

[Drive Medical Hospital Bed Troubleshooting: Common Problems & How To Fix Them](#)

Your Drive Medical hospital bed is a significant financial investment that you must safeguard to reap the maximum benefits. While the beds from this company are of high quality, it is difficult to use them consistently without experiencing unwanted problems in the long run. The need for repair services, the replacement of some of its components, and the need for a replacement are all possible outcomes, particularly when the damage is severe.

This article describes some of the common problems your bed is likely to experience, how to fix them, and some helpful videos and manuals to take you through the process. Additionally, you will learn about the best places to purchase spare parts.

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It's normal for manual and electrical devices to develop some problems even with regular maintenance services. The Drive Medical hospital bed is no exception, be on the lookout for the following [issues](#):

[Remote Not Working](#)

Usually, your Drive Medical hospital bed stops working because the pendant has lost connection with the control box. This issue is easy to fix. First, press and hold two buttons on the pendant while pressing the reset button. You'll hear a unique tune if the synchronization is successful. If it's still not working, unplug the bed's electrical supply and detach the pendant control. Then, re-synchronize it according to the guidelines above.

[Drive Medical Hospital Bed Stuck In Up Position](#)

Your bed's control pendant might be functioning normally, but the bed remains affixed in an upright position. This problem can result from several factors, including a malfunctioning motor. Below are some of the possible solutions:

- Inspect both bed ends to ensure that the Gear Box Crank connections are pointing outward, such that they are accessible to the hand crank.
- Inspect both bed-end gearboxes to ensure that the drive shaft is correctly attached.

Noise When the Bed is Raising and Lowering

This issue has two possible causes. First, the bed's components, such as the headboard and the frame, might be rubbing against the mattress. Make an effort to detach them from the mattress if that's the case. Second, this issue may mean that your body weight plus the mattress weight may exceed the weight limit of the Drive Medical hospital bed. Get a lighter mattress or a bed with a stronger base, like a Drive Medical bariatric bed, to correct this issue.

The Mattress Slips and Moves Excessively

Begin by ensuring that the mattress retention bar is in place and securely grips the mattress's front. Alternatively, look for some small fabric straps that you can use to secure the mattress. Make it less noticeable or conspicuous. If these options fail, get a new mattress that fits the bed.

Bed Decks Not Elevating

Check for proper installation of the pull tubes and that the spring button is securely locked into the outer tube.

The Bed Keeps Moving

This problem usually results from an unengaged floor lock, the caster lock pedal. To correct it, engage the lock by pushing it downwards. There might also be an obstruction between the casters and the floor, or the surface is just too slippery.

Correct this issue by removing the obstructions. You can also opt to keep the bed on a less slippery floor.

Faulty Actuators

The common cause of malfunctioning actuators is loose wire connections. The best solution is to inspect the wiring for loose connections and reconnect them. Then, replace those with permanent damages.

Slow Bed Movement

Your bed is moving slowly because of an unplugged power cord and a faulty backup battery. Reconnect the power cable to the wall socket, and the bed should return to its usual operating speed. Alternatively, if you are using a backup battery, replace it.

Ratcheting Noise from the Casters

Check whether the casters are locked. If so, unlock them by pushing down the left caster lock pedals and pulling up the right caster lock pedals.

Drive Medical Hospital Bed Troubleshooting Videos - Best Videos on YouTube

In most cases, a technician will not always be accessible to help you with the troubleshooting process. Additionally, consulting a technician for minor problems might be more costly than necessary. As such, you need to familiarize yourself with how to troubleshoot, and the best way to do so is by learning from YouTube videos. Below are links to the best YouTube channels to help you through the process:

- [Link 1](#)
- [Link 2](#)
- [Link 3](#)

Drive Medical Hospital Bed Manuals - Where to Find Them Online

You can also troubleshoot your Drive Medical hospital bed with the help of their manuals. Ideally, the primary goal of the manuals is to help you get to know your bed, including safety precautions and its functionality. The following are online links to these manuals:

- [Link 1](#)
- [Link 2](#)

Drive Medical Hospital Bed Parts - Where to Buy Parts Online & In-Store

There is no substitute for Original Equipment Manufacturer (OEM) components, no matter where you purchase them. Sometimes, you might have to use aftermarket products, especially when you are not close to a reputable shop, but it should be a temporary solution. Such components are often unreliable due to their limited life service, and of course, the quality

might be questionable. To avoid the frustrations of getting low-quality parts, ensure you go for legit Drive Medical's products, available on their website.

Alternatively, you can order these products from popular retail stores that are accredited to sell OEM products from the manufacturer. Below are some popular online and offline stores where you can buy original Drive Medical hospital bed parts:

- [Drive Medical Store](#)
- [Amazon](#)
- [eBay](#)
- [Walmart](#)
- [Alibaba](#)

[Drive Medical Customer Service Info \(phone Number, Website, Twitter, Facebook, and YouTube\)](#)

The Drive Medical customer service platforms are readily available to listen and respond to the needs and requests of their customers. If you have any queries regarding their products, you can contact them through the following avenues:

- Call them at 877-224-0946.
- [Twitter](#)
- [YouTube](#)
- [Email](#)
- [Website](#)

Conclusion

Your Drive Medical hospital bed is an essential asset, and you probably spent a lot of money on it. As such, you need to ensure that it is in the best operational health. Like other machines, it might encounter some problems, but you need to get accustomed to these problems so you can handle them appropriately. Moreover, you can adopt a regular troubleshooting schedule for your bed. Not only will it help detect minor problems, but it will also ensure they do not cause further damage. In addition, should you need replacement parts, buy OEM parts from the approved stores.