



When a little more time means a lot

**Owner's Manual**

## *~ A Letter From Caring Cradle® ~*

*Thank you for making the choice to create moments for memories. We, at Caring Cradle®, recognize what an incredibly difficult time this is for both families and staff.*

*If you are a family who has suffered the loss of your precious baby our hearts go out to you. The idea behind the Caring Cradle® is to allow you, the family, more time to say goodbye to your baby in a comfortable atmosphere, at your own pace. Some families may only need an hour or two, while others may need a day or two. Please feel free to hold, rock, snuggle or sing to your baby during this time. You may also consider taking photos, making hand prints or footprints, taking a small clipping of your baby's hair, bathing your baby or allowing grandparents and siblings to come and meet your baby. Remember this is your grief journey and the memories you make today will be the moments that will help heal your heart in the days, weeks and months to come.*

*If you are a hospital offering this support device to your bereaved parents we would like to say thank you. Thank you for acknowledging this need and listening to the voices of countless parents whose one biggest regret is they did not spend more time saying goodbye. Many did not know how or were afraid to ask for more time, others were worried about how staff might perceive such a request and still others were in such a state of shock they could not ask. By having a device ready and set up this tells parents they can spend as little or as much time as they need. In addition, staff will no longer need to make trips to the morgue, monitor room temperature or ice levels and can instead use that time to love on families and give the care they need.*

*Be sure to refer to your owner's manual for operating instructions and at your convenience visit our web site for frequently asked questions, trouble shooting and a list of support services available.*

*In care, concern, and in the name of healing,*

*The Caring Cradle®*

# OVERVIEW

The Caring Cradle® is a cooling unit designed and engineered to allow parents and families the ability to say goodbye to a deceased baby in a comfortable atmosphere. It is large enough to accommodate infants up to one year of age.




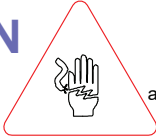


## WARNING!

Be sure to read all product safety, setup, and operational instructions in this guide before using the Caring Cradle®. Proper setup, installation, and usage as outlined in this owner's manual are essential for the Caring Cradle® to function properly. This owner's manual contains important safety and product information that identifies hazards that could result in personal injury, death and/or property damage. Pay close attention and thoroughly read this owner's manual.

<b>Caring Cradle®</b> By Comfort Innovations LLC <b>Made in USA</b> Patent No. : 10,684,056	<b>Model No. CC100</b> Serial No.
	Line Voltage: 110-120V Line Frequency: 60Hz Input current: 10A
	Gas type: R-134a (Tetrafluoroethane)


  

 <p><b>CAUTION</b> Do not block side vents, loss of performance and overheating will occur.</p>	 <p><b>CAUTION</b> Lock casters / wheels before use.</p>
 <p><b>ATTENTION</b> This unit is not to be used on a viable infant.</p>	 <p><b>DANGER</b> Disconnect cord before attempting to clean product.</p>

**DISCLAIMER**

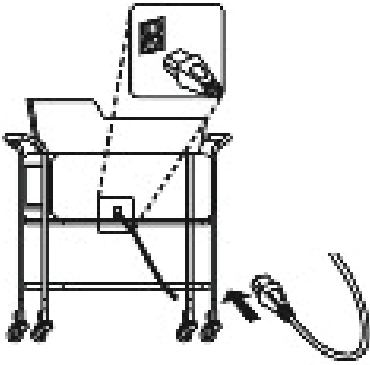
This product is not intended to diagnose, treat, cure, mitigate, or prevent disease, illness or any medical condition. This product is not to be used as a replacement for medical treatment. If you have a disease, illness, or medical condition, consult with your physician or healthcare provider before using the product. A licensed medical professional should be consulted for diagnosis and treatment of any and all medical conditions. This product is neither approved nor endorsed by any governmental medical device authority or other agency. All implied warranties, including those of merchantability and fitness for a particular purpose are excluded and are disclaimed. Use only as directed.

**WARNING**

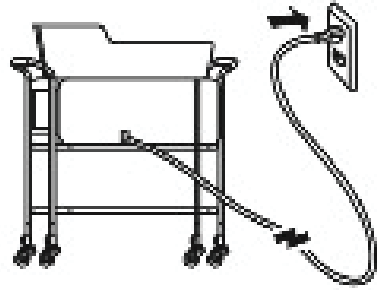


Read instruction booklet before using this product. Follow all instructions. The instruction booklet contains important safety and product information that identifies hazards that could result in personal injury, death and/or property damage.

# Quickstart

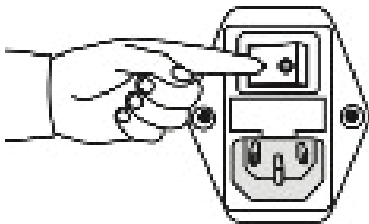


Insert power cord into the adapter



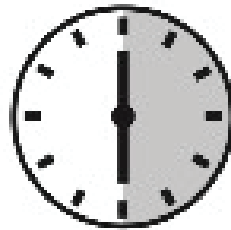
Insert power cord into the wall

3



Switch rocker switch to "ON"

4



30 min

Wait 30 minutes before use

# Keep Cabinet Locked

Your Caring Cradle® is preset to run at desired temp. There is nothing you need to adjust.

However, should you need to access the locked cabinet to troubleshoot, or verify temperature readings, a hex key has been provided. Opening the cabinet should only be done upon manufacturer's recommendation.

This cabinet should remain locked at all times for safety purposes and to minimize damage to the internal components.



Hex lock



Hex lock with hex key

# CONTENTS

Caring Cradle® unit	Power cord
Owner's manual	Hex key
Quick start guide	Gel mattress pad

## Caring Cradle Specifications

### Caring Cradle® Dimensions:

- 41.5" L X 18.7" W X 42.5" H  
(May vary depending on model)

### Unit Weight:

- 150 pounds

### Refrigerant Specs:

- Refrigerant 134a Tetrafluoroethene

### Fuse Rating:

- 10 Amp

### Exterior Temp Operating Range:

- 68°F–75°F

### Compliance:

- This device complies with hospital equipment standards for use within hospital environments

### Bassinet Material:

- HDPE

### Input Voltage:

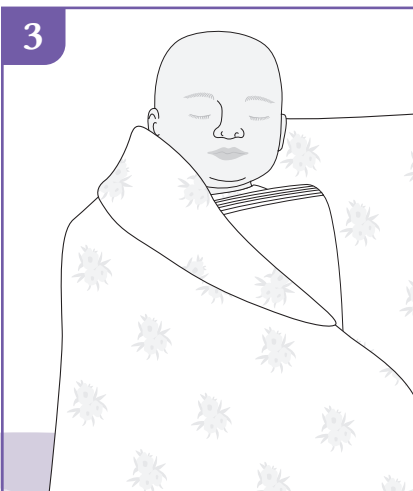
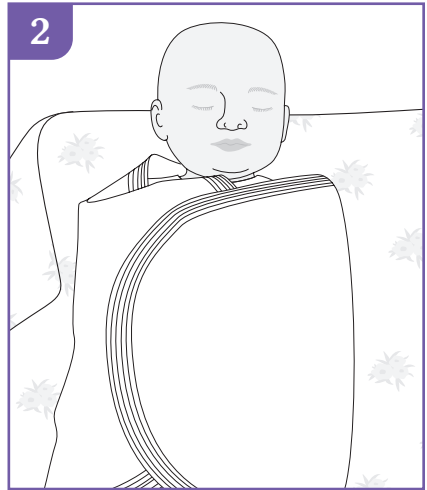
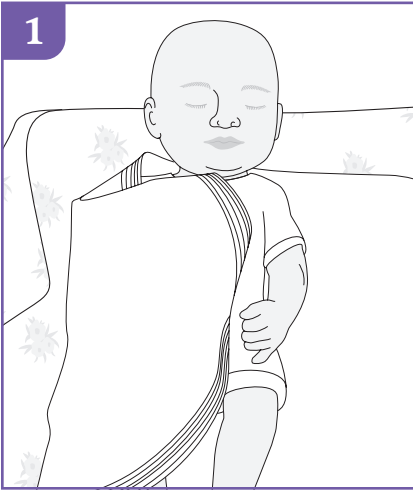
- 110/120 Volts AC

### Patent:

- US 10,684,056 B2

# Proper Gel Pad Usage

- 1.) Inspect empty bassinet, wipe with hospital grade cleaner.
- 2.) Place grey gel mattress pad in bottom of bassinet. A pillowcase can be used over mat if wanted. This can be wrapped with the baby in a blanket when holding the baby for long periods to maintain cooling. However, the gel mat should be against the body and inside the blanket.
- 3.) Turn power on 30 minutes prior to anticipated use.





# INSTALLATION

- Remove from shipping crate, allow to sit for 24 hours.
- Caring Cradle® must always remain in the upright position. It can never be turned on its side.
- Connect the 110 Volt power cord into the power switch adaptor located on the back of the unit.
- Please note that the Caring Cradle® needs to be plugged into its own dedicated 110 Volt power wall outlet; do not plug any other device into the wall outlet the Caring Cradle® is occupying.
- The unit should not be connected to an extension cord. It must be plugged directly into an 110 Volt wall outlet.
- Once plugged into the wall outlet, switch to the ON position.
- The Caring Cradle® is factory preset there is no need to make any adjustments to the cooling system.
- The unit operates best in an ambient room temperature of 68 to 75 degrees Fahrenheit.

# OPERATIONS

- Your Caring Cradle® is preset to run at desired temperature. Within 30 minutes of activation, the device will reach the desired temperature. There is nothing for you to adjust. The bottom of the bassinet and pad will feel cold and the unit will be ready to be used.
- The unit should be checked daily to confirm the plate on the bottom of the bassinet continues to be cold to the touch.
- This device is designed to run 24 hours a day for up to 7 full days of consistent use.
- Keep baby covered (not wrapped) with blanket while in the cradle to help maintain cooling, when possible. Baby should remain directly on the gel mat.
- Never under any circumstances cover the vents on the unit when it is running.
- No mechanical maintenance is required on this unit.

# MAINTENANCE

## Infection Prevention and Control

- After each and every use the gel mattress pad and the entire bassinet should be completely wiped down with medical-grade disinfectant.
- Hospital linens require normal hospital-grade laundering.
- In the event of damage or tears to the gel mattress pad, contact the manufacturer and replace immediately.

# TROUBLESHOOTING

## The Unit Is Not Getting Cold

- Is the power cord securely plugged into device? Securely into the wall outlet?
- Is on/off switch in the ON position?
- Check that nothing is plugged into the same outlet the Caring Cradle is using.

## On/Off Switch Is Not Functioning

- Is the power cord securely plugged into device? Securely into the wall outlet?
- Is on/off switch in the ON position?
- Insert new fuse into on/offswitch (spare fuse within fuse holder when popped out).

## Power Cord Is Frayed, Damaged or Broken

- Do not use device. A replacement cord must be ordered to avoid injury or hazard.

# STORAGE

- Turn the unit off.
- Unplug the unit from the 110 Volt wall outlet.
- Remove the power cord from the power switch and store the power cord on the left-hand side of the unit for safe keeping.
- Wipe down with hospital grade cleaner before and after each use.
- Make sure no materials are placed within the unit's bassinet.

# Limited Warranty

Comfort Innovations LLC (“CI”) warrants this Caring Cradle® (“device”) against defects in material or workmanship as follows:

1. LABOR: For a period of 12 months from the date of shipment from the manufacturer, if this Caring Cradle® is determined to be defective, CI will repair or replace it at an authorized service facility. After the warranty period, you must pay for all labor charges.
2. PARTS: Within warranty, CI will supply new or rebuilt components.

To obtain warranty service, you must deliver the device freight prepaid, in either the original packaging or packaging affording an equal degree of protection, to an authorized service facility.

This warranty does not cover customer instruction, installation, or set up.

The Caring Cradle® by CI is warranted to be free from defects in material and workmanship under normal use. This warranty does not cover defects or deficiencies in the product to the extent that such defects or deficiencies are the results of customer improper usage.

Defective products shall specifically exclude, without limitation, any products ”i) which have been subjected to misuse, negligence, accident, or improper maintenance, installation, or application or ”ii) which have been repaired or altered without CI prior written consent or ”iii) which identification marks and labels have been altered or removed.

NO OTHER WARRANTIES, EXPRESS OR IMPLIED, ARE MADE WITH RESPECT TO THE PRODUCTS INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

At CI’s election, customer shall either ”i) return to a location designated by CI, any allegedly defective products for which claims are made, with a written explanation of the claimed failures, for CI inspection. If the allegedly defective products are determined to be in compliance with CI warranty to the reasonable satisfaction of all involved, they shall be returned to, or retained by, customer, and customer shall bear the cost of any freight and duty in both directions and any costs incurred by CI in inspecting the products.

IN NO EVENT, WHETHER AS A RESULT OF BREACH OF CONTRACT OR WARRANTY, ALLEGED NEGLIGENCE OR OTHERWISE, SHALL EITHER PARTY BE LIABLE TO THE OTHER FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS OR REVENUE, LOSS OF USE OF PRODUCTS OR OTHER EQUIPMENT, OR DOWNTIME COSTS.

This warranty is only valid in the United States.

This warranty is invalid if the factory applied serial number has been altered or removed from the device.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS EXCLUSIVE REMEDY OF THE CONSUMER. CI SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

To obtain service under this warranty, contact us at [admin@caringcradle.com](mailto:admin@caringcradle.com).

## Disclaimer And Limitations Of Remedies

This product is not intended to diagnose, treat, cure, mitigate, or prevent disease, illness or any medical condition. This product is not to be used as a replacement for medical treatment. If you have a disease, illness or medical condition, consult with your physician or healthcare provider. A licensed medical professional should be consulted for diagnosis and treatment of any and all medical conditions. This product

is neither approved nor endorsed by any governmental medical device authority or other agency. All implied warranties, including those of merchantability and fitness for a particular purpose are excluded and are disclaimed. Use only as directed.

Comfort Innovations, LLC, maker of the Caring Cradle®

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## Product Safety

Do not discard. Keep this guide for reference. Keep out of children's reach. Contents may be harmful if swallowed.

Serial number: