



# **OPERATION MANUAL**

## **CLOUD 9™ LIFT TABLE**

**For Tables Manufactured  
January 2002 – Current**

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Fax: (760) 599-7374**

**CAUTION!**

READ ALL INSTRUCTIONS BEFORE USING YOUR NEW CLOUD 9  
PAY SPECIAL ATTENTION TO USE OF SUPPORT BARS  
FAILURE TO USE SUPPORT BARS PROPERLY  
COULD VOID YOUR WARRANTY  
SEE PAGE 6

**OPERATION MANUAL  
Living Earth Crafts  
Cloud 9 Electric Lift**

Your new Living Earth Crafts Cloud 9 Electric Lift table is an electronically operated table. This manual will assist you in operating and caring for your new table.

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**Section 1  
CLOUD 9 TABLE**

**IMPORTANT SAFETY INSTRUCTIONS**  
**FOR COMMERCIAL USE ONLY**

When using an electrical furnishing, basic precautions should always be followed, including the following:

Read all instructions before using the CLOUD 9 TABLE.

**DANGER-** To reduce the risk of electrical shock:

- 1) Always unplug this furnishing from the electrical outlet before cleaning.
- WARNING-** To reduce the risk of burns, fire, electric shock, or injury to persons:
  1. Unplug from outlet before putting on or taking off parts.
  2. Close supervision is necessary when this furnishing is used by, or near children, invalids, or disabled persons.
  3. Use this furnishing only for its intended use as described in these instructions. Do not use attachments not recommended by the manufacturer.
  4. Never use this furnishing if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the furnishing to a service center for examination and repair.
  5. Keep the cord away from heated surfaces.
  6. Never operate the furnishing with the air openings blocked. Keep the air openings free of lint, hair and the like.
  7. Never drop or insert any object into any opening.
  8. Do not use outdoors.
  9. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
  10. To disconnect, turn all controls to the off position, then remove plug from outlet.
11. **WARNING, MOVABLE PARTS-** Risk of Injury- Keep children away from extended Table Lift, Back Support or Leg Support.
12. **WARNING:** Risk of Electric Shock-Connect this furnishing to a properly grounded outlet only. See Grounding instructions.
13. Make certain that the cord and plug are maintained in good condition and are not allowed to become damaged while in use. Avoid positioning the cord in the traffic lane and it is always kept out of the way. Take this furnishing out of service immediately if the cord or plug becomes damaged in any way.
14. If this furnishing is not in use, the cord needs to be rolled up and stored out of the way to avoid damage.

**SAVE THESE INSTRUCTIONS**



**Section 1, Continued**

**IMPORTANT SAFETY INSTRUCTIONS**  
**Cloud 9**

**CAUTION!**

When lowering any section of the table, make sure that no supplies or any part of yours or your client's body is between the top of your table and its base. This could result in injury, or could damage your table as well as the item.

When lowering the table height, be sure there are no foreign obstacles underneath your table. This could damage your table.

- 1 Maximum lifting capacity of 500 lbs. Maximum load limit for back section 100 lbs. Maximum load limit for leg section 35 lbs.
- 2 Never set anything under the table frame.
- 3 Never operate your table on an uneven surface. Adjust the leveling feet so that the table is stable.
- 4 Never operate your table with unequally distributed weight such as sitting on the foot or head section while raising or lowering it.
- 5 Never raise the head or foot section with a client in the prone position (face-down).
- 6 Never use or store your table in a wet or very humid environment. Water and excessive moisture can damage the electrical components. Evidence of exposure to water or moisture will void your warranty.
- 7 Never use the side arms as handholds or body support mechanisms, especially when sitting or clients on or off the table.
- 8 Never attempt to use the foot lift section to support concentrated weight such as sitting or standing.

**SAVE THESE INSTRUCTIONS**



## Section 1, Continued

### IMPORTANT SAFETY INSTRUCTIONS

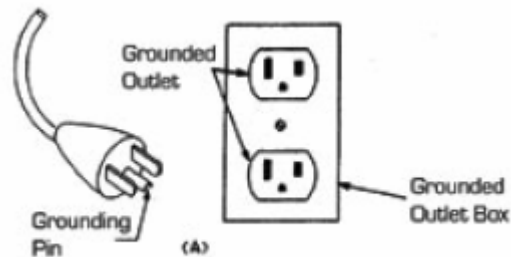
#### Cloud 9

#### GROUNDING INSTRUCTIONS

This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

**DANGER-** Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product-if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This product is for use on a nominal 120-volt circuit and has a grounding plug that looks like the plug illustrated in sketch (A) below. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.

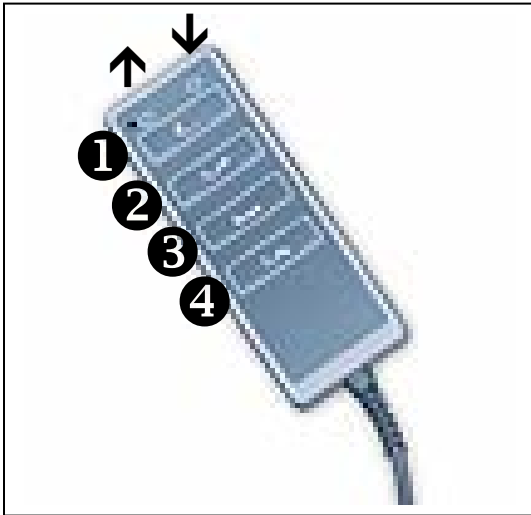


**SAVE THESE INSTRUCTIONS**



## Section 2

### OPERATING YOUR TABLE



**Adjusting your table:** Your table is the ultimate in versatility and comfort. Fully articulating with the push of a button. It positions perfectly for massage, facials, waxing, pedicures and more spa and medi-spa treatments.

To begin, examine the hand control and notice there are four areas of your bed that can be adjusted. Starting from the top of the hand control, and moving down:

**Button #1 – Back Tilt Adjustment.** The top button will adjust the back tilt. Push the area to the left side of the image, and the back tilt will raise. Push the area to the right of the image, and the back section will lower.

**Button #2 – Thigh (Upper Leg) Adjustment.** The second set of buttons down from the top of your hand control adjusts the thigh or upper leg section of your table. Push the area to the left side of the image, and the thigh/upper leg section will raise. Push the area to the right of the image, and the thigh/upper leg section will lower.

**Button #3 – Table Height Adjustment.** The third set of buttons down from the top of your hand control adjusts the height of your table. Push the area to the left side of the image, and your table will raise. Push the area to the right of the image, and your table will lower.

**Button #4 – Calf (Lower Leg) Adjustment.** The bottom set of buttons on the hand control adjusts the calf or lower leg section of your table. Push the area to the left side of the image, and the calf/lower leg section will raise. Push the area to the right of the image, and the calf/lower leg section will lower.

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Go to next page for additional suggestions on client comfort!



## Helpful Suggestions on Positioning your Cloud 9

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***For Pedicures:*** Begin with the Cloud 9 at its lowest height setting. The back rest should be raised to a comfortable position. Before the client is in the chair, remove the footrest, then raise the thigh section approximately 3 inches. Next, lower the footrest section all the way down. Positioning the chair in this order will prevent a “sliding off” sensation for your client.

***For Massage:*** There are two support bars located underneath the thigh section. These were designed to provide extra stability when the Cloud 9 is used in the flat, massage position. You can locate these support bars at the foot end of the table, underneath the shroud. The Thigh Section must be raised approximately 2 inches before the support bars can be used. Be sure to slide them back into the shroud when not in use.

### **CAUTION!**

**The support bars described above must be in use when ever there is weight in excess of 15 lbs placed on the thigh section. Without these support bars in place the thigh section is NOT a weight bearing surface. Sitting, or placing excess weight, on the thigh section without these bars in place may void your warranty. Removable footrest section is not a weight bearing surface. Weight placed on the footrest should never exceed 35lbs. Never try to lower the calf section of your table lower than flat while the support bars are extended. This could damage your table and void your warranty.**



## Section 3

### SPECIAL FEATURES

#### Cloud 9

Your Cloud 9 comes complete with everything you need:

- Salon Pillow & Neck Roll
- Deluxe Adjustable Face Cradle
- Flexible Side Arms
- Removable Footrest

1. **Deluxe Adjustable Face Cradle.** Tilts to any desired angle, and adjusts vertically to fit your large chested clients. To adjust the angles, first insert the face cradle dowels into the proper designated holes at the head end of your table. Firmly grasp the cam lever and flip it “up”. This releases all tensions. Position the face cradle to the desired angle. (Notice the face cradle “lifts” in the chin area, and angles down and up.) While holding the desired position in place with the left hand, use the right hand to flip the cam lever “down” – thus locking it into place. Adjustments to the face cradle can be made with a client on the table, but you should exercise extreme caution and make sure that you support the face cradle and the client’s head before releasing the cam lever.
2. **Flexible Side Arms.** It is recommended that you remove the flexible side arms prior to your client getting into the chair, and prior to the client exiting the chair. The metal tips of the dowels are grooved, to help hold the arms securely in place. Grab the arm at each end, and pull firmly towards you. If need be, squeeze the arm by pushing the ends towards each other to loosen the tension. It is easiest to remove and replace the arms from a flat table top position, but the procedure can be performed at any angle. A word of caution: Never use or allow your clients to use the side arms as handholds or body support mechanisms, especially when setting clients on or off the table.
3. **Removable Footrest.** The footrest will need to be removed when your Cloud 9 is being used for pedicure treatments. To remove, loosen the knobs, located on the underside of the footrest. Footrest can now be removed. When replacing the footrest, always be sure to tighten the knobs for a secure hold.
4. **Support Braces.** Underneath the Calf or Lower Leg section of your table, you will notice support braces tucked into the shroud or skirt of your table. You can easily recognize the support braces as they have vinyl pull straps at the end. The support braces can be used to give additional support to the foot section of your table, when deep tissue massage or similar treatments require the additional support. The Calf Section should be raised slightly to allow easy movement of the Support Braces. Simply pull them towards you to full extension of the brace. You can now lower the Calf Section of the table so it rests on the Support Braces. To return the braces to their original position, slightly raise the Calf Section of the table, and push the Support Braces back under the shroud or Skirt of the table. A word of caution: While the support braces are designed to support your table top, do not try to lower the Calf Section any lower than flat, while the dowels are out. This could damage your table.





## Section 4

### MAINTENANCE

#### Cloud 9

Your new Cloud 9 table is relatively maintenance free. The motor and lift column are enclosed, so no cleaning or lubrication of these components is required.

Here are some tips for proper maintenance of your table:

1. After each and every treatment on your table, clean thoroughly, removing all oil residue. This and other residues may cause the vinyl to dry out and become brittle. We recommend using the product ViraGuard® (sold by Living Earth Crafts) which also disinfects. Spray the vinyl and rub gently with a soft cloth. A solution of 1 part mild detergent (such as liquid dishwashing detergent) to 10 parts warm water may also be used. Simple Green is another alternative. A more thorough cleaning is recommended on a weekly basis.

Use caution when attempting to remove stains as you could damage your vinyl. Any stains should be treated immediately with a solution of 1 part alcohol to 10 parts water. Restore the luster to the spot with a light application of spray furniture wax.

#### **CAUTION!**

**DO NOT USE ACETONE, PAINT THINNER, BLEACH,  
ARMOR ALL TYPE OR INDUSTRIAL CLEANERS.**

These will damage the vinyl's protective coating.

2. It is recommended that you check the foot adjustment to be sure the table is level and stable. This should be done during the initial set-up, each time you move your table, and periodically depending on usage.

The “level or balance” of your table is very important, both during the initial set up and on a routine basis. The balance of the table is adjusted with the leveling feet, located on the bottom of each leg. You will need (2) open end wrenches – ½” and 9/16”.

Begin by taking a visual inspection of the flat bottom foot of each leg. Notice two hex nuts on each leveling foot. The upper hex nut is adjustable and secures the leveling foot in place, while the lower nut is stationary, and allows you to raise and lower each leveling foot independent of each other. This is necessary as floors and carpet may not be 100% level or flat. The most common symptom of an unbalanced table is unusual rocking of the entire bed. To determine which foot to



## Section 4 - Continued

### MAINTENANCE

#### Cloud 9

adjust, attempt to “rock” your table. If your table rocks, the leg that is “off the ground” is the one that will need adjusting. Once your diagnosis has been made, proceed as follows:

- a. Using the 9/16” wrench, loosen the upper hex nut until it no longer touches the upper leg.
- b. Using the 1/2” wrench on the lower hex nut, raise or lower the entire foot as necessary. Counterclockwise will lower the overall height; clockwise will raise the overall height. Continue with the adjustment of the lower hex nut until the black round foot is completely flat to the ground and the table no longer rocks.
- c. To lock into place, use the 9/16” wrench to reposition the upper hex nut so that is secure and tight against the upper leg.
- d. Test all legs to ensure that the upper hex nut is tight against the upper leg and secure in place.



## Section 5

### **TROUBLE SHOOTING**

Applies to All Cloud 9 Table Models

If you are experiencing technical difficulties with your Cloud 9, we ask that you perform these trouble shooting techniques prior to contacting Living Earth Crafts.

**Special Note:** The hand control does not function when more than one button is pushed simultaneously. Please push one button at a time.

**Special Note:** Be sure to inform your customers that the armrests are flexible and are not intended for support when getting on or off the chair. Excessive pressure on the armrests may cause damage to them and to the upholstery.

*Table does not raise or lower:*

1. Check to make sure the outlet in your room is receiving power. This can be done by plugging in a hairdryer or small appliance and turning it on.
2. If you have a dimmer in the room, make sure the dimmer switch is turned to full power, then retest your table.

If you are unable to resolve the problem with your table, please refer to Section 6, Technical Problems, and contact Living Earth Crafts.



## Section 6

### **TECHNICAL PROBLEMS**

Applies to All Cloud 9 Table Models

With proper maintenance, your Living Earth Crafts table is designed to give you years of trouble free operation. If you should have a problem with your table, do not attempt to repair the table yourself. This will void the 2-year warranty that covers your table against defects in material and workmanship. It covers repairs only if you follow these steps:

1. Call **800-358-8292** or **(760) 597-2155**

Our Customer Service Representative will ask you to provide the following information:

- a) your table's serial number (located on the underside of the head section of the table top)
  - b) a description of the problem
2. Our representative will coordinate a technician in your area if one is available. The technician will contact you to arrange for a convenient time for on-site service. This service is scheduled during normal business hours, 8.AM to 5.PM, Monday through Friday.
3. You will need to allow the technician access to your table at the scheduled time. If there is a lengthy delay, you will be charged for the delay time at the service agent's hourly rate. To cancel the appointment, notify the technician 24 hours prior to the scheduled appointment. If you fail to notify the technician, you will be charged for the service call.
4. Please remember that any unauthorized service will not be covered. Please be sure to contact us first.
5. As expressed in your warranty, damage from abuse or mishandling is not covered.



## Section 7

### WARRANTY

#### Cloud 9

Tables are warranted against defects in materials, design and workmanship, to the original owner, as follows:

- Frame
  - Lifetime ✂
- Foam & Vinyl
  - 5 years
- Motors, Controls, Electronics
  - 2 years

Warranty is onsite where available.

Warranty does not cover damage caused by accident, misuse, or neglect. All warranties limited to repair or replacement, at our discretion, to the original purchaser.

- ✂ Lifetime warranty applies to original owner, as long as you own your table or 5 years after the model is discontinued or five years for private label tables



## Section 8

### CLOUD 9 SPECIFICATIONS

#### FEATURES:

- Top Width options: 26", 28", 30", and 32"
- Length: 73"
- 3" deluxe salon foam
- Height Range: 20" to 37"
  - Optional Height: Contact Factory
- Neck Roll & Salon Pillow
- Round Corners
- Footrest & Side Arms
- Deluxe Face Cradle
- Removable Footrest
- Heavy Duty Hand Control
  
- Electric Lift
  - Wiring system for export available
  - Lifting capacity: 500 lbs

#### ELECTRICAL DATA –

Power Cord	Grounded type see page 4
Input Voltage	120VAC ~ , 60 Hz
Input Amperage	Max. 2.44 A
Duty Cycle	10%, Max. 1 min./ 9 min.

