



# Quantum Intersegmental Table User Manual

Applies to the following Models:

**MD** **REF**

Q400 Q400P



**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.

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## Intended Use:

**Intended Use:** The Quantum Intersegmental Table is an electro-mechanical treatment table. It is designed to release muscle tension and deliver soothing massage.












## Contraindications:

Contraindications of localized roller massage tables are:

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

## Safety 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.

	<b>CAUTION:</b> Text with a “CAUTION” indicator will explain possible safety infractions that could have the potential to cause injury.
	<b>WARNING:</b> Text with “WARNING” indicator will explain possible safety infractions that will potentially cause serious injury and equipment damage.
	<b>Pinch Point:</b> Indicates space between manually adjustable moving and stationary parts where body parts may become caught, leading to minor injury.
	<b>Warning: High Voltage</b>
	<b>Crush Hazard:</b> Indicates space between powered moving and stationary parts that represent a potential crush hazard.
 	<b>Instructions for Use:</b> Indicates the need for the user to consult the instructions for use.
	<b>EXPLOSION HAZARD</b> 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:**

## 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 there are 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, remove the shipping restraints, then plug in the table and test the options that are on your table. Contact Pivotal Health Solutions or your dealer with any questions or concerns.



**WARNING:** Before Operating the table, remove the shipping block and restraint shown below.



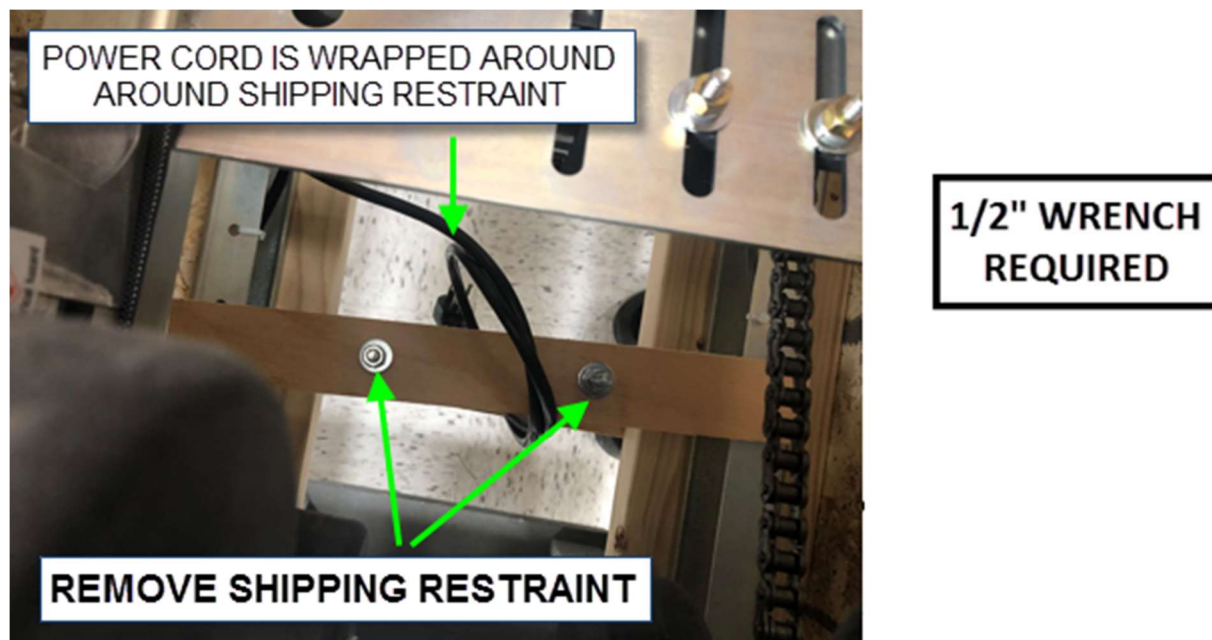
**CAUTION:** Table covering is very susceptible to tearing. Use caution when using sharp tools.

## Shipping Blocks/Restraints:

1.

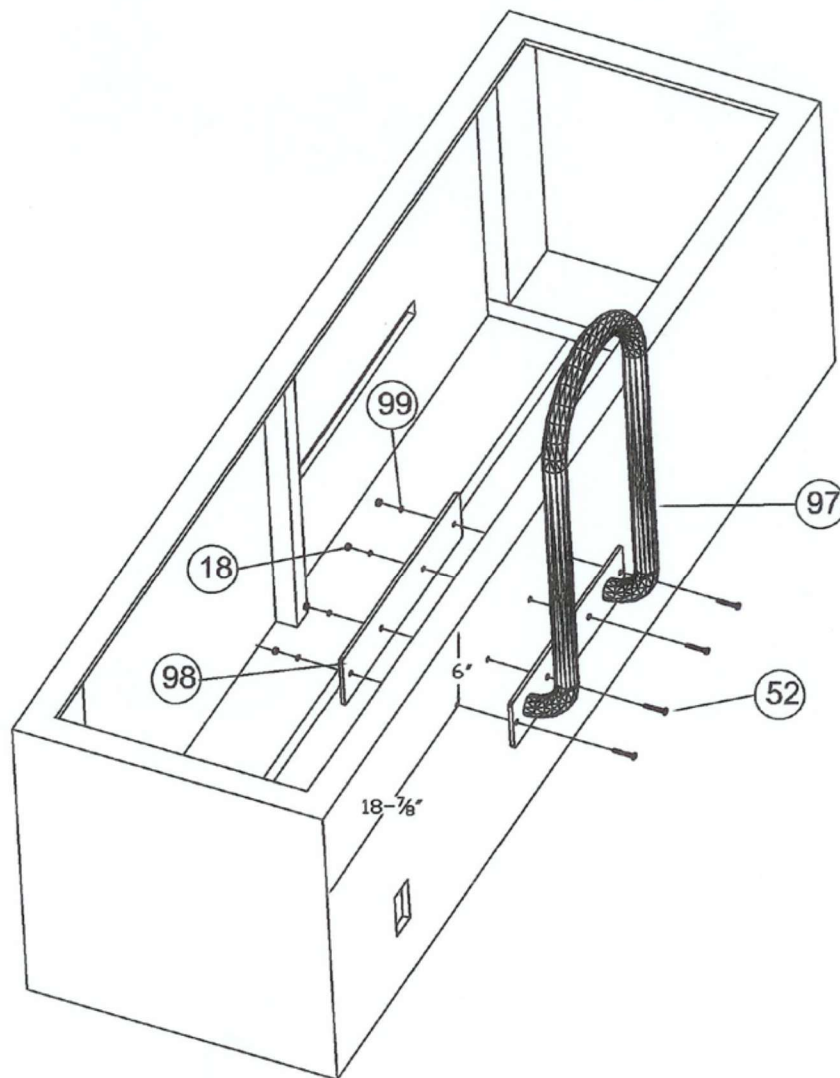


2.



**FAILURE TO FOLLOW THESE INSTRUCTIONS WILL DAMAGE YOUR TABLE AND VOID FACTORY WARRANTY**


## Patient Assist Installation:



ITEM NO.	PART NO.	DESCRIPTION	QTY
97	18622	RAIL PATIENT ASSIST	1
98	12483	PLATE 1/4x4x17 ASSIST BAR BACK	1
52	02513	SCREW HX HD CAP 3/8-16x1-3/4	4
99	02523	WASHER LOCK SPLIT 3/8 ZINC	4
18	02138	NUT HX FIN 3/8-16	4



## Technical Specifications:

MODEL NUMBER	Q400/Q400P*
DIMENSIONS	72" L x 22" W x 25" H
ROLLER HEIGHT ADJUSTMENT	4"
RATED VOLTAGE	120V
RATED FREQUENCY	60Hz
RATED CURRENT	10A
FUSE TYPE	10A
LOAD CAPACITY	300 lbs.
DUTY CYCLE	Continuous Duty
ELECTRICAL CLASSIFICATION	Class 1
ELECTRICAL TYPE	 Type B
POWER CORD (120V)	116 in (243 cm) cable length, 10A, unshielded

\*Model Q400P has a patient assist. Q400 does not have a patient assist.



**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%.

### Quantum accessories:

- Knee Bolster Size 6" x 7" x 20"

**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 Quantum Table including cables associated with the Quantum 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.



**Caution:** Rapidly reversing the massage switch may cause damage to the motor or drive train. Pause briefly in the “OFF” position when changing rotation.

### Assisting Patient onto Table:

- 1) Ensure rollers are in the down position.
- 2) 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.
- 3) The patient should check clothing for keys, wallet, belt, or any other items that may cause discomfort during treatment or damage upholstery.
- 4) Never leave patient unattended while on the table.

### Table Operation:

- 1) Note – This product is equipped with a chain link on the turn-around chain that is a safety feature. This chain link is intended to break before other components to prevent wider damage to the system. Please contact Pivotal for a replacement if this occurs
- 2) Ensure rollers are in the down position.
- 3) Position the patient on the table. A patient is typically in supine position. The patient’s head is at the roller position (above the Cervical-Thoracic-Lumbar indicator) and feet are over the foot cover apron.
  - a. Knee pillow and cervical pillow may be used as desired.
  - b. Patient should be centered on the table to allow roller to track on both sides of the spine.
- 4) Elevate rollers to the appropriate height for treatment once the patient is in place.
  - a. Note – if the rollers are raised and operated in travel mode without weight, or without sufficient weight, the cushion will lift off and move. If this happens lower the rollers.
  - b. Note – Smaller/lower weight patients may require the rollers lower for the cushion to remain in place during treatment.
- 5) Perform the treatment desired. Refer to hand-control functions below for operation of hand-control.
- 6) When time expires, the rollers should automatically return to the lowest position.






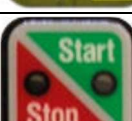
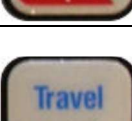


### Assisting Patient off of Table:

- 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.

## Hand Controls:

### Note:

- The hand-control defaults to the last settings used.
- These tables no longer have a heat option.

	Power – Turns the main power to the table on or off.
	Vibration – Turns the vibration mode on or off.
	Direction – Determines direction of rotation of the roller when in motion. Standard is position is counter-clockwise rotation.
	Lock – Prevents patients from changing the table settings. To unlock, hold in button for three seconds.
	Treatment Time Indicator.
	Start/Stop – Push once to start selected therapy. Give to patient to use as a remote stop.
	Travel – Controls tracking of rollers from Cervical to Lumbar. In ON position, button is lighted. When ON the rollers track the full range. When OFF, horizontal movement is halted.
	Timer / Roller Height Control – Timer may be set from 1 to 30 minutes by using the arrow buttons. Toggle up or down to set the height of the rollers when the timer is active. Rollers will retract to lowest position when time expires.
	



## Roller Location Indicator Panel:

The red light indicates the position of the rollers. In the picture below, the rollers are in the thoracic area.



## 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.**

At six month intervals, it is recommended the top be removed and the following items checked:

(Note: Use caution when operating the table with the top removed. Do not place hands inside the table while the table is operating. Secure or remove any in no loose clothing, neckties, or jewelry that could be caught in the chains or other moving parts.)

1. Verify that the three black rollers are free to rotate without binding.
2. Verify that the chains are taut.
3. Verify that all wiring, including the power cord to the wall outlet, is away from moving parts.

## 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"><li>1. Verify power supply connections.</li><li>2. Check that outlet is working and breaker is not tripped.</li><li>3. <i>If the problem persists, contact Pivotal Health Solutions.</i></li></ol>
If you hear an unusual noise.	<ol style="list-style-type: none"><li>1. <i>Contact Pivotal Health Solutions</i></li></ol>

## 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 9<sup>th</sup> 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:

**Note: Diagrams follow the parts list. See Patient Assist Installation section for Patient Assist parts.**

<b><u>PARTS LIST BY: ITEM NO</u></b>			
<b>ITEM NO.</b>	<b>PART NO.</b>	<b><u>DESCRIPTION</u></b>	<b><u>QUANTITY</u></b>
1	18613	CABINET BASE	1
2	02539	SCREW HEX HEAD #12x1-1/4	16
3	01118	ALUMINUM TRIM	1
4	03148	INDICATOR PANEL CERVICAL LUMBAR	1
5	03111	CASTER HOODED 1-7/8" BALL SWIVEL	4
6	02532	SCREW HEX WASHER HEAD #6x1	5
7	03034	TRACK CARRIAGE GUIDE 14GA	2
8	03280	CIRCUIT BOARD	1
9	03264	POWER CORD	1
10	12466	RECEPTACLE PLATE	1
11	03268	COILED CORD	1
12	03281	HAND HELD REMOTE CONTROL	1
13	19680	TABLE TOP	1
14	14121	VINYL FOOT COVER	1
17	13040	ROD THREADED 1/2-13x14 CHAIN TENSIONER	2
18	02138	NUT HEX FIN 3/8-16	1
19	02045	SCREW HEX HEAD CAP 1/4-20x1	8
20	02522	BOLT CARRIAGE 1/4-20x1-1/2	4
21	02140	WASHER 1/4	29
22	02100	NUT NYLOCK 1/4-20	18
23	03120	MOTOR INTERSEG TRAVERSE DRIVE W/KEY	1
24	03260	SPROCKET ROLLER 1/2 ID 40BS10 W/ SET SCREWS	1
25	19677	CHAIN ASSEMBLY ROLLER CARRIAGE	1
26	19678	CHAIN ASSEMBLY TURN AROUND	1
27	12458	BRACKET FORMED 4-3/4x5x12 TENSION	1
28	02524	SCREW SOC HEAD CAP 1/4-20x1-1/4	1
29	02105	NUT NYLOCK 5/16-18	11
30	03256	BEARING 5/8 PILLOW BLOCK	2
31	12459	SHAFT 5/8x6 TURN AROUND SPROCKET	1
32	02545	WASHER LOCK SPLIT 1/2 ZINC	2
33	02062	SCREW HEX HEAD CAP 5/16-18x1-1/2	2
34	02110	NUT NYLOCK 3/8-16	2
35	18621	ROLLER SPROCKET ASSEMBLY	1
36	02150	WASHER 5/16	26
37	03150	STRAP CLAMP VIBRATOR MOTOR 2C703	1
38	03124	MOTOR VIBRATOR 3M564	1
39	03257	BEARING 3/4 PILLOW BLOCK	2
40	12463	BLOCK UHMW 1x1-1/2x2 TOP FRAME PIVOT	2
41	12456	BLOCK UHMW 3/4x1x2 POSITION LED	1
42	02130	NUT HEX FIN 5/16-18	3
43	18610	TOP FRAME ROLLER CARRIAGE	1
44	02181	SCREW HEX HEAD CAP 5/16-18x2-1/2	4
45	03121	MOTOR ROLLER ROTATION W/ KEY	1
46	03259	SPROCKET ROLLER 5/8 ID 40BS10 W/ SET SCREWS	2



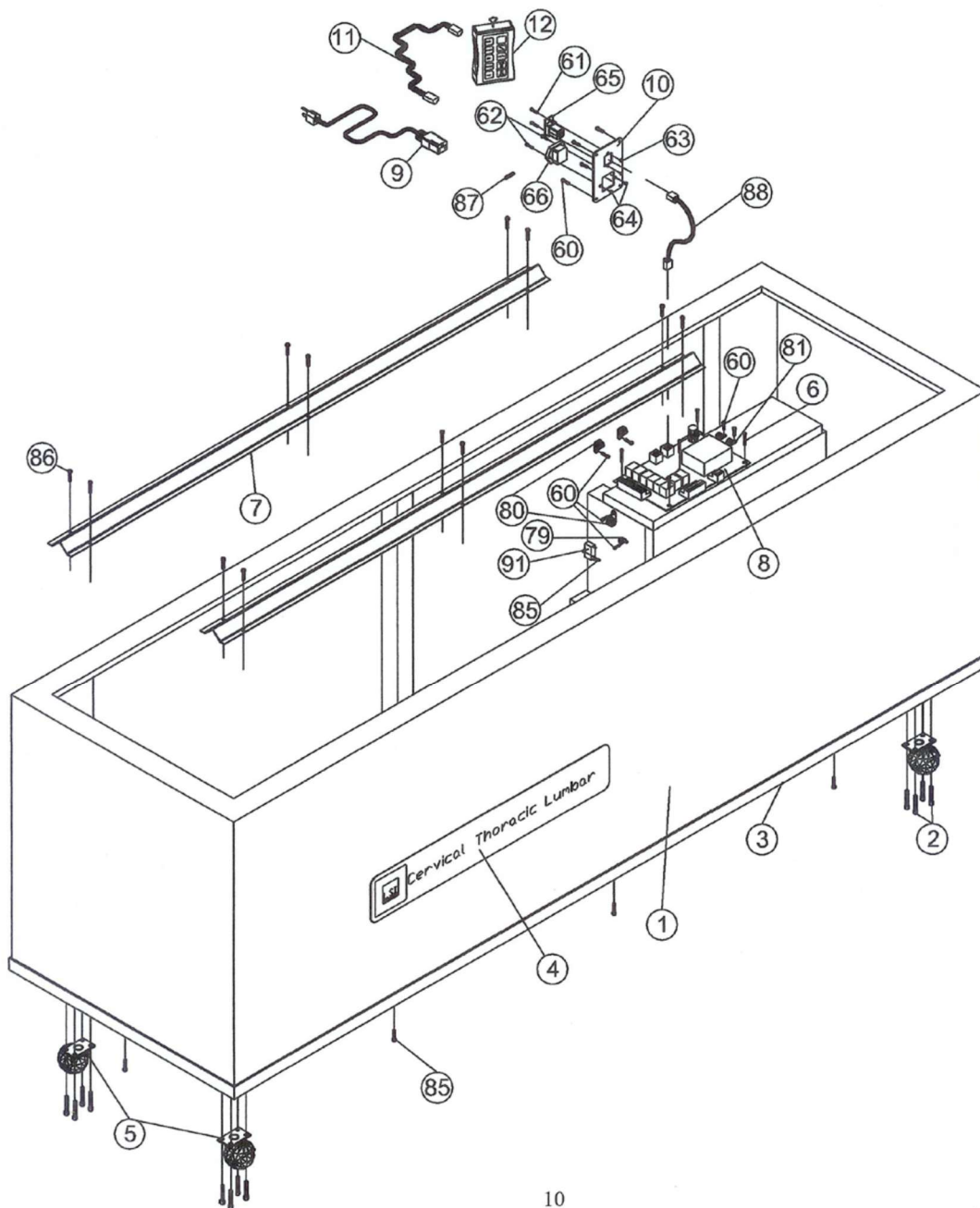
47	18620	BAR TURN AROUND	1
48	02160	WASHER NYLON 5/16 ID	8
49	02114	SCREW HEX HEAD CAP 1/4-20x3/4	4
50	13039	ROD THREADED 5/16-18x9-1/2 INDICATOR LED	1
51	18608	BASE FRAME ROLLER CARRIAGE	1

<b><u>PARTS LIST BY: ITEM NO</u></b>			
<b>ITEM NO.</b>	<b>PART NO.</b>	<b>DESCRIPTION</b>	<b>QUANTITY</b>
52	02513	SCREW HEX HEAD CAP 3/8-16x1-3/4	1
53	12448	BAR 1/8x1 POTENTIOMETER LINK 13" LONG	1
54	12452	BAR ALUM 1/2x1/2x4-5/8 ELEVATION MOTOR	1
55	02514	SCREW HEX HEAD CAP 3/8x16x5-1/2	1
56	02519	COLLAR SET 3/8IDx3/4ODx3/8	1
57	03122	ROLLER ELEVATION MOTOR	1
58	02044	SCREW HEX HEAD CAP 1/4-20x1-1/4	4
59	19689	POTENTIOMETER WITH WIRE	1
60	02527	SCREW PAN HEAD PHIL SHEET METAL 6x1/2	6
61	02008	SCREW PAN HEAD 4-40x1/2	2
62	02038	SCREW FLAT HEAD SOC 5-40x1/2	2
63	02112	NUT NYLOCK 4-40	2
64	02531	NUT NYLOCK 5-40	2
65	03270	CONNECTOR RJ45	1
66	19690	RECEPTACLE WITH WIRE	1
67	03089	BEARING FLANGE BRONZE 1/4IDx3/8ODx3/8	1
68	02518	WASHER 3/8 NYLON FLAT	5
69	12462	BLOCK UHMW 3/4x1x1-1/4 GLIDE	4
70	02053	SCREW HEX HEAD CAP 1/4-20x1-1/2	1
71	03263	TERMINAL BLOCK 12 POLE 18-20GA 350V	1
72	02142	WASHER FLAT #6	5
73	02515	SCREW PAN HEAD PHIL #6-32x1	4
74	02077	NUT NYLOCK #6-32	4
75	02235	CABLE TIE 1/16" X 6"	26
76	02516	NUT HEX FIN #6-32	2
77	03249	TERMINAL BLOCK 4 POLE	1
78	19688	LED SIDE INDICATOR ASSEMBLY	1
79	02200	CLAMP CABLE 3/16 BLACK	1
80	02208	CLAMP CABLE 3/8 WHITE	3
81	02201	CLAMP CABLE 1/4 WHITE	2
82	02090	NUT NYLOCK 1/2-13	2
83	02145	WASHER 1/2	2
84	02501	SCREW PAN HEAD PHIL 10-32x1/2	4
85	02525	SCREW PAN HEAD PHIL SHT MTL 6x5/8 ZINC	10
86	02526	SCREW PAN HEAD PHIL SHT MTL 8x3/4 ZINC	12
87	02467	FUSE 10AMP 125V GMA	1
88	03269	1' PATCH CABLE	1
89	02135	NUT HX FIN JAM 1/2-13	4
95	Q400BV	QUANTUM BASE VINYL SEWN (SLEEVE) (OPTIONAL REPLACEMENT)	1



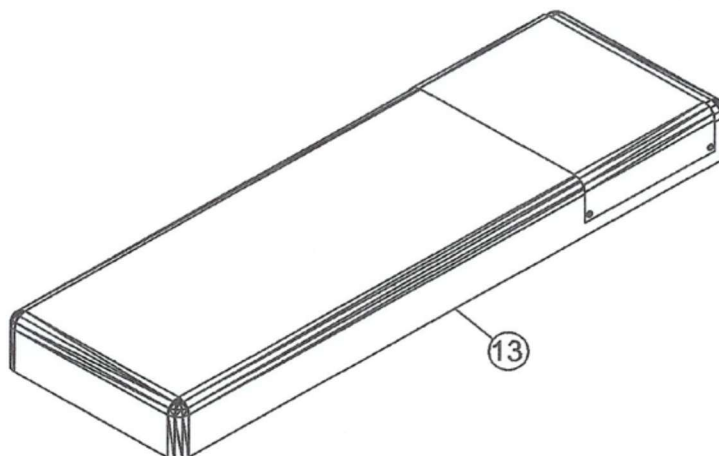
96	Q400TV	QUANTUM TOP VINYL SEWN (OPTIONAL REPLACEMENT)	1
97	18622	PATIENT ASSIST BAR	1
98	12483	PATIENT ASSIST BAR BACK PLATE	1
99	02523	WASHER LOCK SPLIT 3/8 ZINC	4
	14485	BOLSTER Q400 7x6x20	1

Q400  
CABINET BASE

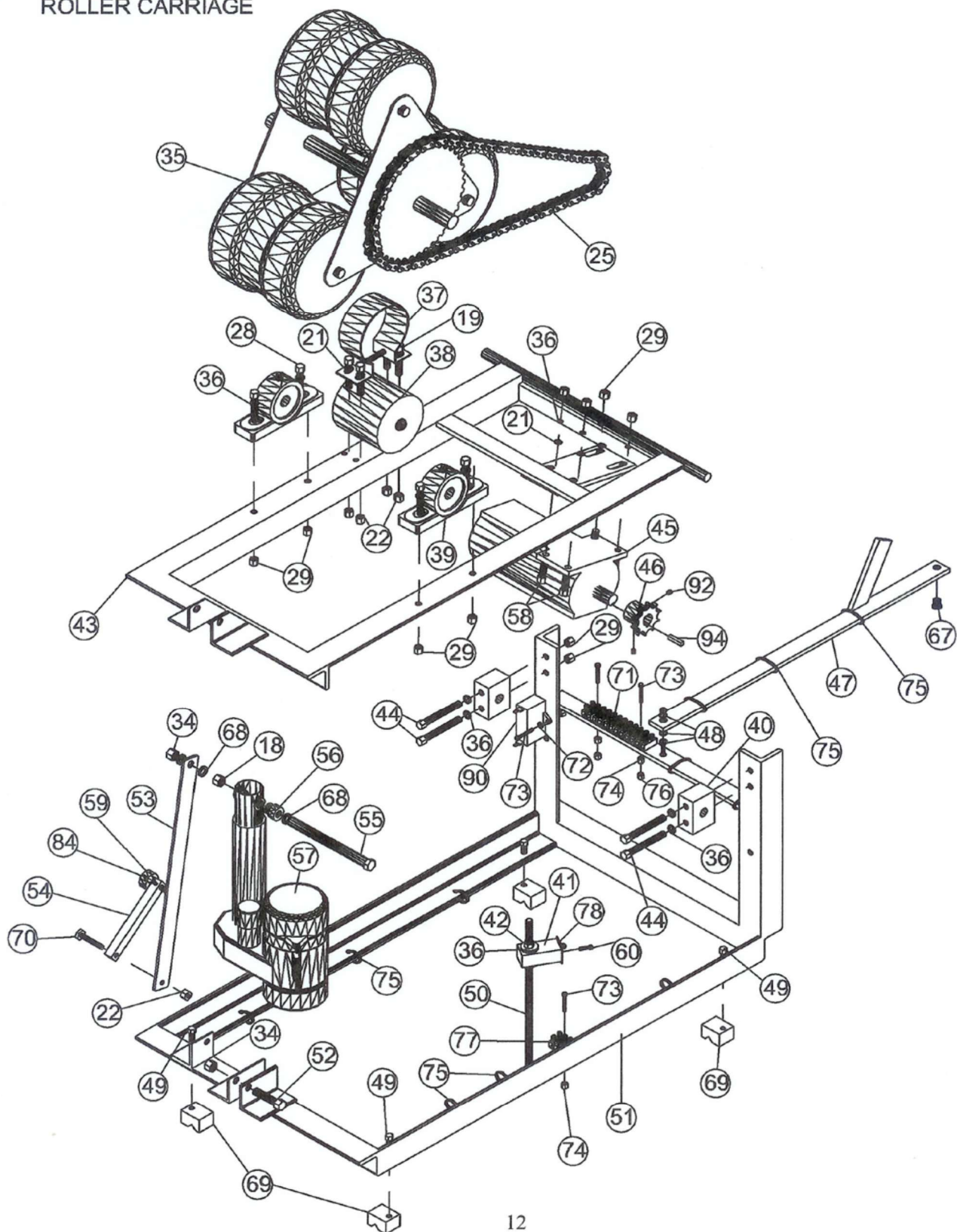


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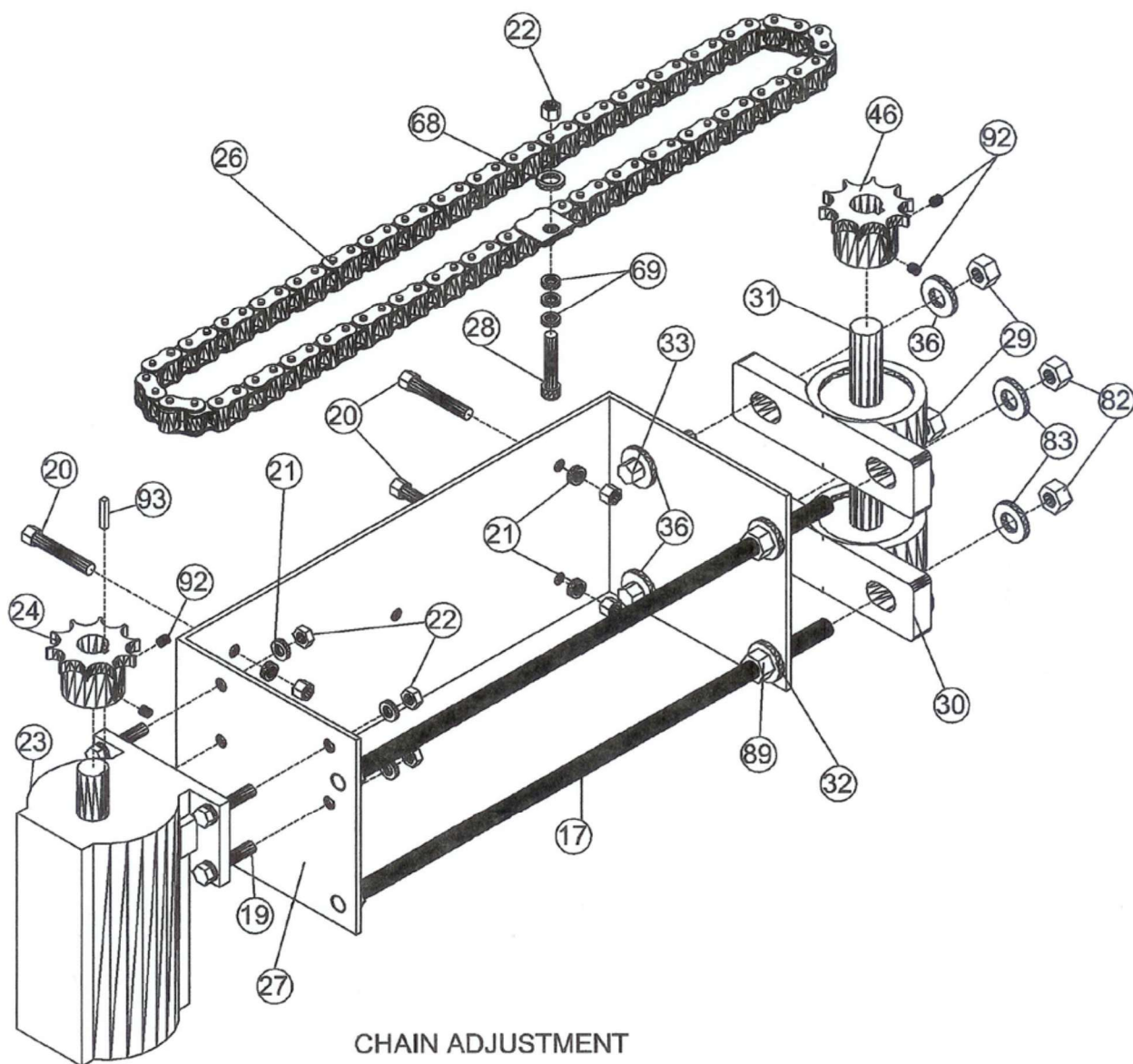
Q400  
TABLE TOP



Q400  
ROLLER CARRIAGE



Q400  
TURN AROUND ASSEMBLY



CHAIN ADJUSTMENT

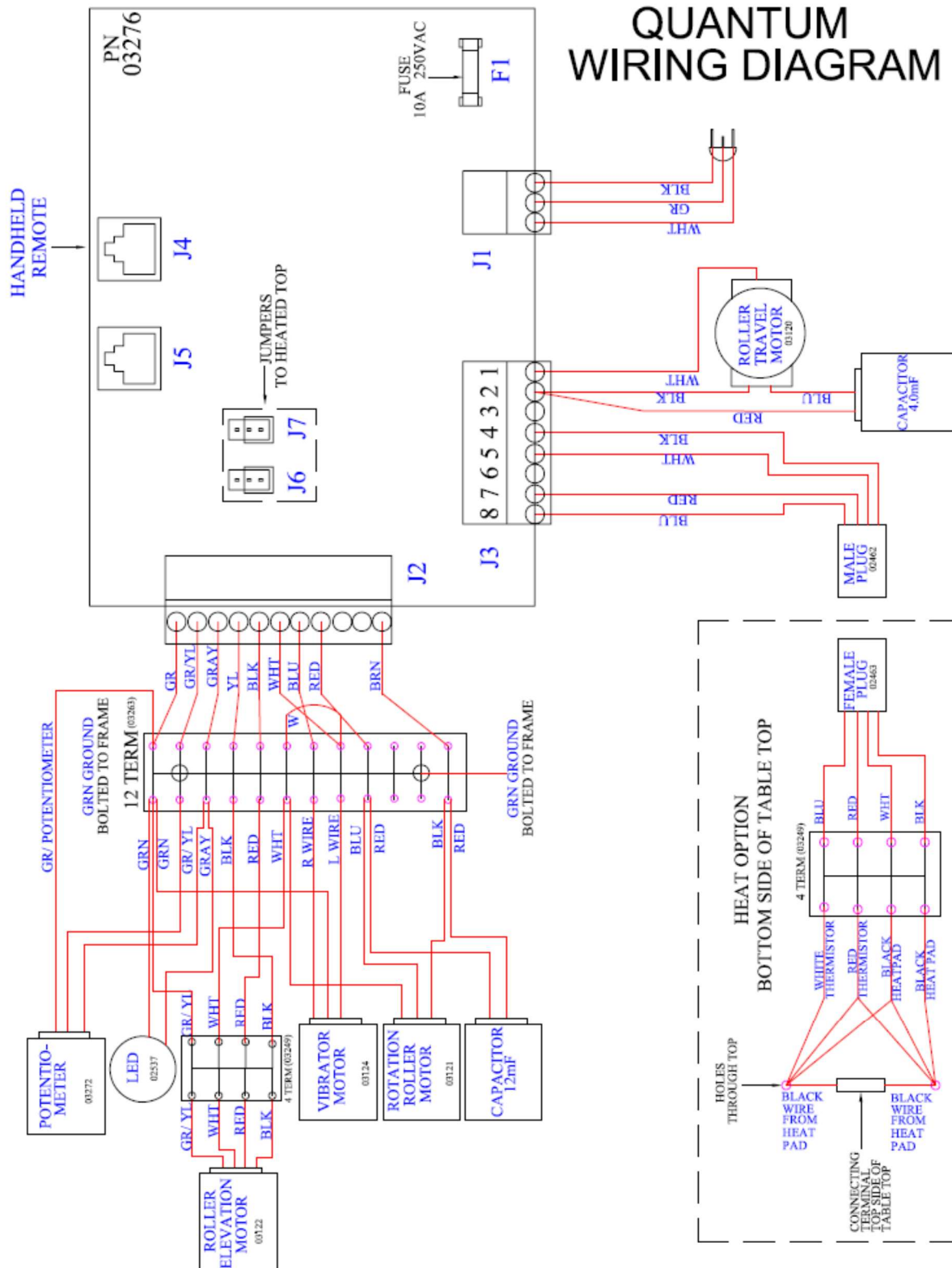
3/4" open end wrench required.

Locate nuts **82** on outside ends of threaded rods **17**.

Loosen nuts to allow tensioner bracket plate **27** to be spread.

Turn nuts **89** inside tensioner bracket plate to tighten chain **26**.

Hold threaded rod **17** so that it doesn't turn during adjustment.





## Warranty:

<https://www.phschiropractic.com/customer-service/warranty.aspx>

**Note to user:** If a serious incident occurs, report the incident to Pivotal Health solutions. (See section with Manufacturer Contact Information for contact details).

## Manufacturer Information:

Rev B 3-24-2025



**Pivotal Health Solutions, Inc.**  
3003 9<sup>th</sup> Ave. SW  
Watertown, SD 57201  
USA



800-743-7738



011-1-605-753-0110



Fax: 605-882-8398



[service@pivotalhealthsolutions.com](mailto:service@pivotalhealthsolutions.com)



[www.pivotalhealthsolutions.com](http://www.pivotalhealthsolutions.com)