



ALIVIO

User Manual

**Jannali
Bed**

**COMFORT
& STYLE**

KCare
Healthcare Solutions

Users MUST read and follow the user manual to ensure all instructions are followed and not compromised. It is recommended that this user manual be kept in an easily accessible place for quick reference.

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Jannali Bed

Product Specification

Description and Standard Features

The Jannali multi-function bed offers a range of benefits for individuals seeking enhanced comfort, convenience, and support in their sleep or rest routines.

Jannali's customisable positioning features, include profiling back and split leg sections to enable individuals to find their optimal sleeping or resting position.

The adjustable height function provides increased mobility and independence for the user – and reduces reliance on others for assistance.

The Jannali has various comfort features, including a USB powered remote-control handset (or mobile app controller), USB ports for charging, and mattress retainers for increased safety.

The Jannali bed is ideally suited to home use or within age/community care facilities – it is for indoor use only.

- Functions: Electrical adjustable height, Trendelenburg and reverse Trendelenburg, backrest and leg rest profiling.
- Patented Auto Regression backrest to relieve abdominal pressure.
- USB powered remote-control handset.
- Standard basic handset offers an intuitive, easy-to-use interface with all essential functions.
- Optional remote controls or Mobile app provides following additional features:
 - Multiple One Touch Buttons for simple operation (Zero Gravity, TV, Relax, Flat, Home).
 - Memory setting to users' favourite position.
 - Home function to bring the bed to lowest and flat position.
- Under bed dimming LED light as standard or optional motion detection.
- USB ports on each side of the bed as standard.
- Backup battery as standard.
- Control from your smart phone via Bluetooth and free App (Apple and Android).
- Various Rail and support stick options available.
- Swivel & locking castors.
- Optional headboard and footboard.

Bed product codes



KA3200KSBLK

Alivio Jannali Bed King Single Black



KA3200LSBLK

Alivio Jannali Bed Long Single Black



KA3200KSCAN

Alivio Jannali Bed King Single Canley



KA3200LSCAN

Alivio Jannali Bed Long Single Canley



KA3200KSBEI

Alivio Jannali Bed King Single Beige



KA3200LSBEI

Alivio Jannali Bed Long Single Beige

Dimensions & data sheet



	Long Single	King Single
Product weight without Accessories	100kg	108kg
Width	920mm	1060mm
Height (floor to top of mattress support platform)	220mm to 750mm	
Length	2030mm	
Safe Working Load (SWL)	200kg (User weight+ mattress weight+ accessories weight)	
Max User Weight (MUW)	= SWL - Mattress - all accessories installed. 160kg Typical	
Trendelenburg and Reverse Trendelenburg	0-14 degree	
Backrest angle	0-75 degree +/- 3 degree	
Leg rest angle	0-45 degree +/- 3 degree	
Castors	8 swivel locking castors 75mm / 3"	
Input Voltage	240V	
Output Voltage	DC29V	
Current	3A	
Power consumption	87W	
Classification	Class II	

Material

Powder coat steel frame, timber surrounding and mattress support platform.

Standard Packing list (Accessories not included)



Adjustable Bed



Power Supply Unit



Power Cord



Mattress Retainer Long



4 x Corner Retainer

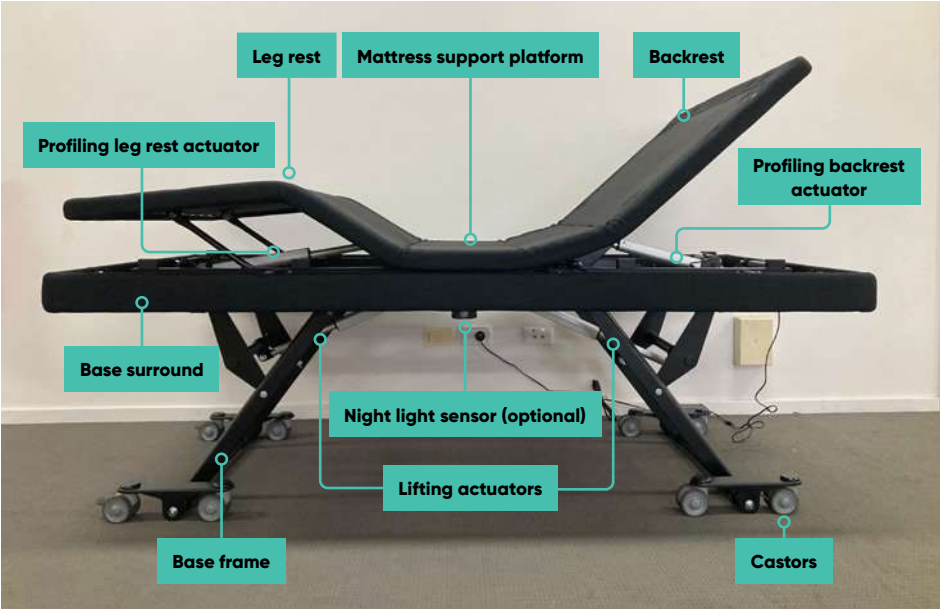


Remote Control with Add-on Hook

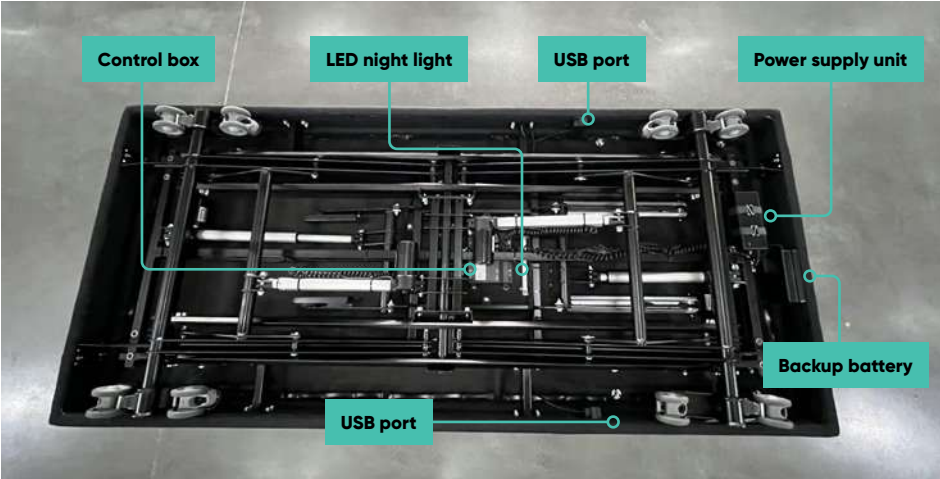


Backup Battery

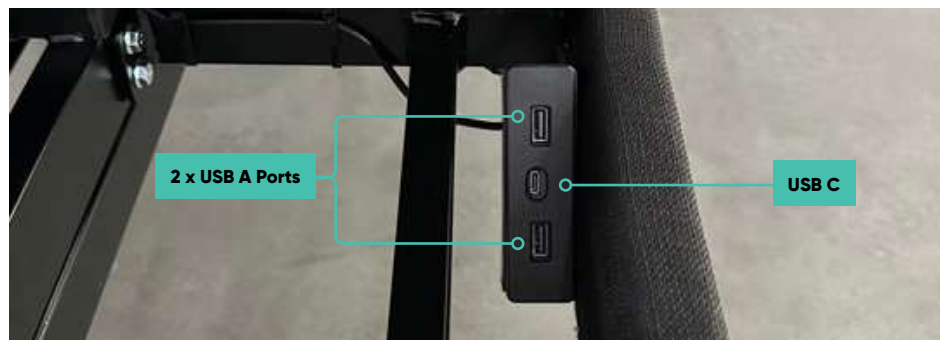
Bed layout and part list



Bottom view



Top view for USB port



Safety

Precautions

Users **MUST** read and follow the user manual to ensure all instructions are followed and not compromised. It is recommended that this user manual be kept in an easily accessible place for quick reference.

Safe Use Environment

- The bed has been designed for indoor use only. Keep the bed away from wet environments.

Safe Use

- Ensure all body parts are kept away from the moving parts of the base frame when operating the bed.
- Ensure no body parts are under the mattress support platform when operating backrest and legrest.
- When lowering the bed or lowering the backrest/leg rest, ensure that children, pets and other objects are clear of the mechanism.
- Unlock castors at one end (head end or foot end) when raising/lowering or tilting the bed.
- DO NOT sit on raised backrest or leg rest, serious user injury or damage to the bed may result.
- Bed headboard or footboard (if installed) should always have enough clearance to wall to use bed tilt function.
- DO NOT use accessories or attachment that are not designed or approved for use with this bed.

- DO NOT alter the bed or its electrical components.
- DO NOT attempt to repair or service the actuators. Contact customer service if actuators are not functioning.
- Ensure correct size mattress is always used. Using an incorrectly sized mattress will interfere in the operation of the bed and may result in injury.
- It is recommended to use adjustable friendly foam mattress only. Foam mattress preferred. Avoid mattress with low flexibility.
- DO NOT place any objects on, or over the actuator arms or joints. This may result in damage.
- DO NOT place anything over power cords, pass any cords through the bed or drag the bed by the power cord.
- When the bed is not to be used for an extended period of time, ensure the bed is in HOME position (base low and back/leg rest flat), and disconnect the bed from power supply.
- The bed is a single bed, only one person is allowed on the bed at any time.
- Close supervision is required when the bed base is used around children, convalescents or disabled persons.
- DO NOT use the bed as a transportation device.
- Dispose of electric components (power adaptor and battery pack) in accordance with local government regulation.

- The lift actuators are not designed to operate continuously for more than 1 minute in an 8 minute period or approximately 12% duty cycle.
- Exceeding this rating will shorten the life expectancy of the product and may void the warranty.
- DO NOT use this bed with TENT TYPE oxygen therapy equipment or near explosive gases.

Special Precautions for Li Ion Battery Backup

- Lithium-ion batteries are the most widespread portable energy storage solution and have better power efficiency than other types of batteries. Whilst incidents are rare, they appear to be increasing and are serious when they occur. The batteries can overheat or explode if they are used, charged or disposed of incorrectly or if they are damaged, and fires caused by the batteries can be dangerous and difficult to extinguish.
- The Lithium Battery pack that may be included with your bed has been sourced from reputable suppliers and includes battery management technology to reduce the risk of incident, however following the recommendations below will help ensure a long battery life and safe use of the product for many years to come.

- The backup battery and integrated battery management system has been designed to be permanently connected to the bed in case of power outage. We do not recommend removing the backup battery unless the bed will not be in use for an extended period.
- **ALWAYS** use the charger supplied by the manufacturer
- Regularly check the battery pack for damage. A battery pack that is overheating, damaged, swollen, leaking or emitting gas should be unplugged immediately.
- **ALWAYS** keep the battery pack in cool dry places, away from sources of heat and out of direct sunlight.
- **NEVER** dispose of Li Ion batteries in household waste.

In case of Fire call 000 for assistance.
SAVE THESE INSTRUCTIONS

Electrical Safety

- To prevent the risk of electric shock, always disconnect the power cord from power outlet before cleaning or moving the bed for maintenance of the bed frame.
- Keep the power cord, power supply unit, away from heated surfaces.
- DO NOT allow liquids to come into contact with electronic components. Disconnect power supply immediately if that happens.
- If the power cord or plug becomes damaged, disconnect power supply immediately. See Trouble Shooting.
- It is strongly recommended to use power outlet with surge protection.

Warranty Attention

- The control box, actuators, and remote control (except battery compartments) should not be opened or tampered with. Opening or tampering with these components will void the warranty.

Pacemaker Notice

- This bed base contains Neodymium Magnets (inside the motors) which may interfere with magnetic fields of devices such as pacemakers, implantable cardioverter-defibrillator (ICD) and any other device sensitive to magnetic field.

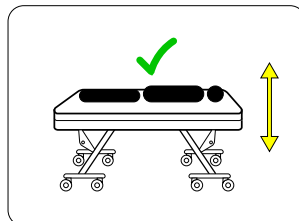
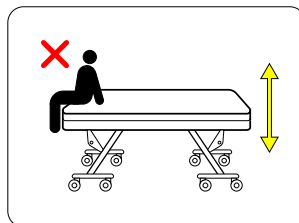
It is **STRONGLY** recommended that owners of such medical devices should consult their physician prior to using this product.

Children & Pets

- This product is designed to be used by an adult. Do not allow children to operate this bed without adult supervision.
- Immediately dispose of all packing materials as they can pose a smothering risk to children and pets. Do not allow children to play on or under the bed.

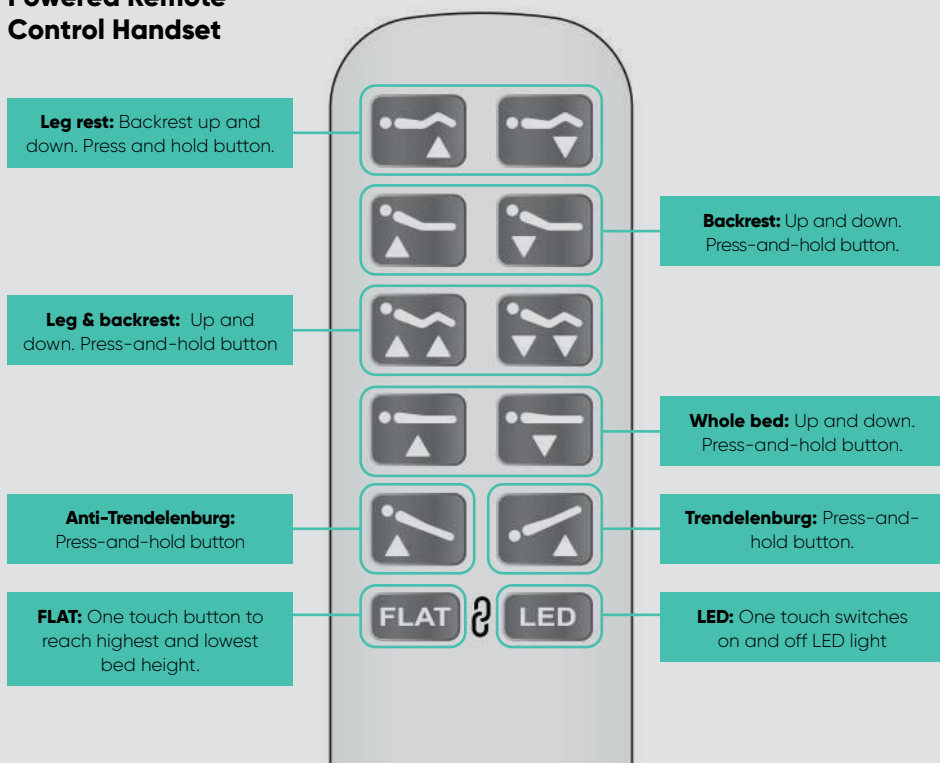
Weight Limits

- The Safe Working Load (SWL) of this bed is 200kg. SWL is all the weights placed on the mattress support platform including mattress, bedding, user weight and accessories installed. Maximum User Weight (MUW) should be worked out individually for each application. $MUW = SWL - \text{Mattress} - \text{Accessories}$
- The base will structurally support 200kgs provided it is evenly distributed across the bed base. The base is not designed to support or lift load on the head or foot sections alone. Exceeding this weight limit could damage the bed and will void the product warranty.



Operating Instructions

Powered Remote Control Handset



- The remote control does not use battery for power. Connect the cable to the USB port as per Unboxing & Setup Instructions for power before use.
- The remote control uses bluetooth to control the bed and it has been paired with your bed.

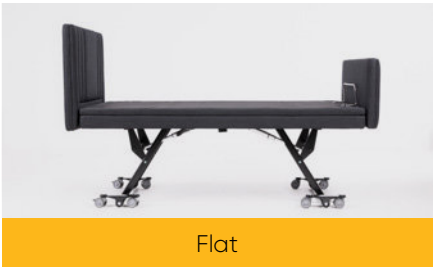
- The back light of the remote control lights up for 3-4 seconds when any button is pressed.
- All arrow buttons are press and hold buttons. The others are all one touch buttons.
- When the bed is moving, press any button to stop the bed from moving.

WARNING: Do NOT keep all castors locked when raising/lowering or tilting the bed. Unlock castors at one end (head or foot end) to allow small movement of castors.

NOTE: Optional remote controls with additional features are available. See the Accessories section of this user manual for details.

For optional remote control and mobile app ONLY.

Default positions



Images shown display the bed with optional footboard and headboard. These components may not be included in the standard bed package and are available as add-ons.

For optional remote control and mobile app ONLY.

Adjust Default Positions and Set Memory Position

- The '**SW**' (Software setting) button acts as a function button that works with position buttons **TV, ZG, ANTI SNORE, M** and **RELAX** to override the manufacturer pre-setting and memorize your favourite position.

Override position pre-setting

- **Step 1:** Press a nominated pre-set position button and adjust manually to a desired position.
- **Step 2:** Hold SW button for 3 seconds until the backlight of the remote control flashes, and then press and hold the nominated button again until the backlight stops flashing. The original position setting is overridden by the new setting.

Set Memory position

- There should be no pre-set memory position out of factory. The bed should not move when M button is pressed. Otherwise, cancel the current memory position first per **(Clear memory position)**, then set the new memory position.
- **Step 1:** Adjust the bed to a position need to be memorized.

- **Step 2:** Press and hold SW button for 3 seconds until the backlight flashes, and then press and hold the M button until the backlight stops flashing. Memory position is now set.

Clear memory position

- To cancel the current memory setting, press and hold SW button for 3 seconds until the backlight flashes, and then press and hold the M button until the backlight stops flashing. Now the memory position setting is cancelled.
- To reset new position: repeat above **(Set Memory position)**.

Lock and unlock the castors



ON and OFF tabs



To lock the castors, push down on the ON locking tab on the castor



Until it clicks into place.

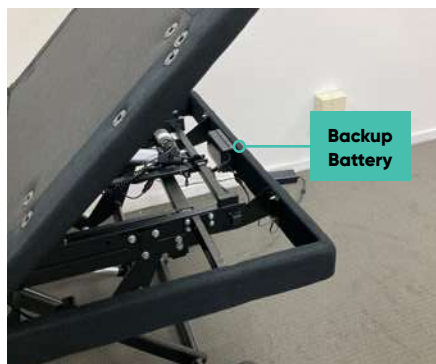


To unlock the castors, push down the OFF locking tab on the castor until it clicks into place.

WARNING: Do NOT keep all castors locked when raising/lowering or tilting the bed. Unlock castors at one end (head or foot end) to allow small movement of castors.

Backup battery

Backup battery is located at the head end of the bed base frame.

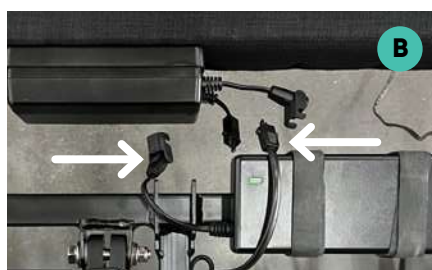
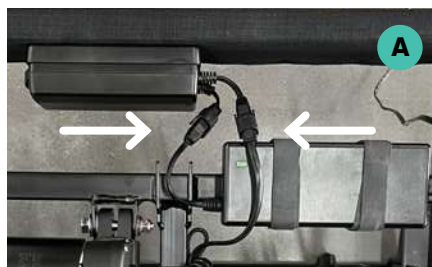


Backup battery is connected during installation. Backup battery is charged during normal use, there is no overcharge risk. It takes approximately 5 hours to fully charge the battery.

Once fully charged, it can complete around 100 lifting cycles without load when there is no other power source.

To disconnect backup battery

1. Unplug the power supply unit from 240V power supply outlet.
2. Lift the backrest to locate the backup battery.
3. Disconnect both connectors on backup battery, see **A**.
4. Connect control unit and power supply unit connectors, secure with connector protection clip see **B**. Refer **C** for after connection.

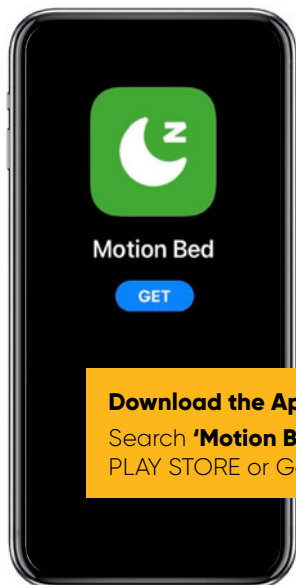


Notes

- If the battery is not in use, charge it fully at least every 3 -6 months.
- It is recommended to disconnect backup battery when the bed is not in use for a long period or being transported to another place by vehicle.
- If the power supply is disconnected for an extended period, the backup battery might go flat as the control unit will still consume energy.

Mobile App

This adjustable bed can be operated from an APP on your android or iOS device.



App setup

Once app is downloaded, ensure your Phone's Bluetooth is turned on. Open the App and follow prompts to complete pairing with the bed.

Use the App

The App has similar control buttons as the handset. The following are extra functions that can only be realized by Mobile App.

1. Two memory positions can be set by app.
2. Night light duration: set the duration of light on time, light will be off automatically after the specified time. (Option 10mins, 8 hours and 10hours)
3. Night light brightness adjustment.
4. Alarm setting: Set one daily or weekly alarm using specific profiling position. E.g. wake up or TV time or Trendelenburg.

Notes

- The wireless control working distance is within 8 meters of the bed. The mobile app will not be working if out of the specified range.

Troubleshooting

Issue	Possible Cause	Recommended Action
Remote control handset not working. Or Mobile App not working. Bed does not move.	No power supply.	Check if power cord is firmly plugged into main outlets. Check if the power outlet is switched on.
	Control cable disconnected.	Check if the cable between power supply unit and control box is connected.
	Power cord, cable, or connector damaged.	Unplug the power cord, inspect all cables and connecting points. Replace damaged parts. Or contact customer service.
	Handset or App operating distance is out of the specified range.	Come closer to the bed (within 6-8 meters of the bed) and try again.
	Bed is overloaded.	Reduce bed load, stop operating the bed for 5 mins until the motor is cooled down, then try again.
	Actuator has been damaged due to overload.	Contact customer service.
	Bluetooth pair lost, or pairing error or being disturbed.	Follow Remote Control Pairing with Control Box in the Unboxing and Setup Instructions and redo the pairing. Check if the pairing indicating light on the control box is flashing. If not working, restart power supply and try again. Contact customer service if problem persists.
Remote control handset not working. The backlit LED light is not on when buttons are pressed.	Control box detected fault.	Check if the red fault indicating light on control box is flashing. Press any handset button, if beeping is heard, an error is reported. Contact customer service.
	Remote control handset Flat battery.	Change handset battery
Remote control handset backlight is flashing when any button is pressed.	Remote control handset damaged.	Use mobile app to control. Replace handset.
Adjustable features move very slowly	Handset battery power is low.	Replace batteries.
Head/foot of bed touches the floor or head/foot of bed not fully lowering	Bed is overloaded	Check bed load and make sure it does not exceed the Safe Working Load.
	Faulty actuator	Unplug the power cord. Do not press any buttons on the handset or approach the bed. Contact customer service

WARNING: If the bed moves in an unexpected manner, immediately stop operation, turn off the switch at the power outlet and do not approach the bed. If the head or foot of the bed touch the floor at any point, immediately stop operation, turn off the switch at the power outlet and do not approach the bed.

Accessories (Optional)

Table below is a list of optional accessories. Refer to manufacturer installation guide in individual accessory packaging.



Headboard

Long Single

- **Size:** 920 x 750 x75 mm
- **Net Weight:** 11kg

King Single

- **Size:** 1060 x 750 x75 mm
- **Net Weight:** 12kg



Footboard

Long Single

- **Size:** 920 x 500 x75 mm
- **Net Weight:** 8 kg

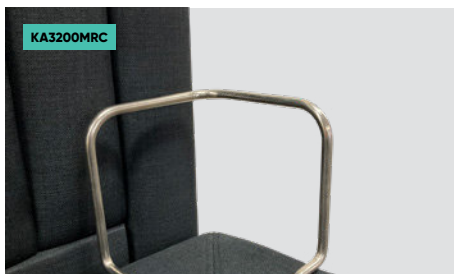
King Single

- **Size:** 1060 x 500 x75 mm
- **Net Weight:** 9.5 kg



Night Light Sensor Switch

Detect motion and switch on the LED night light. Light will be turned off automatically in one minute if detection zone is clear.

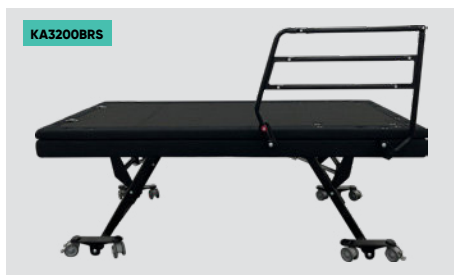


Corner Mattress Retainer

Hold mattress at corners.

Length: 150mmx150mm

Height: 150mm



Bedrail short

Foldable bedrail, left or right side.

Length: 750mm

Height: 560mm

Net weight: 5.3kg



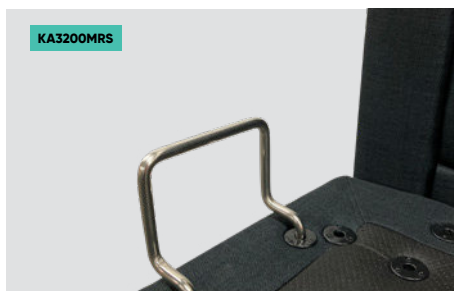
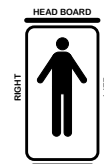
Bedrail long

Foldable bedrail, left or right side.

Length: 1500mm

Height: 560mm

Net weight: 7.5kg

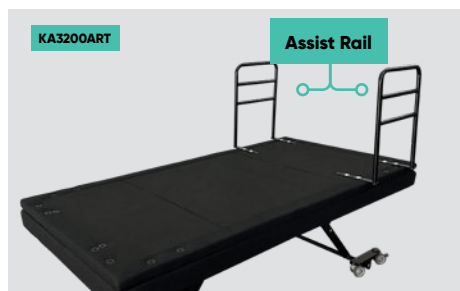


Small Mattress Retainer

Shorter side retainer.

Length: 117mm

Height: 90mm



Assist Rail

Comes in a pair. Installed on top of the mattress support platform to provide support and grip for user

Size: Height 490mm as standard (420mm and 300mm optional), width 420mm.

Net weight: 2.5 kg each



Alivio Bed Remote Control Tether

- Can be used on both wireless remote controls
- User DIY kit: cut, stick and hook



Alivio Bed Assist Rail Mobile Tail

- Can be installed anywhere along the bed



Alivio Bed Assist Rail Mobile Bed Stick U Shape

- Can be installed anywhere along the bed
- Multi grip rail system



Alivio Bed Remote Control Powered

- USB powered
- More bed positions included
- One touch Hi, Lo button



Alivio Bed Remote Control Wireless

- Wireless remote control
- More bed positions included
- One touch Hi, Lo button
- 2 x AAA batteries required



Assist Rail Cover

Size: 420mmx300mm
Machine washable.

- Fits KA3200ART and KA3200ARMT



Side pocket

Attached on bed frame by Velcro. Easy to take on and off. A good place to hold the remote control handset

Companion Bed

Companion beds are available in King single and Long single sizes and same color options as the main bed. Companion beds DO NOT have adjustable features or moving parts.



	Companion Bed Long Single	Companion Bed King Single
Product weight without Accessories	38kg	43kg
Width	920mm	1060mm
Height (from floor to top of the mattress support platform)	350mm Other heights are available	
Length	2030mm	
Safe Working Load	200kg	

Maintenance

Instruction

Routine Inspections

Inspect the following every 6 months.

Frame and accessories

- Switch off mains power and disconnect the power cord from the electrical outlet before inspecting.
- Inspect castors to ensure the locks are functioning, and they are free from any dirt or debris.
- Inspect the bed frame and welds for any, rust spots, cracks, damage or excessive wear and tear.
- Inspect all bolts and screws to ensure they are correctly tightened.
- Inspect the head and foot boards for damage, ensure they are well connected to the bed.
- Inspect side rails (if in use) to ensure rails move smoothly, rails lock and release with ease, and all screws are securely tightened.
- Inspect power cords for fraying, cuts or excessive wear and tear. If any damage occurs, cease use and remove mains power until checked and repaired by an authorised technician.
- Ensure all power cords are not strained and are not at risk of becoming entangled in any moving mechanisms or castors.

Actuators, cables and handset

- Switch on power and check all bed functions are operating correctly.
- Ensure all bed functions operate without excessive noise.
- Ensure all handset functions are working.
- Ensure underbed light is working.
- Ensure backup battery is working.

Cleaning

- Switch off mains power and disconnect the power cord from the electrical outlet before cleaning.
- Frame surface may be cleaned with a damp cloth and mild antibacterial solution if necessary.
- Clean Remote-control handset: use damp cloth. The handset is not fully waterproof – for cleaning it can be wiped over with a damp cloth. Do not submerge in liquid.
- DO NOT use harsh chemicals or solvents.
- DO NOT directly spray the bed frame, especially the electrical parts.
- Dry thoroughly before use.

Fabric care instruction

- Avoid direct sunlight on the upholstery whenever possible.
- Vacuum with a soft brush attachment to remove particles.
- For spot cleaning, wipe area with a damp sponge or cloth, dry in shaded area.
- Keep at a minimum of 30cm (12 inches) away from direct heat sources.

Other maintenance guide

Refer to service manual.

Servicing

We recommend a 12-month preventative maintenance service on this product. Please contact our service department or your local dealer to arrange a service programme.

Disposal Instruction

Please dispose of thoughtfully according to local government regulations.

Spare Parts

List of spare parts

No.	Description
KA3200LA	Alivio Bed Lift Actuator
KA3200PAB	Alivio Bed Profile Actuator Backrest
KA3200PAL	Alivio Bed Profile Actuator Legrest
KA3200PS	Alivio Bed Power Supply
KA3200PC	Alivio Bed Power Cord
KA3200CB	Alivio Bed Control Box
KA3200UBL	Alivio Bed Under Bed Light
KA3200RC	Alivio Bed Remote Control Wireless
KA3200CAB	Alivio Bed Castor Braked
KA3200CAU	Alivio Bed Castor Unbraked
KA3200USB	Alivio Bed USB
KA3200RCB	Alivio Bed Remote Control Basic
KA3200RCAH	Alivio Bed Remote Control Add-on Hook

Tested Against Standards

Product complies with Australian regulatory requirement of EMC and electrical safety. The product has been tested to Standard AS/NZS 60335.2.32 in conjunction with AS/NZS 60335.1 for Regulatory Compliance Mark (RCM).

This product is a Class II appliance according to AS/NZS 60335.1: 2022

Product has been tested to standard IEC 60601.1 and IEC 60601-2-52 for product safety.

Warranty Information

- Remote control handset: 1 year
- Actuator and control box: 5 years
- Bed frame: 10 years

Warranty for this product falls within KCare standard warranty services. Please see **www.kcare.com.au** for further warranty information.

Improving your life everyday™

At Your Service

Sales, administration
and general enquiries

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