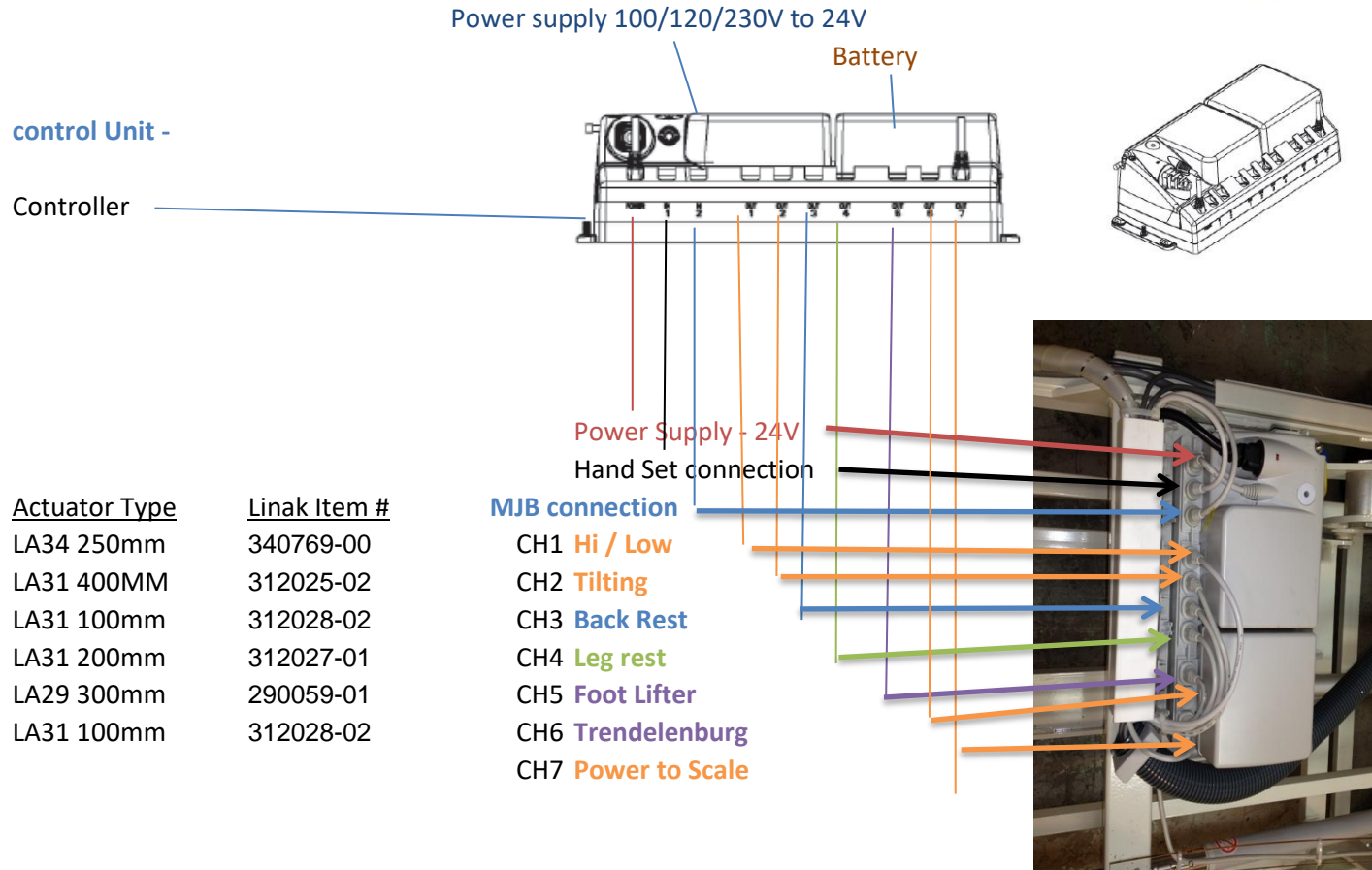


**Total Lift Bed 425T
Trouble Shooting
Electric Parts**



Vitalgo Part No.	Actuator Type	Linak Item #
VG-TLB425-AC-34250HL	LA34 250mm	340769-00
VG-TLB425-AC-31400TL	LA31 400MM	312025-02
VG-TLB425-AC-31100BR	LA31 100mm	312028-02
VG-TLB425-AC-31200LR	LA31 200mm	312027-01
VG-TLB425-AC-29300FL	LA29 300mm	290059-01
VG-TLB425-AC-31100BR	LA31 100mm	312028-02



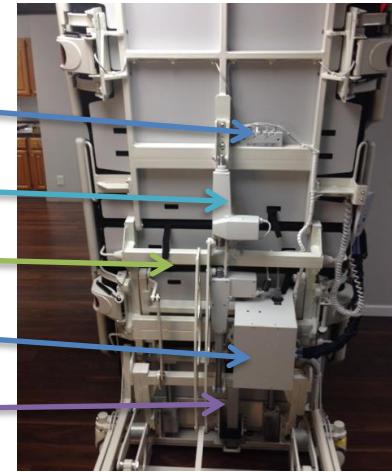
MJB - Junction Box (see below)

Backrest Actuator

Leg rest Actuator

Compressor for LAL Mattress

Foot-Lifter actuator



Tilting Actuator

Ni/Low Actuator

Controller

#NAME?

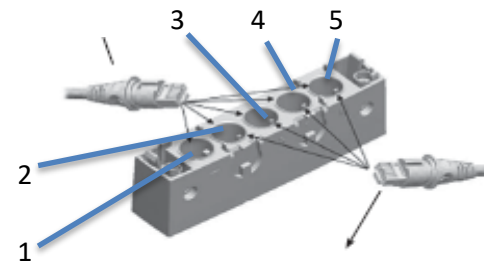


Important - Always place each actuator in the right socket of the controller.
 After each replacement of a new Actuator, or if a plug of any actuator was taken out - a RESET must be preformed.

MJB connections -

- Socket 1 To main controller
- Socket 2 From footboard relay (Scale)
- Socket 3 Empty
- Socket 4 Side rail control
- Socket 5 Side rail control

Remark - Sockets 2, 4&5 are functioning the same.



Important functions for immediate Troubleshooting

In the event that the TLB is frozen and not moving, there are three quick actions which may solve the problem

First action is to make Clear Error (see below). Try to operate bed after.

If bed does not move and the bed is with backrest up or in Tilt, use the Program Override function.

If this does not work and **if there is no patient on the bed**, so a RESET.

RESET -

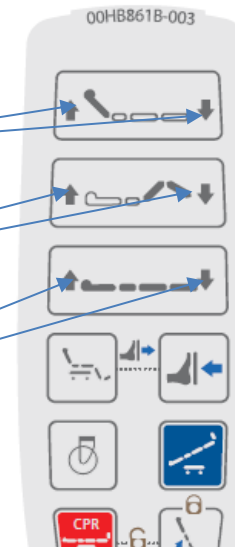
Before starting to work with the bed, after unloading from crate, after actuator replacement and before placing the bed in a facility, a RESET should be done which is by pressing buttons 1 +2

Clear fatal Error -

It can happen that the controller is losing the position of the actuators. In such case a Fatal error indication will be given, which is blinking of the Side-rail control LED's. Pressing buttons 3 +4 hearing 10 beeps which will clear such Error.

Program Override

Works when bed with backrest up and in Tilt position. By pressing 5+6 can move down the Tilt with CPR and backrest down.





Troubleshooting and possible solution :-

1. In General, if there is a trouble shooting issue, by replacing one of the following parts Most chances that the problem will be solved -

- * Power supply
- * Controller.
- * MJB.
- * Handset.

After replacement of the parts "RESET" should be made. **For Reset, see below at the end.**

In the instruction below "Service Kit" consist of Controller with Power supply, and handset, all connected. It is recommended to have the service kit available when handling trouble shooting.

EMERGENCY TROUBLESHOOTING

In Case the TLB is in Tilted position and the Clear Error and Override function do not help, If there is a patient on the bed, use the Tilt Quick release function to lower the bed to flat, so the patient will be in flat position.

Handling, Trouble-Shooting

For each problem please act in the sequence described below, which goes from easy to hard.

Problem	Bed does not move when pressing the Handset.
Other indications -	When pressing the handset there are beep sounds.
Possible cause -	1. Bed is getting no power or not enough power and only the battery is giving power to hear the beeps.

Action -	Check if the power cord is connected. Check if there is a green light in the power supply window.
Possible cause -	2. Power outlet is not functioning or not functioning well.
Action-	Try another outlet or check another electric device in this outlet.
Possible cause -	3. <i>Controller is out of order</i>
Action-	RESET bed (read carefully "RESET" instructions).
Problem -	When pressing the handset nothing moves and no sound.
Possible cause -	Handset - try to press the Side -rail control panel and see if works.
Possible cause -	No Power - Power cord or power supply are not connected or damaged.
Action	See that there is a green light on the Power Supply. If not there is no power. Connect/replace Power cord/ Power supply and check that there's a green light in the Power Supply window. In case there is a green light on power supply and bed s not moving - Take Battery back up out - If there is a green light in the power supply window and when pressing on one of the side-rail control buttons, there is a blue or red light, the problem is not power.
Check	If the blue leds on the Side-rail control are blinking - There is a problem with the controller.
Action -	Disconnect the MJB plug from the controller (see location above) and try RESET.
Check -	If Blue Leds are not blinking and they are on - move to next action
Action	Check that all plugs are connected well to the controller.
Action	"RESET" If RESET does not work and still no BEEP -
Action	If you have a "Service Kit" connect all actuators to the " <i>Service Kit</i> " using the respective socket and try to "RESET". If works the problem is either with Power supply or controller.
Action	Replace Power supply - See if issue solved. If not - Change controller
Check	If when using the "Service Kit" - bed does not move. -
Action	Take out the actuators plugs one by one and after taking out each one try to RESET. If you get a sound or bed start moving, there is a problem with the actuator disconnected. Try to place back and see if that is the case. If yes, need to replace the actuator.
	Try to replace Hand set.

If does not work -
You have a problem with the controller.
Disconnect all plugs checking that you know the right order.
Replace the controller - put back, in order, when power is disconnected, all plugs and RESET.
Bed should work.

Problem

Possibility

Action

Bed movement is faulty

Actuator broken or disconnected.

Check that all plugs are properly placed.

RESET

After reset, check that the bed is in reset position. - all actuators are fully in or out, including having footboard all the way out.

If noticing that one actuator did not move, there is a problem with this actuator.

Problem

Possibilities

Action

Actuator not functioning -

1. Broken.

replace.

2. Not connected well to controller.

3. Problem in the controller socket (pins bent or other problem).

Action

Take "**Service Kit**" and connect the actuator (can connect one actuator).

make RESET and see if actuators moves.

if moves, the problem in in the controller. Replace controller and RESET.

Problem

Possible cause

Action

Bed is not moving and the Blue LED's on the side rails are flickering

Controller is in Error Status.

Reset

If after RESET it happens again

Action

Disconnect MJB and check if happening. If stops, change the MJB.

If still happening

Action

Try to replace controller.

Remark -

To stop flickering a RESET must be done.

Problem

Possible cause

Foot Board is moving towards the head and not stopping when pressed.

1. Scale is Off.

Action Turn Scale On.
 2. See that the Footboard scale is "Zero" in horizontal position.
 If not working -
 Press the red button under the scale display -
 If working, the problem is in the scale setting - contact Vitalgo Support team.
 if not working -
 3. Check all connections on the controller.
 4. Replace the MJB part (don't need to connect to bed, before knowing this is the problem).
 If not working -
 6. The problem may be in on the scale System - contact Vitalgo support team.

Problem

Footboard is not moving in direction of head.

Possible cause

1. Foot scale was not ZERO in horizontal position.

Action

Bring bed to horizontal and ZERO foot scale.

Possible cause

2. MJB s not functioning

Action

Disconnect all plugs from MJB and check.

If after cha em -

Possible cause

3. Shortcut in one of the wires coming from footboard

Action

Need to locate where the shortcut is - Consult with Vitalgo team.



Problem

Bed is not moving and the Blue LED's on the side rails are flickering

Possible cause

Controller is in Error Status.

Action

Reset

If after RESET it happens again

Disconnect MJB and check if happening.

If still happening

Try to replace controller.

Remark -

To stop flickering a RESET must be done.

Problem

Low Air Loss Mattress is not operating

Actions

Check that cable is in place.

Check the fuse under the power cable.





RESET - Initialization of the Bed (Only by Technician)

Before first use of the Bed, after replacing or disconnection of an actuator or controller, or in case a functioning problem, the Bed must be initialized.

To Initialize (When initializing no one should be on the bed!):

Step 1 - Press Buttons (3) & (4) together – 10 Continuous beeps will be heard. Continue pressing until the beeps stop.

Step 2 – Press Buttons (1) & (2) together. The bed will bring itself to the Initialization position step by step.

Continue pressing until Two beeps are heard. To ensure the Bed has reached its initialization position, press again and verify the two beeps are heard.

Important remark: In Initialization, the first movement of the bed should be horizontally up. If the bed does not move to its highest position something is wrong.

Check all connections and redo steps 1 and 2. if the bed still does not work consult with VitalGo's authorized technician.

At the end of the initialization procedure all motors should be in end of stroke position (in or out).

Step 3 – Bring the Bed to the Sleeping position with Button (9).

Bed does not move

Check Green light on Power supply.

No Light

Green Light

- 1 Check power cord
 - 2 Check Power outlet
 - 3 **Change Power supply**
- TRY**

- 1 **Press button 3+4 together (clear Error)**
continues beeps should be heard
If heard try now to move bed.
If no beeps

Press a button on Side rail control

See if bed moves and you get a blue led light.

If No -

No light no blink

See if there is a solid blue led light

If Light Blinking

If yes - Problem with Handset
Check connection to controller -
If connection is good change Handset

Can be controller issue.
Use "Service kit" with controller
TRY

Disconnect MJB Plug from controller and TRY

If not

If works -
Either MJB problem or Side Rails connectors problem.

Works -
Replace Controller
"TRY"

Not working
Disconnect actuators -
Start with No.1 and TRY
Place back and take out next one and TRY
until finishing all

Put back MJB to Controller
Disconnect Side rails wires from MJB

"TRY" - Try to press any button - if works,
Make "Clear Error" 3+4
If possible RESET

Always try to bring bed to flat position with Backrest up.
(So it will be easy to access the controller)

↙
If works when one actuator is out
try to put back again and TRY,
If does not work this is the issue
and need to replace actuator
If works, it can be that it did not have good
connection and now working.
Try to move bed to all positions (if possible).

↙ TRY - Try to start standing position and press foot-scale ↘

↙
If not - Problem may be with MJB
replace MJB

↘
If works it is the side rails problem
Try to connect them again and see if problem continue.
If yes - disconnect again and TRY.
Bed can continue working only with Handset.

↘
Not Working - Take bed to service center and call Vitalgo.

Foot Board does not move to head side

When pressing Tilt, footboard is not moving to head
Turn off scale and try
If moves - it will not stop when scale is not powered

Foot Board does not stop when reaching feet or pressing Red button on scale display

See that scale is powered ON.
If yes and not working - Check all MJB connections and press see rails control to see there is a Blue led light