



VeSTIMs[®] Pressure Off 8955P MRS



Instructions for Use

For use by clinicians

IMPORTANT!

Read the instructions in this booklet thoroughly prior to use.
Keep these instructions for future reference.

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1. Introduction

1.1 Foreword



Thank you for purchasing a Squirrel Medical VeSTIMs Mattress Replacement System. In doing so, you have chosen a quality MRS which has been designed to provide excellent functionality in a safe manner.

To ensure the MRS is always operated correctly and safely please read this document thoroughly and strictly follow all the assembly, operating, cleaning and maintenance instructions.

ALWAYS keep these instructions with the VeSTIMs System for reference

- Do ensure that you fully read & understand these Instructions for Use
- Do ensure the VeSTIMs System is assembled and installed in accordance with these Instructions for Use
- Ensure the VeSTIMs System is always used as intended, see 2 - *Intended Use*, Page 6
- Always ensure the VeSTIMs System is installed and commissioned as intended. See 2 - *Intended Use*, Page 6
- The manufacturer reserves the right to change the information contained in this document without previous notice

1.2 Product Models & SWL

The VeSTIMs MRS is a pressure redistributing (active) mattress replacement system. It is comprised primarily of two components – the Pump and the Mattress.

These instructions cover the following models;

Systems

System	System Description	Safe Working Load
VESPOF90200	<p>VeSTIMs Pressure Off 8955P MRS, 90cm PUMP8955P + VES301 Fully Automatic Active Mattress system for preventing and treating pressure ulcers. 90cm wide with Egress Alert feature. Size: W 88cm x L 198 cm x D 15cm</p>	 MIN: 30KG MAX: 200KG
VESPOV120200	<p>VeSTIMs Pressure Off 8955P MRS, 120cm PUMP8955P + VES120200 Fully Automatic Active Mattress system for preventing and treating pressure ulcers. 120cm wide with Egress Alert feature. Size: W 118cm x L 198 cm x D 15cm</p>	 MIN: 30KG MAX: 200KG

Components

Model	Description
PUMP8955P	<p>VeSTIMs PressureOff Pump Fully automatic pump with an 'egress alert' feature.</p>
VES301	<p>VeSTIMs Mattress, 90cm This is the standard supplied mattress with the VeSTIMs MRS, and the model used for illustration throughout this manual. Size: W 88cm x L 198 cm x D 15cm</p>
VES120200	<p>VeSTIMs Mattress, 120cm This is identical to the standard supplied mattress with the VeSTIMs MRS, but 30cm wider. Size: W 118cm x L 198 cm x D 15cm</p>

1.3 Warning Symbols



WARNINGS given in this manual identify possible hazards in procedures or conditions, which if not correctly followed, could result in death, injury or other serious adverse reactions.



Cautions given in this manual identify possible hazards in procedures or conditions, which if not followed, could result in equipment damage or failure, and indicate moderate risk.



Electrical Hazard symbol indicates a hazard due to electrical voltage, which if not correctly followed could result in death, serious injury or fire.



Weight Hazard symbol appears when there is a potential weight related hazard. This could be a component/packaging weight, or a caution about Patient/User weight or loading.



Biological Hazard symbols appear wherever there is a risk of infection, cross-contamination or disinfection.



Indicates the Model Number of the device (*Note – this will be different between pump and mattress*)



Indicates the Serial Number of the device (*Note – this will be different between pump and mattress*)



Indicates the date when the medical device was manufactured



Indicates the medical device manufacturer



Indicates that the user must read this document (the Instructions for Use) before using or operating the device.

2. Intended Use

The Squirrel Medical Active Mattress Systems are intended to be used as an aid to assist in the managed treatment and prevention of pressure ulcers when used in conjunction with a patient care plan and/or pressure ulcer prevention program and must not be considered or relied upon as an independent curative device.

All patients must be clinically risk assessed before being prescribed any Squirrel Medical Active Mattress Systems and used with clinical guidance.

The Care Provider is responsible for ensuring that the person(s) setting up and using any Squirrel Medical Active Mattress Systems are trained and competent in its use.



Support surfaces alone neither prevent nor heal pressure ulcers. They are to be used as part of a total management plan for the prevention and treatment of pressure ulcers (NPUAP, EPUAP & PPIA 2014)

2.1 Contra Indications



The Squirrel Medical Active Mattress Systems provide alternating therapy and should not be used with patients that have spinal injuries and/or unstable fractures of the spine. Patients with other fractures and burns should undergo a thorough medical examination/risk assessment before being prescribed its use.

The clinical evidence relating to the effectiveness of Squirrel Medical Active Mattresses can be obtained at: www.squirrelmedical.com.

	Web:	www.squirrelmedical.com
	Email:	sales@squirrelmedical.com
	Tel:	0845 003 7979
	Address:	Squirrel Medical Ltd. Unit 14, Trevol Business Park, Trevol Road, Torpoint, Cornwall, PL11 2TB

2.2 General Warnings



WARNING: DO NOT modify your VeSTIMs System, its components or any of its accessories in any way; doing so could result a potential hazard.



Do not use mattress transfer mode with a patient in the bed.

The transport mode is designed to transport a semi inflated mattress NOT a patient.



Do not use as an overlay.

The Squirrel VeSTIMs System is a mattress replacement and must not be used as an overlay.



The intended Safe Working Load (SWL) of a VeSTIMs System must never be exceeded. See [1.2 - Product Models & SWL, page 4](#).



There should only every be a single occupant on a Squirrel VeSTIMs System.



The VeSTIMs Systems are designed for use only in the UK.



Particular caution should be given to the tampering with the controls by unsupervised children.



The VeSTIMs System is not intended for use in the proximity of high-frequency surgical equipment and/or defibrillators.



The VeSTIMs System is not intended to be sterile.



Never smoke in bed, and always keep naked flames away from the VeSTIMs System.



Do not use an additional mattress 'Squab' or mattress extender with the VeSTIMs System.



In the event of a power cut, do not disconnect the mattress Tubeset from the Pump. This will rapidly deflate the mattress.

3. General Product Description

3.1 The VeSTIMs System

The VeSTIMs System is a pressure redistributing (active) mattress replacement system. It is designed for persons from between 30Kg and 200Kg at high risk of developing pressure ulcers. The VeSTIMs System comprises of 2 parts, the fully alternating mattress base and a compact light weight pump, which provides the air supply to the mattress. The system should be used in conjunction with a pressure ulcer prevention program and must not be relied upon as an independent curative device.



UKCA Compliance

The Squirrel VeSTIMs System complies with the 'UK Medical Device Regulation 2002' concerning medical devices and has been designed and manufactured to comply with the following standards:

IEC 60601-1:2005 Medical electrical equipment

General requirements for basic safety and essential performance.

EN 60601-1-2:2007 Medical electrical equipment

General requirements for basic safety and essential performance. Collateral standard. Electromagnetic compatibility. Requirements and tests.



3.2 Product Description

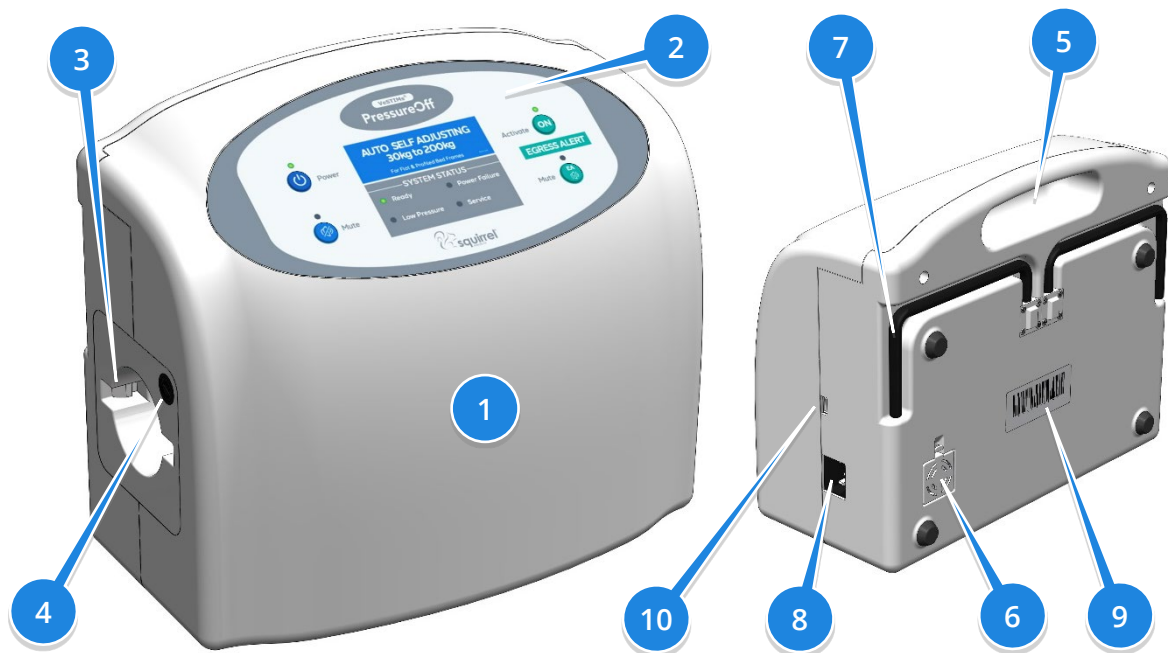
The VeSTIMs System is comprised of two main parts, the mattress and the pump. Both parts are identifiable by a serial number and part number or name.

The model of this VeSTIMs PressureOff Pump is: **PUMP8955P**

The model of the VeSTIMs Mattress is: **VES301** or **VES120200**

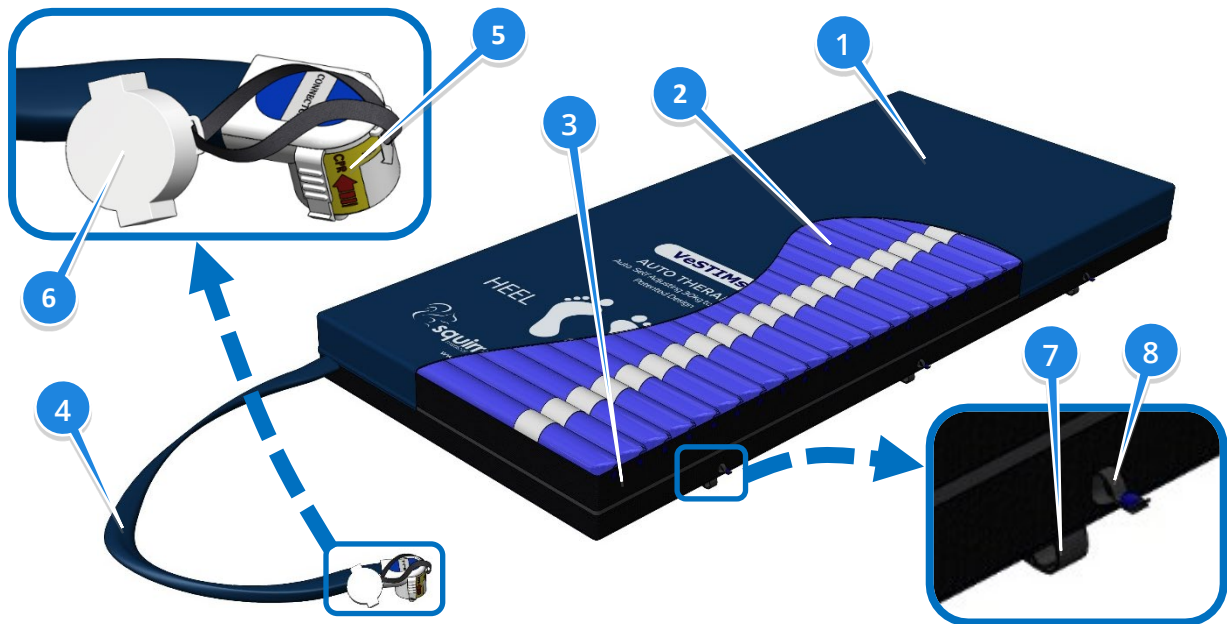
- The serial number of the PUMP8955P Pump can be found on the back of the pump housing.
- The mattress serial number can be found on the white label, which is located on the inside of the mattress base at the head end.

3.2.1 Identification of Pump Parts



VeSTIMs PressureOff Pump	
1	VeSTIMs PressureOff Pump Unit
2	Control Panel
3	Tube Set Connector Socket
4	Fuse Holder
5	Carry Handle
6	Air Filter
7	Pump Hooks
8	Mains Cable Socket
9	Serial Number Labels
10	Service Port (USB)

3.2.2 Identification of Mattress Components



VeSTIMs Mattress	
1	Mattress Top Cover
2	VeSTIMs Stacked Air Cells
3	Mattress Base
4	Tubeset
5	Tubeset Connector Plug
6	Transport Cap
7	Straps & Buckles (<i>underside of mattress</i>)
8	Cable Guide Strap

4. Installation

4.1 Unpacking

Carefully open the boxes and unpack all components.



While unpacking, be aware some of the larger components are heavy. See [10 Technical Specifications, Page 33](#). If required, please take precautions before attempting to lift or move any items.



To avoid danger of suffocation, keep packaging and plastic bags away from babies and children.

4.2 Assemble the VeSTIMs PressureOff System

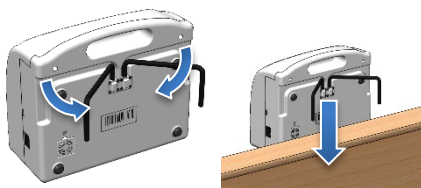
1



Check that you have the parts

- 1 x VeSTIMs Mattress
- 1 x Squirrel VeSTIMs PUMP8955P Pump
- 1 x Instructions for Use
- 1 x Power Cord

2



Mount the pump to the foot board of the bed

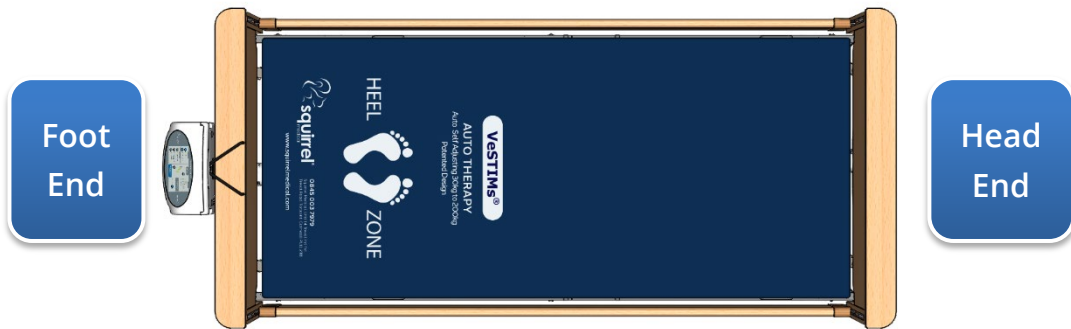
Unfold the Pump Hooks and hang the pump over the foot board of the bed. They should spring back and be a snug fit.



Each time the VeSTIMs System is set up, specific attention must be drawn to any potential dangers which can occur despite correct operation. Before putting the VeSTIMs System into service for the first time, the Instructions for Use must be read conscientiously and in detail by the User / Care personnel.

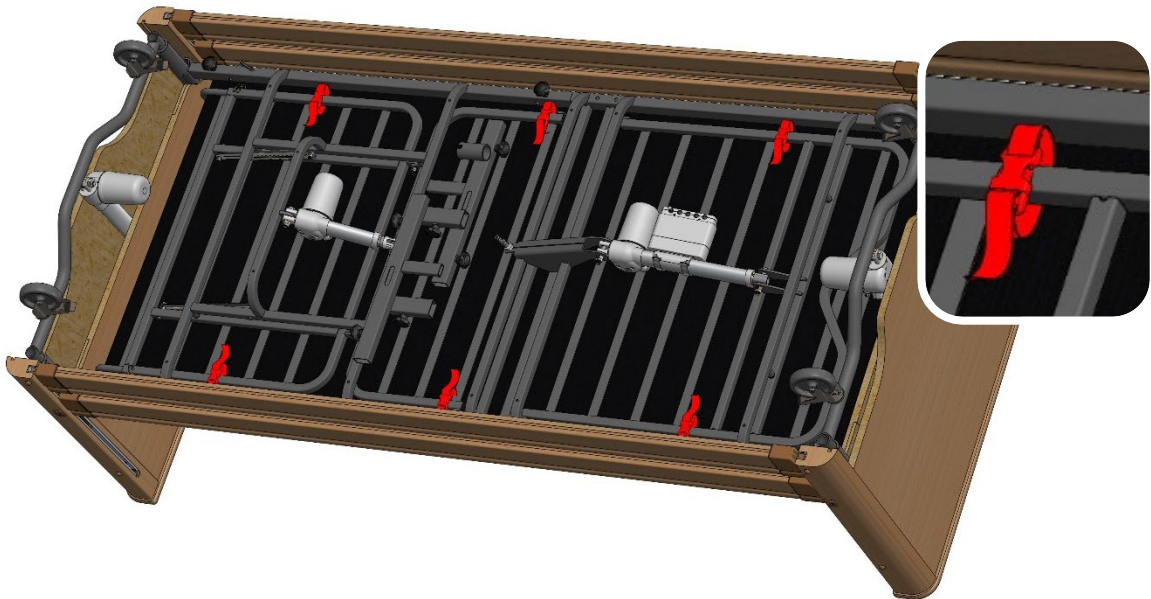
3

Fit the Mattress



Correct Mattress orientation on a Bed ↗

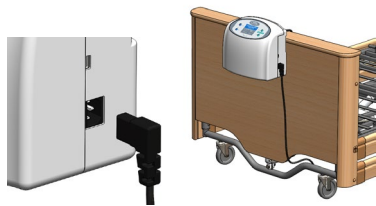
Position the Mattress onto the bed with the tube set towards the foot end of the bed. Also, the print on the mattress should be face up, with the image of 'feet' towards the foot end.



Correct Mattress strap locations ↗

Secure the mattress on to the bed frame using the black nylon straps that are located on the mattress base (shown in **RED**, above). Ensure that the straps do not impede moving parts. Pull straps to tighten and tuck the loose end of the nylon strap up and out of the way. Once fitted, check that the Bed still profiles without the straps snagging on any framework.

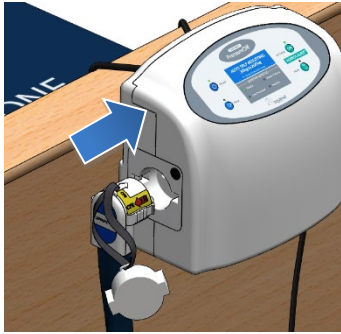
4



Connect the Power Cord

Plug the power cord into the pump, and route cable safely to a power socket.

5

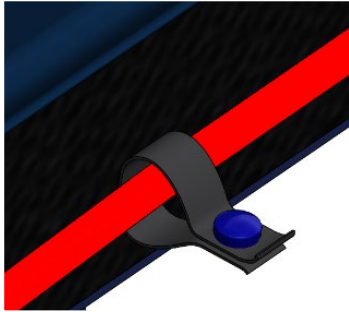


Connect the Pump and Mattress

Push the male Tubeset Connector into the female port situated at the side of the pump. Ensure that both clips either side of the Tubeset connector 'click' into place.

Never release the Tubeset Connector whilst a patient is on the mattress, unless intending to deflate mattress for CPR.

6



Route the Power Cord

The VeSTIMs Mattress has 3x cable guides stitched along its left side. You can use these small straps to quickly route the cable out of harm's way, if it is safe and convenient to do so.



If fitting the VeSTIMs Mattress to a profiling bed frame, do not use the cable guide straps – they could cause the cable to be tangled and damaged when the bed operates.



Cable guides are for use on divan and fixed frame beds only.



Make sure that the power cable and Tubeset are routed so it does not snag the bed or cause a trip hazard.

NEVER route the tube set on the floor between the castors at the Head or Foot Ends of an adjustable height bed. Doing so and raising a bed will pull the tubes apart and damage your unit.

ALWAYS route any cabling around the sides of the bed, or above the castors

7



Check Mattress Assembly

Ensure that the mattress cover is zipped into place. There are zips all the way around the mattress cover, and they should all be fastened.

8



Setup Complete!

Plug the pump into a power socket ensuring that electric cables are routed so they do not pose a trip hazard.

5. VeSTIMs PressureOff Operation

5.1 Pre-Use Routine

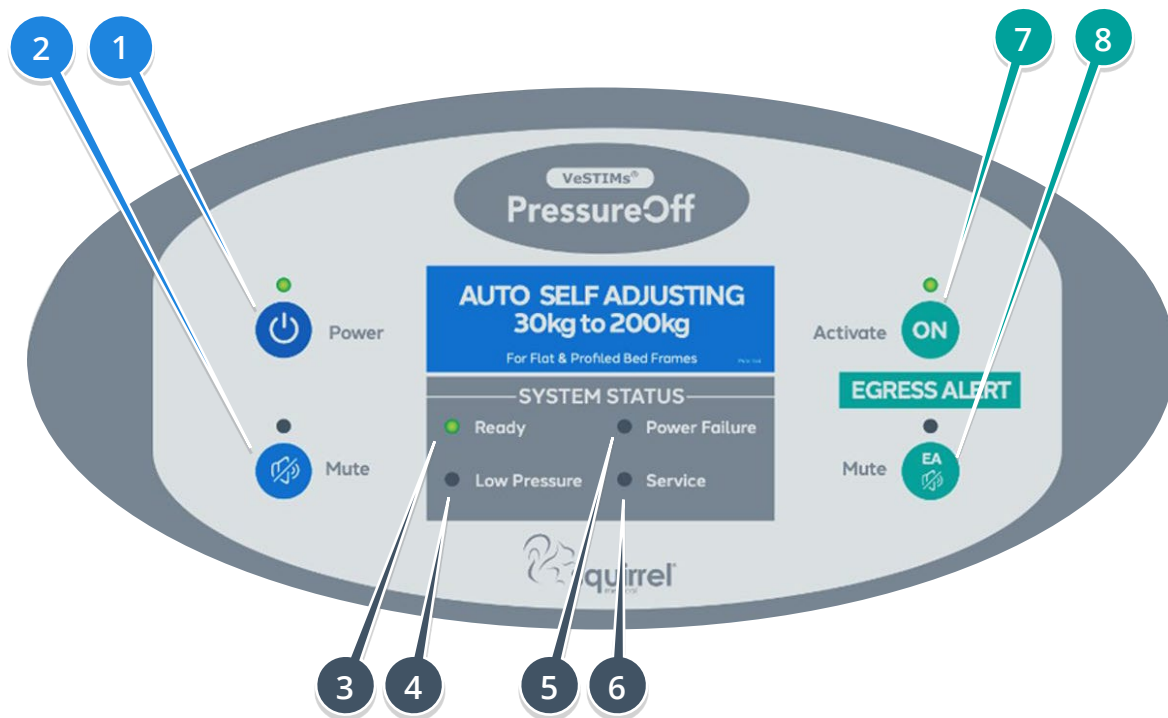
Each time after you have set up the VeSTIMs System, check the following before proceeding with normal operation:

Pre-Use Checklist		
1	Check that these Instructions for Use (IFU) are easily accessible.	✓
2	Check that the pump is securely attached to the footboard of the bed.	✓
3	The power cable is in sound condition, and not being routed so it will be strained, cut or crushed.	✓
4	The pump has power.	✓
5	The mattress is attached correctly to the bed frame and check that the mattress straps are not impeding moving parts of the bed.	✓
6	Check that the tube set connector is fitted correctly to the pump.	✓
7	Check the mattress tubing is not damaged or kinked, and is routed correctly avoiding moving bed components.	✓
8	When running, the mattress cells are inflating alternately.	✓
9	The Power Failure Alarm sounds when the mains supply is interrupted.	✓



The Power Failure Alarm must be tested at least once per year, and also after any prolonged period of storage before commissioning the Pump for use.

5.2 VeSTIMs PUMP8955P Controls



CONTROL		
1	Power	Pressing the power button will toggle the pump on & off. The green light will illuminate when the pump is running.
2	Alarm Mute	Used to mute audio alarm and clear warning lights.
SYSTEM STATUS		
3	Ready Light	Flashing: System start-up / Automatic Adjustment Solid: System ready for use.
4	Low Pressure Light	Visual indicator of a Low Pressure fault.
5	Power Failure Light	Visual indicator of a Power Supply fault.
6	Service Light	Visual indicator that the Pump unit is due for a service.
EGRESS ALERT		
7	Egress Alert Button	Press and hold the Activate button for 3 seconds to toggle the Egress Alarm ON and OFF. The light above the button will be illuminated when the alarm is active.
8	Egress Alert Mute	Pressing the Egress Alert Mute button will temporarily silence the Egress Alert audio for 10 minutes. While muted, the light above the button will be lit.

5.3 Initial Startup

When the mains power is connected to the pump, it will immediately run a self-check and begin inflating the mattress. This process can take up to 30 minutes for a deflated mattress.

The system is ready for use when the Ready light has stopped blinking and remains lit.

5.4 Egress Alert

Unique to the VeSTIMs® Pressure-Off system, the Egress Alert feature will alert the caregiver if the mattress becomes unoccupied. This is checked once per cycle, so duration between a vacant mattress and alert sounding can vary between 2-10 minutes.

This optional feature can be turned ON or OFF, and temporarily disabled.

When activated, if the VeSTIMs® Pressure-Off System detects the mattress is unoccupied the pump will sound an audible warning, the Egress Alert light will flash red, and the 'Ready' light will flash.

To activate / deactivate Egress Alert functionality

Press and hold the Activate button for 3 seconds to toggle the Egress Alarm ON and OFF. The light above the button will be illuminated when the Egress Alert function is active.

To cancel an Egress Alert warning

While the Egress Alert is sounding, it will need to be silenced by pressing the Egress Alert Mute button. Note: Turning Egress Alert functionality OFF will not silence the alert.



Do not use Egress Alert as the primary means of monitoring bed occupancy.

Up to 10 minutes can elapse before the alert will sound. Egress Alert mode is an additional tool which can be implemented as part of care plan, and should be used at the caregiver's discretion.

5.5 Power Failure Alarm

In the event of a power failure: an audible alarm will sound. This will be accompanied by the 'Power Failure' light flashing on the pump control panel.

Check that:

- The power socket has not been turned off.
- The plug has not been pulled out or partially out of the power socket.
- The Mains Cable has not been pulled from the Pump.
- There has not been a general power cut to the building, apartment or room.

Resuming operation after power loss

Once the power is reconnected, the pump will re-run start-up checks.

The ready light will flash while this process is underway. When start-up checks have completed, the Ready light will stop flashing and remain lit.



Note: If the pump had the Egress Alert feature activated when the power was interrupted, Egress Alert mode will be cancelled. It can be re-activated by holding the Egress Alert button down for 3 seconds once the pump has completed its start-up sequence.

The Power Failure light will continue to flash to alert the caregiver that the power has been interrupted, should it have occurred whilst they were not present.

- The caregiver can turn the flashing light off by pressing the Alarm Mute button. *Note: The Egress Alert button will not cancel it.*



The Power Failure Alarm must be tested at least once per year, and also after any prolonged period of storage before commissioning the Pump for use.

TO TEST: With the Pump powered and operating, switch off at the wall socket. If no alarm sounds, leave the pump running for 60 minutes to recharge internal batteries, then repeat the test. If the alarm still fails to sound, inform service personnel and schedule the Pump for service immediately.

NOTE: *If a replacement pump or alternative mattress system is not available, the pump can continue to be used providing a qualified engineer has been called to service the pump and suitable risk assessment has been carried out. All other pump features and alarms will continue to operate, but there will be no warning of a power failure!! Regularly check the pump is powered, and exercise increased caution while using.*

5.6 Low Pressure Alarm

In the event of a short period of low pressure within the mattress, an audible alarm will sound and the Low Pressure Light will flash.

Check that the tube set connector is securely and fully located into the VeSTIMs® Pump and no air is escaping.

The alarm will continue to sound until the correct pressure has been reached, which could take several minutes. The audio alarm can be silenced by pressing the Mute button.

- If low pressure persists for more than 10 minutes, the audio alarm will sound again.
- If the correct pressure is reached in less than 10 minutes, the alarm will remain silent but continue to flash the Low Pressure light.



If the mattress continues to indicate low pressure, it will be unable to alternate the pressure in the cells. This could lead to a pressure ulcer. The patient should be transferred to an alternative operational MRS whilst the mattress is inspected and/or repaired.

The Low Pressure light will continue to flash to alert the caregiver that the system may have an issue, in case they were not present when the fault occurred.

- The caregiver can turn the flashing light off by pressing the Alarm Mute button while the control panel is unlocked.
- The 'Egress Mute' button will not silence or reset a Low Pressure Alarm.

5.7 Alarm Mute

The mute button will operate differently depending on pump conditions.

- Pressing the Alarm Mute button during a Power Failure Alarm will switch off the pump.
- Pressing the Alarm Mute button during a Low Pressure Alarm will illuminate the Mute light and temporarily silence the audio alarm for 10 minutes.
- Pressing the Alarm Mute button after either a Power Failure or Low Pressure Alarm will turn off the corresponding flashing warning light(s).

5.8 Service Light

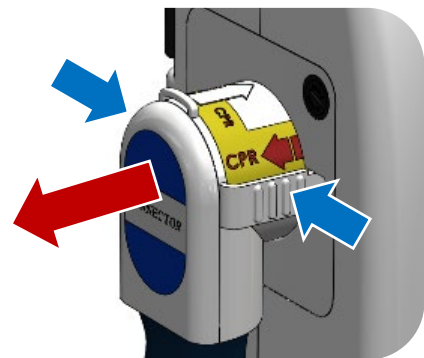
After 1 calendar year (or approx. 8700 hours) since last service, the Service Light will illuminate. This light will remain lit until the pump is serviced by a technician.

5.9 CPR Valve

In the event of cardiac arrest:

The CPR function allows for the rapid deflation of the mattress. It can be identified by a bright yellow label on the Tubeset connector.

If the mattress is to be deflated, simply remove the Tubeset connector from the pump unit by squeezing the side lugs and pulling the connector out.



5.10 Mattress Transfer Mode

This mode allows for some air to be sealed inside the mattress base allowing the mattress to be transferred to different locations e.g. for cleaning and servicing without completely deflating.



Do not use mattress transfer mode with a patient in the bed.
The transfer mode must not be used if a patient is using the mattress.

Disconnect the Tubeset connector from the pump and attach the transport cap into place.

6. Storage & Transport

When storing the Pump and Mattress, following the guidance below will help to ensure the working life of your VeSTIMs System. Also see [10 - Technical Specifications, page 33](#).

Before the VeSTIMs System is stored or transported, please ensure all components are;

Thoroughly cleaned and are fully dry	✓
Fitted with dust covers	✓
Stored in a clean, dry and well ventilated area	✓
Stored between -5°C and +70°C	✓
Stored in relative humidity between 10% and 90%	✓
Stored in an atmospheric pressure between 900 hPa to 1010 hPa	✓

6.1 Preparing the Mattress for Storage

- Turn off the VeSTIMs Pump.
- Unplug the Pump from the power socket.
- Clean and disinfect the Mattress and Pump (whilst inflated).
- Disconnect the Mattress tube set connector from the pump
- Release the black straps that secure the mattress to the bed frame.
- Roll the Mattress from the head end towards the foot end gently forcing the air out through the Tubeset.
- Use the straps on the base of the mattress to tie the mattress neatly into a roll.
- Fit the Transport Cap, and store the Mattress and Pump.

7. Cleaning and Decontamination

7.1 Cleaning Precautions



Always clean and disinfect the Pump and the Mattress before use, in particular when assigning new patients to reduce the risk of any possible cross infection.



Before beginning any cleaning or disinfecting procedure, make sure you are wearing suitably protective clothing and gloves to prevent against skin irritation or other adverse skin reactions.



Always dispose of cleaning agents in compliance with any instructions given with the cleaning agent and facility policies.



Always dispose of all cleaning agents & waste in accordance with company procedures.



Never use abrasive cleaning agents or pads on the Mattress or Pump, doing so will damage the Mattress Covers and the finish of the Pump.



If disinfection procedure involves large scale spraying of flammable disinfectants, special precautions should be taken to prevent against the risk of fire or explosion.



Always unplug the Pump from the main electricity supply before carrying out any cleaning, disinfecting or maintenance on the VeSTIMs System and keep the plug away from all liquids.



Never use any type of water or steam high pressure cleaner, jet or spray on the VeSTIMs System, use detergent/disinfectant on a damp cloth only.



Do not use phenol-based disinfectant solutions.



Never attempt to clean a VeSTIMs System while there is a patient occupying it.



Excessive heat can damage the cover

7.2 Cleaning the Mattress

Whilst cleaning the Mattress, it is always good practice to look for signs that the VeSTIMs System may have been damaged or is requiring service. Such indicators include (but are not limited to) rips or tears, air bubbles appearing as you wipe Air Cells, signs of fluid ingress into the interior of the Mattress or damaged components.

1. Inflate the mattress base and disconnect the VeSTIMs Pump from the main power supply.
2. Use the Transport Cap to seal air within the mattress base. An inflated mattress base will make the inspection and cleaning process easier.
3. Use a soft cloth soaked in a solution of mild detergent and warm water at 40°C to wipe down all the mattress surfaces clean, including the protective sleeve to the pump.
4. It is recommended to begin with the underside first and finish with uppermost surface, and work systematically down the tube set towards the Connector.
5. Wipe all surfaces of the Mattress with a solution of sodium dichloroisocyanurate (NaDCC) at a concentration of 1,000 parts per million (0.1%) of available chlorine using a soft cloth.
6. Unzip the top cover and continue to clean the tube sets and air cells within the mattress. Once wiped clean as far as possible, remove the Transport Cap to deflate the Air Cells and continue to clean the base of the mattress interior.

NOTE: *When the Mattress Cover has been damaged or nears the end of its life, the white lining on the inside of the Cover will show signs of staining or soiling. If it has been stained, the Mattress Cover needs to be replaced. The Mattress must be fully decontaminated before the Mattress Cover is replaced.*

7. Wipe away any residue detergent solution from all parts using a soft cloth soaked in only warm water, and dry with a paper towel or second dry soft cloth.
8. Allow all cleaned parts to air dry thoroughly before replacing mattress cover and store in a clean area.



Cross contamination is a major hazard to patients. The Mattress Cover should therefore be laundered in between patients. Spare covers are available to ensure that a Mattress is never out of use.




7.2.1 Disinfecting the Mattress

If the Mattress has been soiled or stained, a solution of 10,000ppm chlorine releasing agents such as bleach may be used to remove body fluids. Overuse of these solutions may compromise the longevity of the Mattress and/or Mattress Cover. Ensure that all high concentration cleaning agents are rinsed with fresh water from the mattress only.

7.2.2 Laundering Mattress Cover

The Mattress Cover can be removed and machine washed if required.

Unzip and remove the PU top cover from the Mattress. Wash the Mattress Top Cover according to the instructions below. Always ensure that the Squirrel VeSTIMs System is cleaned prior to transfer to another location i.e. for repair.

Laundering Mattress Cover	
Pre Wash	Cold, 10 minutes
Wash	65°C, 10 minutes or 73°C, for 3 minutes which may include a 150ppm 1 HSG (95) 18 chlorine rinse.
Note	Times quoted are part of a wash cycle. Wash cycles will vary depending on what has been specified by the laundry or what the machine is capable of.
Max temp	80°C
Dry	Cover must be completely dry before zipping back on to the mattress.
	 Do Not Iron
	 Tumble Dry at 40°C
	 Do Not Dry Clean

7.3 Cleaning the Pump

- Disconnect the VeSTIMs Pump from the main electricity supply.
- Wipe all surfaces of the Pump with a solution of sodium dichloroisocyanurate (NaDCC) at a concentration of 1,000 parts per million (0.1%) of available chlorine using a soft cloth.
- Wipe down all surfaces of the Pump with mild detergent on a damp cloth
- Dry all surfaces with a lint free cloth.
- Check for damage such as cracks to the Pump housing.
- If storing, allow all cleaned parts to air dry thoroughly before packing away in a clean, dry area.



Never immerse the Pump in liquid or allow to get excessively wet.

7.3.1 Disinfecting the Pump

- Ensure the Pump is unplugged before commencing the decontamination process.
- In cases where there has been contact with bodily fluids, e.g. blood, wipe down the external surfaces of the pump with a soft cloth dampened in a concentration of NaDCC increased to 10,000 parts per million (1%) of available chlorine.
- Dry with a paper towel or dry soft cloth
- Allow all cleaned parts to air dry thoroughly before using or stowing the Pump.
- Staff should refer to the safe work practice sheet on the use of workplace equipment contained in the department safety statement.



To disinfect the Pump, wear suitable protective clothing

8. Routine Maintenance



Warning: No electrical repairs or servicing should be actioned by anyone other than an electrically qualified technician as this could lead to injury or death.

It is advisable to conduct a frequent visual examination of the mattress, pump and cables. This should be undertaken daily or weekly depending upon the frequency of use. In addition to the Pre-Use Routine – see [5.1, Pre-Use Routine, page 15](#), there are weekly and monthly checks you can do to ensure your VeSTIMs System is maintained and in a safe working condition.

Weekly Checklist

- Inspect Mains Cable & Tubeset for any signs of damage, and ensure they are correctly routed out of harm's way.
- Check legibility of all labels & instructions
- Wipe down all external surfaces in line with the cleaning instructions.
- Inspect the pump housing for cracks or damage.
- Ensure that the pump hooks are in good order and operate as intended.
- Unzip the mattress cover and check the powder white internal lining for signs of fluid ingress.
- Ensure all zips are fully fastened.
- Check the outer cover for damage that could lead to fluid ingress.

If all of the above requirements are not met, take the unit out of use until it has been serviced.

In order to keep the VeSTIMs System maintained and in a safe working condition, please take note of the following warnings:



Only suitably qualified personnel who have been trained should perform any form of servicing on the VeSTIMs System



Do not continue to use a Pump if you find or suspect any damage to the Mains Cable.



Incompatible parts can create hazards; only use Squirrel Medical parts approved for use with your VeSTIMs System.



Any faults, defects, damage or excessive wear must be dealt with immediately or the VeSTIMs System should be taken out of service



A full service of the VeSTIMs System should be performed by Squirrel Medical or by suitably qualified and trained personnel at least once per year or;

- after long periods of inactivity
- if a fault or damage has been found with the VeSTIMs System
- If the pump 'Service' light is lit
- if any user raises concerns about the functionality of the VeSTIMs System



Never attempt to perform maintenance, exchange parts or disassemble the VeSTIMs System whilst it is occupied

8.1 Spare Parts

Description	Part Code
VeSTIMs Mattress Components	
Standard Mattress	VES301
Mattress Top Cover, Standard	RTC-090200-VES
VeSTIMs PUMP8955P Pump Components	
Replacement VeSTIMs PUMP8955P Pump	PUMP8955P
Fast Blow Fuse	FUS001
VeSTIMs Filter	FIL003
UK Mains Lead	CAB010

Squirrel Medical spare parts and components are available to Squirrel customers to purchase from the website; www.squirrelmedical.co.uk

8.2 Changing the Air Filter

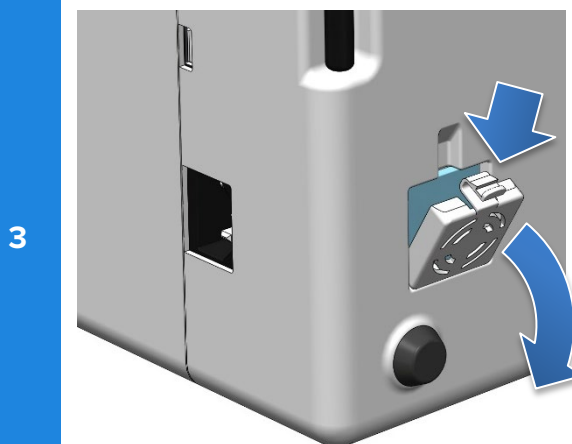
To change the Air Filter, you will need the following;

- ✓ Spare Air Filter

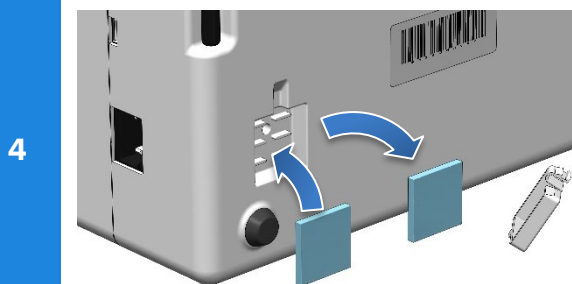
To Change the Air Filter

1 Disconnect the Pump from the mains supply

2 Disconnect the Tube Set and position the Pump unit so you have easy access to the Air Filter Door



Gently press in the small lever, and prise open the Air Filter Door as shown.



Remove the Air Filter Door, and remove the small square Air Filter from behind it. Dispose of the old filter, and insert a new Air Filter into the Pump Case.

5 Replace the Air Filter Door. When it is correctly fixed, you should hear the arm 'click' into place.

6 Reconnect the Tubeset and Mains Cable, and test the system



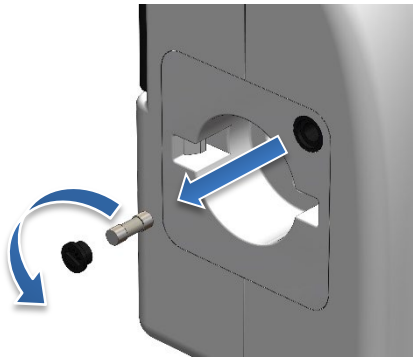
Warning! Never open the VeSTIMs Pump Casing

8.3 Changing the Fuse

To change a fuse, you will need the following;

- ✓ Flat Blade screwdriver
- ✓ Spare Fast Blow Fuse

To Change a Fuse

- 1 Disconnect the Pump from the mains supply
- 2 Disconnect the Tubeset and position the Pump unit so you have easy access to the fuse holder. It is located in the upper corner of the Tube Set Connector Socket
- 3  Using the Screwdriver, carefully unscrew the Fuse cover in the direction indicated on its surface until it is loose. Pull the cover out, and the fuse will come with it
- 4 Remove the old blown fuse, and replace it with a new fuse
- 5 Screw the new fuse and cover back into place firmly, taking care not to overtighten.
- 6 Reconnect the Tubeset and Mains power, and test the system


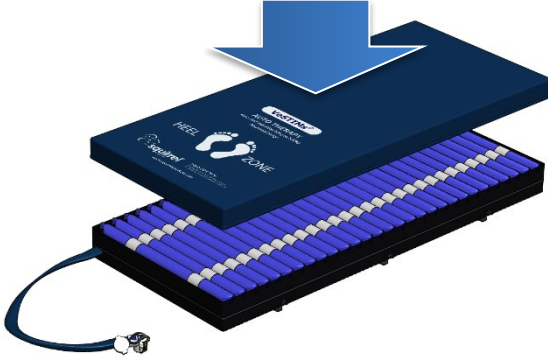


Warning! Never open the VeSTIMs Pump casing

8.4 Replacing Mattress Cover

To change a Mattress Cover, you will need the following;

- ✓ Replacement Mattress Cover

To Change a Mattress Cover	
1	Remove any bedding from the bed, if set up. Turn the system off.
2	Wipe down and dry the old mattress cover.
3	 <p>Unzip the Mattress Cover Zip and remove old Mattress Cover.</p> <p><i>NOTE: Mattress Cover Zip Is located in the middle of the head end, and unzips counter-clockwise.</i></p>
4	 <p>Fit the new mattress cover over the mattress base, and fasten zip.</p>
5	Power the VeSTIMs Pump back on, and test the system.



Warning! Never use the VeSTIMs system without a properly fitted VeSTIMs Mattress Cover in place.

8.5 Decommissioning Procedures

Parts inside the Pump such as electrical components may pose a risk to the environment if disposed of incorrectly. It is essential to de-commission this Pump/Mattress in line with national and local laws and regulations.



The mattress cover, mattress base and pump must be cleaned with disinfectant before disposal

Disposal of Electrical Equipment

Contact Squirrel Medical for advice on disposal of the VeSTIMs System.

8.6 Warranty

The warranty of the Squirrel Medical VeSTIMs System shall be as detailed in the terms and conditions of the sale.

8.7 Product Returns

Contact Squirrel Medical for advice on product returns.

NO MATTRESS CAN BE RETURNED WITHOUT PRIOR CONSENT



All mattresses and cushions must be considered as contaminated during and after use. It is necessary to undertake thorough cleaning and decontamination prior to arranging the collection or dispatch of the mattress

Returns Procedure

E Mail sales@squirrelmedical.com to request the collection of a mattress or pump.

1. You will receive a returns form by email that requests:
 - *Name*
 - *Collection Address*
 - *Product*
 - *Serial Number*
 - *Description of Fault(s)*
 - *Confirmation that each item has been cleaned and decontaminated*
 - *Assurance: that the goods will be placed in suitable biohazard packaging (available upon request) prior to collection*
2. Squirrel Medical will log this e mail and arrange collection normally within 24 working hours.
3. The mattress will be collected and returned to our service centre.
4. All products will undergo a secondary decontamination process prior to inspection and repair.

9. Troubleshooting

Fault	Possible Causes	Solutions
The Pump will not switch on	<ul style="list-style-type: none"> Mains Power not connected Power failure in the building/room 	Check; <ul style="list-style-type: none"> Pump is fully plugged into Mains Socket and switched on Mains Cable properly connected to Pump The Fuse in the Pump has not blown The Mains Plug Fuse has not blown Mains Cable is undamaged
Control Panel buttons not responding	<ul style="list-style-type: none"> System not ready 	<ul style="list-style-type: none"> Wait for system to become ready.
Audio Alarm sounding & 'Low Pressure' light flashing	<ul style="list-style-type: none"> Leak in system Low system pressure 	Check; <ul style="list-style-type: none"> Is the Tubeset Connector properly connected to the pump? Has the mattress or Tube Set been punctured? <p><i>The alarm will cease once the system pressure has reached a safe level.</i></p>
Audio Alarm repeatedly sounding	<ul style="list-style-type: none"> Leak in System Punctured Mattress Alarm Mute button pushed Egress Alert active 	<ul style="list-style-type: none"> If 'Alarm Mute' has been pushed, the alarm will continually sound again until the underlying problem has been resolved. Check Tubeset Connector is properly connected to the pump. Has the Mattress or Tubeset been punctured? If Egress Alert is activated, the Alarm will sound up to every 10 minutes while the mattress is unoccupied. Turn Egress Alert Off.
Power Failure light flashing	<ul style="list-style-type: none"> Power to the system has been interrupted 	<ul style="list-style-type: none"> Press 'Mute' button.
Low Pressure light flashing	<ul style="list-style-type: none"> System has experienced a low pressure alarm 	<ul style="list-style-type: none"> Ensure underlying problem is resolved, and press 'Mute' button.

Fault (Contd.)	Possible Causes (Contd.)	Solutions (Contd.)
Red Egress Alert light flashing	<ul style="list-style-type: none"> ▪ Egress Alert active 	<ul style="list-style-type: none"> ▪ Cancel Egress Alert ▪ Deactivate Egress Alert feature.
Service Light lit	<ul style="list-style-type: none"> ▪ Pump requires service 	<ul style="list-style-type: none"> ▪ Contact Squirrel Medical



If all points in the table above have been addressed but the fault persists, or a puncture has been found, then the VeSTIMs® System will require servicing.

Take the VeSTIMs® System out of use until it has been serviced.

It is important that the mattress and patient are checked frequently to ensure that there is sufficient air pressure to safely support the patient. If there is insufficient pressure to support the patient the patient should be transferred to another support surface.




The mattress will not alternate its pressures without power. This can lead to pressure ulcers so additional clinical support may be required



If the mattress continues to indicate low pressure, it will be unable to alternate the pressure in the cells. This could lead to a pressure ulcer. The patient should be transferred to an alternative operational MRS whilst the mattress is inspected and/or repaired.

10. Technical Specifications

Model		VeSTIMs System
Mode of operation		Alternating
Pressure		30 ~ 50 mmHg
Number of Air Cells		29 Cells (24 alternating + 5 static)
Operating Noise Level		< 30dB
VeSTIMs PUMP8955P Pump Size		30 x 26 x 17cm
Mattress Material	Cells:	Polyurethane
	Cover:	Polyurethane with white backing
MAXIMUM PATIENT WEIGHT		MIN 30Kg / MAX 200Kg

VeSTIMs System GMDN Codes	Part Number	GMDN Code
VeSTIMs Pressure Off 8955P MRS, 90cm	VES90200	63241
VeSTIMs Pressure Off 8955P MRS, 120cm	VESPOF90200	63241
VeSTIMs Mattress, 90cm	VES301	63641
VeSTIMs Mattress, 120cm	VES120200	63641
VeSTIMs PUMP8955P Pump Unit	PUMP8955P	36688

VeSTIMs Mattress Dimensions:	VES301 VeSTIMs Mattress, 90cm	VES120200 VeSTIMs Mattress, 120cm
Inflated Mattress Depth:	15cm	15cm
Inflated Mattress Width:	88cm	118cm
Inflated Mattress Length:	198cm	198cm

Safe Operating Conditions	
Temperature	+10°C / +40°C
Relative Humidity	10% - 90% non-condensing
Atmospheric Pressure	900 -1013.25hPa
Flammability	Mattress cover material tested and in compliance with EN 597-1:2015 & EN 597-2:2015

Component Weights

PUMP8955P Pump Unit	3Kg
VeSTIMs Mattress, 90cm	9Kg
VeSTIMs Mattress, 120cm	15Kg

Electrical System Data

Power Supply	230V, 50Hz
Power Consumption	9.5W
Power Cord Fuse Rating	3A
Pump Fuse Rating	500mA / 240V
Ingress Protection (IP) Rating	IP21

Pump Unit Electrical Protection



Class II



Type B



For Indoor Use Only



Do not dispose of with domestic waste



The UKCA mark on this product demonstrates conformity with the 'UK Medical Device Regulation 2002'



To isolate unit from Mains Supply;
switch off at wall socket and remove plug.



In the event of a serious incident occurring in relation to the Squirrel Medical VeSTIMs System: Report the event and details of the occurrence immediately to Squirrel Medical for further assessment (e-mail sales@squirrelmedical.com / Telephone 0044 (0)845 003 7979) and notify your relevant local authority.

11. Appendix

The VeSTIMs 8955-A and PUMP8955P pumps are EMC compliant (emissions & immunity)

11.1 Guidance and manufacturer's declaration – electromagnetic emissions

Manufacturer's declaration-electromagnetic emissions		
<p>The <u>PL-8900 PLUS, PL-8515, PL-8535, DVT Prophylaxis System PL-8555, PL-8565, PL-8575, PL-8585, PL-8900, PL-H8900PLUS, PL-8950, PL-8955, PL-8960, YH-108PLUS, YH-105, YH-107, YH-108, YH-H108PLUS, YH-109, YH-110, YH-115, YH-116, YH-103, YH-106, YH-106PLUS, YH-117, YH-118</u> is intended for use in the electromagnetic environment (for home healthcare) specified below.</p> <p>The customer or the user of the <u>PL-8900 PLUS, PL-8515, PL-8535, DVT Prophylaxis System PL-8555, PL-8565, PL-8575, PL-8585, PL-8900, PL-H8900PLUS, PL-8950, PL-8955, PL-8960, YH-108PLUS, YH-105, YH-107, YH-108, YH-H108PLUS, YH-109, YH-110, YH-115, YH-116, YH-103, YH-106, YH-106PLUS, YH-117, YH-118</u> should assure that it is used in such an environment.</p>		
Emission test	Compliance	Electromagnetic environment-guidance (for home healthcare environment)
RF emissions CISPR 11	Group 1	The <u>PL-8900 PLUS, PL-8515, PL-8535, DVT Prophylaxis System PL-8555, PL-8565, PL-8575, PL-8585, PL-8900, PL-H8900PLUS, PL-8950, PL-8955, PL-8960, YH-108PLUS, YH-105, YH-107, YH-108, YH-H108PLUS, YH-109, YH-110, YH-115, YH-116, YH-103, YH-106, YH-106PLUS, YH-117, YH-118</u> uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF emissions CISPR 11	Class B	The <u>PL-8900 PLUS, PL-8515, PL-8535, DVT Prophylaxis System PL-8555, PL-8565, PL-8575, PL-8585, PL-8900, PL-H8900PLUS, PL-8950, PL-8955, PL-8960, YH-108PLUS, YH-105, YH-107, YH-108, YH-H108PLUS, YH-109, YH-110, YH-115, YH-116, YH-103, YH-106, YH-106PLUS, YH-117, YH-118</u> is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Harmonic emissions IEC 61000-3-2	Class A	
Voltage fluctuations/flicker emissions IEC 61000-3-3	Compliance	

11.2 Guidance and manufacturer's declaration – electromagnetic immunity

Manufacturer's declaration-electromagnetic immunity			
<p>The <u>PL-8900 PLUS, PL-8515, PL-8535, DVT Prophylaxis System PL-8555, PL-8565, PL-8575, PL-8585, PL-8900, PL-H8900PLUS, PL-8950, PL-8955, PL-8960, YH-108PLUS, YH-105, YH-107, YH-108, YH-H108PLUS, YH-109, YH-110, YH-115, YH-116, YH-103, YH-106, YH-108PLUS, YH-117, YH-118</u> is intended for use in the electromagnetic environment (for home healthcare) specified below.</p> <p>The customer or the user of the <u>PL-8900 PLUS, PL-8515, PL-8535, DVT Prophylaxis System PL-8555, PL-8565, PL-8575, PL-8585, PL-8900, PL-H8900PLUS, PL-8950, PL-8955, PL-8960, YH-108PLUS, YH-105, YH-107, YH-108, YH-H108PLUS, YH-109, YH-110, YH-115, YH-116, YH-103, YH-106, YH-108PLUS, YH-117, YH-118</u> should assure that it is used in such an environment.</p>			
Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment-guidance (for home healthcare environment)
Electrostatic discharge (ESD) IEC 61000-4-2	Contact: ± 8 kV Air: ± 2 kV, ± 4 kV, ± 8 kV, ± 15 kV	Contact: ± 8 kV Air: ± 2 kV, ± 4 kV, ± 8 kV, ± 15 kV	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%
Electrical fast transient/burst IEC 61000-4-4	± 2 kV for power supply lines ± 1 kV for input/output lines	± 2 kV for power supply lines Not applicable	Mains power quality should be that of a typical home healthcare environment.
Surge IEC 61000-4-5	± 0.5 kV, ± 1 kV line(s) to line(s) ± 0.5 kV, ± 1 kV, ± 2 kV line(s) to earth	± 0.5 kV, ± 1 kV line(s) to line(s) Not applicable	Mains power quality should be that of a typical home healthcare environment.
Voltage Dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	Voltage dips: 0 % U_r ; 0,5 cycle 0 % U_r ; 1 cycle 70 % U_r ; 25/30 cycles Voltage interruptions: 0 % U_r ; 250/300 cycle	Voltage dips: 0 % U_r ; 0,5 cycle 0 % U_r ; 1 cycle 70 % U_r ; 25 cycles Voltage interruptions: 0 % U_r ; 250 cycles	Mains power quality should be that of a typical home healthcare environment. If the user of the <u>PL-8900 PLUS, PL-8515, PL-8535, DVT Prophylaxis System PL-8555, PL-8565, PL-8575, PL-8585, PL-8900, PL-H8900PLUS, PL-8950, PL-8955, PL-8960, YH-108PLUS, YH-105, YH-107, YH-108, YH-H108PLUS, YH-109, YH-110, YH-115, YH-116, YH-103, YH-106, YH-108PLUS, YH-117, YH-118</u> requires continued operation during power mains interruptions, it is recommended that the <u>PL-8900 PLUS, PL-8515, PL-8535, DVT Prophylaxis System PL-8555, PL-8565, PL-8575, PL-8585, PL-8900, PL-H8900PLUS, PL-8950, PL-8955, PL-8960, YH-108PLUS, YH-105, YH-107, YH-108, YH-H108PLUS, YH-109, YH-110, YH-115, YH-116, YH-103, YH-106, YH-108PLUS, YH-117, YH-118</u> be powered from an uninterruptible power supply or a battery.
Power frequency (50, 60 Hz) magnetic field IEC 61000-4-8	30 A/m 50 Hz or 60 Hz	30 A/m 50 Hz	The <u>PL-8900 PLUS, PL-8515, PL-8535, DVT Prophylaxis System PL-8555, PL-8565, PL-8575, PL-8585, PL-8900, PL-H8900PLUS, PL-8950, PL-8955, PL-8960, YH-108PLUS, YH-105, YH-107, YH-108, YH-H108PLUS, YH-109, YH-110, YH-115, YH-116, YH-103, YH-106, YH-108PLUS, YH-117, YH-118</u> power frequency magnetic fields should be at levels characteristic of a typical location in a typical home healthcare environment.
NOTE UT is the a.c. mains voltage prior to application of the test level.			

Manufacturer's declaration-electromagnetic immunity Test specifications for ENCLOSURE PORT IMMUNITY to RF wireless communications equipment The <u>PL-8900 PLUS, PL-8515, PL-8535, DVT Prophylaxis System PL-8555, PL-8565, PL-8575, PL-8585, PL-8900, PL-H8900PLUS, PL-8950, PL-8955, PL-8960, YH-108PLUS, YH-105, YH-107, YH-108, YH-H108PLUS, YH-109, YH-110, YH-115, YH-116, YH-103, YH-106, YH-108PLUS, YH-117, YH-118</u> is intended for use in the electromagnetic environment (for home healthcare) specified below. The customer or the user of the <u>PL-8900 PLUS, PL-8515, PL-8535, DVT Prophylaxis System PL-8555, PL-8565, PL-8575, PL-8585, PL-8900, PL-H8900PLUS, PL-8950, PL-8955, PL-8960, YH-108PLUS, YH-105, YH-107, YH-108, YH-H108PLUS, YH-109, YH-110, YH-115, YH-116, YH-103, YH-106, YH-108PLUS, YH-117, YH-118</u> should assure that it is used in such an environment.							
Test frequency (MHz)	Band ^{a)} (MHz)	Service ^{a)}	Modulation ^{b)}	Maximum power (W)	Distance (m)	IMMUNITY TEST LEVEL (V/m)	Compliance LEVEL (V/m) (for home healthcare)
385	380 – 390	TETRA 400	Pulse modulation b) 18 Hz	1,8	0,3	27	27
450	430 – 470	GMRS 460, FRS 460	FM c) ±5 kHz deviation 1 kHz sine	2	0,3	28	28
710	704 – 787	LTE Band 13, 17	Pulse modulation b) 217 Hz	0,2	0,3	9	9
745							
780							
810							
870	800 – 960	GSM 800/900, TETRA 800, iDEN 820, CDMA 850, LTE Band 5	Pulse modulation b) 18 Hz	2	0,3	28	28
930							
1 720	1,700 – 1,990	GSM 1800; CDMA 1900; GSM 1900; DECT; LTE Band 1, 3, 4, 25; UMTS	Pulse modulation b) 217 Hz	2	0,3	28	28
1 845							
1 970							
2 450	2,400 – 2,570	Bluetooth, WLAN, 802.11 b/g/n, RFID 2450, LTE Band 7	Pulse modulation b) 217 Hz	2	0,3	28	28
5 240	5,100 – 5,800	WLAN 802.11 a/n	Pulse modulation b) 217 Hz	0,2	0,3	9	9
5 500							
5 785							

NOTE If necessary to achieve the IMMUNITY TEST LEVEL, the distance between the transmitting antenna and the ME EQUIPMENT or ME SYSTEM may be reduced to 1 m. The 1 m test distance is permitted by IEC 61000-4-3.

^{a)} For some services, only the uplink frequencies are included.
^{b)} The carrier shall be modulated using a 50 % duty cycle square wave signal.
^{c)} As an alternative to FM modulation, 50 % pulse modulation at 18 Hz may be used because while it does not represent actual modulation, it would be worst case.

Manufacturer's declaration-electromagnetic immunity Test specifications for ENCLOSURE PORT IMMUNITY to proximity magnetic fields The <u>PL-8900 PLUS, PL-8515, PL-8535, DVT Prophylaxis System PL-8555, PL-8565, PL-8575, PL-8585, PL-8900, PL-H8900PLUS, PL-8950, PL-8955, PL-8960, YH-108PLUS, YH-105, YH-107, YH-108, YH-H108PLUS, YH-109, YH-110, YH-115, YH-116, YH-103, YH-106, YH-108PLUS, YH-117, YH-118</u> is intended for use in the electromagnetic environment (for home healthcare) specified below. The customer or the user of the <u>PL-8900 PLUS, PL-8515, PL-8535, DVT Prophylaxis System PL-8555, PL-8565, PL-8575, PL-8585, PL-8900, PL-H8900PLUS, PL-8950, PL-8955, PL-8960, YH-108PLUS, YH-105, YH-107, YH-108, YH-H108PLUS, YH-109, YH-110, YH-115, YH-116, YH-103, YH-106, YH-108PLUS, YH-117, YH-118</u> should assure that it is used in such an environment.					
Frequencies	Test Level [A/m]	Point / Window	Modulation	Dwell time [s]	Compliance LEVEL [A/m] (for home healthcare)
30 kHz (a)	8	All points on photo below	CW	3	8
134,2 kHz	65	All points on photo below	Pulse modulation (b) 2,1 kHz	3	65 (c)
13,56 MHz	7,5	All points on photo below	Pulse modulation (b) 50 kHz	3	7,5 (c)

Note:
(a) This test is applicable only to ME EQUIPMENT and ME SYSTEMS intended for use in the HOME HEALTHCARE ENVIRONMENT.
(b) The carrier shall be modulated using a 50 % duty cycle square wave signal.
(c) r.m.s., before modulation is applied.



12. VeSTIMs System: Weekly Checklist

This page can be removed and kept by the maintenance personnel.

1	✓	Inspect Mains Cable & Tubeset for any signs of damage, and ensure they are correctly routed out of harm's way.
2	✓	Check legibility of all labels & instructions
3	✓	Wipe down all external surfaces in line with the cleaning instructions.
4	✓	Inspect the pump housing for cracks or damage.
5	✓	Ensure that the pump hooks are in good order and operate as intended.
6	✓	Unzip the mattress cover and check the powder white internal lining for signs of fluid ingress.
7	✓	Ensure all zips are fully fastened.
8	✓	Check the outer cover for damage that could lead to fluid ingress.
9	✓	With the pump powered & running, turn off the mains supply to confirm the Power Failure Alarm sounds, and is functioning correctly. Restore mains power.

If all of the above requirements are not met, take the unit out of use until it has been serviced.



Only suitably qualified personnel who have been trained should perform any form of servicing on the VeSTIMs System.




Do not continue to use a Pump if you find or suspect any damage to the Mains Cable



Any faults, defects, damage or excessive wear must be dealt with immediately or the VeSTIMs System should be taken out of service

	Web:	www.squirrelmedical.com
	Email:	sales@squirrelmedical.com
	Tel:	0845 003 7979
	Address:	Squirrel Medical® Ltd Unit 14, Trevol Business Park, Trevol Road, Torpoint, Cornwall, PL11 2TB

13. Contact Squirrel Medical

	Sales & Technical Support	
	Web:	www.squirrelmedical.com
	Email:	sales@squirrelmedical.com
	Tel:	0044 (0)845 003 7979
	Address:	Squirrel Medical® Ltd. Unit 14, Trevol Business Park, Trevol Road, Torpoint, Cornwall, PL11 2TB



	Web:	www.squirrelmedical.com
	Email:	sales@squirrelmedical.com
	Tel:	0845 003 7979
	Address:	Squirrel Medical® Ltd. Unit 14, Trevol Business Park, Trevol Road, Torpoint, Cornwall, PL11 2TB