

Troubleshooting

Hospital bed / care bed Vis-a-Vis

Fault	Possible cause	Troubleshooting
The bed cannot be adjusted electrically.	(1) The keypad lock is engaged. (2) The mains plug is not plugged in or there is no power to the socket and battery pack is discharged. (3) Battery pack is disconnected. (4) The hand control is faulty. (5) The nurse hand control is faulty.	(1) Disengage the key lock. (2) Connect the plug or check the socket. (3) Press the green button on the mains isolation switch and then actuate any function on the hand control. (4) Replace the hand control. (5) Replace the nurse hand control.
The bed cannot be height-adjusted.	(6) Vis-a-Vis locking mechanism was not closed after readjusting the lower leg section from the Vis-a-Vis position. (7) Lying surface is not retracted to the end point of the head section.	(6) Close Vis-a-Vis locking mechanism on both sides of the bed. (7) Press the button "Length extension back" on the nurse hand control until the lying surface is retracted to its end point.
The bed cannot be extended length-wise to the foot section.	(8) Vis-a-Vis locking mechanism is not closed.	(8) Close Vis-a-Vis locking mechanism on both sides of the bed.
It is difficult to lock or unlock the bar between the upper and lower leg sections.	(9) The lower leg section and the rest of the bed are not exactly aligned and the sides of the bed are therefore out of line.	(9) Make sure that the sides of the bed are aligned and that the side plates between the lower leg section and the rest of the bed are exactly in line.
Despite unlocking, the lower leg section cannot be moved.	(10) Lying surface is not extended far enough.	(10) Close Vis-a-Vis locking mechanism again and press the button "Length extension back" on the nurse hand control until the lying surface is extended to its end point in the direction of the foot section.
Lower leg section cannot be moved smoothly.	(11) Uneven surface in the direction of movement.	(11) Position the bed so that the floor under the lower leg section is smooth and flat. (free of hollows or bumps).
Lying surface cannot be retracted to the head section.	(12) Vis-a-Vis locking mechanism is only locked on one side. (13) Comfort position (Anti-Trendelenburg) is not completely put down.	(12) Push Vis-a-Vis locking mechanism in the direction of the head section on both sides of the bed to lock. (13) Press the "Lying surface down" button on the hand control until the lying surface is completely horizontal in its lowest position.