

# MADE IN EUROPE



This product has been developed and manufactured using both raw materials and with production in Europe.

Choose quality, save money, and protect the environment.

# (UK) User Manual

38\_20230601\_UK

# Master Comfort Heel



Regulation MDR 2017/745 for medical devices class 1



ISO 09 07 06 06

The Original Nordic  
Human Handling Concept



Article no.	HMI no.	Name - Size	UDI-DI/GTIN
<input type="radio"/> MC 001-8090	136638	Master Comfort Heel - S	5744001974780
<input type="radio"/> MC 001-8095	136639	Master Comfort Heel - L	5744001974797
<input type="radio"/> MC 001-8091	136858	Master Comfort Heel Cover - S	5744001974803
<input type="radio"/> MC 001-8096	136859	Master Comfort Heel Cover - L	5744001974810

Developed &  
Manufactured by:



# Thank you for choosing a product from master care A/S.

We recommend reading the user manual thoroughly before using the product (-s).

The information in this user manual applies to the shown products provided that the products have not been modified or customized and that the products have been used as recommended in this user manual.

If the customer changes, repairs or uses the product in other combinations than recommended by master care A/S the CE-approval no longer applies and the guarantee becomes void.

In case of doubt, contact master care A/S.

## **MDR (EU) 2017/745:**

Products in this user manual is CE-approved and follows the harmonized standards. This means that the products are in compliance with the essential health and safety directives. The product(-s) comply with the standards in the Medical Device Regulation MDR (EU) 2017/745 – Class 1.

## **The intended use of the product/-s:**

The product is used to support and reduce pressure on the tissue while repositioning a user or when lying in bed. Wedges with anti-slide on the underside can be used directly on slippery surfaces.

## **Proper use of the product:**

The product can be placed under the user legs to relieve tissue pressure on the heels. Choose correct size depending on whether one or both heels need pressure relieve.

## **Warning:**

The use of pillows and wedges can't replace the need of frequent repositioning and daily skin assessment.

## **Risk assessment:**

Always make a risk assessment and a functional assessment of the user prior to using the product. This way using the product for transferring or moving a user, is ergonomic and legally sound.

## **Knowledge of the product/transferring:**

It is important that the user of the product has been properly instructed in the use of the product and has read the user manual thoroughly prior to using the product.

master care A/S provide education in the use of products and on our website all user manuals can be found.

## **Life span:**

The expected life span of the products is 1-5 years depending on the use, user's load and how often it is washed and dried.

Products which no longer provide sufficient support, with defect seams, broken material or other deficiencies must be discarded. This way you will always keep a sound and healthy work environment for both helper and user.

Make visual inspections frequently and preferably before every use.

## **Guarantee:**

master care A/S provide a 2-year guarantee covering material defects and manufacturing defects if the product has been used correctly.

## **Unintended events and injuries when misusing the products:**

Unintended events must always be reported to the correct national authority and to master care A/S or the distributor.

master care A/S takes no responsibility for personal injuries or product damages if the product(-s) have been used in contravention of the by the manufacturer recommended intended purpose or proper use of the product.



# User Manual - Master Comfort Heel

## Weight relief of the heel/-s when supine lying:



1. If the Master Comfort Heel is placed with the larger canal under the Achilles tendon, full weight relief is achieved. At the same time hyperextension of the knee joints is prevented. Adjust the filling to fit the leg's cavities.



2. If Master Comfort Heel is placed with the smallest canal under the Achilles tendon, a partial weight relief is achieved, so the heel still has lightly contact with the sheet. Ideal for users with dementia or who is perceptual impaired.



3. If weight relief is only needed on one heel, the Master Comfort Heel - S can be used with advantage.

## Side and prone lying:



4. Master Comfort Heel can be used with advantage if the user is positioned side lying with parallel legs. Place it with the small canal closest to the feet.



5. If the pillow is slightly displaced backwards, it gives an increased sense of stability when positioning the user.



6. If the user is lying in a prone position, place the Master Comfort Heel so it supports both shin and foot.

## Cover and Contents:



7. A soft, comfortable and washable cover is available to protect the cushion.



8. Master Comfort Sleep consists of real Krøyer balls which added to the body and give the body a sense of stability and a good pressure relief.

# User Manual - Master Comfort Heel

## Technical Specifications

### Materials:

**Inco Cover:** Flame retardant, elastic, and waterproof polyester.

**Contents:** Original, flame retardant Krøyer balls (expandable polystyrene).

**Cover:** Recycled Cotton, Polyester, Elastene.

## ISO certifications:

ISO 12952-1:2015

Textiles – Assessing the ignitability of all bedding items, when subject to a smouldering cigarette.

DS/EN ISO 12952-2:2010

Textiles – Assessment of the ignitability of bedding items – Part 2: Ignition source: match-flame equivalent.

Article no. - Product Name:	Size:	Max. User Weight:
MC 001-8090 Master Comfort Heel - S	L 65 x W 40 cm	200 kg
MC 001-8095 Master Comfort Heel - L	L 65 x W 70 cm	200 kg
MC 001-8091 Master Comfort Heel Cover - S	L 65 x W 40 cm	-
MC 001-8091 Master Comfort Heel Cover - L	L 65 x W 70 cm	-

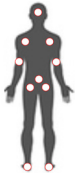
## WARNINGS



Never leave the user on the product when lying on the edge of the bed.



Never leave the product on the floor.



The use of pillows and wedges can't replace the need of frequent repositioning and daily skin assessment.



Make sure that all relevant brakes are activated before transferring the user.



### CE-certification:

This product is CE-approved and follows the harmonized standards. This means that the products are in compliance with the essential health and safety directives. The product(-s) comply with the standards in the Medical Device Regulation (EU) 2017/745 – class 1.

For more information, videos Quick Guide etc., visit [www.master-care.dk](http://www.master-care.dk)



### User Weight:

Recommended max. user weight: 200 kg



### Washing:

This product can be washed in a washing machine at max. 85 °C but disinfection with alcohol is preferable to extend durability.



### Detergents pH level:

This product tolerates detergents / disinfectants with a pH level between 5-9.



### Fabric softener:

Never use fabric softener as this will reduce the sliding properties significantly.



### Dry Tumbling:

This product may only be dry tumbled gently and at max. 40 °C. Airdrying prolongs the durability significantly.



### Surface cleaning:

The surface of this product can be cleaned with a wet cloth and soap.



### Disinfectants:

This product tolerates alcoholic disinfectants with a pH level between 5-9.



### Ironing:

Do not iron.



### Dry cleaning:

Do not dry clean.



### Bleach:

Do not bleach.



### Maintenance:

Make frequent visual inspections to check that the incontinence surface and all seams are intact before use



### User Manual:

Always read the User Manual thoroughly before using the product.



### Disposal:

Always make sure to follow local guidelines when disposing or discarding the product.

Find us on:

