

Supernal® 3

Transfer  
Master™  
by graham-field



**SUPERNAL 3 HI/LOW  
B310 SERIES BEDS  
OPERATING MANUAL**

**SAVE THIS MANUAL FOR FUTURE USE.**

## CONTENTS

1	SAFETY .....	3
	WARNING / CAUTION / NOTICE SUMMARY .....	4
2	INTRODUCTION, SUPERNAL BED USER MANUAL .....	5
3	SAFETY NOTES .....	5
4	UNPACKING THE BED .....	6
5	ASSEMBLY .....	7
	BED DECK HI/LOW DECK ASSEMBLY .....	7
	CONNECTING HI/LOW TO THE CONTROL BOX .....	7
	RETAINER BAR ASSEMBLY .....	7
6	ACCESSORIES (OPTIONAL): .....	8
	BED RAIL(S) .....	8
	BED RAIL(S) INSTALLATION .....	8
	HEADBOARD INSTALLATION .....	9
7	OPERATION .....	10
	HAND PENDANT .....	10
	EMERGENCY LOWERING .....	11
8	MAINTENANCE AND SAFETY CHECKS .....	12
9	TROUBLESHOOTING .....	13
10	LIMITED WARRANTY .....	14

GF Health Products, Inc. ("Graham-Field") is not responsible for typographical errors. For the most updated and current information on packaging, warranties, products and specifications, including the most current version of these instructions, please visit our websites at [www.grahamfield.com](http://www.grahamfield.com) and [www.transfermaster.com](http://www.transfermaster.com). **Graham-Field** and **Supernal** are registered trademarks, of GF Health Products, Inc.



## 1 SAFETY

The safety statements presented in this chapter refer to the basic safety information that the operator of the Supernal 3 Bed shall pay attention to and abide by. There are additional safety statements in other chapters or sections, which may be the same as or similar to the following, or specific to the operations. Please note the following special statements, used throughout this manual, and their significance:

- ▲ **WARNING:** Indicates a potential hazard situation or unsafe practice that, if not avoided, could result in death or serious personal injury.
- ▲ **CAUTION:** Indicates a potential hazard situation or unsafe practice that, if not avoided, could result in moderate or minor personal injury.
- ▲ **NOTICE:** Indicates a potential hazard or unsafe practice that, if not avoided, could result in product or property damage.

*Info: Provides application recommendations or other useful information to ensure that you get the most from your product.*

## **WARNING / CAUTION / NOTICE SUMMARY**

### **WARNING: To Reduce the Risk of Burns, Fire, Electric Shock, or Personal Injury:**

- ⚠ **WARNING: Keep hands and feet clear of all moving parts.**
- ⚠ **WARNING: DO NOT allow small children on or near bed during operation.**
- ⚠ **WARNING: DO NOT allow this device to be operated by small children.**
- ⚠ **WARNING: When operating the hi/lo, knee, or back function of the bed, ALWAYS ensure that the individual confined to the bed is positioned properly within the confines of the bed. DO NOT let any extremities protrude over the side or between the bed rails when performing any functions.**
- ⚠ **WARNING: Under normal operating conditions, this product has a maximum weight capacity of 400 lb (Twin Bed) and 500 lb (Full/Queen Bed), EVENLY DISTRIBUTED, including mattress, accessories, rails, etc.**

Ensure that body weight is evenly distributed over the surface of the bed. DO NOT lie, sit or lean in such a way that your entire body weight is placed only on the raised head or foot sections of the bed. This includes when assisting the user in repositioning or transferring in or out of bed.
- ⚠ **WARNING: In order not to invalidate the warranty or create a hazardous condition resulting in serious personal injury, GF Health Products, Inc. ("GF") recommends the use of only Supernal replacement parts.**
- ⚠ **WARNING: Ensure that the power cord DOES NOT get tangled around the bed, bed rail or legs during normal operation of the bed.**
- ⚠ **WARNING: GF Health Products, Inc. assumes no responsibility for any damage or injury caused by improper assembly or use of this product.**
- ⚠ **WARNING: GF Health Products, Inc. specifically disclaims responsibility for any bodily injury or property damage which may occur during any use which does not comply with federal, state or local laws or ordinances.**

### **NOTICE: To Reduce the Risk of Product or Property Damage:**

- ▲ **NOTICE: The pendant hand control cord must be routed and secured properly to ensure that the cord does NOT become entangled and eventually severed during use.**
- ▲ **NOTICE: When using nasal or masked type administering equipment, oxygen or air tubing MUST be routed and secured properly to ensure that tubing does NOT become entangled and eventually severed during normal operation of bed.**



## 2 INTRODUCTION, SUPERNAL 3 BED USER MANUAL

This manual contains assembly and maintenance instructions for your Supernal 3 Hi/Low Recliner Bed System. Read the entire manual carefully before using your bed, and refer to it during use if you have questions.

### FORWARD

Congratulations on your purchase of a Supernal 3 Recliner Bed! This thoughtfully designed product is built on the foundation of over twenty years experience in design and manufacturing of specialty bedding. We create custom solutions for thousands of individuals. We took our experience and the most sought after features and designed the Supernal Sleep System.

The Supernal Sleep System provides tremendous freedom and independence with style and comfort.

We wish you many nights of pleasant rest and thanks again for making the Supernal Recliner Bed a part of your home.

## 3 SAFETY NOTES

This product complies with all relevant safety regulations.

Please read this documents carefully before using the bed for the first time. It contains important information on the use and safety of the bed.

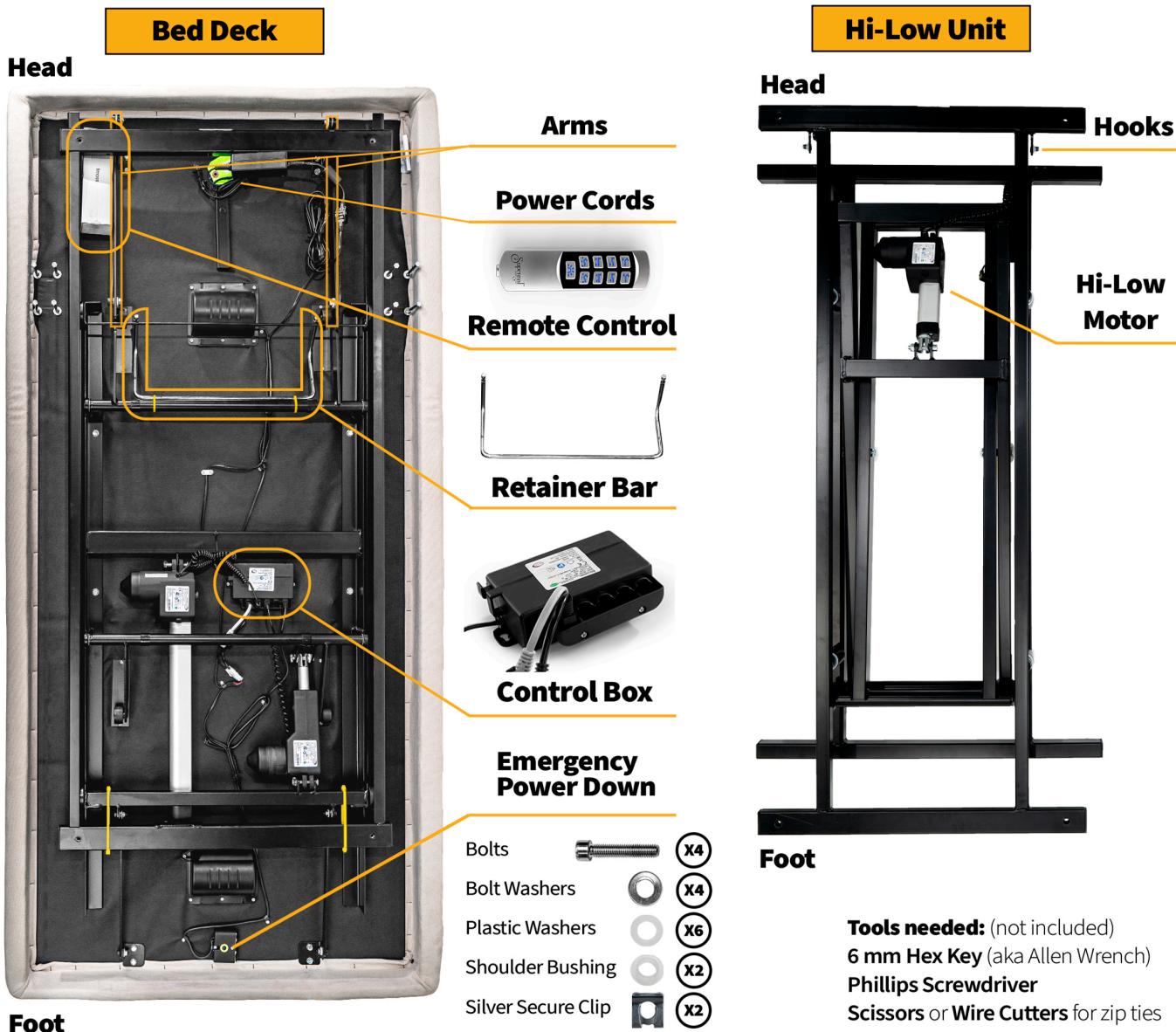
- ⚠ **WARNING: The manufacturer does not accept liability if these instructions are not followed.**
- ⚠ **WARNING: This base is designed for in-home use ONLY. It is not approved for hospital use and does not comply with hospital standards. DO NOT use this base with tent type oxygen therapies or near the use of explosive gasses.**
- ⚠ **NOTICE: The duty cycle for the motors is 2 Min. ON / 18 Min. OFF. In the event that the motors are operated excessively, they will automatically shut off. They should restart again normally after 20 minutes. This is a safety mechanism that is built into the motors.**
- ⚠ **WARNING: Sitting on the head of the bed or on the foot of the bed and elevating either section will damage the bed and void the warranty.**
- ⚠ **WARNING: Fastening any item to this bed, that was not provided by the manufacturer, may damage the bed and void the warranty.**
- ⚠ **WARNING: The motors, control box and Hand Control (except to replace batteries) are NOT to be opened or serviced except by those authorized by the manufacturer.**
- ⚠ **NOTICE: Be careful that the power cord is not left in a place where the mechanism or any other factor can cause it to be damaged.**

## 4 UNPACKING THE BED

The Supernal 3 Hi/Low bed arrives in 2 boxes, one box for the Hi/Low unit and one box for the bed deck.

### Before you unpack 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.



### Discard:

- Foam Block
- Honeycomb Block
- Shipping Board
- Cable Tie - Cut and Discard

### Keep:

- Mattress Retainer
- Hand Pendant
- Retainer Bar
- Mounting Hardware

If there is ANY shipping damage to your bed, notify customer service at, 770- 368-4700 IMMEDIATELY. **DO NOT** attempt to build bed with broken or missing parts.

## 5 ASSEMBLY

Carefully lift and flip the unit over the bed deck, ensuring proper alignment with the pre-drilled holes. Connect the arms that are used for the backrest lifting mechanism to the unit.

Locate the two hooks on the unit that have studs welded to them. Locate the silver secure clip, bushing, and washer from the plastic bag on the bed deck. Assemble the lifted arms with the hooks, as shown below.



### Attaching The Hi/Low To The Bed Deck

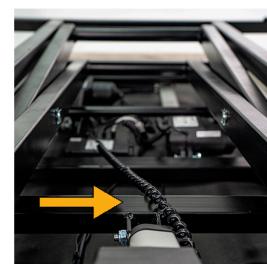
Securely fasten the bed deck and Hi/Low unit together. Place the washer first, and then tighten the bolt using a hex key. Repeat on all four edges.



### Connecting The Hi/Low To The Control Box

The control box has a cap to ensure that the wires remain secured. The cap is screwed onto the control box. To access the input and connect the Hi/Low motor to the control box, unscrew the cap using a Phillips-Head screwdriver.

Plug the connector of the Hi/Low motor cable into the free socket on the control box. Twin size -1 cable, Full or Queen size- 2 cables. Make sure it has the same orientation as the other plugs already connected. Screw the cap back onto the control box after it's plugged in. At this point, two people can flip the bed over.



While upside down, make sure the cable from the Hi-Low motor is routed over the bar



### Retainer Bar Assembly

There is one mattress retainer bar on each bed. This retainer bar keeps the mattress in place when adjusting bed positions. Locate the mattress retainer bar (zip-tied to the bed deck in delivery). Slide the retainer bar into the insert and secure with the pin. **Twins** have one retainer bar, **FULLS** and **QUEENS** have two.



**The assembly of the Supernal 3 Bed System is now complete.** Connect the power cord to a nearby outlet and enjoy your new bed!



## 6 ACCESSORIES (OPTIONAL):

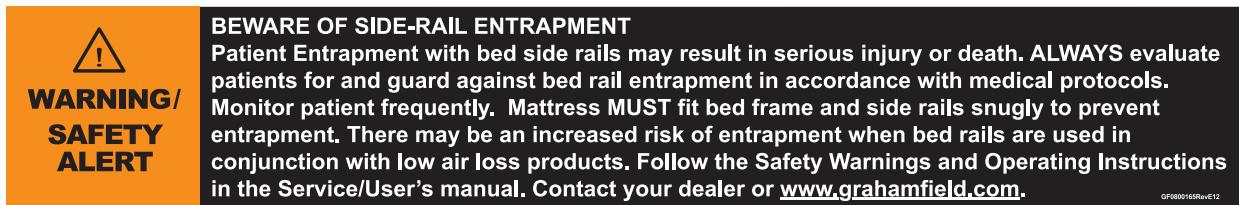
### Bed Rails

**⚠️ WARNING:** Please read the following bed rail safety information before attaching and using your rails.

### Bed Rail Safety

**⚠️ WARNING:** If bed rails are not properly installed and adjusted, personal injury and / or damage to the bed rail could result.

Please read and understand the following bed rail decal before use:



For information on Bed Rail safety, please see the FDA's brochure concerning Bed Safety and Bed Rails on the FDA website, at:

[www.fda.gov/MedicalDevices/ProductsandMedicalProcedures/GeneralHospitalDevicesandSupplies/HospitalBeds/](http://www.fda.gov/MedicalDevices/ProductsandMedicalProcedures/GeneralHospitalDevicesandSupplies/HospitalBeds/)

### Bed Rail Installation

1. Bed must be assembled and upright. Locate the 4 pre-drilled holes on the bed deck.
2. Align the guard rail bracket over the pre-drilled holes with the plastic rail silencer facing upwards. Place the washer over the bolt and thread through bracket. Use a socket wrench.
3. Pull the bracket pin, insert the guard rail until the pin clicks into place. Repeat these steps for other side if applicable.



**⚠️ WARNING:** Patient entrapment with bed side rails may result in serious injury or death. Use only with coherent patients capable of avoiding entrapment. Patients at risk of entrapment include those who have problems with memory, sleeping, incontinence, pain, uncontrolled body movement or who get out of bed and walk unsafely without assistance. For at-risk patients, use only with proper bed side rail protective barriers. There is also an increased risk of entrapment when bed rails are used in conjunction with a low air loss product.

**⚠️ WARNING:** Bed side rails are not restraining devices. If restraint is required, use only proper protective restraints. Follow the manufacturer's instructions and applicable regulations. Monitor patient frequently.

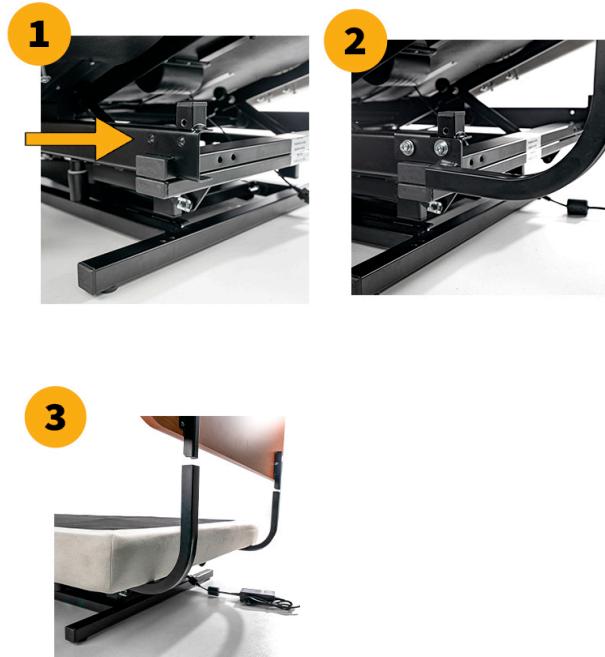
**⚠️ WARNING:** DO NOT push or pull the bed by the bed rails.

**⚠️ WARNING:** GF Health Products, Inc. assumes no responsibility for any damage or injury caused by improper installation of bed rails or unauthorized bed rail use. Only Supernal bed rails are recommended for use with Supernal beds. Please consult the instructions that accompany your Supernal bed rails for complete rail assembly and installation instructions.

## Headboard Installation



1. Locate the pre-drilled holes on the bottom edges of the bed deck.
2. Align the headboard bars with the pre-drilled holes, place washer on bolt and thread through pre-existing hole.  
Repeat on the other side.
3. Slide the headboard into the headboard bars.
4. Use 6 mm hex key (provided) to tighten bolts and secure headboard to frame.



**NOTE:** For any additional Troubleshooting, Tech Support, or Customer Service questions, go to [www.grahamfield.com](http://www.grahamfield.com) or call 770.368.4700.

## 7 OPERATION

**⚠ WARNING:** Ensure that bed is secure and assembled as instructed on previous pages before operating.

Plug the power cord into any grounded outlet.

**⚠ WARNING:** DO NOT leave the bed unattended when plugged in.

### Supernal 3 Hand Pendant

All motorized functions of the bed are controlled by the remote control hand pendant. Batteries to operate the remote control are included and inserted into the remote control. However, to prevent unintended discharge during transportation, the batteries are protected with a thin, transparent plastic strip with a red mark on one end. For first time use, please open the battery compartment on the rear of the remote control and remove this strip by pulling it out.



Supernal 3 Hand Pendant

#### Backrest Tilt

Press this button to lift up the backrest.  
Keep the button pressed and release when the desired tilt is achieved.

Press this button to lower the backrest.  
Keep the button pressed and release when the desired tilt is achieved.

#### Bed Lift

Press this button to lift up the bed.  
Keep the button pressed and release when the desired height is achieved.

Press this button to lower the bed.  
Keep the button pressed and release when the desired height is achieved.

#### Massage Function

Press this button once to start the massage. Press again to increase the intensity of the massage in two steps.

Press this button to reduce the intensity of the massage. To stop the massage, press multiple times until the massage comes to an end.

**⚠ NOTICE:** The massage function will automatically shut off after 30 minutes to prevent unintended long term operation of the motors.

#### Footrest Tilt

Press this button to lift up the footrest.  
Keep the button pressed and release when the desired tilt is achieved.

Press this button to lower the footrest.  
Keep the button pressed and release when the desired tilt is achieved.

**⚠ WARNING:** DO NOT sit on the side of the bed and adjust the head or foot section.

#### Flashlight

To activate the built in flash light, press this button and keep pressed as long as the flash light is needed. Releasing the button will switch off the flashlight

## Emergency Lowering

In case of a power outage, foot rest and back rest can be lowered to provide a flat platform for sleeping. The bed is equipped with a battery box to provide power to the motors in case of a power outage.

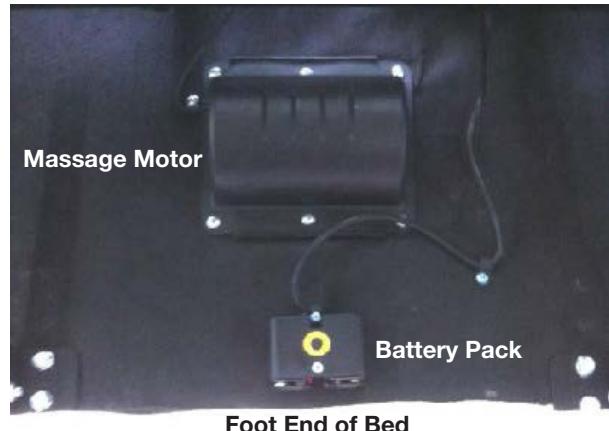
This battery box is located at the foot end and in the middle of the bed (underneath the foot rest) for easy access as shown to the right.

To operate the emergency lowering, grab underneath the foot rest and locate the battery pack with your hand. In the middle of the battery pack, you can feel an embossed button.

Press this button and keep pressed until foot rest and back rest are lowered.

- ▲ **NOTICE: The emergency battery pack contains two 9V batteries. It is recommended to have these batteries replaced once a year and after each use of the emergency lowering function.**
- ⚠ **WARNING: The battery power provided for lowering bed components is weaker than the power available in normal operation. The lowering of bed components may therefore be slower than in normal operation.**
- ⚠ **WARNING: If your bed is equipped with the optional Hi/Lo System, this will also be lowered when using the emergency lowering function.**

**NOTE:** For any additional Troubleshooting, Tech Support, or Customer Service questions, go to [www.grahamfield.com](http://www.grahamfield.com) or call 770.368.4700.



## 8 MAINTENANCE AND SAFETY CHECKS

Perform the following as needed or between user placements, whichever happens sooner:

<b>Electronics and Motors</b>	Check all controls to ensure that all functions work properly.	Foot control
		Head control
		Hi/Lo (if applicable)
	Check all cables for damaged or frayed wires.	Power cord
	Check to ensure that all plugs are fully inserted or attached.	
	Check to ensure that all wires are routed and attached properly so not to interfere with any moving parts.	
Inspect motor casings for excessive wear and cracks.		
<b>Bed frames and sleeping surface</b>	Visually check all moving parts.	Head section
		Foot section
		Main Frame
	Check joints between sleeping surface sections for loose fasteners.	
Inspect frames and sleeping surface for bending and excessive wear.		
<b>Cleaning</b>	The metal parts of the bed are covered with a powder coating. Clean all coated parts with mild detergent and warm water. Periodically raise head and foot sections of the bed and remove dust from frame. Also, periodically remove mattress and clean mattress deck.	
<b>Lubrication and mechanical</b>	Apply Lithium Spray in the pivot points and all moving parts every 4-6 months.	
	Check all bolts and tighten as needed.	

**⚠ WARNING:** The bed's electronic system contains no serviceable parts. DO NOT open the motors, cables, or pendant hand control. Only a Graham-Field authorized distributor or factory-trained personnel may perform service or adjustments on these components.

## 9 TROUBLESHOOTING

### IF THE BED DOES NOT OPERATE AT ALL:

- Ensure the bed is connected to power and the green indicator light on the top of the power supply is on.
- Ensure the batteries in the remote control are charged. If the batteries are discharged, they need to be replaced (see below).

### IF A SINGLE FUNCTION OF THE BED DOES NOT WORK:

- Ensure all cable connections are firmly attached.

### IF THE HAND PENDANT DOES NOT WORK:

- Ensure the protective plastic strip is removed from the battery compartment.
- Ensure the batteries in the remote control are charged. If the batteries are discharged, they need to be replaced. To replace the batteries (three AAA-size batteries needed), open the battery compartment on the rear of the remote control, remove the old batteries and insert new batteries by maintaining the polarity orientation as indicated on the bottom of the battery compartment.

### IF THE REMOTE CONTROL DOES NOT WORK AND THE BATTERIES ARE GOOD (BUTTONS LIGHT UP ON PENDANT):

1. Unplug the power cord from the wall.
2. Hold both top two buttons on the hand control down.
3. While still holding the top two buttons plug in power cord back into the wall.
4. After you have plugged in the bed with the wall, continue to hold the top two buttons until the bed starts to make noise and/or moves a little.
5. Release the top two buttons.
6. Once the bed is done making noise and/or done moving, test the buttons on the remote.
7. If the bed still is not working replace the batteries and repeat steps 1-5.

Hand control should be synced to the bed. If not, repeat above steps.

**NOTE:** For any additional Troubleshooting, Tech Support, or Customer Service questions, go to [www.grahamfield.com](http://www.grahamfield.com) or call 770.368.4700.

**⚠ WARNING: The bed's electronic system contains no serviceable parts. Do not open the motors, cables, or pendant hand control. Only a Graham-Field authorized distributor or factory-trained personnel may perform service or adjustments on these components.**

## 10 LIMITED WARRANTY

### SCOPE OF WARRANTY

GF Health Products, Inc. ("GF") warrants to the Original Purchaser only that it will replace or repair components, at GF's sole discretion, that are defective in material or workmanship under normal use and service. All warranties are conditioned upon the proper use of the products strictly in accordance with good commercial practice and applicable GF instructions and manuals, including proper use and maintenance. To the extent that a third party warrants a component, GF conveys all of its rights under that warranty to the Original Purchaser, to the extent permitted. Original Purchaser is one who purchases this product new and unused from GF or a Certified GF Dealer/Distributor.

This limited warranty shall only apply to defects that are reported in accordance with the provisions set forth in this warranty document, within the applicable warranty period and which, upon examination by GF or its authorized representative, prove to be a warranty item. (See Obtaining Warranty Service below) This limited warranty is not transferable.

The warranted components and time periods are set forth below:

#### Supernal 3 Bed Package

Frame:	5 (five) Years
Electronic Components	3 (three) Years
Upholstered Components†	1 (one) Year
Replacement Parts‡	90 (ninety) Days
Mattress Cores	1 (one) Year

\* Labor for the first year is included if the product is sold to an original consumer purchaser only. In all other situations, the warranty is for parts only.

† Upholstery is only warranted on material supplied by GF.

‡ If a part is replaced under warranty, the original warranty period will not be affected. All other replacement parts will be subject to the 90-day warranty period specified.

The applicable warranty period shall commence from date of shipment to the Original Purchaser, unless there is an expiration date on the component in which case the warranty shall expire on the earlier of warranty period or the expiration date.

### OBTAINING WARRANTY SERVICE

Contact the Dealer/Distributor from whom the product was purchased. If there is not a Dealer/Distributor, you must contact GF directly by calling (770) 368-4700 or by e-mailing a request to [cs@grahamfield.com](mailto:cs@grahamfield.com). The Customer Service Representative will provide specific directions. Failure to abide by the specific directions will result in denial of the warranty claim.

The warranty does not cover and GF shall not be liable for the following:

- 1) Defects, damage, or other conditions caused, in whole or in part, by misuse, abuse, negligence, alteration, accident, freight damage, tampering or failure to seek and obtain repair or replacement in a timely manner;
- 2) Products which are not installed, used, or properly cleaned and maintained as required in the official manual for the applicable product;
- 3) Products considered to be of a non-durable nature including, but not limited to: filters, fuses, gaskets, lubricants, and charts;
- 4) Accessories or parts not provided by GF;
- 5) Matching of color, grain or texture except to commercially acceptable standards;
- 6) Changes in color caused by natural or artificial light;
- 7) Charges by anyone for adjustments, repairs, replacement parts, installation or other work performed upon or in connection with such products which are not expressly authorized in writing, in advance, by GF;
- 8) Any labor or shipping charges incurred in the replacement part installation or repair;
- 9) Costs and expenses of regular maintenance and cleaning; and
- 10) Representations and warranties made by any person or entity other than GF.



## **ENTIRE WARRANTY, EXCLUSIVE REMEDY AND CONSEQUENTIAL DAMAGES DISCLAIMER**

TO THE GREATEST EXTENT PERMITTED BY LAW, THIS WARRANTY IS GF'S ONLY WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. EXCEPT IN CASES WHERE IMPLIED WARRANTIES MAY NOT BE VALIDLY WAIVED, GF MAKES NO IMPLIED WARRANTIES OF ANY KIND INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IF ANY MODEL OR SAMPLE WAS SHOWN TO THE CUSTOMER, SUCH MODEL OR SAMPLE WAS USED MERELY TO ILLUSTRATE THE GENERAL TYPE AND QUALITY OF THE PRODUCT AND NOT TO REPRESENT THAT THE PRODUCT WOULD NECESSARILY CONFORM TO THE MODEL OR SAMPLE IN ALL RESPECTS. THIS WARRANTY IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PARTS. GF SHALL NOT BE LIABLE FOR AND HEREBY DISCLAIMS ANY DIRECT, SPECIAL, INDIRECT, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO: DAMAGES FOR LOSS OF PROFITS OR INCOME, LOSS OF USE, DOWNTIME, COVER, OR EMPLOYEE OR INDEPENDENT CONTRACTOR WAGES, PAYMENTS AND BENEFITS. CERTAIN STATES AND COUNTRIES MAY CONFER ADDITIONAL RIGHTS REGARDING WARRANTIES AND IN THOSE INSTANCES, GF'S LIABILITY AND THE LIABILITY OF GF'S SUPPLIERS, SHALL BE LIMITED TO THE FULLEST EXTENT PERMITTED BY LAW.

The warranties contained herein, together with GF's current Terms and Conditions, contain all the representations and warranties with respect to the subject matter of this document, and supersede all prior negotiations, agreements and understandings with respect thereto. The recipient of this document hereby acknowledges and represents that it has not relied on any representation, assertion, guarantee, warranty, collateral contract or other assurance, except those set out in this document.

For additional information on this product or this warranty, please contact a GF Customer Service Representative.

### **NOTES:**

1. Additional terms and conditions may apply. See GF's General Terms and Conditions on its website: [www.grahamfield.com](http://www.grahamfield.com).
2. Freight claims must be notated on the appropriate shipping documents and must be made with immediacy. International, federal and state regulations govern specific requirements for freight claims. Failure to abide by those regulations may result in a denial of the freight claim. GF will assist you in filing the freight claim.
3. Claims for any short shipment must be made within three (3) days of the invoice date.



# Supernal® 3

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Manufactured For:

GF Health Products, Inc.  
1 Graham Field Way, Atlanta, GA 30340

Made in China

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