



Remedy

ADJUSTABLE BED



Owner's Manual

Model Number: MANSQ01

This product and all our bedding products are covered by one or more of the following issued and pending U.S. patents including Nos. 7448100, D657157, D663542, D657158, D657156, 8209801, 8209800, D663544, D663543 and other patents pending.

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Serial Number: _____
(Place your serial number here for ready reference)

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08.08.2018

Safety Precautions

ATTENTION!

IMPORTANT SAFETY INSTRUCTIONS.

PLEASE READ THESE INSTRUCTIONS THOROUGHLY BEFORE USING THIS PRODUCT.



ELECTRICAL SAFETY

Always unplug this adjustable bed from the electrical outlet before any cleaning or maintenance of the bed. 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 bed and contact the adjustable bed 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 bed features 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 bed 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 bed. Unauthorized modifications to this product could void

the electrical portion of your Warranty.

IN-HOME USE ONLY

This adjustable bed 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 bed 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 bed is 850 lbs. on all sizes. For your adjustable bed to structurally support the recommended weight, weight must be distributed evenly across the head and foot sections. The adjustable bed 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.

Locking caster feature: This adjustable bed may be equipped with special locking casters. For your safety, these casters will prevent bed movement when all casters are in the locked position. To lock casters, push down the safety latch on the caster. To resume product mobility, lift the safety latch up.

NOTE: If your adjustable bed is positioned on a hard floor surface such as hardwood or tile, it is strongly recommended that rubber caster cups or carpet squares are placed under the casters in addition to locking them in place. Casters will not roll when locked, but may slide on an uncarpeted surface.



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

Safety Precautions

USER-SERVICEABLE PARTS

This bed 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.

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 bed 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 bed 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 bed will support the recommended weight when distributed evenly across the bed. 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 bed with the bed in the flat or level position is recommended.

NOTE: Exceeding the recommended weight restrictions could damage your adjustable bed 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 bed. Do not allow children to operate this bed 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 bed vertically on its head or foot sections. This may cause injury to persons or damage to the adjustable bed. Two people are required for moving this adjustable bed 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.

Massage motors, if any, will automatically shut off after running continuously for 15 minutes. All massage functions will be operational again after 5 minutes.

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 bed 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

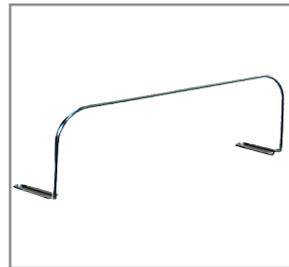
Before discarding any packing materials, check the adjustable bed carton and verify all items in the parts list are included.



Remote control (1)



AAA batteries (3)



Mattress retainer bar (1)



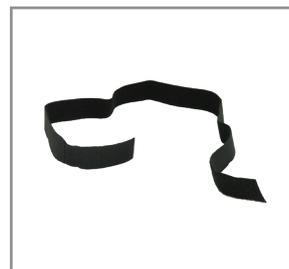
Center connection bracket (2) *



Screw & nut (2) *



Wrench (1) *



Bed leg strap (1) **



Sync cable (1) **



Adjustable bed legs ***



Under bed light (1)

* Only available with Queen, King, and Cal King models.

** Only available with Twin XL and Split Cal King models.

*** Twin, Twin XL, Full, Full XL, and Split Cal King models have four (4) bed legs. Queen, King, and Cal King have six (6) bed legs.

Installation Guide

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

Setting up your adjustable bed

FOR TWIN, TWIN XL, FULL, FULL XL, AND SPLIT CAL KING MODELS

- 1 Lift the adjustable bed out of the shipping carton carefully, and put it on a flat floor with the top side facing downward.
- 2 Remove all accessory boxes and cut the orange ties from inside the adjustable bed.



FOR QUEEN, KING, AND CAL KING MODELS

- 1 Lift the two separate sections of the adjustable bed out of the shipping carton carefully, and put them on a flat floor with the top side facing downward.
- 2 Remove all accessory boxes and cut the orange ties from inside the adjustable bed.
- 3 Move the head and foot sections of the bed together. Make sure the bars and frames are properly aligned at the center.
- 4 To connect the head and foot sections, put the center connection bracket over one end of the parallel bars between the head and foot sections. Line it up with the pre-drilled holes on the bars.
- 5 Thread the screw through the center connection bracket and into the bars to keep it in place.
- 6 Thread a nut at the end of the screw, and tighten it with the wrench.
- 7 Repeat steps 4 to 6 to place the second center connection bracket on the other end of the parallel bars.



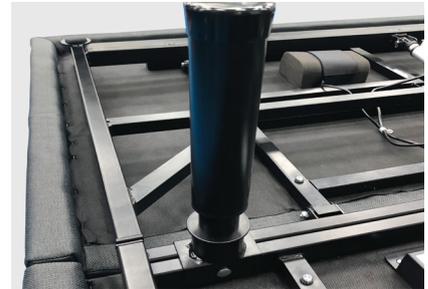
Installation Guide

Attaching the bed legs

- 1 Take out the adjustable bed legs from the accessory box.
- 2 Thread the bed legs into the pre-drilled holes on the adjustable bed by turning them in a clockwise direction.
- 3 Tighten the legs securely to the adjustable bed.
- 4 Adjust the legs to the desired height by turning it either clockwise or counterclockwise.

NOTES:

- Do not overtighten the bed legs.
- Make sure all legs are adjusted to the same height.



Setting up the electronics

FOR QUEEN, KING, AND CAL KING MODELS

Plug the cord for the foot lift into the control box. Insert it into the port labeled "FOOT MOTOR."

FOR ALL MODELS

- 1 Insert the under bed light to the USB port on the control box.
- 2 Remove and extend the power cord from the adjustable bed.
- 3 Rotate the adjustable bed over carefully so the top side is now facing upward.

NOTE: Do not rest the adjustable bed on its side. The weight may damage the legs.

- 4 Plug the power cord into a grounded and working electrical outlet.

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

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

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



IMPORTANT!

Make sure power cords do not obstruct any adjustable bed mechanisms.

Installation Guide

- 6 Return bed to flat position before continuing with the installation.

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

Installing the mattress retainer bar

- 1 Align the open ends of the retainer bar with the “loop” retainer anchors located at the foot of the bed.
- 2 Slide the retainer bar into the anchors allowing the ends to glide into the loop.



If the adjustable bed is set up without a headboard, place your mattress on the adjustable bed surface. Your adjustable bed installation is now complete.

If a headboard is to be installed, see “Assembling the headboard bracket.”

Using the bed leg strap (optional)

To help prevent separation when using 2 Twin XL or 2 Split Cal King adjustable beds, use the bed leg strap.*

- 1 Wrap the bed legs (front or back) together tightly using the bed leg strap.
- 2 Fasten the strap to prevent movement & maintain stability.



Installation Guide

Assembling the headboard bracket (optional)

IMPORTANT!

- Failure to follow the installation steps as they appear in this guide could result in damage to your adjustable bed.
- For safety reasons, lifting of the adjustable bed must always be performed by two (2) people; and the unit should always be on a flat surface.
- Make sure to position the bottom of the headboard cross member no more than 3 inches (76.2 mm) between the headboard and the top of the mattress.

- 1 Using the remote control, raise the head section of the adjustable bed to its full height.
- 2 Locate the first round panel under the head section of the bed. The second round panel is for the bed leg.
- 3 Position the inner headboard bracket underneath the first round panel. The bracket opening should be faced down under the bar.
- 4 Insert a retainer bolt fitted with a washer into the slot under the inner headboard bracket and through the round panel. Tighten the bolt using the Allen key wrench.
- 5 Place the open side of the outer headboard bracket onto the exposed square tube of the inner headboard bracket to create a tight fit.
- 6 Insert a retainer bolt fitted with a washer through the outer headboard bracket and into the inner headboard bracket. Tighten the bolt with an Allen key wrench. Leave loose enough for adjusting.
- 7 Repeat steps 2 to 6 to install the brackets on the other side of the head section of the adjustable bed.
- 8 When the headboard brackets are assembled, make sure there is a space of 1.5 inches (38.1 mm) to 2 inches (50.8 mm) between the edge of the adjustable bed and the headboard brackets.
- 9 Securely fasten the headboard bolts (not included with your parts box) to the end of the headboard bracket assembly.
- 10 If you need to adjust the headboard brackets, unscrew the bolts holding the outer headboard bracket and move them the necessary distance. Reinstall the bolts and tighten securely.



Place your mattress on the adjustable bed surface.
Your adjustable bed and headboard installation is now complete.

Remote Control Guide



Head, Foot, and Lumbar Position Adjustments (3, 4, 8, 9, 10, 11)

Press the UP  or DOWN  button to raise or lower the head, lumbar, and foot sections of your adjustable bed.

Presets

Anti-Snore (1)

Press this button to gently raise the head section and allow easier air intake which can help reduce snoring.

Incline (2)

Press this button to activate the incline position. This preset raises the head section to an ideal position for watching TV, reading, or laptop use.

Zero Gravity (6)

Press this button to activate the zero gravity position. This preset position elevates the legs slightly higher than the chest, in effect, allowing the blood to flow back to the heart to help reduce stress and fatigue.

Program (7)

Press and hold this button together with a preset button to override factory default presets with your customized presets. For more information, see "Customizing the preset buttons" on page 12.

Flat (5)

Press this button to return the bed to a flat position.

NOTES: Make sure your bed is in a flat position before using it. Press the **Flat** button on the remote control after plugging in the power cord.

Under Bed Light (12)

Press this button to turn the under bed lighting on, helping you safely navigate in and out of bed during the night. Press the button again to turn the under bed light off.

Remote Control Guide

Understanding the remote control features

- The adjustable bed uses RF (radio frequency) 2.4 GHz remote control system.
- The buttons are backlit when pressed to aid in the visibility of the remote control in low-light environments.
- It is not necessary to face the receiver when operating the remote control. Remote signal is best transmitted within 9 feet (3 meters) of the bed.

NOTE: The bed may show minor intermittent performance because of typical radio frequency interference. This is normal in the operation of the bed, not a defect.

Customizing the preset buttons

You can store new head and foot positions by customizing the preset buttons: Incline, Lounge, and Zero Gravity. These can be reprogrammed with your desired positions at any time.

- 1 Move the head and/or foot sections to your desired position.
- 2 Press and hold the **Program** button and any of the preset buttons at the same time for 2.5 seconds.

NOTE: For safety reasons, the Anti-Snore and Flat buttons cannot be customized.

The new bed position is now stored in your selected preset button overriding the factory default.

To restore the presets to their factory settings, see "Resetting your system" on page 13.



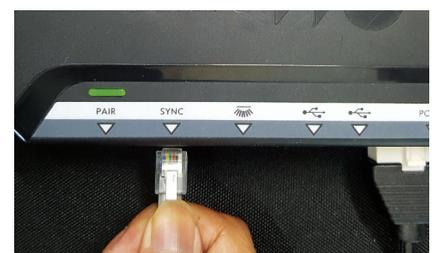
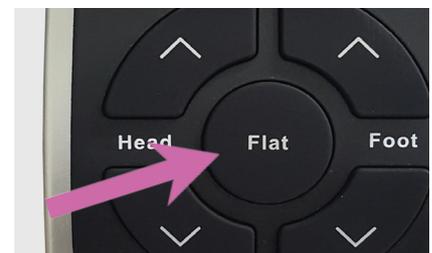
Synchronizing two beds for tandem operation

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

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

Bed A and Bed B can now function at the same time using Remote A and Remote B.

NOTE: When operating beds in tandem, both beds should be plugged into a working and grounded electrical outlet.



Remote Control Guide

Pairing your remote control to your adjustable bed

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

- 1 Make sure your bed is connected to a working and grounded electrical outlet. A surge protector is recommended.

The LED light on the control box turns green.

- 2 On the control box, press the **PAIR** button twice.

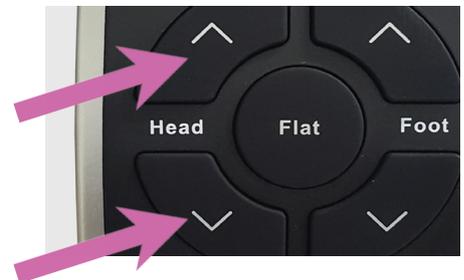
The LED light on the control box turns blue.

- 3 On the remote control, press and hold the **Head Up**  and **Head Down**  buttons at the same time.

The remote control backlight flashes and starts the pairing process.

- 4 If the pairing is successful, the LED light on the control box turns from blue to green within 20 seconds and the remote control backlight stops flashing.

- 5 If the pairing fails, the LED light on the control box stays blue for more than 20 seconds and the remote control backlight continues flashing. Repeat steps 2 to 3 until pairing is successful.



Resetting your system

Resetting the system is sometimes necessary to:

- Restore any customizations on the preset buttons to its factory settings.
- Clear system errors.

- 1 On the remote control, press and hold the **Program** and **Flat** buttons at the same time.

The remote control backlight starts flashing as it reboots.

- 2 Keep pressing the buttons until the backlight stops flashing.

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



Special Functions

Using the mounted USB ports

The convenient USB ports located on each side of your adjustable bed provide easy access for charging today's tech devices.



Activating the emergency power down feature

The power supply unit on your adjustable bed supports the emergency power down feature if a power failure occurs while the head, lumbar, and/or foot sections are raised.

- 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 bed).
- 3 Replace the battery cover.
- 4 When the 9V batteries are installed and a power failure occurs, press the **Flat** button on the remote control for the bed to return to a flat position.



NOTE: The two (2) 9V batteries are for single use only. After lowering the adjustable bed once during a power failure, replace with a new set of batteries.

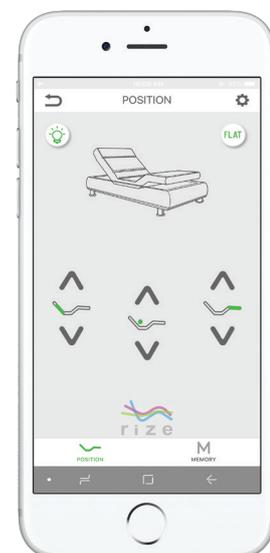
Connecting your bed to a smart device

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

- 1 Make sure that your adjustable bed is plugged to a working and grounded electrical outlet and the control box is on.
- 2 Download and install the Rize Remedy mobile application from the App Store or Play Store.
- 3 For iOS users, turn on your Bluetooth. For Android users, turn on your Bluetooth and Location settings.
- 4 Open the app, and then navigate to the Settings screen. Tap **Connect to a bed**.
- 5 From the list of visible devices, select your adjustable bed.

NOTE: If your bed is not on the list, enable pairing mode on your bed control box. Press the **PAIR** button twice before connecting to your bed.

- 6 Once connected, use the controls on the Lifts and Memory screens of your app to operate your adjustable bed.



Troubleshooting

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

SYMPTOM

SOLUTIONS

The adjustable bed does not respond when the remote is used. Remote control LED illuminates and appears to be normal.

- Make sure the remote control is paired with the adjustable bed.
- Check that the power cord is plugged into a working and grounded electrical outlet. Unplug the power cord from the outlet. After 30 seconds, plug it back in. Press any button on the remote control and hold until light on the remote control illuminates.

No features or function of the adjustable bed activates.

- Make sure the remote control is paired with the adjustable bed.
- Check that the power cord is plugged into a working and grounded electrical outlet. Unplug the power cord from the outlet. After 30 seconds, plug it back in. Press any button on the remote control and hold until light on the remote control illuminates.
- Check that the surge protection device or electrical outlet is not defective. Test the outlet by plugging in another working appliance.

Remote control does not work or light up.

- Check if the remote buttons light up when pressed. If not, replace the batteries.
- Remove batteries. Leave them out for a 30 seconds before putting them back into the remote control.
- Scratch the terminals inside the remote's battery compartment with a coin or key.
- Make sure batteries are properly installed. Follow the markings on the battery compartment.

Troubleshooting

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

SYMPTOM

SOLUTIONS

Head, lumbar, or foot section elevates the adjustable bed but does not return to flat position.

- Your adjustable bed may be obstructed preventing smooth operation. Remove obstructions from around and under the bed.
- Check that the head section is not too close to the wall.
- If a headboard is installed, check that it is not too close to the edge of the mattress. Make sure there is enough distance between the headboard bracket and the mattress.

Head, lumbar, 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.

A clicking noise is heard under the bed when raising or lowering the sections.

This is normal. The lift motors click when they are engaged. No action is required.

Troubleshooting

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

SYMPTOM	SOLUTIONS
The adjustable bed is squeaking.	<ol style="list-style-type: none"><li data-bbox="746 591 1262 622">1. Remove nuts, bolts, and white bushings.<li data-bbox="746 663 1358 763">2. Lubricate them by applying the grease with a cotton swab. (Lubrication can be obtained by contacting Customatic's Customer Care Center).<li data-bbox="746 801 1374 902">3. When placing lubricated nuts, bolts, and white bushings back onto the adjustable bed, make sure there is a looser tightening on the nut.<li data-bbox="746 940 1374 1032">4. Additional solution: After completing these steps, spray the nuts, bolts, and white bushings with a lubricant.
The adjustable bed stutters when in motion.	<ol style="list-style-type: none"><li data-bbox="746 1151 1385 1285">1. Clear any clutter or obstructions under and around the adjustable bed. Radio frequency interference from other remotes or electronic devices may affect normal operation.<li data-bbox="746 1323 1190 1355">2. Check the batteries in the remote.<li data-bbox="746 1393 1289 1424">3. Press the lift buttons firmly and accurately.
Under bed lights are alternating.	<ol style="list-style-type: none"><li data-bbox="746 1541 1358 1601">1. Unplug the adjustable bed where the light is not working.<li data-bbox="746 1639 1310 1671">2. Turn the underbed lighting off using remote.<li data-bbox="746 1709 1342 1769">3. Plug the adjustable bed back into the electrical outlet. Wait for one minute.<li data-bbox="746 1807 1378 1868">4. Press any button on the remote. Wait for three (3) seconds.<li data-bbox="746 1906 1257 1937">5. Lights should be working together now.

Warranty

5-Year Limited Warranty For Adjustable Beds

PPJ, LLC (“CUSTOMATIC”) WARRANTS THAT IT WILL, AT CUSTOMATIC’S OPTION, REPLACE OR REPAIR PURCHASER’S CUSTOMATIC® SYSTEM IF IT IS DEFECTIVE DUE TO FAULTY WORKMANSHIP OR MATERIALS, SUBJECT TO THE LIMITATIONS DESCRIBED IN THIS WARRANTY. CUSTOMATIC UNDERTAKES NO RESPONSIBILITY FOR THE QUALITY OF THE GOODS EXCEPT AS OTHERWISE PROVIDED IN THIS CONTRACT. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE THEREOF.

THIS WARRANTY APPLIES ONLY TO THE MODELS OF THE CUSTOMATIC SYSTEM LINE. THESE MODELS MAY BE IDENTIFIED BY REFERENCE TO THE SERIAL NUMBER ON THE PRODUCT.

YEARS 1 THROUGH 5: FULL COVERAGE OF PARTS AND LABOR

CUSTOMATIC models are warranted against defects in the workmanship or materials for a period of five (5) years from the Warranty commencement date. During these first five years of the Warranty, the entire product is so covered, including factory supplied electronics, electrical components, drive motors, Wi-Fi module, power supply and power supply cords, and massage motors. Upon notice during the first through fifth year from the Warranty commencement date, CUSTOMATIC will send replacement parts to the Purchaser, at no cost, in order to replace any such defective part. In addition, CUSTOMATIC will pay all authorized labor and transportation costs associated with the repair or replacement of any parts which CUSTOMATIC determines to be defective. This five (5) year Warranty shall not apply if the Purchaser does not return any and all defective parts to CUSTOMATIC within 15 days of Purchaser’s receipt of such replacement parts furnished. Return of the adjustable bed, however, should it need to be replaced, may be required.

In no instance will this Warranty cover any damage attributable to misuse or to normal wear and tear or to excessive weight placed upon the product. Nor will this Warranty cover any Purchaser other than the original Purchaser nor will it cover product purchased from an unauthorized third party. If you are not the original Purchaser of this product, you take “as is” and “with all faults.” Purchases of “Floor Models” are regarded “as is” products & subject to the terms thereof. If you did not purchase this CUSTOMATIC System directly from CUSTOMATIC or any of its approved authorized distributor/retailer dealers, we will require proof of purchase from you demonstrating that you are the original Purchaser and are eligible to make a valid claim under this Warranty.

FRAME ONLY—LIFETIME WARRANTY

Notwithstanding the above, CUSTOMATIC extends a LIFETIME WARRANTY on the frame itself used in this product. Specifically, CUSTOMATIC warrants that for a full 20 years, the estimated life of the frame, any defect in the workmanship or the materials used in the frame itself shall be covered. The 20-year time span will be dated from the commencement of this Warranty. For purposes of this Lifetime Warranty, the frame consists of the metal structure

of the adjustable bed and specifically excludes its cover, its side rails, decking and legs, actuator lift motors, massage motors, control box, remote controls, Wi-Fi modules, power supply, and any power supply cords. Return of the frame should it need to be replaced, is not required.

ADDITIONAL TERMS AND CONDITIONS

In no instance will this Warranty cover any damage attributable to misuse or to normal wear and tear or to excessive weight placed upon the product. Nor will this Warranty cover any Purchaser other than the original Purchaser nor will it cover product purchased from an unauthorized third party. If you are not the original Purchaser of this product, you take “as is” and “with all faults.” If you did not purchase this CUSTOMATIC System directly from CUSTOMATIC or an Authorized Dealer, we will require proof of purchase from you demonstrating that you are the original Purchaser and eligible to make a valid claim under this Warranty.

This Warranty does not include coverage for damage caused by the Purchaser or by other users, if the product has been used in a manner inconsistent with the operation and maintenance procedures outlined in the Owner’s Manual, this Warranty, or any other applicable document published or approved by CUSTOMATIC.

Nor does it include coverage if the product has been repaired or modified by the Purchaser or by an unauthorized third party or if the product has been damaged in transit.

This Warranty does not apply to damage to mattresses, fabric, cables, electrical cords or items supplied by Resellers, as defined below. Contact the Reseller or other appropriate party for Warranty information on these items. Nor does this Warranty apply to any unnecessary service calls, including costs for in-home service calls solely for the purpose of educating the consumer about the unit or finding an unsatisfactory power connection. In addition, if the recommended weight restrictions are not followed (850 lbs on all sizes), this Warranty is void.

Replacement parts may be new or reconditioned at CUSTOMATIC’s discretion.

Except for the Lifetime Warranty provided for the frame of this product, there is no Warranty at all after five years, dating from commencement of this Limited Warranty.

Additional Limitations on Warranty Coverage

In the event a Warranty claim is filed and a Warranty replacement is deemed necessary, Purchaser will be required to surrender the original product, including any components, to CUSTOMATIC at the time of the replacement. Return of the adjustable bed, however, should it need to be replaced, may be required.

Repairs to or replacement of the CUSTOMATIC System or its components under the terms of this Limited Warranty will apply to the original Warranty period and will not serve to extend such period. This Warranty begins on the “Warranty

Registration



WARRANTY REGISTRATION FORM

NAME _____
PHONE _____
ADDRESS _____
CITY _____
STATE _____ ZIP CODE _____
EMAIL ADDRESS _____
STORE WHERE PURCHASED _____
SERIAL NO. _____
INVOICE NO. _____
MODEL NO. _____

SURVEY

GENDER: __ M __ F

AGE: __ 18-30 __ 31-40 __ 41-50
 __ 51-60 __ 61-70 __ 71 & up

Reason for purchasing an adjustable bed:
___ Health ___ Comfort ___ Other

How did you find out about our beds?
___ Advertising ___ A friend
___ Store ___ Article
___ Internet ___ Other

POWERED BY
CUSTOMATIC® TECHNOLOGIES™

Please mail to:
CUSTOMATIC® TECHNOLOGIES™
Customer Care Center
550 Crescent Blvd., Gloucester City, NJ 08030

You can also register your bed online at www.rizebeds.com.

commencement date" which is the date of purchase for new unused products.

If you did not purchase this CUSTOMATIC System directly from CUSTOMATIC or an Authorized Dealer, proof of purchase will be required to demonstrate that you are the original Purchaser and eligible to make a valid claim under this Warranty. If original proof of purchase is not provided by the Purchaser, CUSTOMATIC reserves the right to determine if the unit is covered, or is not covered, by this Warranty and may use the manufacturing date as the Warranty commencement date.

The decision to repair or to replace defective parts under this Limited Warranty shall be made by CUSTOMATIC at its option and at its sole discretion. Except for the Lifetime Warranty provided for the frame of this product, there is no Warranty at all after five years, dating from commencement of this Limited Warranty.

CUSTOMATIC SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. THE EXCLUSIVE

REMEDY FOR BREACH OF THIS WARRANTY SHALL BE REPLACEMENT OR CREDIT TOWARDS REPLACEMENT AS SET FORTH HEREIN. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THE WARRANTY DESCRIBED ON THE FACE OF THIS LIMITED WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to every Purchaser. This Warranty gives the Purchaser specific legal rights, and the Purchaser may also have other legal rights, which may vary from state to state. This Warranty is valid in all 50 states, Puerto Rico, and Canada.

If you, the Purchaser, experience any problem with your CUSTOMATIC System during the Warranty period, please consult the troubleshooting section of your Owner's Manual. If problem persists, please contact CUSTOMATIC's Customer Service Department by calling the telephone number located in your manual.



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

IF PROBLEMS PERSIST, PLEASE CALL:

CUSTOMER SERVICE TOLL FREE NUMBER

1-843-800-8372

Please have your receipt ready and available.

THANK YOU AND ENJOY YOUR ADJUSTABLE BED!