



# ATT-300 Roller Massage Table User Manual

Applies to the following Models:

**MD** **REF** ATT-300



**Important!** This User Manual contains important information for the user of the product. All who use this product should review and completely understand its contents. Remember to keep this manual in a place where it is always available to those using the product.

## Table of Contents:

|   |    |
|---|----|
| Introduction: .....                     | 2  |
| Safety Precautions & Definitions: ..... | 3  |
| Installation & Unpacking: .....         | 5  |
| Shipping Blocks/Restraints: .....       | 6  |
| Technical Specifications: .....         | 7  |
| Operation: .....                        | 8  |
| Contraindications: .....                | 10 |
| Preventative Maintenance: .....         | 10 |
| Upholstery Cleaning & Care: .....       | 11 |
| Service: .....                          | 11 |
| Troubleshooting: .....                  | 12 |
| Replacement Parts: .....                | 13 |
| Warranty: .....                         | 14 |
| Manufacturer Information: .....         | 14 |











## Introduction:

Specially designed for pretreatment therapy and massage, the ATT-300 Roller Massage Table features three large rotating rollers traveling both clockwise and counterclockwise, up and down the spine, to knead and relax muscles in the neck, shoulders and lower back. For added patient comfort, the table features a thick padded lounge top, vibration and adjustable massage pressure. A cervical and knee bolster are also included. Additional options include a 25" wide top.

**Intended Use:** The ATT-300 Roller Massage Table is an electro-mechanical treatment table specially designed for spinal mobilization and back massage.

## Safety Precautions & Definitions:

**Warning and Precautions** through this manual are indicated by specific symbols. Applicable symbols are shown below along with a description of the symbol. Review these symbols and all safety precautions before operating the table.

|   |  |
|---|--|
|    | <b>CAUTION:</b> Text with a “CAUTION” indicator will explain possible safety infractions that could have the potential to cause injury.  |
|    | <b>WARNING:</b> Text with “WARNING” indicator will explain possible safety infractions that will potentially cause serious injury and equipment damage.                        |
|    | <b>Pinch Point:</b> Indicates space between manually adjustable moving and stationary parts where body parts may become caught, leading to minor injury.                       |
|    | <b>Warning: High Voltage</b>   |
|    | <b>Crush Hazard:</b> Indicates space between powered moving and stationary parts that represent a potential crush hazard.  |
|  | <b>Instructions for Use:</b> Indicates the need for the user to consult the instructions for use.  |
|  | <b>EXPLOSION HAZARD</b><br>Text with “EXPLOSION HAZARD” indicator will explain possible safety infractions if this equipment is used in the presence of flammable anesthetics. |
|  | Contains electronic materials. Recycle and dispose of device properly in accordance with local, state and federal laws.  |
|  | Indicates the device manufacturer.   |
|  | Indicates the product is a medical device.   |

**Before using this equipment follow the following safety precautions:**



**WARNING:** Never leave patient on table unattended.



**WARNING:** Under no circumstances should the table be modified from its original design. Contact Pivotal Health Solutions if you need help with service.



**ELECTRICAL CONNECTION:** For your personal safety, this table must be grounded. This table is equipped with a power supply cord having a three (3) prong grounding plug. To minimize possible shock hazard, it must be plugged into a mating three (3) prong grounding type wall receptacles, grounded in accordance with the National Electrical Code and local codes and ordinances. If a mating wall receptacle is not available, it is the responsibility and obligation of the customer to have a properly grounded three (3) prong wall receptacle installed by a qualified electrician. Power requirements of the table are found in the Technical Data Section.



**DANGER:** Possible explosion hazard if used in the presence of flammable anesthetics.

- Before using this equipment make sure you have read and understand this entire manual.
- A doctor or clinician authorized by the state must ensure that the patient's health and physical condition are appropriate for any chiropractic treatment being applied when the patient is on the table and treatment must be performed under the direction of a licensed clinician.
- Never exceed the table's maximum supported weight.
- Connect table only to an outlet that is grounded and connected to a circuit with a fused circuit breaker in accordance with the National Electrical Code and local codes and ordinances.
- Use only on dry surfaces. Ensure the table's feet do not slide.
- This table is NOT for patient transport.
- NOT intended for use with accessories other than those indicated in this manual.
- Do not operate the table in an environment where there are other devices that intentionally radiate electromagnetic energy in an unshielded manner are present.
- Always explain to the patient how to properly get on and off the table. Be sure to assist patient to prevent falls.
- Keep patient's hands positioned on the top side of cushions at all times.
- Keep hands and feet away from moving parts and pinch points.
- Ensure controls have locked properly prior to positioning or releasing patient.
- Never leave patient unattended on table.
- Follow preventative maintenance instructions provided in this manual.
- Ensure all components have been inspected for damage and are fully functional.
- Inspect cables and connectors before each use.

***If you need service assistance contact Pivotal Health Solutions at 1-800-743-7738.***

## Installation & Unpacking:

**A MINIMUM OF TWO PEOPLE ARE REQUIRED TO LIFT AND MOVE THE TABLE. LIFT THE TABLE BY THE BASE FRAME!**



**WARNING:** Do not install/use this equipment adjacent to, or stacked with, other equipment as it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify they are operating normally.

After removing the top and side panels of the shipping crate, you may notice metal bands and plastic cable ties. These are used to secure various sections of the table and must be removed. Once all bands and cable ties are removed, the table must be lifted directly upward in order to clear all shipping restraints.

Once the table is out of the shipping crate, place table in a level location and inspect the table cushions, frame, cables, etc. for damage. If no damage is noted, remove the shipping restraints, then plug in the table and test the options that are on your table. Contact Pivotal Health Solutions or your dealer with any questions or concerns.



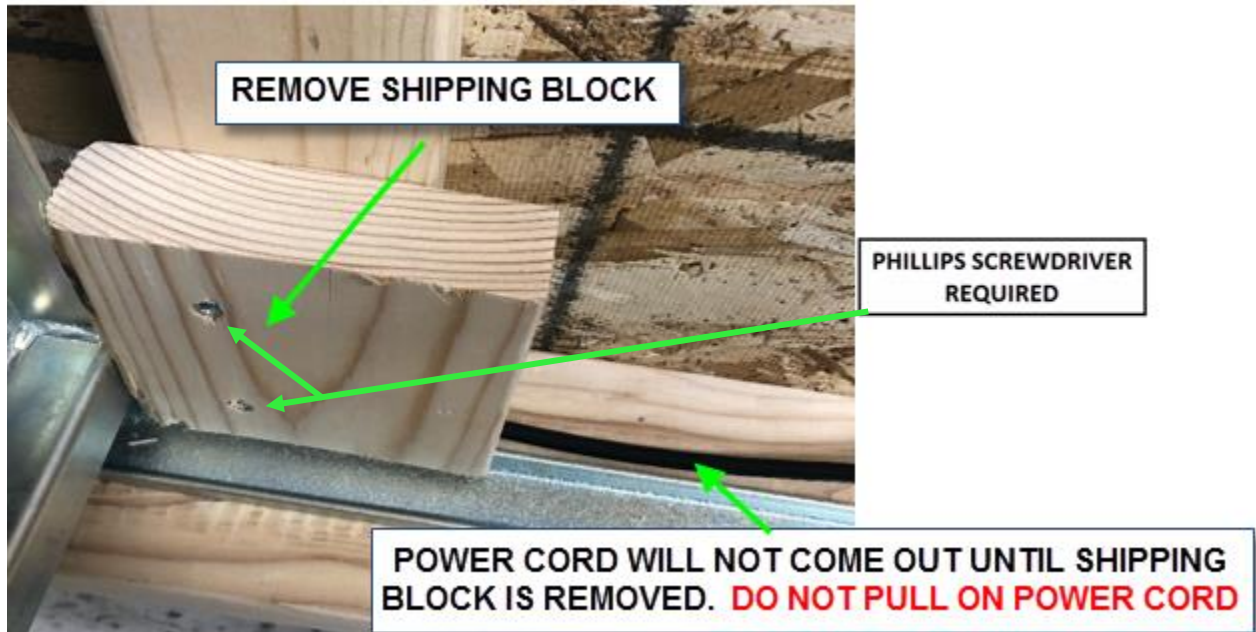
**WARNING:** Before Operating the table, remove the shipping block and restraint shown below.



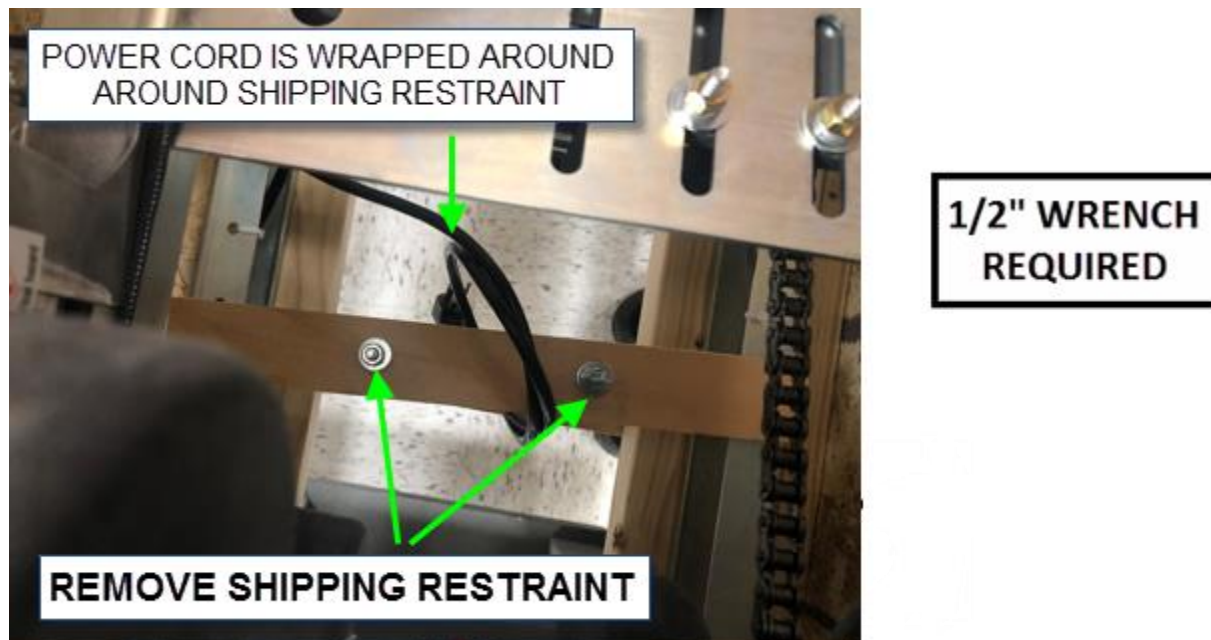
**CAUTION:** Table covering is very susceptible to tearing. Use caution when using sharp tools.

## Shipping Blocks/Restraints:

1.




2.



**FAILURE TO FOLLOW THESE INSTRUCTIONS WILL DAMAGE YOUR TABLE AND VOID FACTORY WARRANTY**

## Technical Specifications:

| MODEL NUMBER              | ATT-300   |
|---------------------------|---|
| DIMENSIONS                | 72" L x 22" W x 25" H   |
| ROLLER HEIGHT ADJUSTMENT  | 4"  |
| RATED VOLTAGE             | 120V  |
| RATED FREQUENCY           | 60Hz  |
| RATED CURRENT             | 10A   |
| FUSE TYPE                 | 10A   |
| LOAD CAPACITY             | 350 lbs.  |
| DUTY CYCLE                | Continuous Duty   |
| ELECTRICAL CLASSIFICATION | Class 1   |
| ELECTRICAL TYPE           | <br>Type B |
| POWER CORD (120V)         | 96 in (243 cm) cable length, 10A, unshielded  |



**WARNING:** Keep table out of high moisture areas. For indoor use only.

**Operating Conditions:** This table should be operated, between 40° F (4.4° C) and 100° F (37.8° C), with relative humidity ranging from 30% - 80%.

**Transport & Storage Conditions:** This table should be transported and stored in temperatures between -40° C (-40° F) and 70° C (158° F) with relative humidity 10%-100%.

### ATT-300

- Cervical Bolster Size 2.5" x 12" x 14"
- Knee Bolster Size 6" x 7" x 20"

**Expected Life:** This product has an approximate expected life time of 10 years when correctly handled, serviced, and inspected in accordance with these instructions.

**Design and Quality:** Pivotal Health Solutions is certified in accordance with ISO 13485, the standard for the medical device industry.

**Product Changes:** Pivotal Health Solutions, Inc. reserves the right to make products changes without prior notice. Contact your Pivotal Health Solutions representative for advice and information about product upgrades.



## Operation:



**WARNING:** Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the ATT-300 Roller Massage Table including cables associated with the ATT-300 Roller Massage Table. Otherwise, degradation of the performance of this equipment could result.



**WARNING:** Use of accessories and cables other than those specified or provided by Pivotal Health Solutions could result in increased electromagnetic emissions or decreased electromagnetic immunity and result in improper operation.



**Caution:** Rapidly reversing the massage switch may cause damage to the motor or drive train. Pause briefly in the “OFF” position when changing rotation.

### Assisting Patient onto Table:

- 1) The practitioner or trained staff should always assist the patient on the table. Do not allow the patient to get on the table by him/herself.
- 2) The patient should check clothing for keys, wallet, belt, or any other items that may cause discomfort during treatment or damage upholstery.
- 3) Never leave patient unattended while on the table.

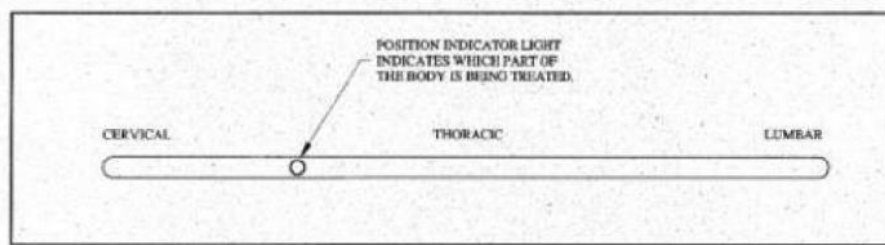
### Table Operation:

- 1) Note – This product is equipped with a chain link on the turn-around chain that is a safety feature. This chain link is intended to break before other components to prevent wider damage to the system. Please contact Pivotal for a replacement if this occurs.
- 2) To begin treatment, position the patient on the table. A patient is typically in supine position.
- 3) If rollers are in lowered position, elevate to the appropriate height for treatment once the patient is in place.
  - a. Note – if the rollers are raised and operated in travel mode without weight, or without sufficient weight, the cushion will lift off and move. If this happens lower the rollers.
  - b. Note – Smaller/lower weight patients may require the rollers lower for the cushion to remain in place during treatment.
- 4) Perform the treatment desired. Refer to the ‘Operation’ section and/or the individual component functions below for operation of specific table features.
- 5) After treatment, return the table to a level and straight configuration.

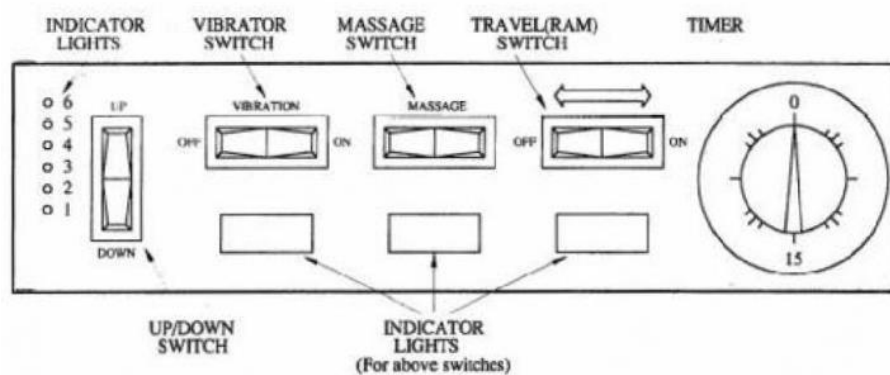
### Assisting Patient off of Table:

- 1) Caution the patient not to get up from the table alone so as to prevent any strain that could void the treatment, and to ensure the patient is not lightheaded from lying down which can cause imbalance.
- 2) Allow patient to get full balance before coming to a standing position. Best practice is to keep a hand on the patient at all times.





- The Position Indicator Panel is labeled “Cervical”, “Thoracic”, and “Lumbar”. The red “button” indicates the treatment position of the rollers to the patient. To treat a specific area on the patient, turn travel switch to “ON”. When “button” reaches desired area, turn the travel switch to “off”. An eight (8) inch area will be continually treated.



- The LED Indicator Lights indicate the roller height. The “UP/DOWN” switch controls the height of the rollers. The LED lights suggest the level of pressure by numbers one (1) through six (6). The lowest pressure being one (1) with the most pressure being six (6). When two lights are lit at the same time, this shows the halfway mark. For example, when LED lights two (2) and three (3) are lit at the same time, this would suggest a setting of two and one half (2 ½).
- The Vibrator Switch and Light have two (2) positions. The “ON” position will apply a soft tissue massage to the patient through the rollers. The “OFF” position allows no vibration to be felt.
- The Message Switch and Light have three (3) positions. By pressing the button over to the right, a clockwise roller rotation is gained. By pressing the button to the left, a counterclockwise roller rotation is gained. When centering the switch to the “OFF” position, the rollers remain stationary.
- The Travel Switch and Light have two (2) positions. The “ON” position allows the drive gear to engage so that the rollers will traverse 28” in a longitudinal direction, reversing in a continuous alternating movement. The red “button” will suggest the position of the rollers. The “OFF” position keeps the driver gear stationary.
- The Timer has a zero (0) to thirty (30) minute range. Turning the timer past the five (5) minute increment will begin the main switch for the drive mechanism. A bell will sound and automatically shut the unit off when the timer returns to zero (0).

## Contraindications:

Contraindications of localized roller massage tables are:

- Malignancy
- Osteoporosis of the spine
- Infections
- Fractures of a bone or any suspected fractures
- Inflamed skin or skin diseases
- Any condition that massage may be contraindicated
- Tumorous growths
- Ruptured disc
- Thrombophlebitis
- Skin irritations that may be aggravated by rollers (Shingles, Sunburn, Boils, Bruises, Phlebitis)
- General debilitation

## Preventative Maintenance:



**WARNING:** Disconnect table from power source before wiping down mechanical parts to avoid personal injury.

### INSPECTION:

At least monthly the table should be thoroughly inspected for wear and tear, loose hardware and parts, and other damage.

- Inspect the table to make sure that there is no external damage or loose hardware. Tighten loose hardware. Hardware that does not tighten needs replacement.
- Inspect table for obvious signs of damage or wear such as cracked welds, loose bolts, frayed or damaged cords. Do not use a table with damaged cords.
- Check moveable components (electrical and non-electrical) to ensure functionality.
- Check components to ensure they lock and function properly.
- **Contact Pivotal Health Solutions with questions or concerns.**

## Upholstery Cleaning & Care:



**CAUTION:** Read carefully, improper cleaning will void the warranty. Never use alcohol-based cleaning agents.

**DISINFECTING:** There is a disinfecting wipe on the market called *Protex Ultra Disinfectant Wipes*. Many of our customers use these.

**FOR DAY TO DAY CLEANING:** A solution of 10% mild household liquid dish soap with warm water, applied with soft damp cloth. Rinse with clean water and dry.

**FOR STAINS:** Dampen a soft white cloth in a one to one (1:1) solution of Fantastik® and water OR Formula 409® and water. Rub gently and rinse with a water dampened cloth.

**FOR MORE DIFFICULT STAINS:** Dampen a soft white cloth with a solution of household bleach (10% bleach / 90% water). Rub gently and rinse with a water dampened cloth to remove bleach concentration.

**WHAT NOT TO USE:** Using the wrong cleaning agents you will VOID YOUR WARRANTY and crack, dry out and destroy your vinyl. Do not use any cleaning agents that contain alcohol, harsh chemicals or abrasives.

## Service:

**Refer to Warranty section in this manual for specific warranty information.**

When replacing worn parts, use genuine Pivotal Health Solutions, Inc. parts by contacting our service department. When ordering replacement parts:

- Ask for the service department, 800-743-7738
- Have the model number and serial number available
- Specify parts by the numbers/description below

**Instructions for Damaged Merchandise:** The contents of this shipment have been checked and packed by experienced personnel. If your company arranged the shipping, damage should be noted on the Bill of Lading before signing to accept the shipment, then articles damaged in transit should be reported at once to delivering carrier and a claim must be filed by you. If freight was arranged by Pivotal Health Solutions, note any damage on the Bill of Lading before signing acceptance of product and notify Pivotal Health Solutions right away. Failure to inspect for shipping damage prior to signing for the product may affect your warranty. We can neither be responsible for, nor can we accept the return of merchandise damaged in transit during shipment arranged by outside parties.

## Troubleshooting:

|                               |  |
|-------------------------------|--|
| No Power                      | <ol style="list-style-type: none"><li>1. Verify power supply connections.</li><li>2. Check that outlet is working and breaker is not tripped.</li><li>3. <i>If the problem persists, contact Pivotal Health Solutions.</i></li></ol> |
| If you hear an unusual noise. | <ol style="list-style-type: none"><li>1. <i>Contact Pivotal Health Solutions</i></li></ol>   |

### Technical Information:

Pivotal Health Solutions will make available, upon request, circuit diagrams, component part lists, descriptions, calibration instructions, or other information that will assist service personnel.

### Resale or Disposal:

A chiropractic table is considered a medical device by the Food and Drug Administration. Therefore, it is necessary that Pivotal Health Solutions, Inc. be notified if the table is sold, destroyed, or otherwise disposed of. Please notify in writing providing your name and the serial number of your table to:

**Pivotal Health Solutions**  
**Attn: Quality**  
**3003 9<sup>th</sup> Ave. SW**  
**Watertown, SD 57201**



Recycle and dispose of device properly in accordance with local, state and federal laws. Over the years, tons of electronics equipment with hazardous materials have been thrown away with standard garbage. Over time, these materials leech out of the electronic causing damage to the environment. It is important to try and properly dispose of retired devices in order to prevent damage to our environment.

## Replacement Parts:

### Replacement Part Information



| <u>Part Name</u>             | <u>Part Number</u> |
|------------------------------|--------------------|
| ATT Standard Top Cushion     | TA-1445-xxx        |
| 25" ATT Top Cushion          | TA-1448-xxx        |
| Knee Bolster                 | CV-1360-xxx        |
| Cervical Pillow              | CV-1361-xxx        |
| 2" Ball Caster               | HW-300             |
| Kick Plate                   | MWF-102            |
| Switch Panel                 | TA-1243            |
| Indicator Panel              | TA-1248            |
| 10A Fuse                     | FU-1241            |
| ATT Vibrator Motor           | MO-639             |
| Turn Around Motor w/Sprocket | MO-668             |
| Roller Motor w/Sprocket      | MO-669             |
| AB76 Actuator                | MO-140             |

\*xxx is a place holder for the color code. Contact Pivotal Health for the appropriate color code for your table.

## Warranty:

<https://www.phschiropractic.com/customer-service/warranty.aspx>

**Note to user: If a serious incident occurs, report the incident to Pivotal Health solutions. (See section with Manufacturer Contact Information for contact details).**

## Manufacturer Information:

Rev H 5-28-2025



**Pivotal Health Solutions, Inc.**  
3003 9<sup>th</sup> Ave. SW  
Watertown, SD 57201  
USA



800-743-7738



011-1-605-753-0110



Fax: 605-882-8398



[service@pivotalhealthsolutions.com](mailto:service@pivotalhealthsolutions.com)



[www.pivotalhealthsolutions.com](http://www.pivotalhealthsolutions.com)