

WISHOWER

FREQUENTLY ASKED QUESTIONS



WISHOWER



TABLE OF CONTENT

WATER CAPACITY, LEVELS AND TEMPERATURE	3
How many liters/US gallons can be contained in the Wishower water reservoir?	3
How many patients can I wash with one (1) full clean water tank?	3
Are there water level indicators for both clean and grey water tanks?	3
What are the temperature degree settings of the device?	3
How long does it take to fully wash a patient with this device?	3
When Wishower is filled with water, does the weight impact the mobility of the device?	4
What noise level is the Wishower when operated?	4
DISINFECTION PROCESS.....	4
Should we disinfect the Wishower after each patient?.....	4
Can we refill the clean water tank between two patients?	4
Should we clean the external removable filter after each patient?	5
How long is the disinfection cycle for the internal components of the device?.....	5
If any clean water remains, do we have to evacuate it before activating the disinfection cycle?	5
What is the optimal volume of disinfecting solution to be used during the integrated disinfection process?	5
What are the suggested disinfecting solutions to use for both interior and exterior of the Wishower?	5
WISHOWER ACCESSORIES	6
How can we order Wishower accessories?	6
Do you offer single use accessories?	6
Do the waterproof bed covers come in different sizes?	6
How many reusable waterproof bed covers should I purchase with each Wishower unit?.....	6
What are the washing instructions for the Wishower reusable waterproof bed cover?	7
Can we wash patients' hair with Wishower without using too much water?	7

WATER CAPACITY, LEVELS AND TEMPERATURE

How many liters/US gallons can be contained in the Wishower water reservoir?

► 28 litres (7.4 US gallons). It is important to frequently consult the dashboard (digital screen) of the device as it indicates the remaining water level using the bar system. Each bar represents 25% of the water capacity 7L (1.85 US gallons).

How many patients can I wash with one (1) full clean water tank?

► Up to 2 patients, depending on the type of patient (it determines the amount of water needed).

Are there water level indicators for both clean and grey water tanks?

► Provided that it is plugged in, the digital touch screen indicates the water levels using the bar system when filling the clean water tank and when suctioning the grey water.

What are the temperature degree settings of the device?

► Choice of temperature: 37°C or 38°C (98.6°F or 100.4°F). We recommend filling the device with warm water to accelerate the heating process. It is important to monitor the variation of the temperature while filling with water to prevent overflow. The desired temperature is maintained throughout the care.

How long does it take to fully wash a patient with this device?

► Completing a full body wash, including shampooing hair, typically takes about 8 minutes.

► With a trained team, it takes less than 30 minutes to carry out the complete hygienic care, from filling the water reservoir, to completing the disinfection process.

When Wishower is filled with water, does the weight impact the mobility of the device?

► No, even when the device is filled with water, its weight does not affect its mobility and ease of maneuvering. The four double roller wheels make it effortless to push the device and navigate it around the facility. It moves in a manner similar to a shopping cart.

What noise level is the Wishower when operated?

► The Wishower device has a low-noise sound profile: approximately 30 decibels during full operation, whether during hygienic care or the disinfection process. This level of sound is equivalent to that of a typical conversation, and it is greatly valued by both the nursing staff and patients.

DISINFECTION PROCESS

Should we disinfect the Wishower after each patient?

- As always, your internal protocols take precedence. It is, of course, mandatory to disinfect the outer surfaces of the device, as well as the hoses and clamps between each patient. Also, you are required to use a clean set of waterproof bed cover, clamps and bed size towel for each patient.
- Once this is completed, if you still have enough clean water to proceed with another patient, it is not necessary to empty the greywater (wastewater tank) nor to carry on the internal disinfection cycle of the device before providing another care.

Can we refill the clean water tank between two patients?

► If you plan on washing another patient and you feel like you might need more water after your first patient, you need to evacuate the grey water first. If not, a full wastewater tank will automatically stop the device's suction function at 28L (7.4 US gallons).

Should we clean the external removable filter after each patient?

► No, it is not necessary. However, it is recommended to clean the filter every 4-5 hygienic care in order to dispose of residues or solid matter that could clog the filter. You can clean it under hot water with a facility approved cleaning solution.

How long is the disinfection cycle for the internal components of the device?

► The suction of the disinfectant takes about 30 seconds. The closed circuit (internal disinfection cycle) also lasts 30 seconds.

If any clean water remains, do we have to evacuate it before activating the disinfection cycle?

► After the last daily hygienic care, you need to empty the clean water tank with the shower hose to avoid stagnant water and then proceed with the disinfection process.

What is the optimal volume of disinfecting solution to be used during the integrated disinfection process?

► The integrated disinfection cycle is entirely automated. Once activated, the system will suction about 2L (0.53 US gallon) of disinfecting solution and will circulate it through the internal components which have been in contact with the grey water.

What are the suggested disinfecting solutions to use for both interior and exterior of the Wishower?

- As always, please follow your internal protocols and guidelines for disinfecting solutions.
- We recommend hydrogen peroxide or other disinfecting solutions approved by your facility.
- We recommend disinfecting wipes for the accessories (clamps, shampoo basin, etc.) and outer surfaces such as hoses, digital touch screen, etc.
- **Caution: Avoid spilling disinfecting liquids into the clean water tank opening.**

► **Caution: Avoid using pure bleach or disinfectant sprayers** in close proximity to the device to prevent potential damage from accidental spillage of disinfecting liquids into the clean water tank opening.

WISHOWER ACCESSORIES

How can we order Wishower accessories?

► You can order accessories with your local Wishower representative. You can also email us info@liomarmedical.com or call us at +1 (450)-987-1127.

Do you offer single use accessories?

► Yes, we offer single use (disposable) accessories to be used with Wishower. These are optional and can be ordered anytime. For instance, you can order our disposable waterproof bed cover and disposable wash gloves.

Are there varying sizes available for the waterproof bed covers?

► We offer two different sizes for our reusable waterproof bedcovers and two different sizes for our disposable waterproof bedcovers. All offered sizes are compatible with standard beds and bariatric beds. For more details, please refer to the [Wishower accessories](#) info sheets.

How many reusable waterproof bed covers should I purchase with each Wishower unit?

► This will vary based on your internal washing protocols, on the number of targeted patients, planning and budget.

Considering that each reusable waterproof bed cover (along with bed size towels) requires laundering after each hygienic care, it's essential to strategize your purchases based on the daily number of patients you plan to shower. You'll need to calculate the quantity of reusable waterproof bed covers needed, taking into account the hygienic care routines and laundry schedules.

For instance, if you plan to conduct 4 hygienic care sessions daily in a specific care unit or floor, we suggest purchasing a minimum of 4 reusable waterproof bed covers. Additionally, you have the option to acquire disposable waterproof bed covers to address any unexpected or spontaneous requirements.

How should I clean the reusable waterproof bed covers?

► It is recommended to laundry wash and air-dry in reverse suspension for about 1 hour to facilitate dripping and drying. Based on its high-quality material, the reusable waterproof bed cover will dry easily if it's properly suspended in a dry area. **Caution : It is not recommended to put the reusable waterproof bed cover in the dryer machine, as it may compromise its durability.**

Is it possible to wash patients' hair without using too much water?

► Certainly. You can also purchase the shampoo basin, an optional Wishower accessory designed specifically for shampooing patients' hair in their bed. Our shampoo basin is durable, comfortable, and ergonomic.

For any other question or request, please contact your local Wishower representative.