





WI: WI-755-04 Rev.:1.0 Rev. Date: 06/21/2023 Page: 1 of 9

Troubles Shooting decision tree

Rev #	Reason of Change	Date
1.0	WI initiated	06/21/2023

Approvals:

Initiated by	Omer Parizky	Signature		Date	06/21/2023
Approved by	Ohad Paz	Signature		Date	06/21/2023



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1. Purpose:

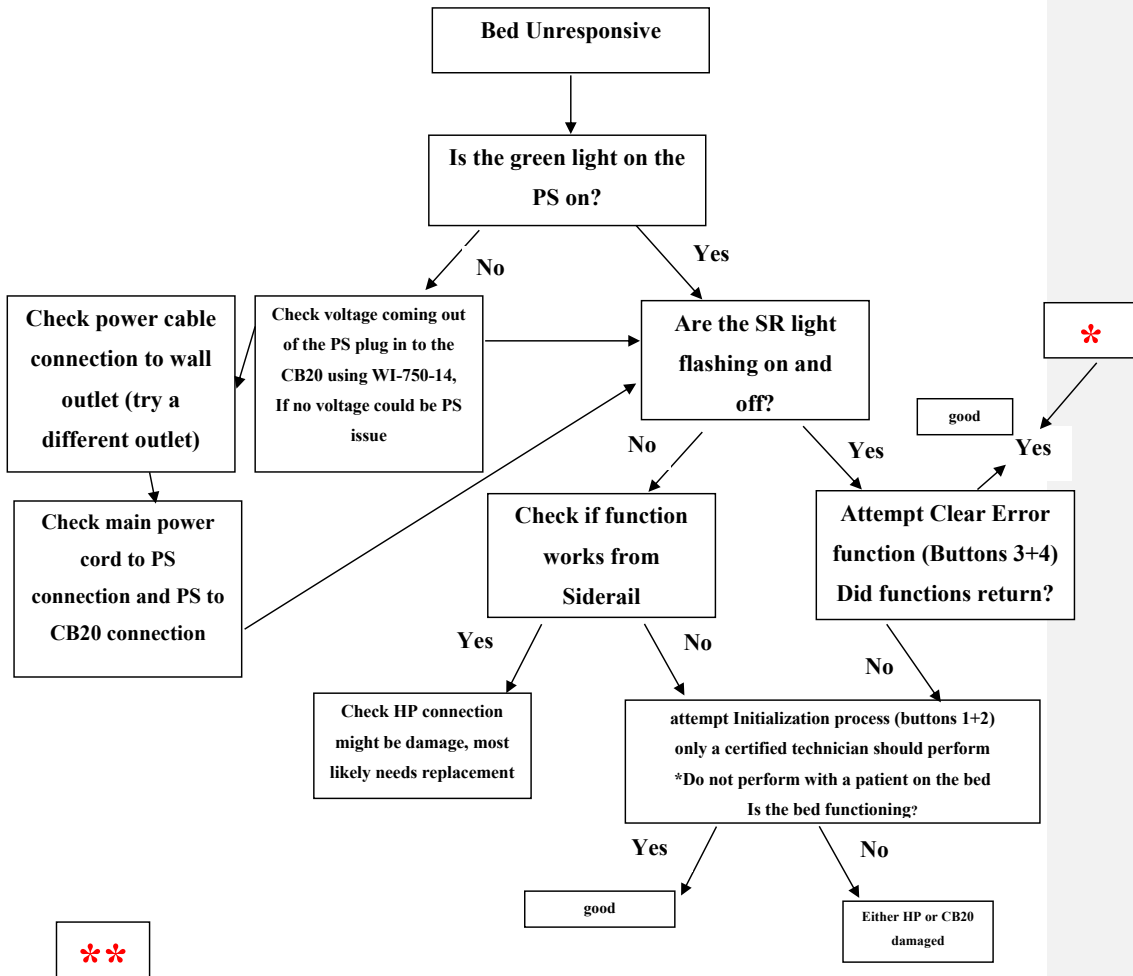
- 1.1. The purpose of this work instruction is to ensure workers performing care and service have the proper tools outside of training to conduct proper troubleshooting to the TLB425T.
- 1.2. This work instruction applies to all workers performing the servicing and troubleshooting of the TLB425T.
- 1.3. The troubleshooting instructions below are to be conducted during servicing and not with a user on the bed unless advised otherwise by the QAM and a clinician aware of the users limitations.

2. Definitions:

- 2.1. PS – power supply.
- 2.2. CB20 – bed controller (where all cables connect to).
- 2.3. HP – hand pendant.
- 2.4. GN- Gooseneck scale.
- 2.5. FB – footboard scale.
- 2.6. SR- siderails.
- 2.7. DW – Drive Wheel

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3. Procedure:





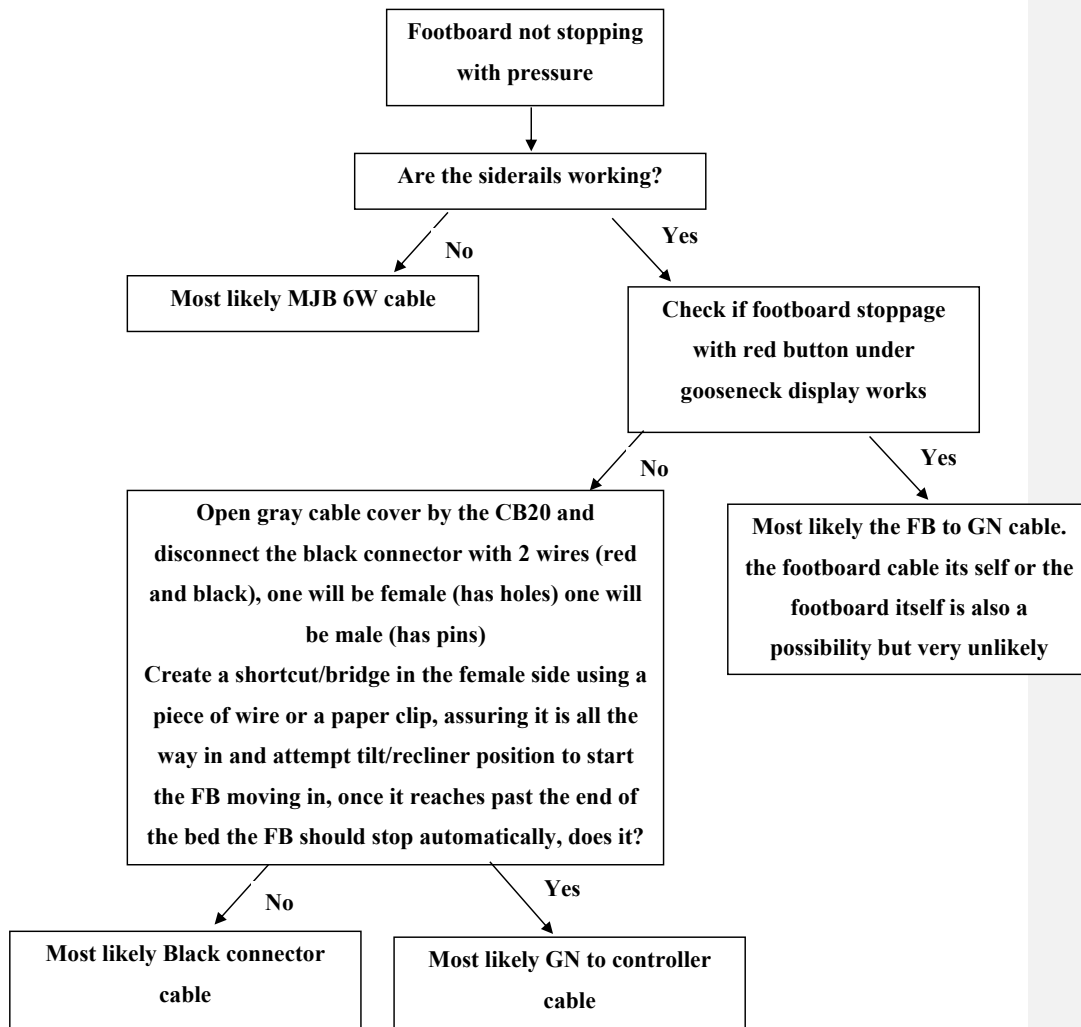
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* check bed functions, if cycle continues disconnect MJB to CB20 cable (socket number 2 on the CB20) and check bed functions, if cycle continues to occur check in which actuator movement, actuator may need replacement.

** if no functions can be performed (make sure to use both thumbs for the initialization and clear error processes) the hand pendant likely needs replacement.

*** if the bed is randomly beeping, makes DW controls are no reverse, mattress alarms are not activated, and initialization was done.

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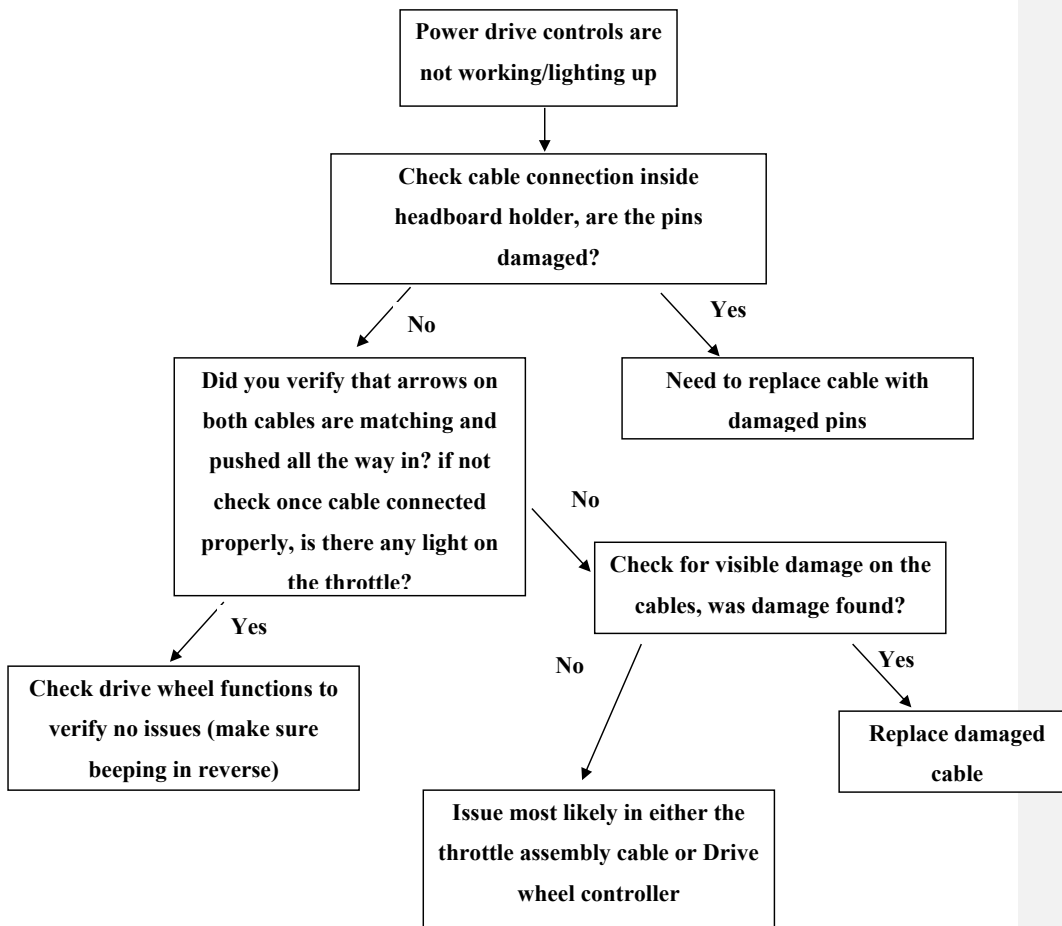


****Scale common error codes:**

Error Code	Error code Description	Error Code Correction
U----/----U	Underload, loadcells are under the negative span of the scale, bed will not allow to zero.	Check bed is not on it casters (feet are in the air), if the bed is on its feet, while looking at the scale screen bring the caster frame down until it is just touching the ground, the moment digits appear stop, zero the scale, using fast button presses slowly raise the caster frame until the scale begins to show weight, stop and zero the scale again, continue this action until the caster frame is off the ground and the scale is showing 0.0
O----/----O	Over load, loadcells are over the span of the scale, bed will not zero.	Check there is nothing on the bed, if nothing on the bed, see above.
E2000	Loadcell cell error	Check loadcells for arrow facing up, check damage on loadcell cables, check loadcells cables connection to loadcell to gooseneck junction box, check connection at back of gooseneck?, check gooseneck to loadcells junction box cable, could be damaged loadcells or junction box

Commented [op1]: Do we want them to start opening the back of the gooseneck? I personally do not think it is needed as there is no reason for the wires inside to be damaged or disconnected

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Mattress and Air box common Issues:

Issue exhibited	Troubleshooting/correction of issue
Compressor siderail has no power and does not turn on.	<ol style="list-style-type: none"> 1. Verify the power cord is plugged in all the way in the air box. 2. check connection of siderail to compressor. 3. check siderail cable pins to verify they are still tight. 4. reset connection of compressor system and siderail.* 5. if issue continues siderail or compressor needs replacement
Siderail lights on but mattress wont inflate	<ol style="list-style-type: none"> 1. check that CPR valve is closed 2. Check tube connection both to the compressor and the mattress, also check for damage. 3. check connection inside mattress to external tubes and to each cell.**
All light on siderail are on but nothing is working	<ol style="list-style-type: none"> 1. verify siderail connection to compressor cable pins are all intact and have not come loose from the connector. 2. attempt to reset connection of compressor system and siderail. 3. attempt to connect external siderail.
Alarm wont go off	<ol style="list-style-type: none"> 1. Capacitor of alarm is either out of charge or needs replacement.

* reset connection system:

1. disconnect power cord from compressor.
2. disconnect siderail cable from compressor.
3. wait 1 minute.
4. Reconnect the siderail cable to the compressor.
5. Reconnect the power cord to the compressor box



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**** if only every second cell is inflating check that the siderails are not on “alternating pressure” mode and verify internal connections.**

