



Under Mattress Bed Alarm System  
Chair Pad (Optional)  
Call Button (Optional)  
INSTRUCTION MANUAL

**IMPORTANT: Read this manual before use**

If you have any issue or question, contact us directly at [questions@lunderg.com](mailto:questions@lunderg.com)

*Caregiving is one of the most selfless acts  
that someone can do!  
Your effort does not go unnoticed.*

*Thank you!*  
**LUNDERG.**

## Important + Customer Service

This manual explains how to use the Under Mattress Bed Alarm System with Early-Alert and optional Lunderg accessories such as the Chair Pad and Call Button. These accessories can be bought separately, as an add-on to your order or as a set with your order on [Lunderg.com](http://Lunderg.com) or at [Amazon.com/Lunderg](http://Amazon.com/Lunderg)

**It is very important that you read all the following pages.**

Before you unlock the peace of mind that the Under Mattress Bed Alarm System provides, please make sure all of the parts are included in the box.

If anything is missing, please contact us at [questions@lunderg.com](mailto:questions@lunderg.com) and we will make things right. We pride ourselves on our 24 hour customer service and work hard to provide all our customers with the VIP treatment they deserve.

*CAUTION: Technology alone cannot prevent falls or injury. In addition to professional caregivers this device is meant to supplement a facility or home patient management system.*

If you have any questions at all please contact us at [questions@lunderg.com](mailto:questions@lunderg.com) or request a call back at (800) 652-4905.

**REGISTER YOUR WARRANTY WITHIN 30 DAYS OF  
RECEIVING THE PRODUCT AT: [www.Lunderg.com/warranty](http://www.Lunderg.com/warranty)**

**REGISTRA TU GARANTÍA NO MAS TARDE DE 30 DIAS  
DE RECIBIR EL PRODUCTO en [www.Lunderg.com/garantia](http://www.Lunderg.com/garantia)**

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## What's in the Box

- Under Mattress Bed Sensor Pad with Early-Alert
- Monitor with unscrewed battery cover (comes in 2 parts)
- Mini screwdriver (to screw the monitor's battery cover in place)
- 2 x AA batteries (for the monitor)
- Wall holder for monitor unit
- User manual (this manual you are reading now)
- Quick guide

**IMPORTANT:** If you purchased the Under Mattress Bed Alarm System together with the Chair Pad and/or Call Button as a set or as an add-on to your order, the box will also include a **Chair Sensor Pad and/or Call Button.**

## Video Guides

For a more dynamic introduction to your products, watch these video guides:

### Under Mattress Bed Alarm System



Quick Guide Video

[www.Lunderg.com/undervideo](http://www.Lunderg.com/undervideo)

Full Guide Video

[www.Lunderg.com/underfullvideo](http://www.Lunderg.com/underfullvideo)



### Chair Alarm System

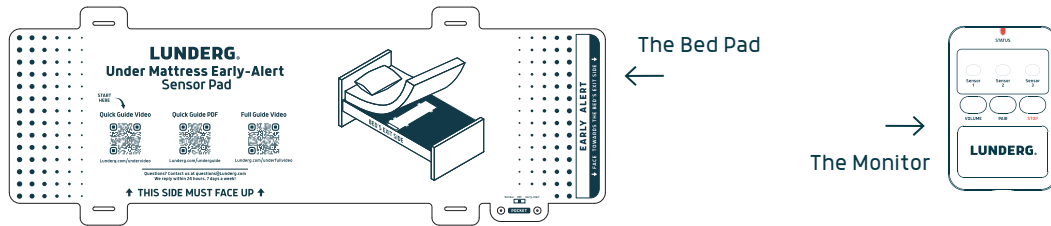


Chair Alarm System

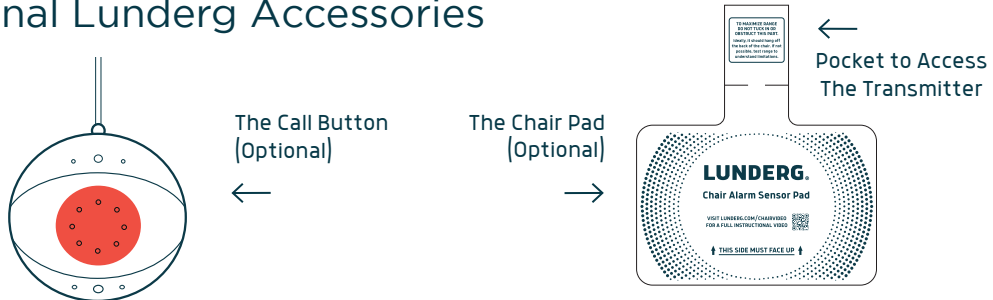
[www.Lunderg.com/chairvideo](http://www.Lunderg.com/chairvideo)

## Identifying the Parts of the Set

The 2 main components of the Under Mattress Bed Alarm System are the Under Mattress Bed Sensor Pad (the Bed Pad for short) and the Monitor (some folks call it the Pager).

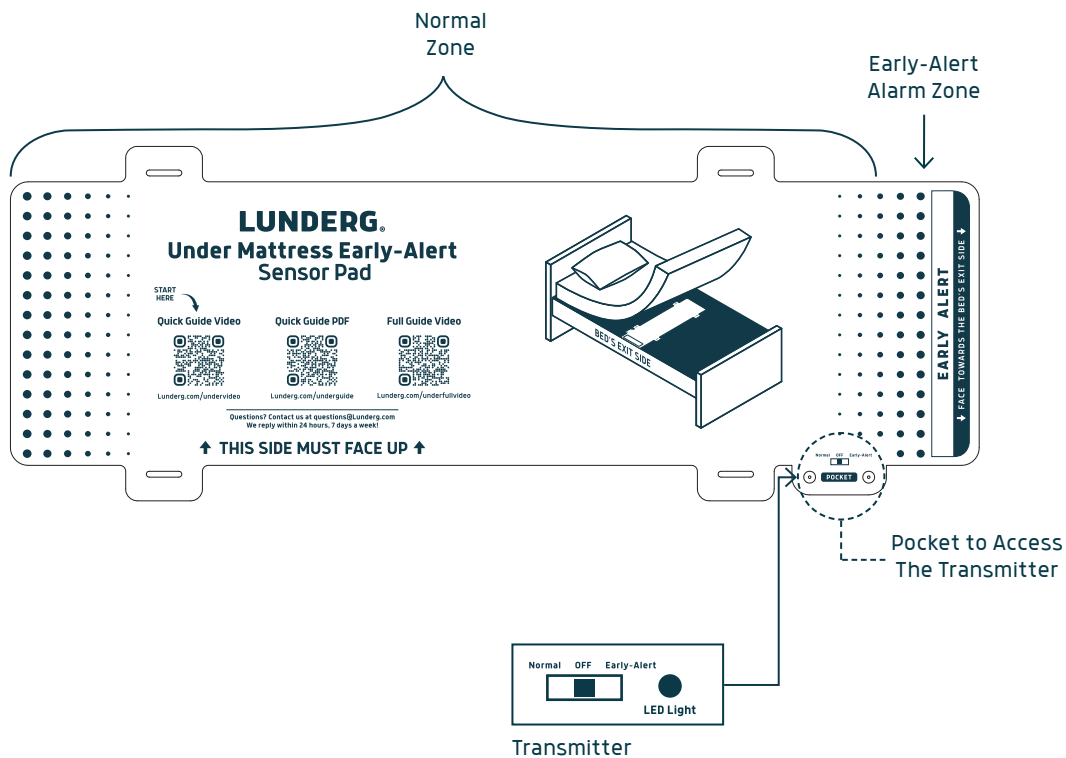


## Optional Lunderg Accessories



These optional add-ons can be purchased separately at [Lunderg.com](https://Lunderg.com) or [Amazon.com/Lunderg](https://Amazon.com/Lunderg).

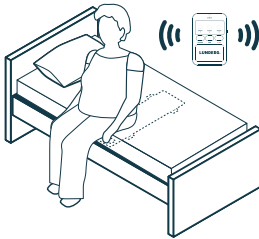
## The Under Mattress Bed Sensor Pad (**The Bed Pad**)



## Understanding the Early-Alert Function

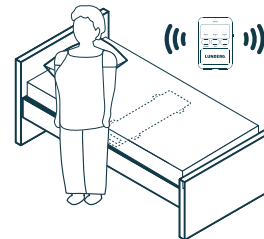
The Under Mattress Bed Sensor Pad comes with our innovative Early-Alert mode on one of its sides, which alerts you before your loved one leaves the bed.

Early-Alert Mode



Alarm sounds before exiting the bed

Normal Mode



Alarms sounds after exiting the bed

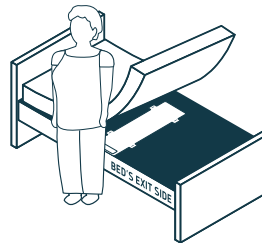
**IMPORTANT:** The Early-Alert function only applies to the Early-Alert edge. The rest of the pad functions as the Normal mode. Place the Early-Alert Edge on the bed's main exit side. For patients that move a lot, or if you are experiencing false alarms use the "Normal mode."

## Correct Placement of the Bed Pad

The Bed Pad should be positioned under the mattress at hip height, with the Early-Alert facing the bed's main exit side.

**Please note that the bed pad can be placed on BOTH sides of the bed. Ensure that the side that reads "This side must face up" is facing upward.**

In a king or queen bed, the pad should be placed on the side of the mattress where your loved one sleeps - never in the middle!

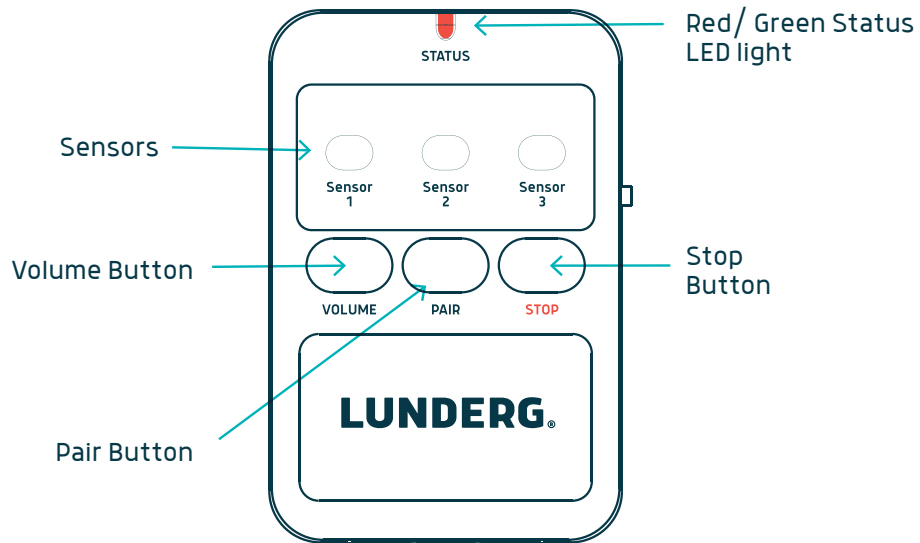


**DO NOT tuck thick sheets, duvet covers, or blankets under the mattress, as doing so might affect the pressure sensing of the bed pad and cause malfunction.**

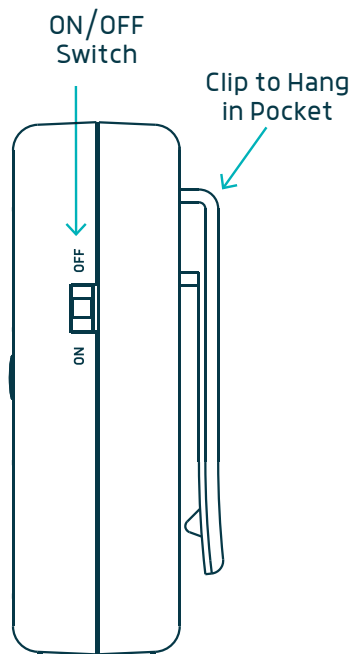
If using the pad with an adjustable bed, it is necessary to secure the Bed Pad to the bed using straps (sold separately) by looping the straps through the 4 inlets on the bed pad. Ensure that the Bed Pad does not move, and that no extra pressure is applied to it when adjusting the bed, as this could result in the system not functioning correctly.

On beds with hollow frames, make sure the weight force of the mattress is applied to the Sensor Pad (bottom of the bed) and not to the sides (frames of the bed).

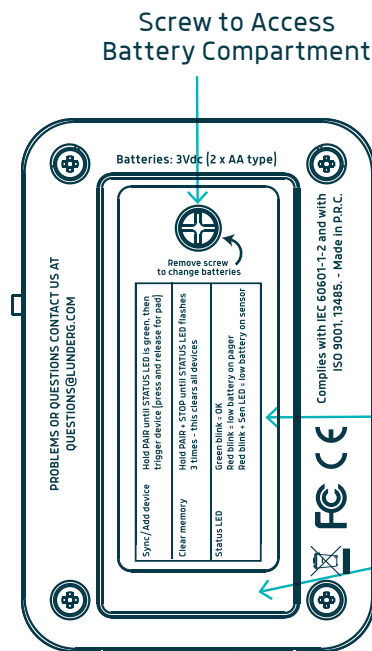
## The Monitor (The Pager)



FRONT



SIDE



BACK

## Battery Cover & Batteries

To comply with shipping and warehouse regulations we have to ship the monitor (pager) without the batteries inside of the Pager. We have included a small screwdriver and shipped it with the battery cover unscrewed for your convenience!

Simply insert the 2 x AA batteries (the most common ones) in the battery compartment following the + and - symbols. Cover the battery compartment with the battery cover and screw it with the screwdriver provided. The life of the battery will vary based on usage. You are ready to start using your pager!

*NOTE: unlike the batteries in the built-in transmitter module of the Bed Sensor Pad and Chair Sensor Pad, which can't be replaced, the 2 x AA batteries of the Monitor CAN be replaced.*

## How to Start Using the Bed Alarm

***For more visual information, please refer to the Quick Guide ([Lunderg.com/underguide](http://Lunderg.com/underguide)) or Quick Video ([Lunderg.com/undervideo](http://Lunderg.com/undervideo))***

NOTE: Your Under Mattress Bed Sensor Pad comes pre-paired from the factory, making setup easier. Follow the directions in 'How to Pair the Bed Pad with the Monitor' if you are setting up a replacement/extra sensor pad, if you have cleared the memory, or if your pad is not working.

1. Turn ON the Monitor.
2. Open the pocket on the Bed Pad and switch it to the right (Early-Alert, recommended) or to the left (Normal mode). The Bed Pad will start beeping.
3. Place the Bed Pad under the mattress at hip height, with the Early-Alert edge facing the main bed's exit side.
4. Put the mattress down and wait until the Bed Pad stops beeping (10 sec. to 2 min. depending on the mattress). Do not sit on the bed! *If the pad was not placed before it stops beeping, turn OFF the pad and monitor and start again from Step 1.*

5. Test the system is working by laying down on the bed:
  - Early-Alert mode: alarm should sound when sitting on the edge of the bed.
  - Normal mode: alarm should sound when exiting the bed.
6. To stop the alarm press the button STOP. Note that the Bed Alarm remains paired after pressing STOP and it will be activated as soon as it detects weight on it.

## How to Pair the Bed Pad With the Monitor

***For more visual information check out our Full Guide Video  
([Lunderg.com/underfullvideo](https://lunderg.com/underfullvideo))***

1. Turn ON the Monitor.
2. Hold the "PAIR" button on the Monitor until the status LED light turns a STEADY green.
3. Open the pocket on the Bed Pad and switch it to the right (Early-Alert, recommended) or to the left (Normal mode). The Bed Pad will start beeping.
4. Pairing happens automatically. To confirm the pairing, Status LED light won't be steady anymore and the Sensor 1's " green led light will blink once to indicate it has been paired.
4. Place the Bed Pad under the mattress at hips height and with the Early-Alert facing the bed's exit side.
5. Put the mattress down and wait until the Bed Pad stops beeping (10 sec to 2 min depending on the mattress). Do not sit on the bed! *If the pad was*

*not placed before it stops beeping, turn OFF the pad and monitor and start again from Step 1.*

6. Test the system is working by laying down on the bed and:
  - Early-Alert mode: alarm should sound when sitting on the edge of the bed.
  - Normal mode: alarm should sound when exiting the bed.
7. To stop the alarm press the button STOP. Note that the Bed Alarm remains paired after pressing STOP and it will be activated as soon as it detects weight on it.

\*\* Your Monitor can control up to 3 Bed Sensor Pads or other compatible devices (such as the Lunderg Chair Alarm or Call Button). If you had another Bed Pad or device already paired it would then be added as Sensor 2 or Sensor 3 (if you had already paired 2 extra devices).

## How to Pair the *Optional* Chair Pad With the Monitor

1. Make sure the Monitor/Pager is switched ON!
2. Make sure the transmitter inside the Chair Pad is switched ON.
3. Press the "PAIR" button on the wireless Monitor unit until the status LED light on the Monitor turns steady green. Make sure to complete the pairing before the light turns off!
4. Press and release the center zone of the Chair Sensor Pad to pair it and add it into the Monitor's memory. The status of the LED light on the Monitor won't be steady anymore and the Sensor's red LED light will blink once to indicate it has been paired. Your Monitor can control up to 3 devices! If you had another sensor pad or compatible device (such as the Lunderg Under Mattress Bed Alarm or Call Button) already paired it would then be added as Sensor 2 or Sensor 3 (if you had already paired 2 extra devices).
5. Test that the Chair Sensor Pad is working by pressing and releasing. The alarm should sound, and the corresponding status LED light will blink red to indicate the alarm is activated. To stop the alarm press the "STOP" button. Note that the Chair Alarm remains paired after pressing STOP and it will be activated as soon as it detects weight on it.

## How to Pair the *Optional* Call Button With the Monitor

1. Make sure the Monitor/Pager is switched ON!
2. Press the "PAIR" button on the wireless Monitor unit until the status LED light on the Monitor turns steady green. Make sure to complete the pairing before the light turns off!
3. Press and release the red button on the Call Button to pair it and add it into the Monitor's memory. The status of the LED light on the Monitor won't be steady anymore and the Sensor's red LED light will blink once to indicate it has been paired. Your Monitor can control up to 3 devices! If you had another device already paired it would then be added as Sensor 2 or Sensor 3 (if you had already paired 2 extra devices).
4. Test that the Call Button is working by pressing and releasing the red button. The alarm should sound, and the sensor light will blink red to indicate the alarm is activated. To stop the alarm press the "STOP" button. Note that the Call Button remains paired after pressing STOP.

## How to Clear the Memory

To unpair previously paired devices, or if a device is not working properly, please clear the memory.

To do so, hold both PAIR and STOP buttons until the Status LED light blinks fast 3 times (should take around 5-6 seconds).

Note that you will need to follow the steps described in "How to pair the Bed Pad with the Monitor" to pair and use your Monitor and Bed Pad after clearing the memory. If you have more than one Bed Sensor Pad, repeat the steps for all the Bed Sensor Pads that were previously paired.

If you had other devices paired, such as the Lunderg Chair Pad and/or Call Button, you will need to pair them ALL again. To do so, follow the steps described in "How to pair the Chair Pad with the Monitor" and/or "How to pair the Call Button with the Monitor."

## Adjusting the Volume

Press the VOLUME button to change the volume settings.

There are 3 possible settings:

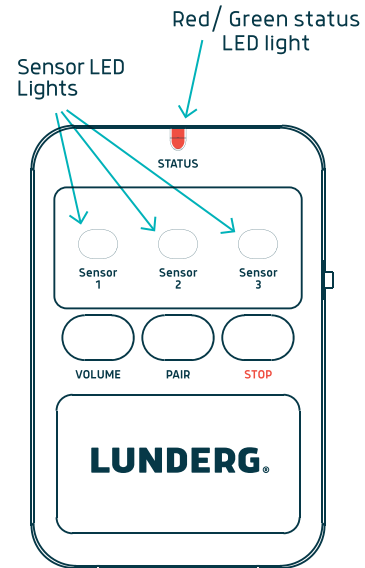
- High volume + vibration
- Low volume + vibration
- Only vibration (no sound)

## LED Light Status

The LED light status indicates the correct function of the sensor pad and monitor/ receiver.

There are 3 possible scenarios:

- LED light blinking green = Everything is OK!
- LED light blinking red = Low battery on the Monitor (pager). Change the AA batteries!
- LED light blinking red + sensor LED light = Low battery on the Sensor Pad that is ON (Sensor 1, Sensor 2, or Sensor 3.)  
You need to replace the Bed Sensor Pad/ compatible device!



## Tips From Our Caregiver

- If your Monitor is out of range of the Bed Pad (or a compatible add-on device) it won't beep when the alarm is triggered!
- DO NOT tuck thick sheets, duvet covers, or blankets under the mattress, as doing so might cause malfunction.
- Test the Monitor's range in your home before assuming it will cover the entire space!
- We designed the Lunderg Under Mattress Bed Alarm System, Chair Pad (optional) and Call Button (optional) so they could be used in a multi-floor home. We measured them in open-spaces and they should cover a minimum of 400 feet (122 meters). Note that indoors, the building layout and materials will affect the actual reception distance. Homes made from wood frames and drywall will have the best performance, and signals can pass through several walls or a different floor and still be received. Materials like concrete, brick or stone will reduce range quite a bit when compared with drywall, and a metal plate can block them completely. So test, test, test and test some more to make sure it will work properly in the range that you intend to use them.

- To maximize the range of your Chair Sensor Pad (optional) it's best if the neck of the Chair Pad containing the transmitter module is not tucked in. Ideally, the neck should hang off the back of the chair but if you're using this on a sofa or closed-back chair, please test the range to understand the product's limitations before using it.
- If you are using a sensor pad (Bed Pad or Chair Pad) in conjunction with foam, gel cushions or memory foam, please test the system to make sure it functions properly.
- To minimize the spread of infection, the use of a new Sensor Pad for each patient is recommended.
- An incontinence pad may be used with the sensor pads. Please test prior to use.
- If you have not been using the system for some time, please test again, it just takes a couple seconds and will give you peace of mind!
- Write on the sensor pad (Bed Pad or Chair Pad) under "Start Date" the date that you begin to use the pad so you will know when it is time to replace it. For safety reasons, Under Mattress Bed Pads needs to be replaced after 24 months of use after and Chair Pads after 15 months of use.

## Care & Maintenance Instructions

- Use disinfectant wipes or antibacterial cleansers to clean the pad.
- **DO NOT** immerse the sensor pad in any liquid.
- **DO NOT** expose the sensor pad to high temperature sanitizers.

## Storage

- Always keep the sensor pad (Bed Pad or Chair Pad) flat when in storage. This is very important! **The Bed Pad can be folded in half, but do not fold the Chair Pad or you will damage the pad!**
- Operating temperature: 50°F - 104°F (10°C - 40°C).
- Storage temperature: 32°F - 122°F (0°C - 50°C).

## Troubleshooting

### **The alarm doesn't sound/system doesn't work properly.**

*(Bed Pad or Chair Pad)*

1. **Make sure the Monitor is working properly and it has battery.**  
The light status on the Monitor/Pager should be blinking green. If there is no light blinking on the Monitor, unscrew the battery cover and replace the batteries, following the + - symbols. If after replacing the batteries, the Monitor's light still doesn't blink, the Monitor needs to be replaced. Contact us immediately!
2. **Make sure the sensor pad is working properly and that it has not been used for longer than 24 months (bed) or 15 months (chair)!** To do so, first open the pocket to access the transmitter module, turn it OFF and ON again. If you do NOT see a red light on the transmitter module, then the sensor pad (Bed Pad or Chair Pad) needs to be replaced. Remember that sensor pads have a lifespan of 24 months (bed) or 15 months (chair) and batteries can't be replaced! If you DO see a red light on the transmitter module it means the Bed Pad/Chair Pad it's working correctly and just needs to be paired again.
3. **Re-pair the Pad with the Monitor.** Clear first the memory of the Monitor/Pager as explained in "How to clear the memory" and then try to pair the Bed Pad or Chair Pad to the Monitor, as explained in "How to pair the Bed Pad with the Monitor" or "How to pair the Chair Pad with the Monitor."

## Troubleshooting

**I am experiencing many false-alarms/Early-Alert doesn't work.**  
*(Bed Pad only)*

1. Make sure the Bed Sensor Pad is correctly placed. Most of the issues happen because the mattress is not applying all its pressure over the sensor pad or when thick sheets, duvet covers, or blankets are tucked in. For more info check "Correct placement of the Bed Pad."
2. Change settings on the transmitter module inside the Bed Pad to "Normal."
3. If the sensor pad is close to the end of its lifespan of 24 months (bed) or 15 months (chair) or it has been bent or damaged, we recommend replacing the pad.

If you still have problems/questions contact us at [questions@lunderg.com](mailto:questions@lunderg.com).  
Let us know which of these steps you have followed and where the problem is, so we can solve your problem faster!

## Help + Customer Service

If you have any issue or question, contact us directly at **questions@lunderg.com** with SUBJECT "Under Mattress Bed Alarm" or "Chair Alarm" and we will reply in less than 24 hours. Include your Order ID if possible.

You can also request a call back at (800) 652-4905.

# Legal Disclaimer

Model numbers: UPC-LUN-UNDERBED-KIT,  
UPC-LUN-UNDERBED-CHAIR-COMBO, UPC-LUN-UNDERBED-PADONLY

The LUNDERG Bed Alarm System and optional accessories (Chair Pad and Call button) have a simple design that's easily installed by the end user. Please note, it is the users responsibility to be sure that the system is installed properly and tested. Additionally a good caregiver is priceless and this product is solely meant to aid in a caregiver's ability to do their job. The use of the product should not replace:

- a) Hands On patient supervision.
- b) Adequate training for staff personnel for elopement and fall prevention.
- c) Testing of the system before each use.

**First and foremost this product is covered by a 30-day no questions asked money back guarantee. Please contact [questions@lunderg.com](mailto:questions@lunderg.com) for any questions or concerns.**

WHERE PERMISSIBLE, IT IS THE SELLER'S INTENT TO LIMIT ANY LIABILITY FOR SPECIAL, CONSEQUENTIAL OR INCIDENTAL ECONOMIC DAMAGES TO REFUND OF THE PURCHASE PRICE OF REPLACEMENT OF THE GOODS. SELLER DISCLAIMS ANY LIABILITY FOR COMPENSATORY OR OTHER DAMAGES ARISING OUT OF THE USE OF GOODS.

**WARNING: The manufacturer does not claim that this device will stop elopement and/or stop falls. This device is designed to augment caregivers' comprehensive resident mobility management program. This product is to be used by a licensed caregiver only.**

Limited Warranty: Seller warrants that the goods sold will be free from defects of workmanship and manufacturing, for a period of one year from the date of sale. Other than this limited warranty, seller makes no express or implied warranties. Except for this limited warranty, NO EXPRESS OR IMPLIED WARRANTIES ARE GIVEN AND NO AFFIRMATION OF SELLER, BY WORDS OR ACTION, WILL CONSTITUTE A WARRANTY. THE GOODS BEING PURCHASED ARE BEING SOLD ON A "WITH ALL FAULT" BASIS. THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE GOODS IS WITH THE BUYER. SHOULD THE GOODS PROVE DEFECTIVE FOLLOWING THEIR PURCHASE, THE BUYER, AND THE MANUFACTURER, DISTRIBUTOR OR RETAILER, ASSUMES THE ENTIRE COST OF ALL NECESSARY INSTALLATION, SERVICING OR REPAIRS.

**FCC / ISED statement** FCC ID: 2A53B-LUN-UMB. ISED ID: 28964-LUNUMB

Any changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s).

Operation is subject to the following two conditions:

This device may not cause interference.

This device must accept any interference, including interference that may cause undesired operation of the device.

*Cet appareil contient un ou des émetteurs/récepteurs exempts de licence conformes aux RSS exempts de licence d'Innovation, Sciences et Développement économique Canada.*

*Le fonctionnement est soumis aux deux conditions suivantes :*

*Cet appareil ne doit pas provoquer d'interférences.*

*Cet appareil doit accepter toutes les interférences, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.*

#### RF exposure statements

This device complies with the ISED RSS-102 RF exposure requirement set forth for an uncontrolled environment and are safe for intended operation as described in this manual.

*Cet appareil est conforme aux exigences d'exposition RF de l'ISED RSS-102 déniées pour un environnement non contrôlé et est sûr pour le fonctionnement prévu comme décrit dans ce manuel.*

1. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
2. This equipment complies with FCC radiation exposure requirement set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance.

+ Health Empowered



**LUNDERG®**

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