

# Posey® Bed 8075 Assembly Instructions



Posey Bed 8075 shown with  
Basic American Liberty bed platform

For Basic American Liberty bed only

**Rx ONLY** May be patented: see [www.tidiproducts.com/virtual-patent-marking](http://www.tidiproducts.com/virtual-patent-marking)





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## SAFETY INSTRUCTIONS

The Posey Bed Assembly Instructions include important instructions and information related to the assembly of the bed. It is important to read the Assembly Instructions carefully prior to assembly of the bed for the first time.

In order to ensure safe assembly, the operator must always comply with the instructions and warnings contained in the Assembly Instructions.

**NOTE:** The protective devices installed on both the Posey Bed and the accessories may neither be removed nor modified.

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Warnings, cautions, and notes are provided throughout this manual to indicate levels of potential hazards or helpful information as defined below.

### **WARNING**

Indicates a safety hazard or unsafe practice, which, if not avoided, could result in serious injury or death.

## SAFETY PRECAUTIONS

### **CAUTION**

Indicates a potential hazard in which failure to follow instructions may result in minor or moderate injury to the patient or caregiver or damage to the Posey Bed.

### **NOTE**

Indicates a reminder or other helpful information to make bed assembly easier and more efficient.

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## NEED HELP?

**Please call TIDI Technical Service at 1.800.521.1314.** You can also contact an authorized Posey Bed dealer.

# INTRODUCTION — GENERAL INFORMATION & INSTALLATION

## GENERAL INFORMATION

This section provides detailed installation and setup instructions for the Posey Bed. The installation steps must be followed correctly to ensure proper operation and service. Read these Assembly Instructions carefully before attempting to assemble the bed. Follow all instructions carefully.

Select a place where sufficient clearance can be provided around the bed. Ample working space is necessary around and above the bed.

**⚠ CAUTION** The bed is heavy and large; therefore, it is strongly recommended that a second person assist with the assembly of the Posey Bed 8075 to provide stability and to help prevent injury. The bed assembly portion requires two people.

## INSTALLATION PROCEDURE

Gather assembly tools not included in the boxes.

**⚠ CAUTION** Only hand tools should be used to assemble the Posey Bed. Using power tools to assemble the Bed could lead to damage.

Check	Quantity	Tool
<input type="checkbox"/>	1	Box cutter
<input type="checkbox"/>	1	5/32" Allen wrench
<input type="checkbox"/>	1	7/16" Socket and ratchet
<input type="checkbox"/>	1	3/16" Allen wrench
<input type="checkbox"/>	1	1/2" Socket and ratchet
<input type="checkbox"/>	1	5/16" Allen wrench
<input type="checkbox"/>	1	3/4" Socket and ratchet
<input type="checkbox"/>	1	9/16" Combination wrench or socket
<input type="checkbox"/>	1	Rubber mallet
<input type="checkbox"/>	1	Side cutter diagonal wire cutting pliers

# BED ASSEMBLY — UNPACKING THE PARTS

Remove all protective packaging from parts and confirm that all parts have been included with the bed. If any items are missing or damaged, please contact **TIDI Technical Service at 1.800.521.1314**.

**Note: The authorized stainless steel nylon lock nuts are waxed to prevent seizing and galling when tightening fasteners.**

Check	Part	Qty.	Description
<input type="checkbox"/>	A	1	<p>Head/foot board adapters and transfer brake hardware.</p> <ul style="list-style-type: none"> <li>• 5/16-18 1-3/4" (x8)</li> <li>• 5/16-18 Nut (x8)</li> <li>• 3/8" Spacer (x16)</li> <li>• 3/8" Lock tooth washer (x4)</li> <li>• 3/8-16" Jam nut (x4)</li> <li>• 1-1/2" x 2-1/2" Plug (x4)</li> <li>• Rubber brake feet (x4)</li> </ul>
<input type="checkbox"/>	B	1	<p>Caster and caster mount hardware.</p> <ul style="list-style-type: none"> <li>• 1/2"-13 Bolt (x8)</li> <li>• 1/2" Washer (x4)</li> <li>• 1/2"-13 Nut (x8)</li> <li>• 5/16"-18 2-1/2" Bolt (x4)</li> <li>• 5/16"-18 Nut (x4)</li> <li>• 1-1/4" Round plug (x4)</li> <li>• 1"x2" Plug (x8)</li> </ul>
<input type="checkbox"/>	C	1	<p>Head end flap bar hardware.</p> <ul style="list-style-type: none"> <li>• 1/4"-20 1-1/2" Bolt (x2)</li> <li>• 1/4"-20 Nut (x2)</li> <li>• Spacer (x2)</li> <li>• 3/8-16" 1" Bolt (x12)</li> <li>• 3/8" Lock washer (x12)</li> <li>• 5/16"-18 2-1/2" Bolt (x8)</li> <li>• 5/16"-18 Nut (x8)</li> </ul>





# BED ASSEMBLY — UNPACKING THE PARTS

## UNPACKING THE BED

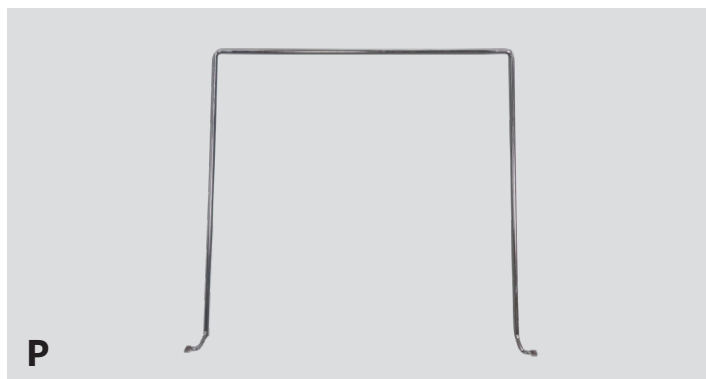
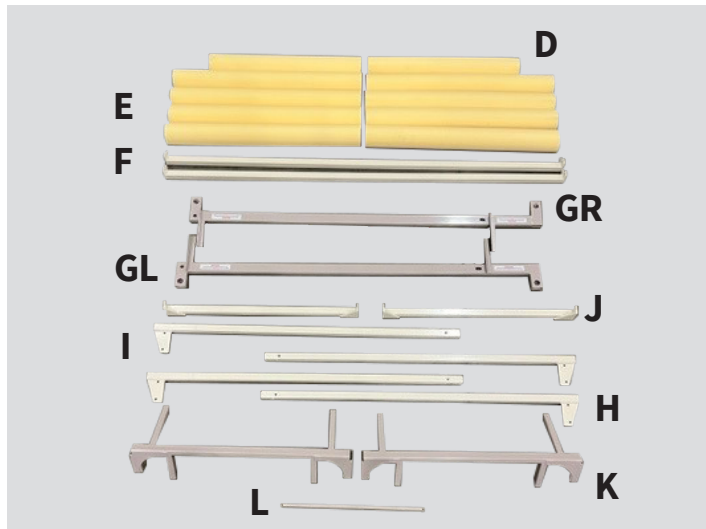
- Ensure all parts/components are included.
- Check all bed components for obvious damage.
- Inspect the Power Cord for cuts or damage.
- Ensure all actuator/motor cables are routed and connected properly to the control box.
- Hand control pendant and coiled power cord are cable-tied to head deck grid wire — cut and discard this cable tie.

## Discard:

- Cardboard block
- Notched leg foam
- Large blocks
- Large cable tie-cut

## Keep:

- Hand control pendant and coiled power cord
- One Wireform Wallsaver



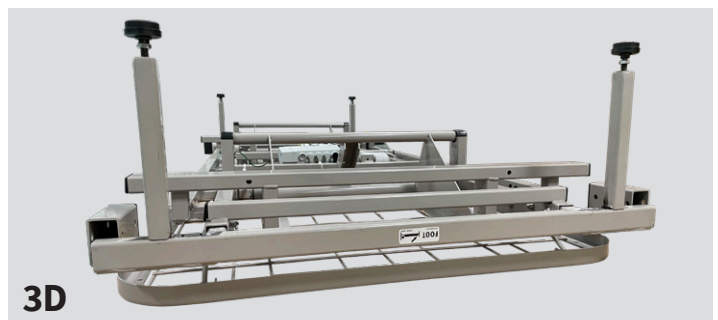
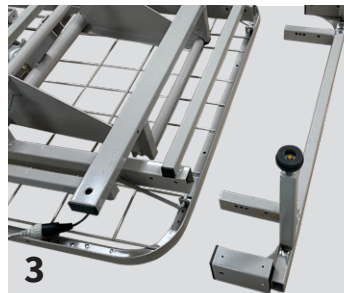
Check	Part	Qty.	Description
<input type="checkbox"/>	D	2	Short foam canopy pads
<input type="checkbox"/>	E	8	Long foam canopy pads
<input type="checkbox"/>	F	2	Long side rails
<input type="checkbox"/>	GL	2	Left caster leg
<input type="checkbox"/>	GR	2	Right caster leg
<input type="checkbox"/>	H	2	Right head, left foot post
<input type="checkbox"/>	I	2	Left head, right foot post
<input type="checkbox"/>	J	2	Short side rails
<input type="checkbox"/>	K	2	Head/foot board adapter with brake legs
<input type="checkbox"/>	L	1	Head end flap bar
<input type="checkbox"/>	M	1	Bed frame, Basic American model: Liberty
<input type="checkbox"/>	N	1	Mattress
<input type="checkbox"/>	O	1	Posey Bed canopy
<input type="checkbox"/>	P	1	Wireform Wallsaver

# BED ASSEMBLY — TRANSFER BRAKE ASSEMBLY

## MATERIALS

- Hardware packet A
- Parts K (2)
- 3/16" Allen wrench
- 1/2" Socket
- 9/16" Wrench (1)
- Rubber mallet

Steps	Instructions
1	Install 1 jam nut, 1 lock tooth washer, and four spacers onto the transfer brake foot. <b>(X4)(Fig. 1)</b> <ul style="list-style-type: none"> <li>• 9/16" wrench</li> </ul>
2	Install Transfer brake foot assembly into transfer brake leg (on part <b>K</b> ) and tighten firmly. <b>(X4)(Fig. 1)</b> <ul style="list-style-type: none"> <li>• 9/16" wrench</li> </ul>
3	Install 1.5"x2.5" rectangular finishing plug into part <b>K</b> . <b>(X4)(Fig. 2)</b> <ul style="list-style-type: none"> <li>• Rubber mallet</li> </ul>
4	Install one (1) head/foot board adapter ( <b>K</b> ) into head end of bed frame. <b>(Fig. 3, 3A, 3B)</b> <ul style="list-style-type: none"> <li>• 5/16-18 1-3/4" bolt <b>(x4)</b></li> <li>• 5/16-18 nut <b>(x4)</b></li> <li>• 3/16" Allen wrench</li> <li>• 1/2" Socket</li> </ul>
5	Install one (1) head/foot board adapter ( <b>K</b> ) into foot end of bed frame. <b>(M) (Fig. 3, 3A, 3C)</b> <ul style="list-style-type: none"> <li>• 5/16-18 1-3/4" bolt <b>(x4)</b></li> <li>• 5/16-18 nut <b>(x4)</b></li> <li>• 3/16" Allen wrench</li> <li>• 1/2" Socket</li> </ul>



# BED ASSEMBLY — CASTER LEG ASSEMBLY

## MATERIALS

- Hardware packet B
- Parts GL and GR
  - GL: Left side of bed
  - GR: Right side of bed
- 3/16" Allen wrench
- 1/2" Socket
- 3/4" Socket
- 5/16" Allen wrench
- Rubber mallet

## Steps Instructions

- 1 Lock casters wheels. (X4) (Fig. 4A, 4B)

Install caster wheels onto caster legs (on part **GL/GR**). Use 5/16" Allen wrench to prevent caster bolt from spinning when tightening lock nut. (Fig. 5A and 5B).

- 2 **CAUTION** Do not over-tighten hardware and to ensure it is snug/hand tight.

- **GL:** Tighten 1/2"-13 lock nut onto caster bolt. (X2)
- **GR:** Tighten 1/2"-13 lock nut onto caster bolt. (X2)

- 3 Place one caster leg assembly onto the bottom of the bed carriage (wheels facing up). (Fig. 8)

Install two (2) 1/2-13 2-3/4" bolts with washer and lock nut.

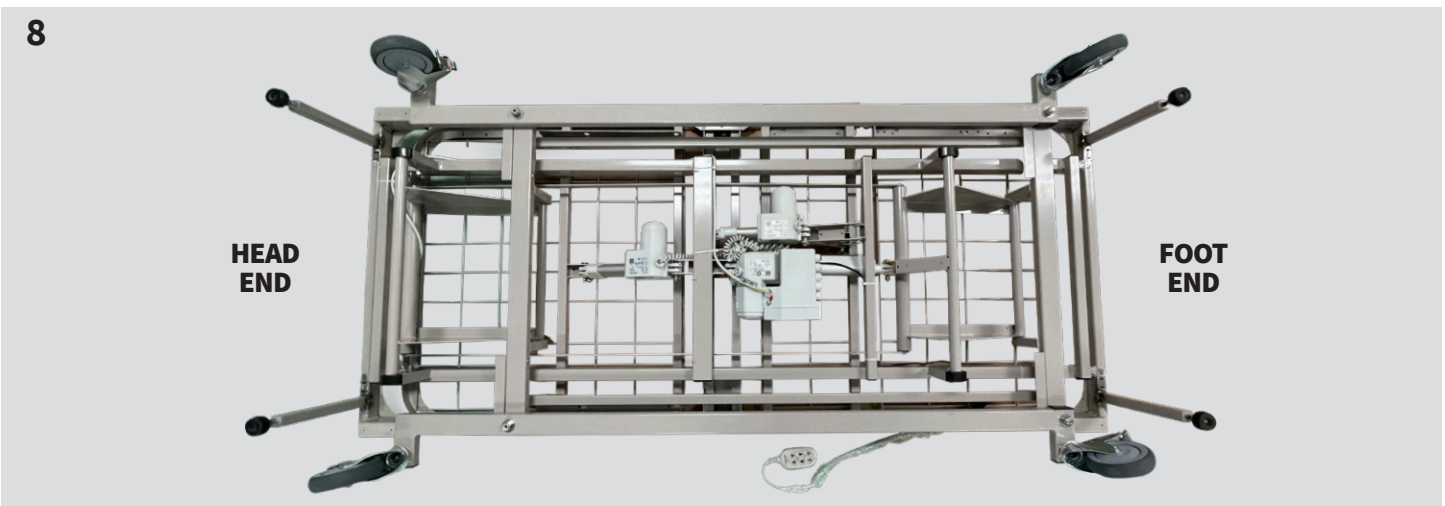
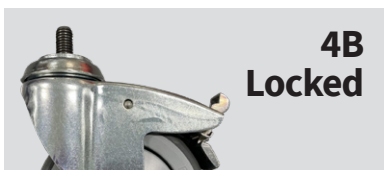
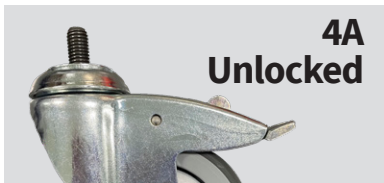
- 4 Bolt head should face the mattress platform, nut and washer should be on the same side as the caster wheels. Note: only finger tighten bolt/nuts to make next assembly steps easier. (Fig. 6)

Install two (2) 5/16"-18 2-1/2" bolts and lock nuts.

- 5 Bolt head towards end of the bed. Nut towards the center of the bed. (Fig. 7)

- 6 Repeat last two steps for caster mount on other side of bed. (Fig. 8)

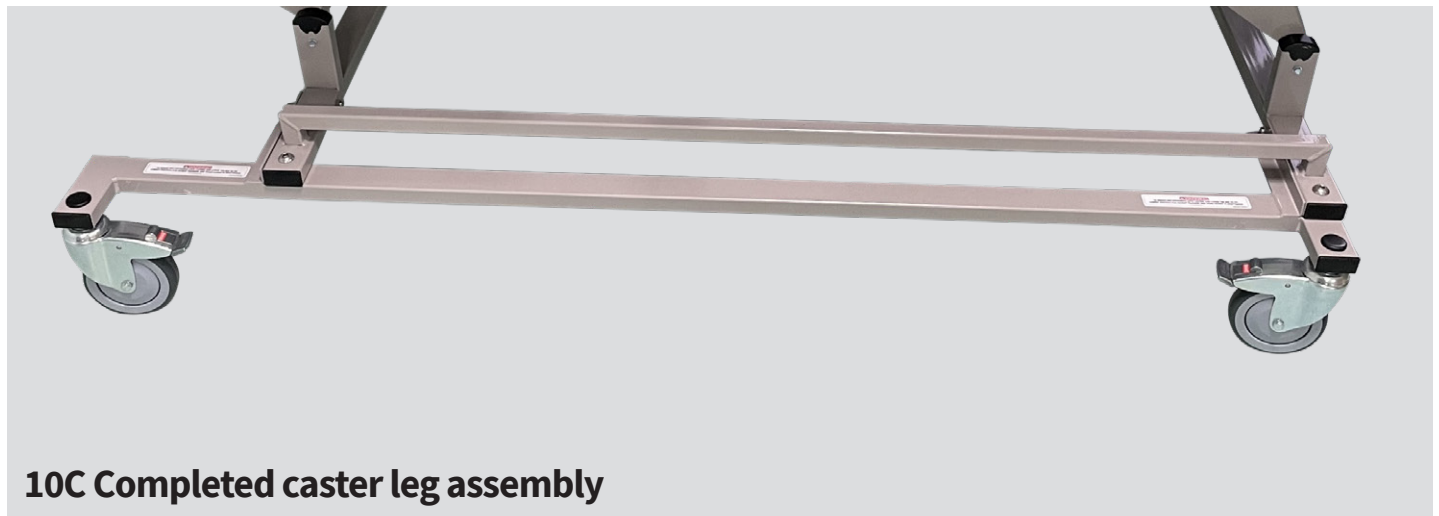
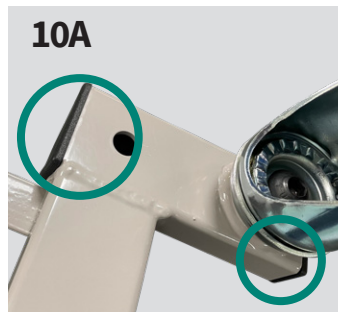
NOTE: The bed platform cannot be raised, lowered or articulated unless the power cord is plugged into an appropriate grounded AC electrical outlet. Locate the control pendant to raise and articulate the frame.





# BED ASSEMBLY — CASTER LEG ASSEMBLY (continued)

Steps	Instructions
7	Turn the bed assembly upright, ensure all four casters are still locked by pressing down on the lock on each caster. (STEP 1). <b>⚠ CAUTION</b> Turning the bed upright requires two people.
8	Install 1-1/4" round finishing plug into caster legs. (Fig. 9A and 9B) <ul style="list-style-type: none"><li>• GL (X2)</li><li>• GR (X2)</li></ul>
9	Install 1" x 2" rectangular finishing plug. (X8)(Fig. 10A and 10B) <ul style="list-style-type: none"><li>• GL (X4)</li><li>• GR (X4)</li></ul>



# BED ASSEMBLY — CANOPY HEAD END FLAP BAR

## MATERIALS

- Hardware packet C
- Parts L
- 5/32" Allen wrench
- 7/16" Socket

Steps	Instructions
1	Insert 1/4"-20 1-1/2" bolt into hole in the bar ( <b>M</b> ) followed by spacer.
2	Install bar into head end of mattress support platform of bed and tighten 1/4-20 lock nut securing bar to bed. ( <b>Fig. 12A &amp; 12B</b> )
3	Repeat on other end of bar.



NOTE: Raise the head of the bed with the bed control pendant (**Fig. 13**) for easier access to install head end flap bar to mattress support platform.



## MATERIALS

- Hardware packet C
- 1/2" Socket
- Parts H, I (2 each)
- 9/16" Socket
- 3/16" Allen wrench

### Steps | Instructions

NOTE: The frame assembly consists of distinct left and right posts for both the head and foot of the bed frame. Each post is labeled with a letter for easy assembly. Reference the Posey Bed frame location to assist with assembly. (Fig. 16)

**⚠ CAUTION** Frame assembly requires two people to provide stability and to help prevent injury.

**⚠ CAUTION** Do not over-tighten hardware and be sure it is snug/hand tight.

NOTE: Use the control pendant to elevate the head and knee portions of the bed for easier assembly.

#### Head posts

- Align the head posts (Parts **H**, **I**) with the holes on the head/foot board adapter (**K**) parts located at the head of the bed.

NOTE: Make sure the holes on the posts face inward and toward the center. (Fig. 15)

- 1
  - Insert two (2) 5/16"-18 2-1/2" bolts in each part. (Fig. 14A)
    - Bolt head on outside of part.
  - Place a locking nut onto the 5/16-18 bolt and tighten. (Fig. 14B) DO NOT over tighten.

#### Foot posts

- Align the foot posts (Parts **H**, **I**) with the holes on the head/foot board adapter (**K**) parts located at the foot of the bed.

NOTE: Make sure the holes on the posts face inward and towards the center. (Fig. 15)

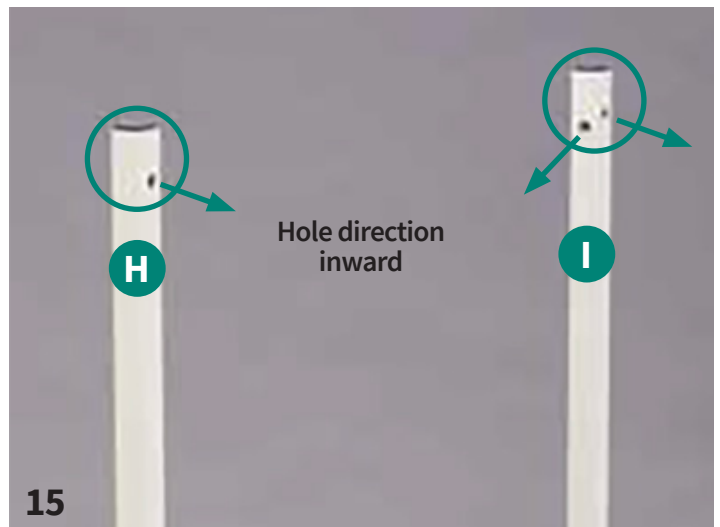
- 2
  - Insert two (2) 5/16"-18 2-1/2" bolts in each part. (Fig. 14A)
    - Bolt head on outside of part.
  - Place a locking nut onto the 5/16-18 bolt and tighten. (Fig. 14B) DO NOT over tighten.



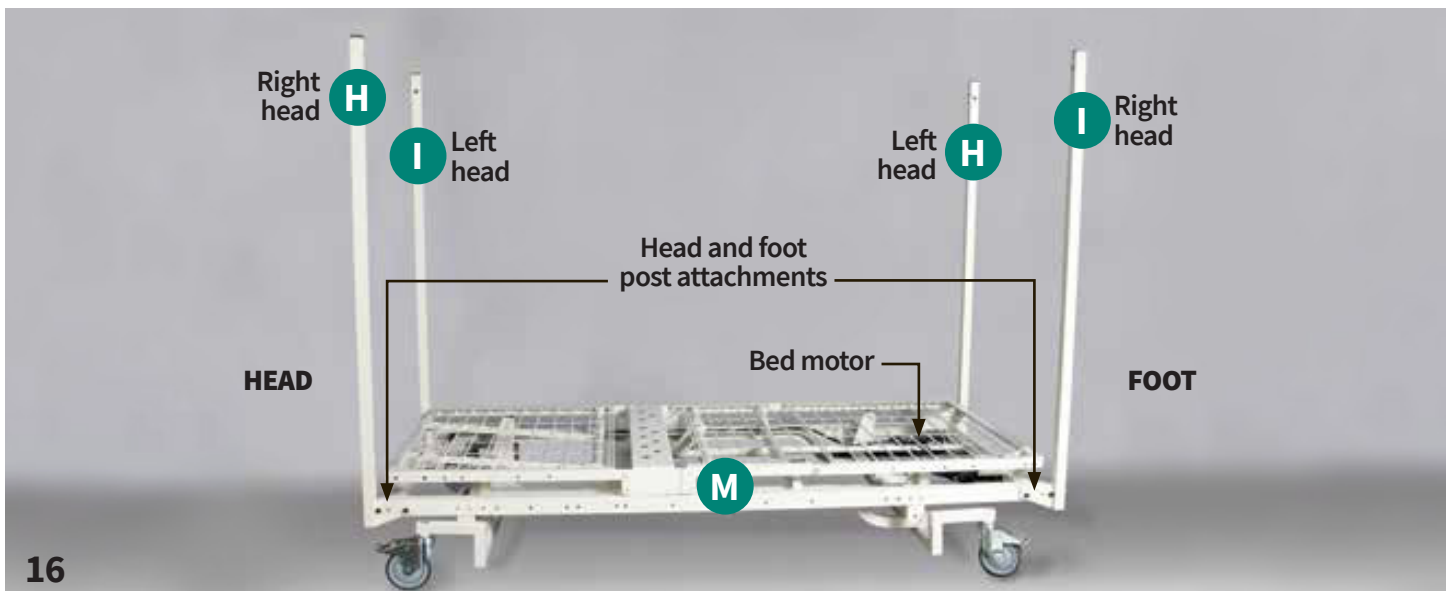
14A



14B



15



16

# FRAME ASSEMBLY — RAILS

## MATERIALS

- Hardware packet C
- Parts J (2)
- 9/16" Wrench/socket

### Steps Short rail instructions

**CAUTION** This section requires two people.

- 1 Hold and align one of the short rails (Part J) between the left and right head posts (Parts H, I).  
NOTE: Make sure the holes on the posts face inward on both sides of the frame. (Fig. 17)
- 2 Place a locking washer on two (2) 1" bolts (Hardware packet C) and insert one into the hole facing the inside of the post. (Fig. 18)
- 3 **Hand tighten** the bolts loosely until all rails are installed.
- 4 Repeat on the other side of the rail. Repeat with the second short rail between the left and right foot posts (Parts H, I).

## MATERIALS

- Hardware packet C
- Parts F (2)
- 9/16" Wrench/socket

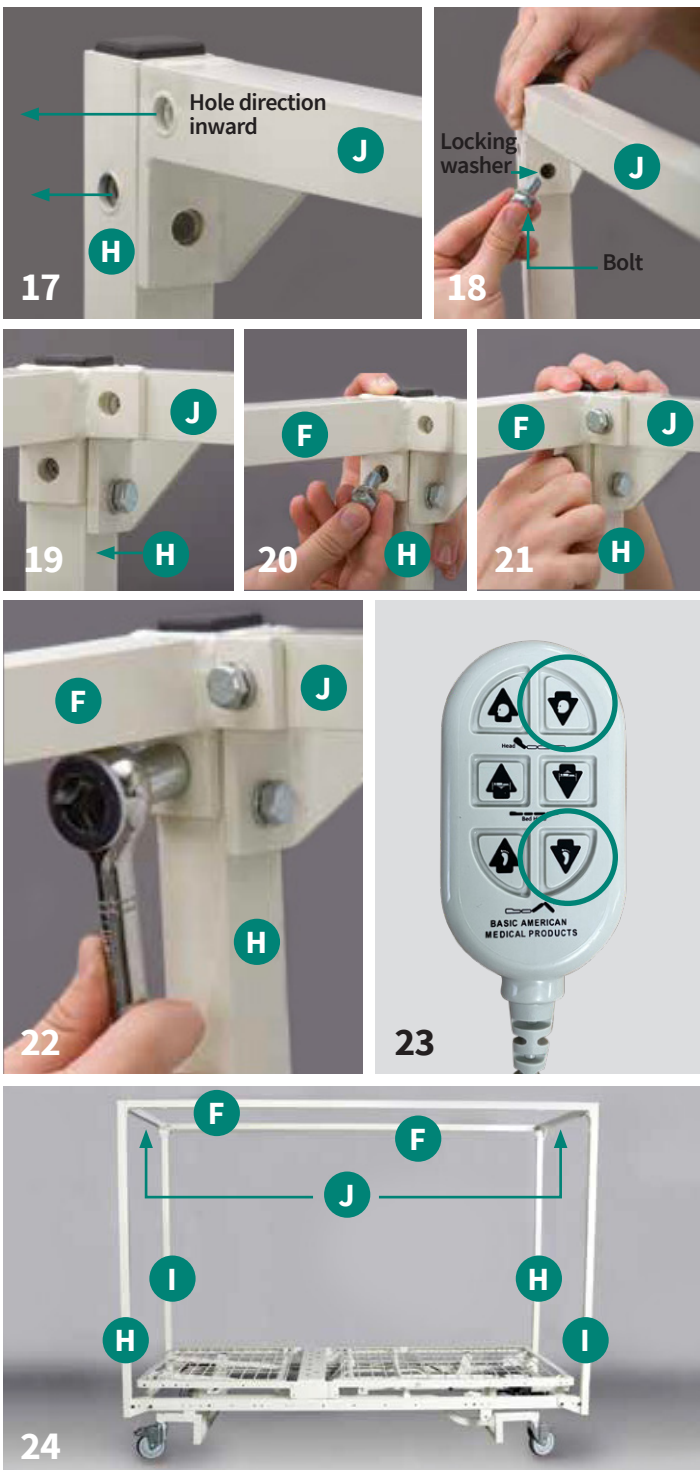
### Steps Long rail instructions

**CAUTION** This section requires two people.

- 1 Hold and align one of the long rails (Part F) between the left head and left foot posts (Parts H, I). (Fig. 19)
- 2 Place a locking washer on four (4) 1" bolts (Hardware packet C) and insert one into each hole of the corner connection. (Fig. 20)
- 3 Hand tighten the bolts loosely until all rails are installed. (Fig. 21)
- 4 Repeat on the other side of the rail.
- 5 Repeat with the second long rail between the right head and right foot posts (Parts H, I).
- 6 Tighten all bolts (short and long rails) with a 9/16" wrench until there is resistance. (Fig. 22)
- 7 Gently hand shake each vertical post and top rails to ensure the bolts are securely fastened.

NOTE: Use the bed control pendent to lower head and knee to the flat position. (Fig. 23 and 24)

- 8 The frame assembly is complete. (Fig. 24)

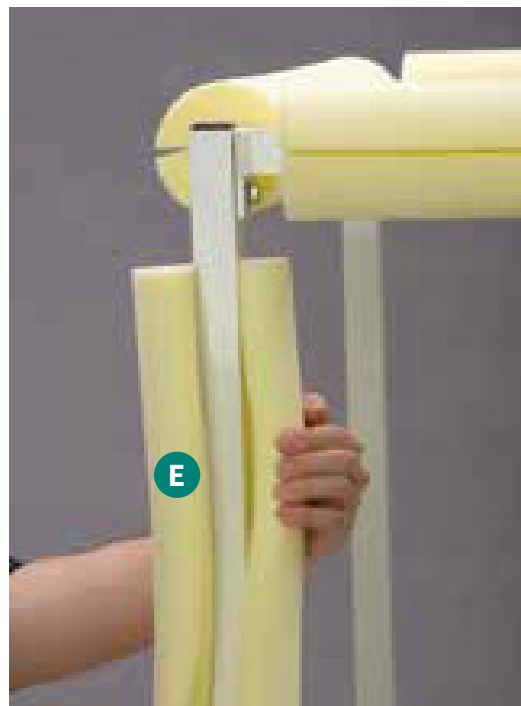
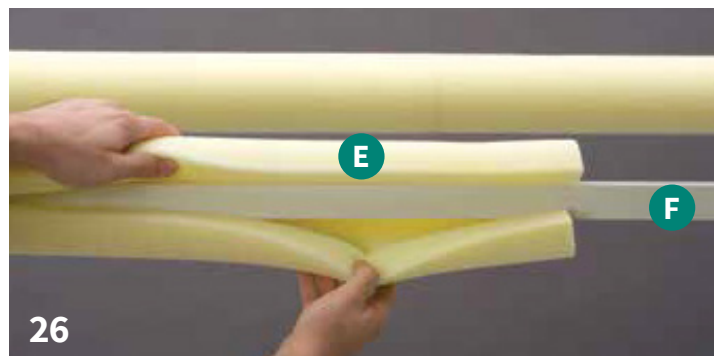


# FRAME ASSEMBLY — FOAM PAD ASSEMBLY

## MATERIALS

- Parts D (2), E (8)

Steps	Instructions
1	Open the slot on a short foam pad (Part <b>D</b> ) and wrap around the short rail at either the head or foot of the bed. ( <b>Fig. 25</b> ) NOTE: Make sure that the slot faces outward, away from the bed frame.
2	Repeat with the other short foam pad on the other side of the bed. ( <b>Fig. 25</b> )
3	Open the slot on a long foam pad (Part <b>E</b> -2 each) and wrap two pads around either long rail. ( <b>Fig. 26</b> ) NOTE: Make sure that the slot faces outward, away from the bed frame.
4	Repeat with the other long foam pad on the other side. ( <b>Fig. 26</b> )
5	Open the slot on a long foam pad (Part <b>E</b> ) and wrap around on any of the vertical leg posts. ( <b>Fig. 27</b> ) <b>WARNING</b> Make sure that the slot faces outward, away from the bed frame.
6	Repeat on the other three vertical posts until all are padded.

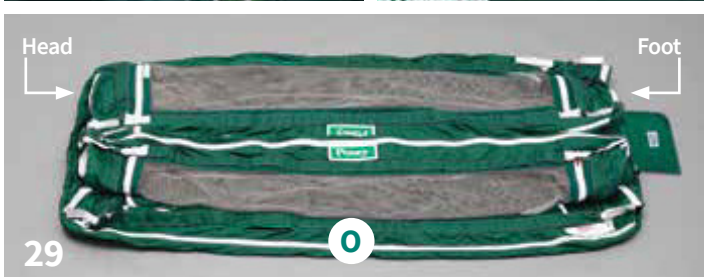
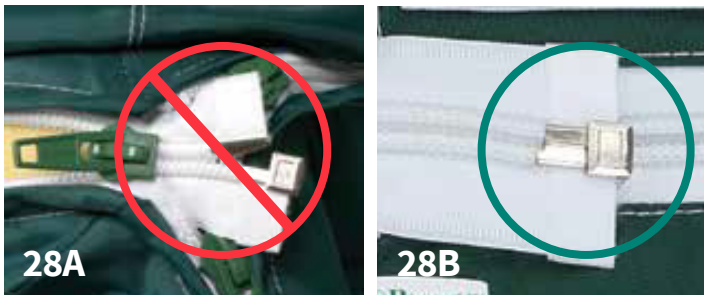




# FRAME ASSEMBLY — CANOPY INSTALLATION

## MATERIALS

- Parts O (1)
- Assembled bed frame



Steps	Instructions
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**⚠ WARNING** When zipping the canopy, make sure the zipper pins are completely seated. Failure to do this will prevent the zipper from closing securely, which may lead to unassisted bed exit and potential patient injury.

**⚠ CAUTION** To avoid damage to zippers or fabric, be sure to pull the fabric closed as each panel is fully zipped. (Fig. 28A and 28B)

- Unfold the canopy on the bed.
 

**⚠ CAUTION** ALWAYS orient the canopy so the instruction storage pocket is at the foot of the bed. (Fig. 29)
- Release corner covers.
- Unzip all four vertical rail zippers.
- Beginning with one corner leg, wrap the canopy around the foam, making sure that the foam is positioned toward the top of the frame. (Fig. 30)
- Pull the canopy material together and zip only half-way up. (Fig. 30)
 

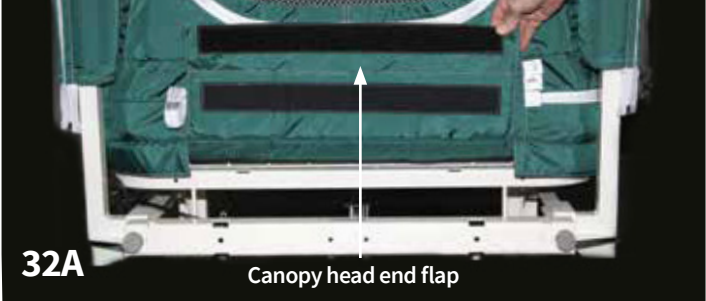
NOTE: Zipping half-way assists with the installation of the top portion of the canopy.
- Repeat on the other three sides until the corner legs are covered.
 

NOTE: Ensure the zipper pins are seated properly. (Fig. 28B)
- Unzip all horizontal rail zippers – both the long and short sides.
- Beginning with one long side, wrap the top rail section around the foam, pull the canopy material together and zip. (Fig. 31)
 

NOTE: Ensure the zipper pins are seated properly. (Fig. 28B)
- Repeat on the other three sides until the long and short side rails are covered.
- Finish zipping the vertical corners of the canopy and ensure all zippers are completely zipped closed.
- Secure each corner cover with the hook-and-loop fastener.
- Conduct a visual check to make sure that no foam is visible and that all zipper teeth are engaged.

# FRAME ASSEMBLY — CANOPY HEAD END FLAP INSTALLATION

Steps	Instructions
1	Locate the canopy head end flap and the head end flap bar at the head of the bed. ( <b>Fig. 32B</b> )
2	Open the hook-and-loop flap and wrap around the head end flap bar at the head of the bed. ( <b>Fig. 32A</b> and <b>32C</b> )
3	Press firmly to secure the hook-and-loop flap around the bar. ( <b>Fig. 32C</b> )



# FRAME ASSEMBLY — MATTRESS INSTALLATION

## MATERIALS

- Parts N (1)
- Assembled bed frame with canopy

Steps	Instructions
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**⚠ WARNING** If not using the Posey Bed 8075 mattress, a mattress that measures 6" x 36" x 80" (15 x 91 x 203 cm) ONLY must be used. Any other size mattress may result in patient injury or death.

Completely unzip the mattress compartment.

- 1 **⚠ CAUTION** Orient the mattress with the label on the foot of the bed before placing it into the mattress compartment. (Fig. 33)

- 2 Insert the mattress (Part N) into the mattress compartment. (Fig. 34)

- 3 Completely zip the mattress compartment. (Fig. 35)

Attach the canopy to the bed frame by securing both bed straps located in the middle of the long sides of the bed.

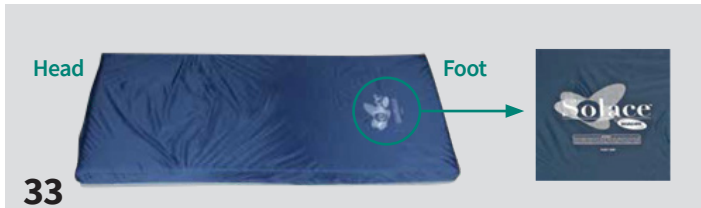
- 4 **⚠ CAUTION** The canopy bed straps must ALWAYS be connected to movable parts of the bed frame to avoid damaging the mattress compartment.

- 5 Insert the strap through the bed frame. (Fig. 36A)

- 6 Bring the strap up through both D-rings and then back in between the first and second D-ring. (Fig. 36B and 36C)

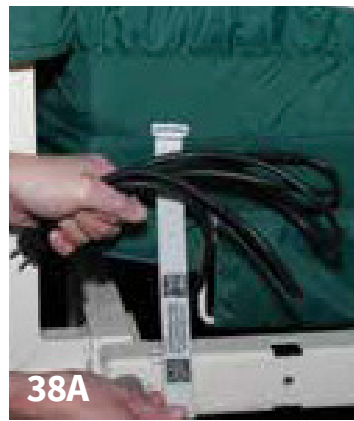
- 7 Pull the strap straight down to tighten. (Fig. 36D)

- 8 Repeat on the other side of the bed frame.



# FRAME ASSEMBLY — POWER CORD ATTACHMENT

Steps	Instructions
1	Place the bed control into one of the clear pockets on the canopy near the foot of the bed. (Fig. 37)
2	Secure the power cord with the power cord strap located at the head of the bed. (Fig. 38A, 38B and 38C)

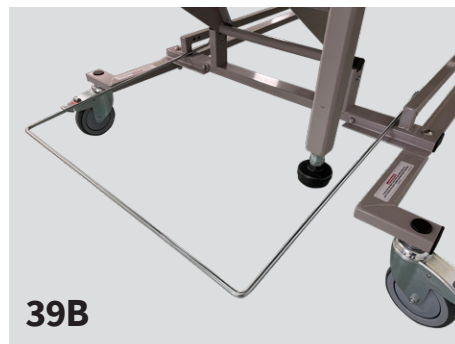


## WALL SAVER INSTALLATION

### MATERIALS

- Parts P (1)

Steps	Instructions
1	At the head end of the bed, insert flat tab so that it is parallel with caster carriage rail slot, to lock flat tab into carriage rail, turn tab inside hole until Wall Saver rests on cross brace. (Fig. 39A, 39B, 39C)





# FRAME ASSEMBLY — ASSEMBLY CHECK



40

Steps	Instructions
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The bed assembly is completed.

**CHECK:**

- Bed frame feels secure with no loose or moving parts.
- All casters lock when caster lock is engaged.
- Transfer brakes engage securely when the bed is lowered to the lowest position.
- No foam is visible.
- All zipper pins are completely seated in the pin box and all zipper teeth are engaged.

1

- No rips or holes appear in the canopy or netting.
- Zippers open easily and close securely with no holes or gaps along the entire length of the zipper.
- All corners are covered and secured with the hook-and-loop covers.
- Ensure the canopy head end flap is securely attached to the head end flap bar.
- Ensure the canopy bed straps on the long sides of the bed is attached to the bed platform.
- No hardware is left over.

2

Store all Posey Bed instructional material in the instruction storage pocket at the foot of the bed. (Fig. 42)

3

The Posey Bed is now ready for delivery or storage.

NOTE: The Posey Bed is designed for use in normal indoor environments. The Posey Bed may be stored in ambient warehouse temperatures at normal humidity levels. Avoid excess moisture or high humidity that may damage product materials.



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Posey Bed instruction storage



## REPLACEMENT PART AVAILABILITY

Part number	Cat. No.	Description
A,B,C	<b>RP8075HK</b>	Hardware kit
D	<b>RP8070FMS</b>	Foam cylindrical short
E	<b>RP8070FML</b>	Foam cylindrical long
F	<b>RP8070IFMHL</b>	Frame long side rail
GL	<b>RP8075CML</b>	Caster leg left
GR	<b>RP8075CMR</b>	Caster leg right
H	<b>RP8075RHLF</b>	Frame, right head, left foot post
I	<b>RP8075LHRF</b>	Frame, left head, right foot post
J	<b>RP8070IFMHS</b>	Frame short side rail
K	<b>RP8075HFBA</b>	Head/foot adapter
L	<b>RP8075HEFB</b>	Head end flap bar
M	<b>RP8075B</b>	Liberty bed
N	<b>RP8070IM</b>	Mattress
O	<b>8070T</b>	Replacement canopy
P	<b>RP8075WW</b>	Wireform Wall Saver
Not shown	<b>RP8075CB</b>	Control box and clip (includes power cord hard wired into box)
Not shown	<b>RP8075FM</b>	Foot motor with hardware pack
Not shown	<b>RP8075HCP</b>	Hand control pendent
Not shown	<b>RP8075HLM</b>	Hi/Lo motor with hardware pack
Not shown	<b>RP8075HM</b>	Head motor with hardware pack
Not shown	<b>RP8075LC</b>	Caster, locking, with hardware
Not shown	<b>RP8075PAC</b>	Pendant adapter cable
Not shown	<b>REPAIR8070</b>	A8070 canopy returned for repair
Not shown	<b>RP8070PLT</b>	Panel canopy left side
Not shown	<b>RP8070PRT</b>	Panel canopy right side
Not shown	<b>RP8070QRB</b>	QR buckle and strap
Not shown	<b>RP8075TBF</b>	Foot transfer brake
Not shown	<b>RP8075IFU</b>	IFU packet

**Please call TIDI Technical Service at 1.800.521.1314 for more information.**

For cleaning instructions and warranty, please refer to the Posey Bed 8070/8075 user manual (M6239), which may be downloaded from [www.tidiproducts.com](http://www.tidiproducts.com).

# TIDI LIMITED WARRANTY & TECHNICAL SERVICE FROM TIDI

## LIMITED WARRANTY

### WHAT DOES THIS WARRANTY COVER?

TIDI warrants to the original purchaser that the Posey Bed 8070/8075 is free of defects in materials and workmanship. If the product is found to be defective in workmanship or materials, we will repair or replace it at our option at no charge, other than certain transportation and cleaning charges.

### HOW LONG DOES THE 8075 WARRANTY LAST?

The warranty for the 8075-bed canopy, frame, and mattress will be standardized at 12 months (1 year) from purchase date. We will continue to offer service on all Posey canopies during their useful life, which will continue to be 36 months (3 years) from purchase date. If our team determines that a canopy is in good condition, its useful life may be extended to 60 months (5 years) from purchase date. Note that we will not service any canopy after its designated useful life.

### WHAT IS NOT COVERED BY THIS WARRANTY?

- Damage to the metal frame, nylon canopy, or other components caused by:
  1. Use in unsuitable environmental conditions or failure to assemble or maintain the product in accordance with user and service instructions;
  2. Abuse (including but not limited to patient damage), misuse, alteration, exposure to extreme heat, or by natural or external forces (such as flood or fire).
- Damage caused by alteration, modification, or repair, unless performed by TIDI.
- Consequential or incidental damage, including but not limited to loss of income or profits, is not covered. The laws of some countries may not allow exclusion of such damages, so this limitation may not apply to you.

### CLEANING AND SHIPPING CHARGES:

- Shipping costs for products sent to TIDI must be pre-paid by you.
- TIDI will pay return shipping costs for repaired or replaced products via Ground Service, unless otherwise agreed.

### HOW TO GET SERVICE:

- Contact the TIDI Technical Service (1.800.521.1314) to report the problem and get a Return Merchandise Authorization (RMA). Carefully pack and ship the returned product to us, with your RMA and decontamination form, to TIDI Products, LLC 2530 Lindsay Privado Dr. Ste. A Ontario, CA 91761:
- In clean condition. (Canopies that are returned soiled or with an odor will be returned immediately and will not be inspected or repaired.)
- With proof of purchase, and
- Freight prepaid by you.

TIDI will inspect the product and contact you to explain the results of our inspection and what is or is not covered.

### HOW DOES STATE LAW APPLY?

This warranty is governed by the laws of the State of California, USA. It gives you specific legal rights. You may have other rights, which vary from state to state. This warranty does not affect any further rights that you have under the laws in your state for sale of consumer goods.

## TECHNICAL SERVICE FROM TIDI

We are happy to assist you. Please call us at (1.800.521.1314).

### SHIPPING:

Ship items to TIDI Products, LLC 2530 Lindsay Privado Dr. Ste. A Ontario, CA 91761.

### CANOPY REPAIRS:

To prevent damage in shipping, clean the canopy and close all zippers.

### IN-WARRANTY REPAIRS:

1. Forward the product in clean condition with prepaid freight to the above address.
2. Clearly mark the shipping container with the RMA number.
3. Include dated proof of purchase.

### OUT-OF-WARRANTY REPAIRS:

1. Forward the product in clean condition, prepaid freight to the above address.
2. We will quote repairs on an item-by-item basis. All quotes include parts and labor.
3. If additional repairs are needed after the initial estimate, we will contact you to obtain approval of any extra charge.

### REPAIR TURN-AROUND:

Normally, we will ship the product back to you within three weeks from the date of receipt at our warehouse.

If you return multiple units, add one week per unit. We will return all units in one shipment, unless otherwise agreed.









