MADE IN EUROPE

This product has been developed and manufactured using both raw materials and with production in Europe.

Choose quality, save money, and protect the environment.

(UK) User Manual

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Master Comfort Heel

	REF (Article no.)	HMI no.	Name - Size	UDI-DI/GTIN
◯	MC 001-8090	136638	Master Comfort Heel - S	05744001974780
◯	MC 001-8095	136639	Master Comfort Heel - L	05744001974797
◯	MC 001-8091	136858	Master Comfort Heel Cover - S	05744001974803
◯	MC 001-8096	136859	Master Comfort Heel Cover - L	05744001974810

Regulation MDR 2017/745 for medical devices class 1

CE

ISO 09 07 06 06

The Original Nordic
Human Handling Concept

Scan Me

Developed & Manufactured by:
master-care.dk

Thank you for choosing a product from master care A/S.

Important information before using the product(s):

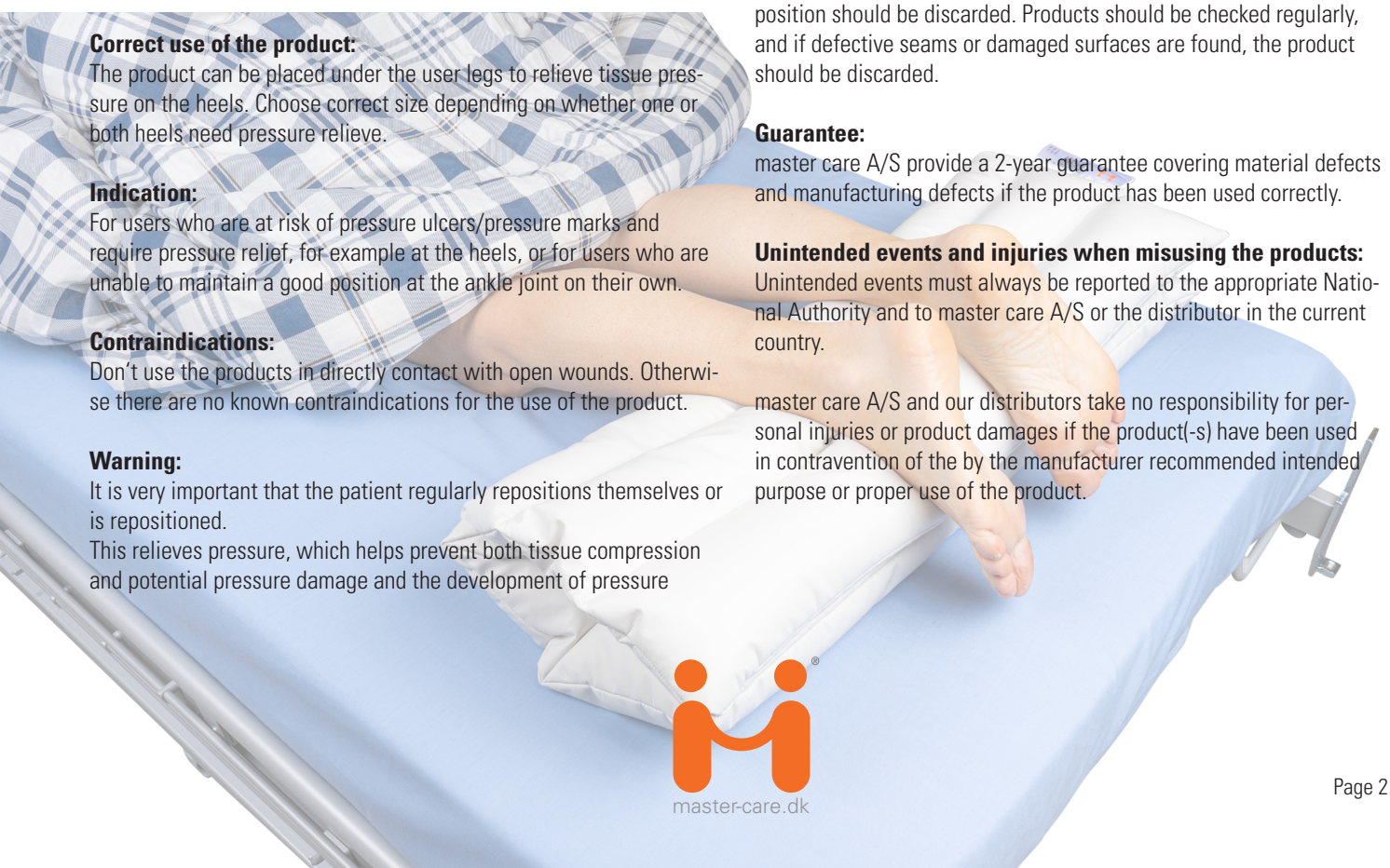
We recommend reading the user manual thoroughly before using the product (-s).

The information in this user manual applies to the shown products provided that the products have not been modified or customized and that the products have been used as recommended in this user manual.
If the costumer changes, repairs or uses the product in other combinations than recommended by master care A/S the CE-approval no longer applies and the guarantee becomes void.

In case of doubt, contact master care A/S or our distributor in your area.

MDR (EU) 2017/745:
Products in this user manual is CE-approved and follows the harmonized standards. This means that the products are in compliance with the essential health and safety directives. The product(-s) comply with the standards in the Medical Device Regulation MDR (EU) 2017/745 – Class 1.

The intended use of the product/-s:
The products can be used by people who have impaired or partial impaired capacity to change body position due to restricted movement or body perception damage and therefore are unable to provide a stable body positioning without support. Furthermore, the products can prevent/ reduce injuries caused by pressure or shearing forces for users who are in risk of pressure or shear ulcers.
The products can also have a stabilizing and calming effect on people with sensory or cognitive impairments and have a pain-relieving effect.
The products increase the support surface, which gives a better distribution of the pressure on the tissue thereby reducing the risk of pressure injuries.



Correct use of the product:
The product can be placed under the user legs to relieve tissue pressure on the heels. Choose correct size depending on whether one or both heels need pressure relieve.

Indication:
For users who are at risk of pressure ulcers/pressure marks and require pressure relief, for example at the heels, or for users who are unable to maintain a good position at the ankle joint on their own.

Contraindications:
Don't use the products in directly contact with open wounds. Otherwise there are no known contraindications for the use of the product.

Warning:
It is very important that the patient regularly repositions themselves or is repositioned.
This relieves pressure, which helps prevent both tissue compression and potential pressure damage and the development of pressure ulcers.
Redness of the skin may be a sign of tissue damage.
- Examine/monitor regularly whether your skin develops any form of redness.
- Contact a healthcare professional if the skin becomes red or if slight redness does not disappear within a few hours.

The use of positioning aids cannot replace the need for repositioning and monitoring of the skin and tissue.

Risk assessment:
Prior to use, a risk and functional assessment should be carried out for the individual user to ensure that the assistive device is adapted to the need for support and/or pressure relief.

Knowledge of the product/transferring:
It is important that the user of the product has been properly instructed in the use of the product and has read the user manual thoroughly prior to using the product.
master care A/S provide education in the use of products and on our website all user manuals can be found.

Date of manufacture and Life span:
The product's production date can be found on the product label under 'LOT' and is displayed as YYMMDD - e.g. 251020, which refers to the product being produced on the 20th of September 2025.
The expected life span of products with nylon sliding material with daily wear and tear and washing averagely is 2-5 years. The products life span depends on the use, users load, washing and drying temperatures and how often it is washed and dried.

Inspection:
Products should be inspected regularly. Products that no longer provide sufficient pressure relief or are unable to maintain the desired position should be discarded. Products should be checked regularly, and if defective seams or damaged surfaces are found, the product should be discarded.

Guarantee:
master care A/S provide a 2-year guarantee covering material defects and manufacturing defects if the product has been used correctly.

Unintended events and injuries when misusing the products:
Unintended events must always be reported to the appropriate National Authority and to master care A/S or the distributor in the current country.

master care A/S and our distributors take no responsibility for personal injuries or product damages if the product(-s) have been used in contravention of the by the manufacturer recommended intended purpose or proper use of the product.

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User Manual - Master Comfort Heel

Weight relief of the heel/-s when supine lying:

1. If the Master Comfort Heel is placed with the larger canal under the Achilles tendon, full weight relief is achieved. At the same time hyperextension of the knee joints is prevented. Adjust the filling to fit the leg's cavaties.

2. If Master Comfort Heel is placed with the smallest canal under the Achilles tendon, a partial weight relief is achieved, so the heel still has lightly contact with the sheet. Ideal for users with dementia or who is perceptual impaired.

3. If weight relief is only needed on one heel, the Master Comfort Heel - S can be used with advantage.

Side and prone lying:

4. Master Comfort Heel can be used with advantage if the user is positioned side lying with parallel legs. Place it with the small canal closest to the feet.

5. If the pillow is slightly displaced backwards, it gives an increased sense of stability when positioning the user.

6. If the user is lying in a prone position, place the Master Comfort Heel so it supports both shin and foot.

Cover and Contents:

7. A soft, comfortable and washable cover is available to protect the cushion.

8. Master Comfort Sleep consistes of real Krøyer balls which addabed to the body and give the body a sense of stability and a good pressure relief.

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User Manual - Master Comfort Heel

Technical Specifikations

ISO certifications:
White Inco Cover:
DS/EN ISO 12952-1:2010
Textiles – Assessment of the ignitability of bedding items – Part 1: Ignition source: Smouldering cigarette.

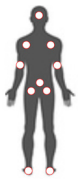
DS/EN ISO 12952-2:2010
Textiles – Assessment of the ignitability of bedding items – Part 2: Ignition source: Match flame equivalent.

REF - Product Name:	Size:	SWL (safe working load):	Content:	Product weight:
MC 001-8090 Master Comfort Heel - S	L 65 x W 40 cm	Not relevant	White inco cover: 60% polyester, 40% polyurethane. Filling: 100% polystyrene.	0,46 kg
MC 001-8095 Master Comfort Heel - L	L 65 x W 70 cm	Not relevant	White inco cover: 60% polyester, 40% polyurethane. Filling: 100% polystyrene.	0,84 kg
MC 001-8091 Master Comfort Heel Cover - S	L 60 x W 38 cm	Not relevant	61% Cotton, 32% Polyester, 5% Spandex, 2% Polyamide	0,14 kg
MC 001-8091 Master Comfort Heel Cover - L	L 58 x W 68 cm	Not relevant	61% Cotton, 32% Polyester, 5% Spandex, 2% Polyamide	0,24 kg

WARNINGS

Never leave the user on the product when lying on the edge of the bed.

Never leave the product on the floor.



The use of pillows and wedges can't replace the need of frequent repositioning and daily skin assessment.

Make sure that all relevant brakes are activated before transferring the user.

CE-certification:
These products are CE-approved and follows the harmonized standards. This means that the products are in compliance with the essential health and safety directives.
The product(-s) comply with the standards in the Medical Device Regulation (EU) 2017/745 – class 1.

For more information, videos Quick Guide etc., visit www.master-care.dk

User Weight - SWL (safe working load):
Recommended max. user weight: There is no recommended max user weight for these products.

Washing:
Master Comfort Heel can be hand washed with max 85°C water.

Master Comfort Heel Cover can be washed in a mashine at max. 85 °C.

Detergents pH level:
This product tolerates detergents / disinfectants with a pH level between 5-9.

Fabric softener:
Never use fabric softener as this will reduce the sliding properties significantly.

Tumble Drying:
Master Comfort Heel may NOT be tumble dried.

Master Comfort Heel Cover can be tumble dried at max 40 °C.

Surface cleaning:
The surface of this product can be cleaned with a wet cloth and soap.

Disinfectants:
This product tolerates alcoholic disinfectants with a pH level between 5-9.

Ironing:
Do not iron.

Dry cleaning:
Do not dry clean.

Bleach:
Do not bleach.

Maintenance:
Make frequent visual inspections to check that the incontinence surface and all seams are intact before use

User Manual:
Always read the User Manual thoroughly before using the product.

Disposal:
Always make sure to follow local guidelines when disposing or discarding the product.

Find us on:

Reservations are made for printing errors.

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Wir unterstützen die Ziele für eine nachhaltige Entwicklung