

User Manual

Arlo Rotating Bed



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Preface

A letter from StarSleep

Thank you for choosing to purchase Arlo, a product under the StarSleep brand. Arlo is a high-quality product that, when used and maintained correctly, will provide you with assistance for many years to come. To ensure the maximum effectiveness of your bed, please read this manual carefully.

This also applies to anyone else, such as caregivers or family members who will be operating the bed. It is important that anyone performing maintenance or cleaning on the Arlo bed understands the safety aspects.

Please pay attention to the warranty section, which includes regulations to be followed to maintain the warranty.

This manual may contain inaccuracies or printing errors. The information contained here will be regularly updated, and changes in product care and other aspects may be included in future versions without further notice.

In addition to this guide and the accident prevention regulations applicable in your country, Arlo must always be used in accordance with recognized safety and professional work practices.

We hope that your new care bed will bring you more comfort, mobility, and quality of life. StarSleep will provide you with reliable service support in the future.

Delivery and Usage

Users and operators must receive professional guidance from authorized instructors.

During the installation process, it is important to ensure an adequate and safe distance between the bed and the wall to allow for free rotation of the bed. Connect the bed directly to a power outlet.

APPLICABLE RESTRICTION

Minimum height: 4' 9", Weight: 88 pounds, Minimum Body Mass Index (BMI): 17.

When using the side rails, there is an increased risk of limbs or smaller, leaner users getting caught in the gaps between the side rails.

Note: Ensure that the power cord connecting the bed to the power outlet is not stretched. The cord should not be routed in any way across the bed. It is important to prevent the cord from being pinched in any location. The same applies to all other electrical devices near the bed.

Note: The bed should not be operated continuously beyond the working cycle time specified by the control system. That is 2min ON / 18min OFF.

Warning: • Ensure a safe distance is maintained between users, caregivers, or other equipment during bed operation to prevent being caught or crushed.

- When moving the bed, make sure the cord of the hand controller and the power cord do not become entangled.
- Before moving the bed, disconnect the main power cord.
- If there are any signs of damage to the power cord, replace it immediately.

Before operating this bed, please read the instruction manual. The purpose is to ensure that users have the necessary information to operate the bed and its accessories. It is recommended to keep the instruction manual in a readily accessible location for easy reference. If needed, our company can provide additional training assistance. Strictly adhere to all warnings and precautions in this manual, as failure to do so may result in harm to users or operators.

General Warning:

- Do not use this electric bed in the presence of flammable gases.
- This product is designed for single-person use only.
- When no caregiver is present, it is recommended to position the bed at the lowest height to reduce the risk of injury in case of user falls.
- The working safe load of this bed is 450 pounds, including the weight of the user, mattress, and additional accessories.
- Do not place the hand controller or power cord across the surface of the mattress. When the bed is not connected to power, secure the power cord to the bed's fixation device.
- Do not use accessories that are not specifically designed or approved for this bed, as it may compromise safety.
- Ensure the correct size and type of mattress is used.
- Before operating the bed, ensure the user is in a safe position to prevent injury. The bed casters should be in the locked position when the bed is stationary.
- When there is a potential risk of the user getting caught in the gaps of the bed platform without the presence of a caregiver, the mattress platform should be in a flat position.
- Caregivers should adjust the use of the bed and its accessories based on the user's age, body shape, and condition.
- Ensure that all other electrical product power cords and the power cable of this product do not entangle with the bed's mechanical parts.
- Before operating any function, ensure that the caregiver and user's limbs are not positioned in the gaps of the bed platform.
- Please use approved side rails and ensure that the size of the mattress is suitable for this bed.

NOTE

This product is designed solely for in-home use and not as a hospital bed. The product has not been tested to meet hospital standards.

Warranty and Product Liability

Arlo is a high-quality product designed to provide trouble-free use for many years.

Starcci, Inc. warrants to the original purchaser that its products shall be free of defects in material and workmanship for a period of 3 years on the bed frame; 2 years on the drive system; 1 year on wood parts and remotes and other accessories.

Arlo's obligation under this warranty is expressly limited to supplying replacement parts for, or replacing, at its option, any product which is, in the sole discretion of Starcci, found to be defective. This warranty does not cover failure due to negligence, accident, deliberate abuse or installation not in accordance with the company's instructions or failure to follow maintenance instructions.

Please log in to our official website to register and activate your warranty service: <https://starsleep.co>

Unless otherwise stated in the sales agreement, the warranty covers spare parts and repairs for product defects during this period.

The warranty covers problems caused by design or manufacturing defects in the bed, but only when the bed is used as instructed.

Any malfunctions or defects occurring within the warranty period must be reported immediately to the dealer or manufacturer, who will determine whether to repair, replace, or dispose of the bed.

Improper use of the bed, abuse, and accidental damage are not covered by the warranty, and repair costs may be charged in such cases.

In certain cases, actions resulting in fundamental damage to the bed will render the warranty invalid for the remaining warranty period.

WARNING

Any unofficial use of accessories or alterations to the bed will void the warranty and may also pose a possible safety hazard to the user. The company assumes no responsibility for injuries and possible legal risks resulting from such behaviors.

Events not covered by the warranty include:

- Damage caused by overloading or improper use of the bed frame.
- Damage caused by failure to clean or maintain the bed according to the instructions.
- Damage caused by lack of or improper maintenance.
- Accidental damage to the remote control, such as submerging it in liquids or running it over with a wheelchair.
- Cable damage, such as crushing due to being caught in moving parts of the bed.
- Damage to mechanical or electrical components underneath the bed due to incorrect equipment use.
- Damage to the mattress and cushions for any reason.
- Damage to walls or adjacent furniture due to improper bed placement.
- Damage to power outlets for any reason.
- Damage caused by improper opening or use of electrical components.

The bed is designed and tested to carry the specified maximum weight. The maximum user weight and load label are described in the manual and must not be exceeded.

These are some examples, and therefore, this list should not be understood as including all situations. Any malfunctions or defects occurring within the warranty period must be reported immediately to the dealer or manufacturer, who will determine whether to repair, replace, or dispose of the bed.

For warranty, service, any other inquiries, or to learn more about our products, please contact us.

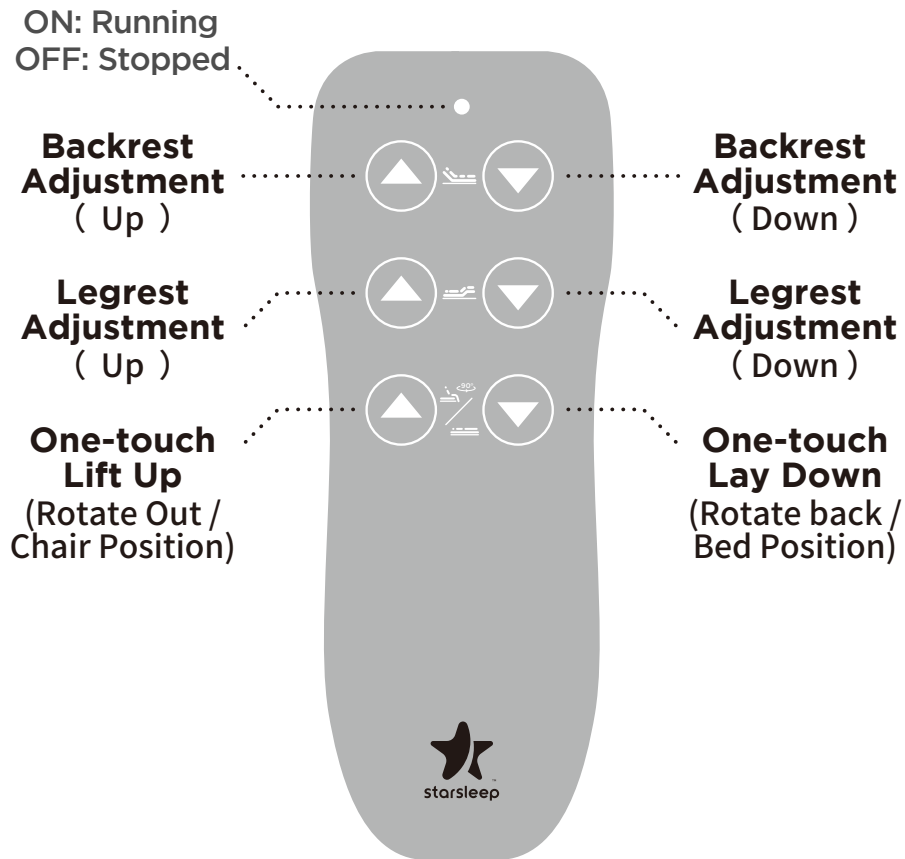
USA

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Instructions for Use and Operation



StarSleep Arlo bed's control is operated manually through a wired controller. The first two rows of buttons are designed for manual control, while the third row is for program control. Manual mode is disabled during rotation motion. In this mode, program control should continue until manual control is reactivated before or after the rotation motion. For safety reasons, only one function can be controlled at a time.

Backrest Adjustment

You can adjust the tilt of the backrest using the up/down buttons based on the user's condition or preference. The backrest can be raised up to 75°.

Activation

- Press and hold the backrest adjustment (up) button to raise the backrest.
- Release the button when the backrest reaches the desired height.
- Similarly, use the backrest adjustment (down) button to lower the backrest.
- Release the button when it reaches the desired height.

Note: The bed should not be operated continuously beyond the working cycle time specified by the control system.

Warning: The backrest and legrest can be at their maximum angles simultaneously. However, having both at maximum angles may cause user discomfort. When using the button controls, the backrest and legrest will not be at their maximum angles (the necessity of vertical backrest support is to assist in getting out of bed while sitting).

Legrest Adjustment

Like the backrest, the tilt angle of the legrest can be individually adjusted within a range of 0-25°. The legrest slightly bends at the knees, so the lower leg area is slightly raised compared to the horizontal position.

Activation

Press and hold the legrest adjustment button until the desired height is reached. Similarly, use the legrest adjustment button to lower the legrest.

Warning: If using this feature, do not secure anything or apply pressure to the user's ankles as it may cause harm.

Warning: Ensure that there are no devices or similar accessories on the footrest during adjustments, as this may cause damage to them.

One-touch Lift Up/Lay Down

StarSleep Arlo bed allows users to easily get out of bed and assists caregivers in smoothly adjusting users to a sitting position. This makes it easy for users to transfer on the bed and facilitates transfers onto the caregiver's back. This feature also makes it easier for users to lie down.

One-touch Lift Up

- Press and hold the "Lift up" program button.
- The leg support will first rise to its highest position, followed by the backrest tilting up to 30°.
- Now, you can rotate 90° to the left or right. (Depending on the model you chosen when purchasing)
- After the rotation movement, the foot support will lower, placing it in a horizontal position, while the backrest lifts until reaching an upright sitting position.
- Move the lower legs slightly backward in a vertical direction, allowing the user to move their legs backward.
- Now, the user should lean the upper part of their body forward towards their feet, shifting their weight onto their feet as they would when getting up from a regular bed.
- If assistance is needed, the caregiver should use their feet to support the user's feet forward and support the user's knees with their own knees, guiding the user's upper body with their hands.
- This way, the user can stand up without requiring any external force to lift them and without the user exerting their own strength to get up.
- If additional support is needed for getting up, the user can use the side handrails.

Note: During the rotation movement, for safety reasons, all other functions are locked. Using the manual control buttons, you can operate any movement other than the program buttons.

Note: Also for safety reasons, we recommend that you fasten the safety belt during the rotation. And at the moment of standing up and sitting down, ask someone else support and assist you if you are not confident in your lower body strength.

WARNING

**Please do not sit on the edge of mattress if the rotating process has not finished. This may lead to damage of the mechanical structure.
Do not get out of the bed till the foot of the mattress is perpendicular to the floor to prevent injury.**

One-touch Lay Down

- In principle, the lying down process is the opposite of the getting up process.
- The user stands with their back to the bed, placing their feet as close to the mattress as possible. (This is crucial for achieving the correct lying position on the bed later, so you won't need to readjust the user's lying position again). It is strongly recommended to hold onto the side rail on one side for support.
- Now, the user can sit on the mattress and try to get their lower back as close to the backrest as possible.
- Press and hold the "Lay down" program button.
- Now, the leg support will rise while the backrest lowers to 30° until the user ensures they are lying in the groove position again. (The leg support is at its highest position, and the backrest is lowered to approximately 30°-35°).
- Now, manually rotate the bed surface 90°. Then both the backrest and the legrest will be laid flat.

Side Rails

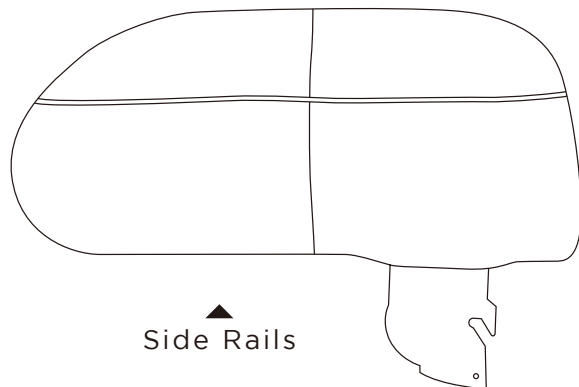
The side rails on both sides are primarily designed for safety, preventing the user from falling out of bed. Additionally, they can be used as handrails for getting in and out of bed.

Inserting the side rail:

Hold the side rail vertically and insert the bottom end into the bracket on the side of the bed at a 45° angle until you encounter resistance. Now, tilt the side rail toward the base until it clicks into place. Gently pull up on the side rail to ensure it is securely locked in place. The side rail is now fixed in position.

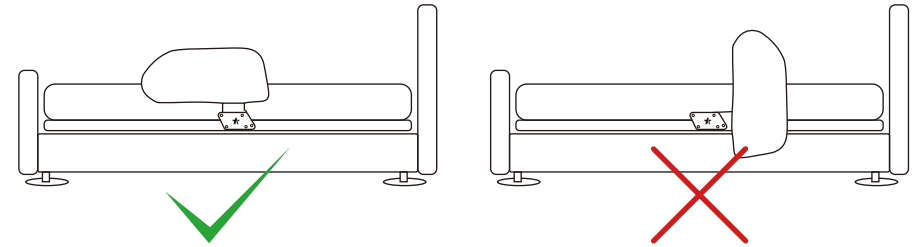
Removing the side rail:

On the side near the foot end, grip the handle of the bracket and push the protruding button inward. Now, tilt the side rail 90° towards the front end. You can either keep the side rail in this position or completely remove it.



WARNING

The side rails must be closed during rotation.



Cleaning and Maintenance

All surfaces can be cleaned using a soft damp cloth and mild detergent.

Wipe with a cloth dampened with water and then dry. Prohibit using water for rinsing.

Ensure that all components on the bed are dry before placing the mattress back.

Warning: Unplug the power cord before cleaning. Take care to prevent moisture damage.

Spare Parts and Accessories

Please use our company's dedicated spare parts and materials, such as bed head/footboards, control box, push rods, and wires.

The use of other accessories or materials may compromise minimum safety standards. The manufacturer cannot be held responsible if non-approved accessories are used. For information regarding accessories, please contact your purchasing dealer or StarSleep.

Storage and Transportation

Storage

The following environmental conditions must be adhered to:

Storage Temperature: Minimum 5°C, Maximum 50°C

Relative Humidity: Minimum 20%, Maximum 80%

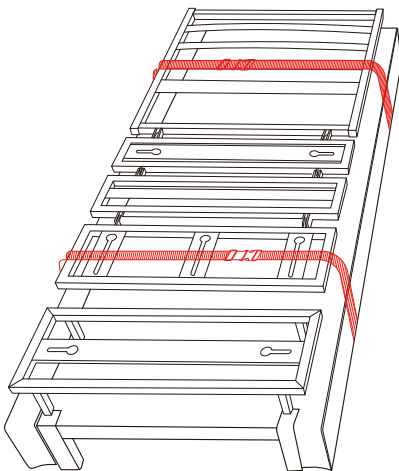
Operating Temperature: Range of 0°C-40°C

Relative Humidity: Minimum 20%, Maximum 80% (Non-condensing)

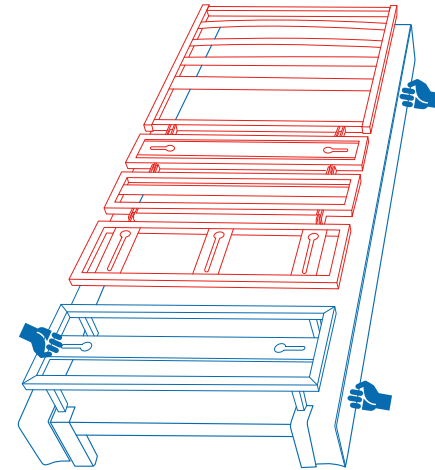
Transportation

Relocation of the bed after the original packaging has been removed, or after it has been in use for a period, is considered a "second move." The company is not responsible for any product issues arising from the second move process. We can only provide advice to assist customers in moving the bed as safely and intact as possible.

- Before moving, disassemble the headboard, footboard, side rails, and mattress. Rotate back the bed to its completely flat position. Secure the bed's rotating mechanism as shown in the diagram to prevent it from being bumped or compressed during transport.



- It is recommended that four people lift the bed when moving it. Absolutely do not grip the bed's rotating mechanism; but only lift the main frame of the lower section of the bed.

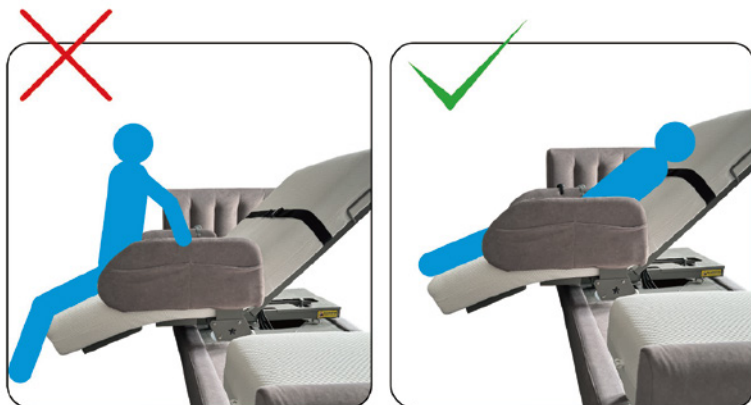


- The bed must be always kept horizontal during the move, especially when transporting it inside a vehicle. Tilting is permitted only briefly and when necessary to maneuver through narrow doorways or passages.
- During handling and transport, avoid placing other heavy items on the bed frame and prevent impact from heavy objects. In the vehicle, the bed frame must also be secured to prevent it from shifting and colliding with the vehicle walls or other cargo. Therefore, it is recommended to use appropriate securing methods, reduce vehicle speed, and choose smooth roads.
- Do not lift the bed directly with a forklift. If a forklift is required, the bed must first be placed onto a custom pallet measuring 80x48 inches before lifting the pallet with the forklift.
- Handle with care. Do not drop the bed onto the ground or throw it from a height.
- Protect from rain during transport.
- After reinstallation at the destination, wipe the bed frame with a clean cloth to remove surface dust and reduce wear on the rotating mechanism and rollers.

Warning:

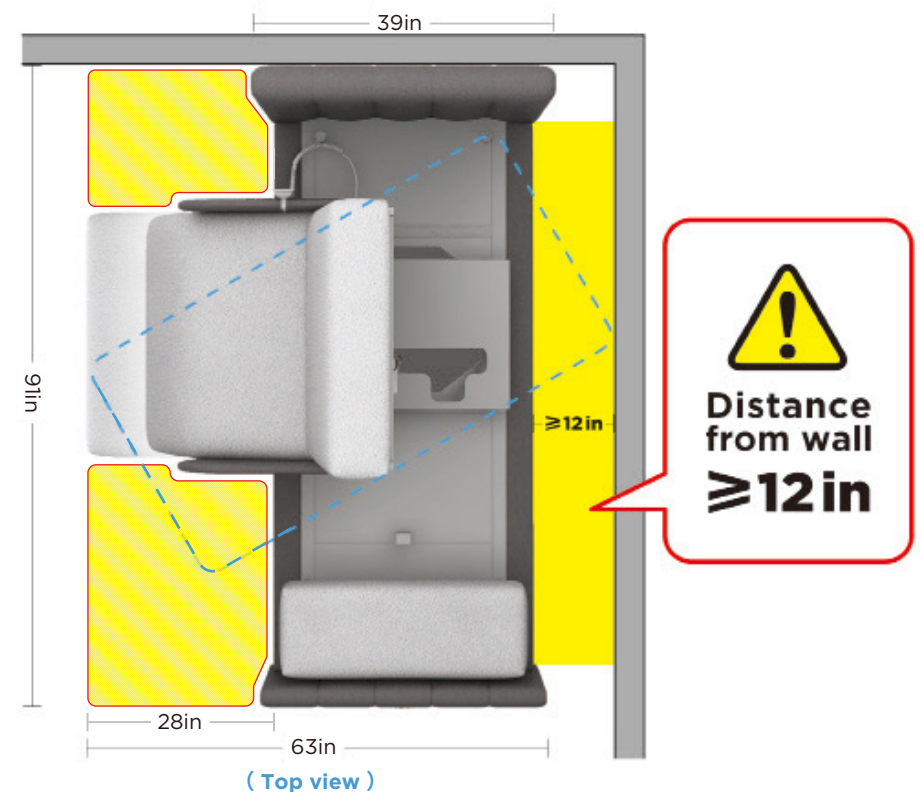
When operating the care bed, no one, especially children or pets, should be under or inside the bed frame. Do not use the free space under the care bed to store tools.

- Do not sit on the leg rest or add any additional weight when the bed is rotated in the 90° position.
- Do not allow children to play on or unsupervised near the product.
- Do not place multiple power sockets under the bed. Liquids entering the sockets may cause a fire.
- Damage to the main power or motor cables can pose a danger to the user and caregivers' lives.
- Regularly check the entire cable for twists, insulation damage (cuts, abrasions, visible internal conductors - blue, brown, black, green, yellow, color changes in insulation material).
- Ensure that the wiring of equipment cables and wires placed on the bed is not trapped, compressed, or damaged by moving parts of the bed.
- If the power cord and motor cables are damaged, unplug the power plug and have them repaired by authorized service personnel.
- For incontinent individuals, use incontinence bed pads.
- If the care bed is unattended, place the bed at the lowest position to reduce the risk of injury from falls during bed exit or lying down.



2 Bed Models for Selection

Left Rotation | Right Rotation



WARNING

The Arlo Bed should be placed at least 12inches away from the wall, opposite to the direction of exit. Do not place any items that might get stuck in the yellow area.

Troubleshooting

If the Arlo bed is not functioning, please assess the symptoms and possible solutions provided in the chart below.

If a malfunction occurs, please contact the dealer or StarSleep from whom you made the purchase.

Issue	Possible Causes	Solution
The indicator lights on the first row of the buttons on the remote are flashing (0.5s on, 0.5s off), All functions are disabled except for the One-touch Lay Down.	Backrest actuator offline or signal error.	Press and hold One-touch Lay Down button until the backrest actuator automatically resets and the abnormality is cleared, and the indicator lights one the remote stop flashing.
The indicator lights on the second row of the buttons on the remote are flashing (0.5s on, 0.5s off), All functions are disabled except for the One-touch Lay Down.	Legrest actuator offline or signal error.	Press and hold One-touch Lay Down button until the legrest actuator automatically resets and the abnormality is cleared, and the indicator lights one the remote stop flashing.
The indicator lights on the third row of the buttons on the remote are flashing (0.5s on, 0.5s off), All functions are disabled except for the One-touch Lay Down.	Rotating actuator offline or signal error.	Press and hold One-touch Lay Down button until the rotating actuator automatically resets and the abnormality is cleared, and the indicator lights one the remote stop flashing.

Issue	Possible Causes	Solution
The remote backlight is flashing (1s on, 1s off). The Backrest Up, Legrest Up, and One-Touch Lift Up buttons are disable.	The drive system temperature has reached 75°C (±3°C) and the system has entered overheat protection mode.	Stop operation and wait for the temperature to drop below 45°C. The system will then return to normal.
All buttons are unresponsive, and the remote backlight does not illuminate.	External power disconnected.	Reconnect the external power supply and ensure it is functioning properly. Check all power cord connections to prevent loose contacts.
During rotation, the load-bearing rollers make abnormal friction or vibration sounds.	The roller might be stuck and not rolling properly.	Clean the dust off the rotating discs and rollers, and apply some lubrication to the rollers, especially on the sides of the rollers.

USA

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