

# Adjustable Comfort<sup>®</sup>

ADJUSTABLE BASE

## PREMIER



M1X1242/M1X1252/M1X1232/M1X1222/M1X1272/M1X1292

## Owner's Manual

Serial Number: \_\_\_\_\_

(Place your serial number here for ready reference. The serial number is printed at the back of the battery compartment cover of the remote control.)

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## Model Number/Name: Adjustable Comfort Premier

This product and all our bedding products are covered by one or more of the following issued and pending U.S. patents including Nos. 9706848, 9744088, 8209801, 9795223, 8769739, 8209800, 9706848, 8769739, D663968, and other patents pending.

Photos are for illustration purposes only.

IF YOU EXPERIENCE ANY TROUBLE WITH YOUR ADJUSTABLE BASE WITHIN THE WARRANTY PERIOD, PLEASE CONSULT THE TROUBLESHOOTING GUIDE PROVIDED WITH YOUR BASE AND ONLINE, IF APPLICABLE.

IF PROBLEMS PERSIST, PLEASE CALL:

CUSTOMER CARE TOLL FREE NUMBER

**1-877-769-0466**

Please have your receipt and product serial number ready.  
The serial number is printed at the back of the battery compartment cover of the remote control.

# Safety Precautions

## ATTENTION! IMPORTANT SAFETY INSTRUCTIONS.

PLEASE READ THESE INSTRUCTIONS THOROUGHLY BEFORE USING THIS PRODUCT.



### ELECTRICAL SAFETY

Always unplug this adjustable base from the electrical outlet before any cleaning or maintenance of the adjustable base. To safely disconnect, make sure all controls are in the off position, then remove the plug from the outlet.

Keep cord away from heated surfaces. Keep air openings free of lint, hair and the like. Never operate when air openings are blocked. Never drop or insert any object into any opening. Use only indoors.

Cease use of this adjustable base and contact the adjustable base Customer Care Center for repair if: (1) it has a damaged cord or plug, (2) it is not working properly, (3) it has been dropped or damaged, or (4) it has been dropped into water.

### GROUNDING SAFETY

To reduce the risk of electric shock, electrical fire, or faulty operation of this product, your adjustable base may feature a polarized plug meant to be used only with a grounded electrical outlet. If this plug does not fit into your outlet, contact a qualified electrician to install a properly grounded outlet. Failure to use a properly grounded outlet for this product will compromise this important grounding safety feature. The use of adapters is not recommended unless the outlet is checked by a qualified electrician to ensure the proper grounding of the adapter. NOTE: Unauthorized modifications to this product could void the electrical portion of your Warranty.

### WARRANTY WARNING!

This base is specifically designed to require no maintenance by you, the user. Any opening or tampering with the control box, motors, or hand controls (with the exception of the battery compartment if equipped) will result in a void of the Warranty. Only those authorized may conduct repairs or part replacement on your adjustable base. Unauthorized modifications to this product could void the electrical portion of your Warranty.

### IN-HOME USE ONLY

This adjustable base is designed exclusively for in-home use.

**HOSPITAL DISCLAIMER:** It is NOT designed for hospital use and is NOT designed to meet hospital standards. Do not use this base with TENT TYPE oxygen therapy equipment or use near explosive gases.

### IMPORTANT SAFETY FEATURES

**Weight fail safe feature:** In the case that an overload of weight is placed on the head or foot mechanism, the control unit will automatically stop all functions. The control unit will automatically resume all functions 30 seconds after excess weight is removed.

The recommended weight limitations for your adjustable base is 850 lb. on all sizes. For your adjustable base to structurally support the recommended weight, weight must be distributed evenly across the head and foot sections. The adjustable base will not and is not intended to support or lift this amount in just the head or foot section. Dependent on the size and/or model of mattress, the available weight limit may be less.

**NOTE:** If your adjustable base is positioned on a hard floor surface such as hardwood or tile, it is recommended that rubber cups or carpet squares are placed under the legs to prevent damaging or scratching your floor.

### USER-SERVICEABLE PARTS

This base is specifically designed to have no maintenance by you, the user. Therefore, you are encouraged not to open any motors, alter the wiring, or adjust, modify or change the structure of the product, as it will void the Warranty.



FOR OPTIMAL SAFETY, YOUR ADJUSTABLE BASE SHOULD BE PLUGGED INTO A SURGE PROTECTOR (not supplied with this adjustable base).

# Safety Precautions

## RADIO FREQUENCY IS 2.4 GHz

FCC compliant device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any change to the antenna or the device could result in the device exceeding the RF exposure requirements and void user's right to operate the device.



## CONSUMERS WITH PACEMAKERS

It is possible that the (optional) vibrating feature of this base may be misinterpreted by some pacemakers as movement and/or exercise. This is common with any product that produces a vibrating motion, and may or may not affect your pacemaker. Please consult your physician with any concerns.

## PRODUCT RATINGS

Lift Motor Restrictions: The lift motors in this base are NOT designed to operate continuously for more than three (3) minutes over a thirty (30) minute time period, or approximately 10% duty cycle. To ensure reliable functionality and full life of this product, do not attempt to exceed these limits.

NOTE: Attempting to circumvent or exceed this rating will shorten the life expectancy of the product and may void the Warranty.

The structure of the base will support the recommended weight when distributed evenly across the base. The head and foot sections are not designed to individually support or lift this amount of weight. For optimal performance, entering and exiting the adjustable base with the base in the flat or level position is recommended.

NOTE: Exceeding the recommended weight restrictions could damage your adjustable base and void your Warranty.



## SMALL CHILDREN AND PETS WARNING

Immediately dispose of all packing materials as it can pose a smother risk to small children and pets. Injury could occur also if children or pets are permitted to play on or under the base. Do not allow children to operate this base without adult supervision.

## LIFT WARNING

Do not sit on the head or foot sections while in the raised position, or during lift or lowering cycles.

## MOVING AFTER INSTALLATION

Do not place adjustable base vertically on its head or foot sections. This may cause injury to persons or damage to the adjustable base. Two people are required for moving this adjustable base due to its heavy weight.

## SAFETY

When an overload of weight is placed on the head or foot mechanism, the control unit will automatically stop all functions. The control unit will automatically resume all functions 30 seconds after the excess weight is removed.

NOTICE: The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

IMPORTANT NOTE: To comply with the FCC RF exposure compliance requirements, no change to the antenna or the device is permitted. Any change to the antenna or the device could result in the device exceeding the RF exposure requirements and void user's authority to operate the device.

## SAVE THESE INSTRUCTIONS

Proper operation of your adjustable base is necessary to ensure the long life and durability you expect from a high-quality product. The manufacturer has tested and inspected this product prior to shipment.

# Parts List

Before discarding any packing materials, check the adjustable base carton and verify that all items in the parts list are included.



Remote control (1)



AAA batteries (3)



8" + 3" + 2" bed legs (6) \*



Mattress retainer bracket (1)



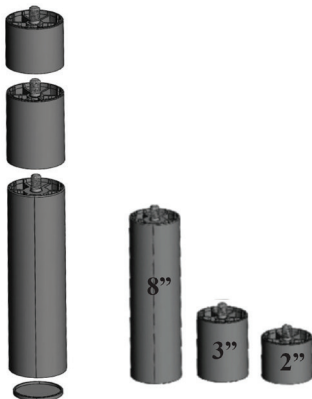
Anti-skid pads



Bed leg strap (1) \*\*



Sync cable (1) \*\*



The bed legs with their height measurements.

King (M1X1242) and CK (M1X1252) bed sizes are compatible with the Elevate King size frame (M5X642). Queen (M1X1232) and Full (M1X1222) bed sizes are compatible with the Elevate Queen size frame (M5X632). TXL (M1X1272) and SCK (M1X1292) bed sizes are compatible with the Elevate TXL size frame (M5X672).

## NOTES:

\* The bed legs come assembled as one whole leg with the option of removable leg extenders.

For TXL, Full, Queen and Split CalKing bed sizes, the height of the base (from top panel to floor) with the whole leg assembly is 16.2 inches. For King and CalKing sizes, the height of the base (from top panel to floor) with the whole legs is 16.5 inches.

To get the desired height option, you may remove the 3-inch and 2-inch extenders.

\*\* Bed leg strap and sync cable are only available with Twin XL, Split CalKing, and Split Queen beds.

# Installation Guide

**NOTE:** For safety reasons, lifting of the adjustable base must always be performed by two (2) people; and the unit should always be on a flat surface before opening.

## Setting up your adjustable base

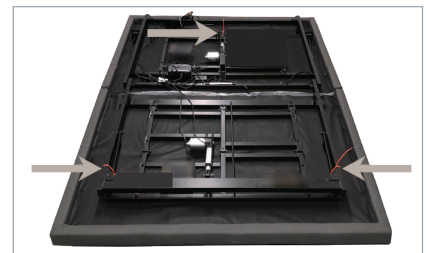
- 1** Lift the folded adjustable base out of the box, place it on a flat floor and unfold it.

**NOTE:** Hold the edge of the base when unfolding it. Do not hold the metal frames to avoid potential injury.



- 2** Remove any accessory boxes from inside the frame. Remove the legs, retainer bracket, and power supply attached to the base.

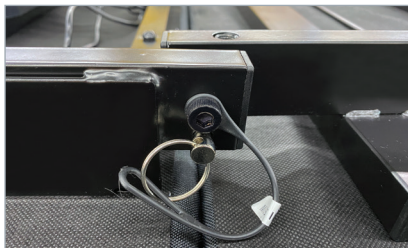
**NOTE:** Take note of the other orange zip ties holding the frame near the head and foot section of the base. You will cut these ties later in the setup.



Zip ties on the head and foot sections of the base

- 3 IMPORTANT!** Insert the pins through the bars on both sides of the frame to securely connect the two sections of the bed.

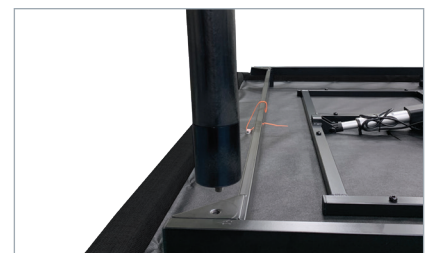
If you are installing the adjustable base on a platform or slatpack bedding system, do not install the legs. Proceed to step 5.



- 4** Attach the bed legs to the adjustable base by threading them in a clockwise direction into the pre-drilled holes on the frame.

**NOTES:**

- The bed legs come assembled as one whole leg with the option of removable leg extenders.
- Tighten the bed legs. After using the base for a period of time or when the base wobbles unsteadily, check the legs and tighten them again if necessary.



# Installation Guide

- 5** Remove and extend the power cord from the frame.

If you are installing your adjustable base on a platform or slatpack bedding system, apply anti-skid pads to the frame first. See "Applying anti-skid pads for platform bed use" on page 10.

- 6** Lift one side of the base and then turn it over carefully so the top side is now facing up.

**NOTES:**

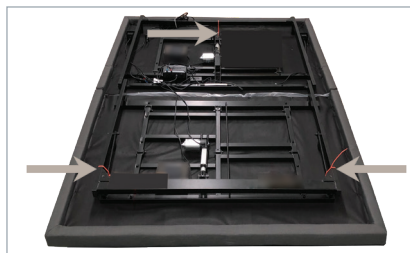
- Do not lift the bed from the head deck to avoid damage to the adjustable base.
- When turning the base over, hold the frame and not the edges of the base to avoid any damage.
- If you installed bed legs, do not rest the base on its side so the weight may not damage the legs.



- 7** From under the head and foot sections of the base, cut and remove the orange zip ties holding the frame.

**NOTES:**

- Cut these zip ties only AFTER the adjustable base is turned over on its legs or placed on a platform bed with the top side facing up.
- The zip ties on the head and foot sections of the bed are easily accessible for cutting.



Zip ties on the head and foot sections of the base.



# Installation Guide

## Setting up the electronics

- 1 Plug the power cord into a working electrical outlet.

**NOTE:** For optimal safety, using a surge protector (not included) is highly recommended.

- 2 Install batteries in the remote control. Try all functions on the remote to make sure all features are operational.

**NOTE:** If the base does not work, see the Troubleshooting section of this manual.

- 3 Return base to flat position before continuing with the installation.

**NOTE:** Make sure your base is in a flat position before using it. Press and hold the **FLAT** button on the remote control after plugging in the power cord.



**IMPORTANT!**  
Make sure power cords do not obstruct any adjustable base mechanisms.

## Attaching the mattress retainer bracket

- 1 Align both ends of the retainer bracket with the holes located at the foot of the base.

- 2 Insert the ends into the holes.

Place your mattress on the adjustable base surface. Your adjustable base installation is now complete.

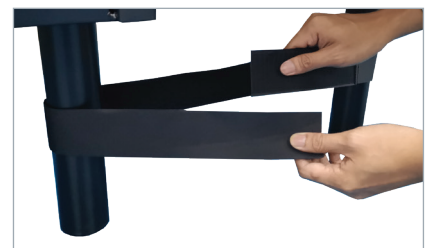


## Installing the bed leg strap (optional)

To help prevent base separation when using two adjustable bases together, use the bed leg straps.

- 1 Wrap the bed legs together tightly using the bed leg straps (front leg to front leg and back leg to back leg).

- 2 Fasten the straps to prevent movement & maintain stability.



# Installation Guide

## Applying anti-skid pads for platform use

Your adjustable base is also created for platform or slatpack bed systems. Before installing on a platform or slat pack bed, apply anti-skid pads under the adjustable base to keep it in place.

- 1 Turn your adjustable base on its side and then locate the areas near the center brackets and corner brackets of the frame.

**NOTE:** For safety reasons, lifting of the adjustable base must always be performed by two (2) people.

- 2 Take the anti-skid pads and remove them from the adhesive backer.

**NOTE:** The anti-skid pads are packed and stapled to the back of the adjustable bed. Make sure to remove the pads after taking the bed out of the shipping carton.

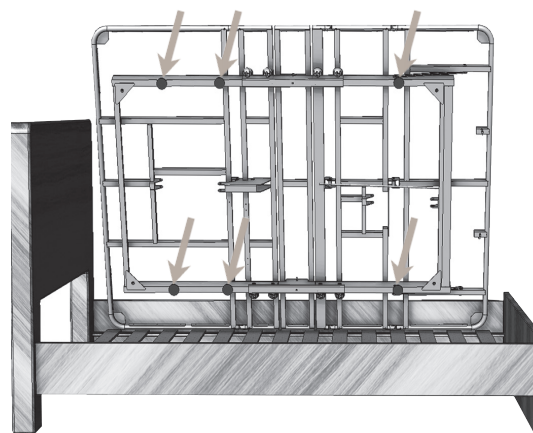


The anti-skid pads are packed and stapled to the back of the adjustable bed.

- 3 Apply the anti-skid pads on each of the identified areas near the center and corner brackets as shown.

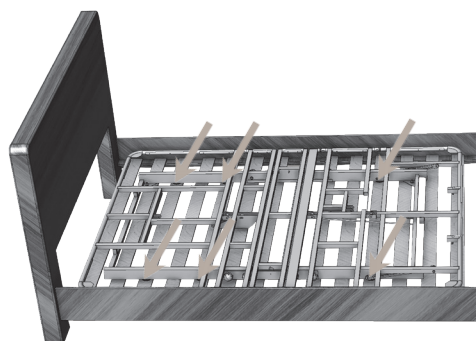
**IMPORTANT!**

- Make sure to align the anti-skid pads so that they will rest on one of the slats under the power base. If your bed system is a solid deck surface, there is no need to align the pads to a slat.
- For the areas near the center brackets, you may apply the anti-skid pads to either side of the center bracket. Make sure to align them with the slats.
- A total of 6 anti-skid pads must be applied to the power base to secure the frame in place and keep it from slipping.



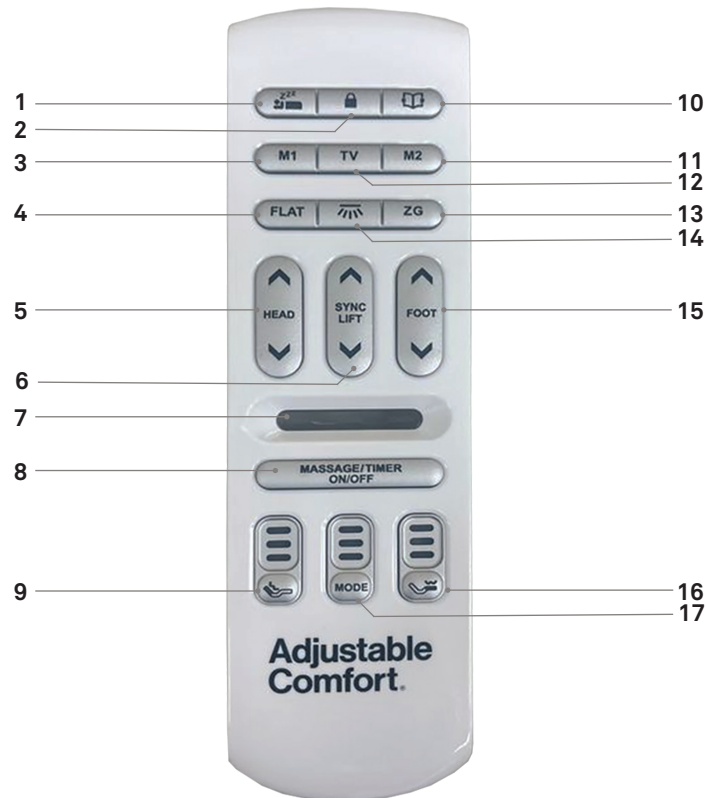
- 4 After applying all the anti-skid pads under the power base, carefully place the power base onto the platform or slats.

- 5 To continue setting up the other parts of your adjustable base, go back to page 8.



**IMPORTANT!** Make sure your platform or slatpack base can support the weight of the adjustable base and the mattress. The maximum weight of your adjustable base is 135 lbs for Queen bases and 163 lbs for King bases.

# Remote Control Guide



## PRESETS

- ANTI SNORE (1) - Press this button to raise the head section and allow easier air intake to help reduce snoring.
- CHILD LOCK (2) - Press and hold this button until the backlight flashes to lock or unlock the remote control keys.
- READING (10) - Press this button to adjust the base into a chaise lounge position to remove stress and tension from your lower back.
- M1 (3) or M2 (11) - Press these buttons to move the bed into the desired position saved in the memory. Memory buttons are customizable. For more information, see "Customizing the memory and preset buttons."
- FLAT (4) - Press this button to return the base to a flat position.  
**NOTE:** Make sure your base is in a flat position before using it. Press the FLAT button after plugging in the power cord.
- TV (12) - Press this button to raise the head section to an ideal position for watching TV.
- ZG or ZERO GRAVITY (13) - Press this button to elevate the legs slightly higher than the chest, in effect, allowing the blood to flow back to the heart to help reduce stress and fatigue.

## POSITIONS

- HEAD OR FOOT POSITION ADJUSTMENTS (5, 15) - Press and hold the up or down button to raise or lower the head or foot section of your base.
- SYNC LIFT (6) - Press and hold the up or down button to raise or lower both the head and foot section of your base at the same time. If installing the Elevate frame, use this button to switch the remote control between the adjustable base control mode and the Elevate frame control mode.

## MASSAGE

- MESSAGE/TIMER ON/OFF (8) - Press this button to turn the massage on and to set the timer for the massage to automatically turn off. You can choose from 10-minute, 20-minute, and 30-minute durations (7).
- MESSAGE HEAD (9) - Press this button to adjust the intensity of the head massage.
- MESSAGE FOOT (16) - Press this button to adjust the intensity of the foot massage.
- MODE (17) - Press this button to change the massage type.

**UNDER BED LIGHT (14)** - Press this button to turn the under bed light on and to switch colors, helping you safely navigate in and out of the base during the night. To switch to the default setting, press and hold this button (14) and the Head Up button (5) for 2.5 seconds until the remote backlight flashes.

# Remote Control Guide

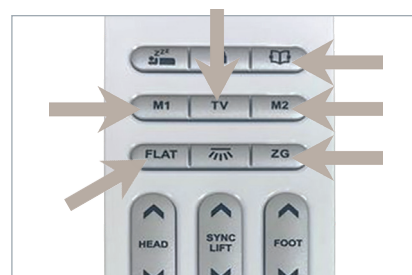
## Customizing the memory and preset buttons

You can store new head and foot positions by customizing the preset buttons. For safety reasons, the Flat and Anti Snore buttons cannot be customized.

- 1 Adjust the head and/or foot sections to the desired position using the remote control.
- 2 Press and hold the **FLAT** button and the preset button that you want to customize (M1, M2, TV, ZG, or Reading) for 5 seconds until the remote backlight flashes.

The current bed position is set and saved on the selected button.



To restore the presets to their factory default settings, see "Resetting your system."



## Pairing your remote control to your adjustable base

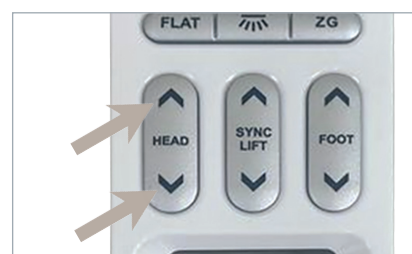
Your adjustable base is already paired to your remote control at the factory. Manual pairing is only needed for replacement remote controls.

**NOTE:** For the pairing to be successful, make sure the distance between the control box and the remote control is not more than 2 meters.

- 1 Unplug the power cord from the electrical outlet. If installed, remove the two (2) 9V alkaline batteries intended for back-up battery power from the power supply unit.
- 2 After 30 seconds, plug the power cord back to a working electrical outlet.
- 3 On your remote control, press and hold the **HEAD UP**  and **HEAD DOWN**  buttons at the same time. The remote backlight blinks and starts the pairing process.

If pairing is successful, the remote control backlight stays on.

If pairing fails, the remote control backlight turns off. Repeat the steps until pairing is successful.



# Remote Control Guide

## Synchronizing two bases for tandem operation

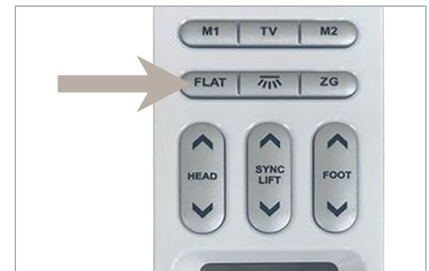
FOR BEDS WITH SKU TXL M1X1272 and SCK M1X1292 ONLY

To operate two adjustable bases simultaneously, you must connect both bases using the sync cable.

- 1 Plug both Base A and Base B to working electrical outlets. A surge protector is recommended.
- 2 Before starting the sync process, make sure Base A and Base B are in a flat position. Press the **FLAT** button on Remote A and Remote B to align the bases properly.
- 3 Plug one end of the sync cable to the control box on Base A. Insert it into the port labeled SYNC.
- 4 Plug the other end of the sync cable to the control box on Base B. Insert it into the port labeled SYNC.

Bed A and Bed B can now be controlled simultaneously using Remote A or Remote B.

**NOTE:** When operating bases in tandem, both bases should always be plugged into working electrical outlets.



## Resetting your system

Resetting the system is sometimes necessary to restore any customization on the preset buttons to its factory settings.

There are two methods to reset your system.

Method 1: On the remote control, press and hold the **FLAT** and **UNDER BED LIGHT** buttons for 5 seconds until the remote backlight flashes.

Method 2: On the remote control, press and hold the **Reading** and **ZG** buttons for 5 seconds until the remote backlight flashes.

All customized settings on the remote control and control box are now cleared or returned to their factory default settings.



Method 1: Press the FLAT + UNDER BED LIGHT buttons to reset the system.




Method 2: Press the Reading + ZG buttons to reset the system.

# Remote Control Guide

## Switching between remote control modes

**NOTE:** This is applicable only when using the Elevate frame with your Premier adjustable base.


When you have installed the Elevate frame, you can switch the remote control modes between controlling the adjustable base and controlling the Elevate frame.

To switch the remote control mode between the adjustable base and the Elevate frame, press and hold the **FLAT** and the **SYNC LIFT UP**  buttons for up to 3 seconds until the remote backlight flashes.

**NOTE:** The factory default control is the adjustable base control mode.



### PAIRING THE REMOTE CONTROL WITH AN ELEVATE FRAME

To pair the remote control to an Elevate frame, press and hold the **FLAT** and the **HEAD DOWN**  buttons for up to 3 seconds until the remote backlight flashes.

If pairing is successful, the remote control backlight stays on.

If pairing fails, the remote control backlight turns off. Repeat the steps until pairing is successful.



### PAIRING THE REMOTE CONTROL WITH A SECOND ELEVATE FRAME

To pair the remote control to a second Elevate frame, press and hold the **FLAT** and the **FOOT DOWN**  buttons for up to 3 seconds until the remote backlight flashes.

**NOTE:** After pairing with the same remote control as the first Elevate frame, the second Elevate frame will operate in sync with the first Elevate frame.

If pairing is successful, the remote control backlight stays on.

If pairing fails, the remote control backlight turns off. Repeat the steps until pairing is successful.



# Special Functions

## Using the mounted USB ports

The convenient USB ports located at the side of your adjustable base provide easy access for charging today's tech devices.



## Finding a lost or misplaced remote control

Your adjustable base is equipped with a feature that helps you locate your remote control when you lose or misplace it.

- 1 Press the USB button located on the side of your adjustable base.  
The remote control backlights flash and the remote control gives a long buzzing sound.
- 2 When you have found your remote control, press any button to turn off the sound from the remote control.

**NOTE:** Pressing the USB button for a long time also moves the adjustable base into a flat position.



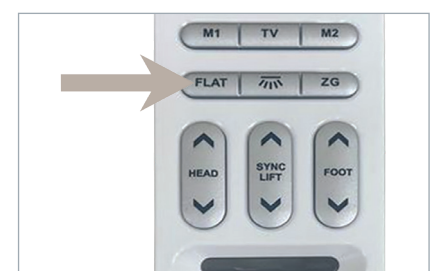
## Activating the emergency power down feature

Your adjustable base supports the emergency power down feature when a power failure occurs while the head and/or foot sections are raised.

**NOTE:** Install the 9V batteries in the power supply unit only during a power failure when the emergency power down function is needed.

- 1 Locate and remove the cover on the 9V battery compartment in the power supply unit.
- 2 Install two (2) alkaline 9V batteries (not included with the adjustable base). Replace the battery cover.
- 3 When the 9V batteries are installed and a power failure occurs, press the **FLAT** button on the remote control for the base to return to a flat position.

**NOTE:** The 9V batteries are for single use only. After lowering the adjustable base once during a power failure, replace with a new set of batteries.



# Special Functions

## Connecting your base to a smart device

Your adjustable base is equipped with the Bluetooth technology that enables your iOS or Android smart device to interact with your base through the M1X12 mobile application.


Before connecting your base to the mobile app, do the following:

- Make sure your adjustable base is plugged into a working electrical outlet and the control box is on.
- Download and install the Adjustable Base mobile app from the App Store or the Google Play Store.
- For iOS users, turn on your device's Bluetooth. For Android users, turn on your device's Bluetooth and Location settings.

**1** If you are connecting your base to the mobile app for the first time, enable the mobile device pairing mode on your control box. Do one of the following:

- Unplug the power cord from the outlet and then plug it back in. The LED light on the control box turns blue. After 20 seconds or after being operated by a paired remote control, the LED light turns green and the control box enters mobile device pairing mode.
- On the control box, press the **PAIR** button twice. The LED light on the control box turns blue. After 20 seconds, the LED light turns green and the control box enters mobile device pairing mode.

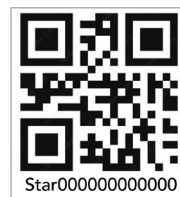
**NOTE:** The control box stays in mobile device pairing mode for 60 seconds and the name of the of your base is now visible on the app.

**2** From your mobile device, launch the app, and then tap the gear  icon to go to the Settings screen.

**3** From the Devices list, select the name of your adjustable base. The name of your base is on the sticker on the front cover of the Owner's Manual and on the base's control box.

### NOTES:

- If your base is not on the Devices list, make sure your base is in mobile device pairing mode. For information, see step 1.
- You can only connect one smart device to one adjustable base at a time.
- For more information on using the mobile app to control your adjustable base, see the Adjustable Base Mobile App Guide.



Sample sticker showing the name of your adjustable base.

Scan the QR code below to download the mobile app from the Google Play Store or the App Store.



For Android devices



For iOS devices

# Troubleshooting Guide

In the event the adjustable base fails to operate, investigate the symptoms and possible solutions below.

## SYMPTOM

## SOLUTIONS

**The adjustable base does not respond when the remote is used. The remote does not work.**

- Check that the power cord is plugged into a working electrical outlet. Unplug the power cord from the outlet. After 30 seconds, plug it back in. Press any button on the remote control and check if the base responds.
- Check if the control box is working properly. Make sure the control box is properly connected to the power supply unit by checking if the LED light turns on when the power cord is plugged in.
- Check the batteries in the remote control. Replace with new batteries, if necessary.
- Make sure batteries are properly installed. Follow the markings on the battery compartment.
- Remove batteries. Leave them out for 30 seconds before putting them back into the remote control.
- Scratch the terminals inside the remote's battery compartment with a coin or key.
- Check that the surge protection device or electrical outlet is not defective. Test the outlet by plugging in another working appliance.

**Head or foot section elevates adjustable base but does not return to flat position.**

- Your adjustable base may be obstructed preventing smooth operation. Remove obstructions from around and under the base.
- Check that the head section is not too close to the wall.

**Head or foot lift function has minor interference during operation.**

- Check the batteries in the remote control. Replace with new batteries, if necessary.
- Make sure that you are following the duty cycle of the motors. Do not operate for more than two minutes over a 20-minute period or approximately 10% duty cycle.
- Press the lift buttons firmly and accurately.
- Wireless remote control may be experiencing common radio frequency interference from other radio transmitting devices. Wait several seconds and then try pressing the lift buttons again.

# Troubleshooting Guide

In the event the adjustable base fails to operate, investigate the symptoms and possible solutions below.

## SYMPTOM

## SOLUTIONS

**The adjustable base is squeaking.**

1. Remove any pin, nut, bolt, or white bushing one at a time.
2. Lubricate it by applying the grease with a cotton swab. Using a lithium or spray lubricant is recommended. (Lubrication can be obtained by contacting Star Seeds' Customer Care Center).
3. When placing the lubricated pin, nut, bolt, or white bushing back onto the adjustable base, make sure there is a looser tightening on the nut.
4. Additional solution: After completing these steps, spray the pins, nuts, bolts, and white bushings with a lubricant.

**The adjustable base stutters when in motion.**

1. Clear any clutter or obstructions under and around the adjustable base. Radio frequency interference from other remotes or electronic devices may affect normal operation.
2. Check the batteries in the remote.
3. Press the lift buttons on the remote control firmly and accurately.

**Massage motors seem excessively loud during operation.**

- Hard surface flooring may cause added vibration. To correct, place carpet pieces or rubber furniture cups under each leg or caster of the base.
- Elevate the head or foot section a short distance (using the remote control) to realign the lift/lower mechanisms with the bed support platform.
- Check that the base is not in direct contact with a wall, nightstand, or other object that may cause vibration or noise.
- If the adjustable base is installed on top of a bed frame, check that the massage motors are not causing bed frame (or bed frame components) to vibrate or rattle.

**Split or tandem system is out of sync. Only one of the two adjustable base raises or both bases raise but one side is higher than the other.**

Sync one remote to both adjustable bases. For more information, see "Synchronizing two bases for tandem operation".

# Warranty

## Limited Warranty For Adjustable Bases

**LIMITED WARRANTY:** Subject to the terms and conditions set forth herein, the manufacturer of this product warrants to the original retail purchaser for the time periods stated herein that the adjustable base system purchased from an authorized reseller of the manufacturer's genuine products is merchantable and free of defects and materials and is fit for the purpose of residential, non-hospital bedding. Floor samples are not warranted and are purchased AS IS. This warranty applies only to the manufacturer's genuine products, and without limiting the foregoing, does not apply to power cords or other accessories supplied by the seller or other parties.

**2-Year Period for All Labor and Components:** The above warranty will apply for 2 years for labor on the bed frame, all components, parts, including, without limitation, electronics, electrical components, drive motors, WiFi module, power supply and power cords, and massage motors.

**10-Year Period for Bed Frame:** The above warranty will apply for 10 years prorated to the bed frame, defined as follows: the metal structure of the adjustable base system only, and specifically does not include its cover, side rails, decking or legs, or other attachments thereto, such as actuator lift motors, control box, WiFi modules, power supply, power cords, control box or other electrical or mechanical components. For year three (3) through ten (10), the warranty will be reduced by 10% for each year beyond the second year.

**Start of Warranty Period:** The warranty periods stated above will commence on the date of the first retail purchase of the adjustable base system from an authorized reseller, provided that proof of purchase and warranty registration occur within the time and in the manner set forth below. In the case of replacement parts provided by the manufacturer, the warranty will apply to the original warranty period and will not extend beyond such period.

**NO OTHER WARRANTY EXPRESS OR IMPLIED:** The foregoing express warranty is the only warranty by the manufacturer and all other express warranties or warranties implied by law or otherwise (including without limitation, any implied warranty

of fitness for a particular purpose) are hereby denied and disclaimed to the full extent permitted by applicable law.

**EXCLUSIONS FROM WARRANTY:** Loss, damage, malfunctions or other defects caused in whole or in part by any one or more of the following are not covered by any warranty and neither the manufacturer nor the seller shall be responsible for them: ordinary wear and tear; damage not directly caused by a defect covered by this express warranty; failure to comply with the user Manual and/or any other user instructions issued by the manufacturer for use and maintenance, including without limitation, weight limits and operation; modifications not performed by the manufacturer; use of any parts, components, or accessories that are not supplied by the manufacturer for the specific product and installed by an authorized service provider; use of the product for purposes or in a manner not expressly intended by the manufacturer as described in this Manual or any other misuse or abuse; storage or use outside of home or other exposure to the elements; dampness; or transportation or other handling by anyone other than the manufacturer.

**EXCLUSIVE LIMITED REMEDY:** The sole and exclusive remedy for any item which fails to meet the express written warranty set forth above shall be, at the manufacturer's option, either repair or replacement of the defective item. The manufacturer may require reasonable evidence of the existence of a defect, and customer service staff will discuss specific requirements with the purchaser based on the defects identified by the purchaser. Replacement parts will be provided at no cost to the purchaser, provided that the defective parts are delivered to the manufacturer, unless the manufacturer instructs otherwise in the claims process (see below). Subject to advance approval by the manufacturer, it will also pay reasonable shipping costs for returns requested by the manufacturer and replacement parts or bedding systems.

**CLAIMS PROCESS:** Prior to contacting the manufacturer, please refer to the TROUBLESHOOTING section of this Manual and also ensure that use and maintenance instructions in this Manual have been followed. The following process must be followed to initiate a warranty claim: (1) during the applicable warranty

# Warranty

period stated above, contact the manufacturer's customer service to initiate the claim and provide proof of status as the original retail purchaser from an authorized products reseller and prior timely registration of the product; (2) identification of suspected defect and compliance with the manufacturer's requests for documentation or other evidence of the defect, such as return of parts to the manufacturer, the cost of which will be paid by the manufacturer if the defect is confirmed by it or inspection by an authorized service technician or other person approved in writing for that purpose by the manufacturer; and (3) remedy by the manufacturer as stated herein.

**LIMITATION OF LIABILITY:** In no event shall the manufacturer be liable for incidental or consequential damages of any kind or nature whatsoever caused by or arising out of any product defects, and the sole and exclusive remedy shall be repair or replacement of defective items within warranty to the extent and in the manner provided herein.

*All product names, brands, and trademarks are the property of their respective owners.*

**IF YOU EXPERIENCE ANY TROUBLE WITH YOUR ADJUSTABLE BASE WITHIN THE WARRANTY PERIOD,  
PLEASE CONSULT THE TROUBLESHOOTING GUIDE PROVIDED WITH YOUR BASE AND ONLINE, IF APPLICABLE.**

**IF PROBLEMS PERSIST, PLEASE CALL:**

**CUSTOMER CARE TOLL FREE NUMBER**

**1-877-769-0466**

Please have your receipt ready and available.

**THANK YOU AND ENJOY YOUR ADJUSTABLE BASE!**