

ErgoWave Roller Massage Table

MD
REF

Applies to the following Models:
EW9080 EW9090



Important! This User Manual contains important information for the user of the product. All who use this product should review and completely understand its contents. Remember to keep this manual in a place where it is always available to those using the product.

Table of Contents:

Introduction:	2
Safety Precautions & Definitions:	3
Installation & Unpacking:	5
Technical Specifications:	5
Operation:	6
Contraindications:	7
Preventative Maintenance:	8
Upholstery Cleaning & Care:	8
Service:	9
Troubleshooting:	9
Replacement Parts:	10
Warranty:	11
Manufacturer Information:	11










Introduction:

The unique wave action of the ErgoWave roller massage table travels up the spine like a wave, with three independent rollers repeating every 13 seconds. Using this table, you can cover all areas of the patient's spine and also isolate the lumbar, thoracic or cervical regions. A powerful, yet nearly silent motor never disturbs your patient's relaxation. For added comfort, add a leg bolster or head pillow.

Intended Use: The ErgoWave Roller Massage Table is an electro-mechanical treatment table specially designed for spinal mobilization and back massage.

Safety Precautions & Definitions:

Warning and Precautions through this manual are indicated by specific symbols. Applicable symbols are shown below along with a description of the symbol. Review these symbols and all safety precautions before operating the table.

	CAUTION: Text with a “CAUTION” indicator will explain possible safety infractions that could have the potential to cause injury.
	WARNING: Text with “WARNING” indicator will explain possible safety infractions that will potentially cause serious injury and equipment damage.
	Pinch Point: Indicates space between manually adjustable moving and stationary parts where body parts may become caught, leading to minor injury.
	Warning: High Voltage
	Instructions for Use: Indicates the need for the user to consult the instructions for use.
	EXPLOSION HAZARD Text with “EXPLOSION HAZARD” indicator will explain possible safety infractions if this equipment is used in the presence of flammable anesthetics.
	Contains electronic materials. Recycle and dispose of device properly in accordance with local, state and federal laws.
	Indicates the device manufacturer.
	Indicates the product is a medical device.

Before using this equipment follow the following safety precautions:



WARNING: Never leave patient on table unattended.



WARNING: Under no circumstances should the table be modified from its original design. Contact Pivotal Health Solutions if you need help with service.



ELECTRICAL CONNECTION: For your personal safety, this table must be grounded. This table is equipped with a power supply cord having a three (3) prong grounding plug. To minimize possible shock hazard, it must be plugged into a mating three (3) prong grounding type wall receptacles, grounded in accordance with the National Electrical Code and local codes and ordinances. If a mating wall receptacle is not available, it is the responsibility and obligation of the customer to have a properly grounded three (3) prong wall receptacle installed by a qualified electrician. Power requirements of the table are found in the Technical Data Section.



DANGER: Possible explosion hazard if used in the presence of flammable anesthetics.

- Before using this equipment make sure you have read and understand this entire manual.
- Explain proper use to all employees. This table should be used only by qualified, trained personnel.
- Never exceed the table's maximum supported weight.
- Connect table only to an outlet that is grounded and connected to a circuit with a fused circuit breaker in accordance with the National Electrical Code and local codes and ordinances.
- Use only on dry surfaces. Ensure the tables feet do not slide.
- This table is NOT for patient transport.
- NOT intended for use with accessories other than those indicated in this manual.
- Do not operate the table in an environment where other devices that intentionally radiate electromagnetic energy in an unshielded manner are present.
- Always explain to the patient how to properly get on and off the table. Be sure to assist patient to prevent falls.
- Keep patient's hands positioned on the top side of cushions at all times.
- Keep hands and feet away from moving parts and pinch points.
- Ensure controls have locked properly prior to positioning or releasing patient.
- Never leave patient unattended on table.
- Follow preventative maintenance instructions provided in this manual.
- Ensure all components have been inspected for damage and are fully functional.
- Inspect cables and connectors before each use.
- If you need service assistance contact Pivotal Health Solutions at 1-800-743-7738.

Installation & Unpacking:

A MINIMUM OF TWO PEOPLE ARE REQUIRED TO LIFT AND MOVE THE TABLE. LIFT THE TABLE BY THE BASE FRAME!





WARNING: Do not install/use this equipment adjacent to, or stacked with, other equipment as it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify they are operating normally.

After removing the top and side panels of the shipping crate, you may notice metal bands and plastic cable ties. These are used to secure various sections of the table and must be removed. Once all bands and cable ties are removed, the table must be lifted directly upward in order to clear all shipping restraints.

Once the table is out of the shipping crate, place table in a level location and inspect the table cushions, frame, cables, etc. for damage. If no damage is noted, plug in the table and test the elevation, drops, and any other options that are on your table. Contact Pivotal Health Solutions or your dealer with any questions or concerns.

Technical Specifications:

BASE MODEL NUMBER	EW9080	EW9090
TREATMENT AREA	25"	25"
DIMENSIONS	78" L X 25" W X 24" H	78" L X 25" W X 24" H
RATED VOLTAGE	120V	240V
RATED FREQUENCY	60Hz	50Hz
RATED CURRENT	2A	2A
FUSE TYPE	5mm x 20mm 250V 2A Type T	5mm x 20mm 250V 2A Type T
LOAD CAPACITY	350 lbs. (158 kg)	350 lbs. (158 kg)
WEIGHT OF TABLE	250 lbs. (113 kg)	250 lbs. (113 kg)
DUTY CYCLE	Continuous Duty	Continuous Duty
ELECTRICAL CLASSIFICATION	Class 1	Class 1
ELECTRICAL TYPE	 Type B	 Type B
POWER CORD (120V)	96 in (243 cm) cable length, 10A, unshielded	
POWER CORD (240V)	98 in (250 cm) cable length, 10A, unshielded	



WARNING: Keep table out of high moisture areas. For indoor use only.

Operating Conditions: This table should be operated, between 40° F (4.4° C) and 100° F (37.8° C), with relative humidity ranging from 30% - 80%.

Transport & Storage Conditions: This table should be transported and stored in temperatures between -40 °C (-40 °F) and 70 °C (158 °F) with relative humidity 10%-100%.

Expected Life: This product has an approximate expected life time of 10 years when correctly handled, serviced, and inspected in accordance with these instructions.

Design and Quality: Pivotal Health Solutions is certified in accordance with ISO 13485, the standard for the medical device industry.

Product Changes: Pivotal Health Solutions, Inc. reserves the right to make products changes without prior notice. Contact your Pivotal Health Solutions representative for advice and information about product upgrades.

Operation:



WARNING: Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the ErgoWave Roller Massage Table including cables associated with the ErgoWave Roller Massage Table. Otherwise, degradation of the performance of this equipment could result.



WARNING: Use of accessories and cables other than those specified or provided by Pivotal Health Solutions could result in increased electromagnetic emissions or decreased electromagnetic immunity and result in improper operation.



WARNING: Not for patient transport.

Note to user: If a serious incident occurs, report the incident to Pivotal Health solutions. (See section with Manufacturer Contact Information for contact details). If the incident occurs in the EU, also report any serious incident to the Competent Authority of the Member State in which the user and/or patient is established.

Assisting Patient onto Table:

- 1) The practitioner or trained staff should always assist the patient on the table. Do not allow the patient to get on the table by him/herself.
- 2) The patient should check clothing for keys, wallet, belt, or any other items that may cause discomfort during treatment or damage upholstery.
- 3) Never leave patient unattended while on the table.

Table Operation:

- 1) To begin treatment, position the patient on the table. A patient is typically in supine position.
- 2) If rollers are in lowered position, elevate to the desired height for treatment once the patient is in place.
- 3) Perform the treatment desired. Refer to the 'Operation' section and/or the individual component functions below for operation of specific table features.
- 4) After treatment, return the table to a level and straight configuration.

Assisting Patient off of Table:

- 1) Caution the patient not to get up from the table alone so as to prevent any strain that could void the treatment, and to ensure the patient is not lightheaded from lying down which can cause imbalance.
- 2) Allow patient to get full balance before coming to a standing position. Best practice is to keep a hand on the patient at all times.

Operating Controls

- Selecting a time on the Treatment Timer will activate the rollers.
- To adjust the roller height, locate the handle at the head end of the table. Release the locking mechanism by depressing the trigger switch. Adjust roller height by pulling up or pushing down on the handle. The decal and pointer to the left of the slot indicate the height setting. When the trigger is released, the height adjustment will lock.

Patient Treatment Operating Controls

- The ErgoWave is designed to apply controlled rhythmic pressure through the action of rotating rollers. The pressure may be varied by changing the height of the rollers. The machine is designed primarily for treatment of the musculoskeletal area of the back, but it can also be used as a general-purpose table.
- Activating the Treatment Timer begins roller movement. Turn the timer past 5 minutes to ensure proper operation. A typical treatment time will range between 8 and 12 minutes.
- Lower the rollers to "1" on the height indicator.
- With the unit in operation, raise the rollers until the patient's pressure toleration level is reached, which understandably, varies from patient to patient. It is the licensed practitioner's obligation to determine the correct pressure to use on each specific case and condition. Many practitioners use a setting of 1½ to 2½, the middle of the normal pressure levels.
- As the roller moves up the back in a general treatment, some areas may seem to get more pressure than others. The patient can be moved up or down or to one side of the table to better center the point of interest.
- Once these adjustments are complete, set the desired treatment time; normal treatment time is 8 to 12 minutes.

Contraindications:

Contraindications of localized roller massage tables are:

- | | |
|---|---|
| • Malignancy | • Tumorous growths |
| • Osteoporosis of the spine | • Ruptured disc |
| • Infections | • Thrombophlebitis |
| • Fractures of a bone or any suspected fractures | • Skin irritations that may be aggravated by rollers (Shingles, Sunburn, Boils, Bruises, Phlebitis) |
| • Inflamed skin or skin diseases | • General debilitation |
| • Any condition that massage may be contraindicated | |

Preventative Maintenance:



WARNING: Disconnect table from power source before wiping down mechanical parts to avoid personal injury.

INSPECTION:

At least monthly the table should be thoroughly inspected for wear and tear, loose hardware and parts, and other damage.

- Inspect the table to make sure that there is no external damage or loose hardware. Tighten loose hardware. Hardware that does not tighten needs replacement.
- Inspect table for obvious signs of damage or wear such as cracked welds, loose bolts, frayed or damaged cords. Do not use a table with damaged cords.
- Check moveable components (electrical and non-electrical) to ensure functionality.
- Check components to ensure they lock and function properly.
- **Contact Pivotal Health Solutions with questions or concerns.**

Upholstery Cleaning & Care:



CAUTION: Read carefully, improper cleaning will void the warranty. Never use alcohol-based cleaning agents.

DISINFECTING: There is a disinfecting wipe on the market called *Protex Ultra Disinfectant Wipes*. Many of our customers use these.

FOR DAY TO DAY CLEANING: A solution of 10% mild household liquid dish soap with warm water, applied with soft damp cloth. Rinse with clean water and dry.

FOR STAINS: Dampen a soft white cloth in a one to one (1:1) solution of Fantastik® and water OR Formula 409® and water. Rub gently and rinse with a water dampened cloth.

FOR MORE DIFFICULT STAINS: Dampen a soft white cloth with a solution of household bleach (10% bleach / 90% water). Rub gently and rinse with a water dampened cloth to remove bleach concentration.

WHAT NOT TO USE: Using the wrong cleaning agents you will VOID YOUR WARRANTY and crack, dry out and destroy your vinyl. Do not use any cleaning agents that contain alcohol, harsh chemicals or abrasives.

Service:

Refer to Warranty section in this manual for specific warranty information.

When replacing worn parts, use genuine Pivotal Health Solutions, Inc. parts by contacting our service department. When ordering replacement parts:

- Ask for the service department, 800-743-7738
- Have the model number and serial number available
- Specify parts by the numbers/description below

Instructions for Damaged Merchandise: The contents of this shipment have been checked and packed by experienced personnel. If your company arranged the shipping, damage should be noted on the Bill of Lading before signing to accept the shipment, then articles damaged in transit should be reported at once to delivering carrier and a claim must be filed by you. If freight was arranged by Pivotal Health Solutions, note any damage on the Bill of Lading before signing acceptance of product and notify Pivotal Health Solutions right away. Failure to inspect for shipping damage prior to signing for the product may affect your warranty. We can neither be responsible for, nor can we accept the return of merchandise damaged in transit during shipment arranged by outside parties.

Troubleshooting:

No Power	<ol style="list-style-type: none">1. Verify power supply connections.2. Check that outlet is working and breaker is not tripped.3. <i>If the problem persists, contact Pivotal Health Solutions.</i>
If you hear an unusual noise.	<ol style="list-style-type: none">1. <i>Contact Pivotal Health Solutions</i>

Technical Information:

Pivotal Health Solutions will make available, upon request, circuit diagrams, component part lists, descriptions, calibration instructions, or other information that will assist service personnel.

Resale or Disposal:

A chiropractic table is considered a medical device by the Food and Drug Administration. Therefore, it is necessary that Pivotal Health Solutions, Inc. be notified if the table is sold, destroyed, or otherwise disposed of. Please notify in writing providing your name and the serial number of your table to:

Pivotal Health Solutions
Attn: Quality
3003 9th Ave. SW
Watertown, SD 57201

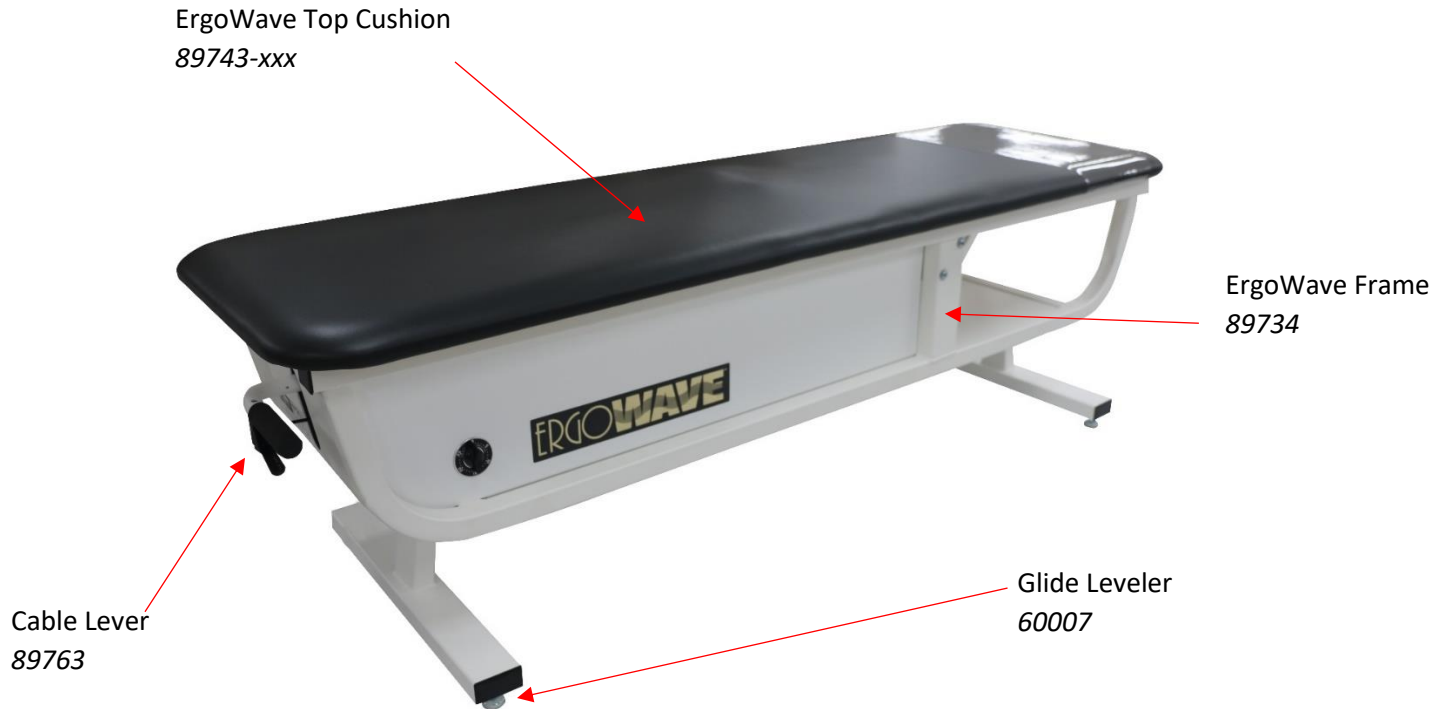




Recycle and dispose of device properly in accordance with local, state and federal laws. Over the years, tons of electronics equipment with hazardous materials have been thrown away with standard garbage. Over time, these materials leech out of the electronic causing damage to the environment. It is important to try and properly dispose of retired devices in order to prevent damage to our environment.

Replacement Parts:

Replacement Part Information



*xxx is a place holder for the color code. Contact Pivotal Health for the appropriate color code for your table.

<u>Part Name</u>	<u>Part Number</u>
ErgoWave Top Cushion	89743-xxx
Cervical Pillow	EW88152-xxx
Leg Bolster	EW87896-xxx
ErgoWave Frame	89734
Glide Leveler	60007
30 Minute Timer	72139
Knob Timer	70335
Gas Spring	89737
Mech-Lock	89769
Cable Lever	89763
Foam Grip	66115

Warranty:

Warranty details can be found at: <http://www.phschiropractic.com/customer-service/warranty.aspx>

Note: Warranty periods listed apply only to products purchased in new condition. Any tables sold as a factory blemish or in used condition are sold 'as-is' and are limited to a (1) year warranty on the frame only, commencing on the date of delivery.

Note to user: If a serious incident occurs, report the incident to Pivotal Health solutions. (See section with Manufacturer Contact Information for contact details). If the incident occurs in the EU, also report any serious incident to the Competent Authority of the Member State in which the user and/or patient is established.

Manufacturer Information:

Rev H 10-18-2024



Pivotal Health Solutions, Inc.
3003 9th Ave. SW
Watertown, SD 57201
USA



800-743-7738



011-1-605-753-0110



Fax: 605-882-8398



service@pivotalhealthsolutions.com



www.pivotalhealthsolutions.com



Emergo Europe
Westervoortsedijk 60
6827 AT Arnhem
The Netherlands



Sissel France SAS
14 rue des Grandes Bosses
44220 Couron
France



UK Responsible Person
Emergo Consulting (UK) Limited
Compass House, Vision Park Histon
Cambridge CB24 9BZ
United Kingdom



Performance Health International Ltd.
Nunn Brook Rd, Huthwaite Sutton-Ashfield,
Nottinghamshire NG17 2HU
United Kingdom



MedEnvoy
Gotthardstrasse 28
6302 Zug
Switzerland



Medidor AG
Lenzburgerstrasse 2
CH-5702 Niederlenz
Switzerland