

# Adjustable Comfort.®

ADJUSTABLE BASE



M5X5 SERIES

## 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.)

## Model Name: Adjustable Comfort

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

**1-844-966-0809**

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.

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# 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.

#### 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.

# Safety Precautions



## 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 all items in the parts list are included.



Remote control (1)



AAA batteries (3)



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



Mattress retainer bracket (1)



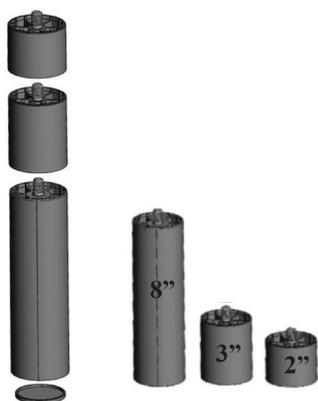
Anti-skid pads



Bed leg strap (1) \*\*



Sync cable (1) \*\*



The bed legs with their height measurements.

## NOTES:

- \* The bed legs come assembled as one whole leg with the option of removable leg extenders. The total height of the base (from top panel to floor) with the whole leg assembly is 18". To get the desired height option, you may remove the 3-inch and 2-inch extenders.

- \*\* The bed leg strap is only available with Twin XL and Split CK 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

If you are installing the adjustable base on a platform or slatpack bedding system, do not install the legs. Proceed to step 4.

- 3 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

- 4** 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.

- 5** 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.



- 6** 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.
- 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 bar

- 1 Align the open ends of the retainer bar with the "loop" retainer anchors at the foot of the bed.
- 2 Slide the retainer bar into the anchors and let the ends glide into the loop.

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

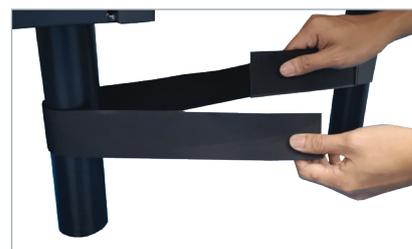
If a headboard is to be installed, see "Assembling the headboard bracket."



## 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.

- 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.

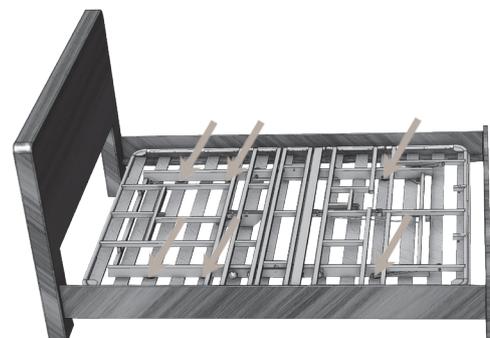
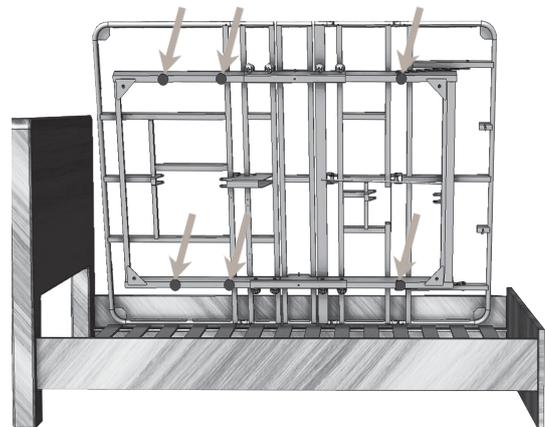
- 4 After applying all the anti-skid pads under the power base, carefully place the power base onto the platform or slats.

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

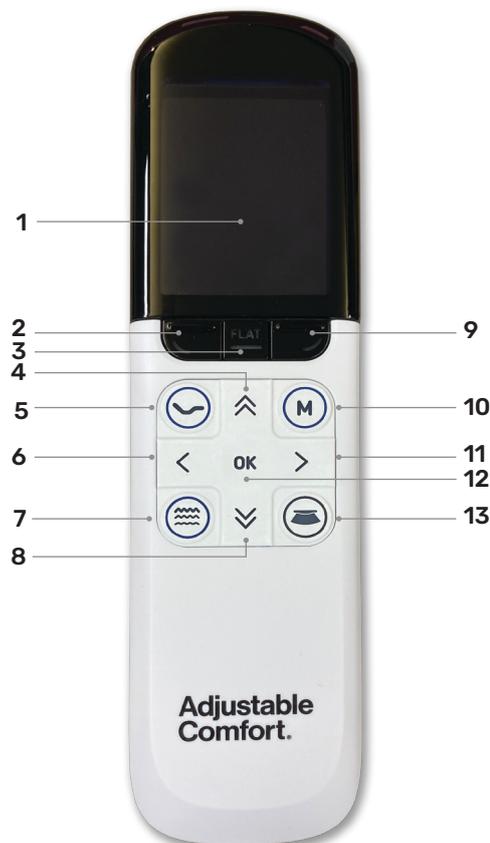
**IMPORTANT!** Make sure your platform or slatpack base can support the weight of the adjustable base and the mattress. The maximum weight of your adjustable base is 135 lbs for Queen bases and 163 lbs for King bases.



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



# Remote Control Guide



**LCD screen (1)** - Displays the functions selected on the remote control.

**BACK (2)** - Press this button to select the option displayed on the lower left corner of the screen.

**FLAT (3)** - Press this button to return the bed to a flat position. **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.

**ENTER (9)** - Press this button to select the option displayed on the lower right corner of the screen.

**UP (4)** - Press this button to adjust the functions up or to scroll up through options on the screen.

**LEFT (6)** - Press this button to move through options to the left.

**DOWN (8)** - Press this button to adjust the functions down or to scroll down through options on the screen.

**RIGHT (11)** - Press this button to move through options to the right.

**OK (12)** - Press this button to confirm the selected option or function.

**POSITION (5)** - Press this button to display the position adjustments screen.

**MESSAGE (7)** - Press this button to display the massage control screen.

**MEMORY (10)** - Press this button to display the presets and memory screen.

**UNDERBED LIGHT (13)** - Press this button to display the underbed light screen.

**CHILD LOCK** - Press and hold the **LEFT** and **RIGHT** buttons at the same time until the Child Lock sign lights up on the display to lock the remote control keys. Press and hold the **LEFT** and **RIGHT** buttons again to unlock the keys.

# Remote Control Guide

## Pairing your remote control to your adjustable bed

Your adjustable bed 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.
- 2** Plug the power cord back to a working electrical outlet. The LED light on the control box turns blue and the control box is in remote pairing mode for 10 seconds.
- 3** On your remote control, press and hold the **UP** and **DOWN** buttons at the same time.

The screen displays "PAIRING IN PROGRESS" and the remote control enters pairing mode. If pairing is successful, the screen displays "PAIRING SUCCEEDED." If pairing failed, the screen displays "PAIRING FAILED."



## Synchronizing two beds for tandem operation

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

- 1** Plug both Bed A and Bed B to working electrical outlets.
- 2** Press the **FLAT** button on Remote A and Remote B to align the beds properly in a flat position.
- 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".

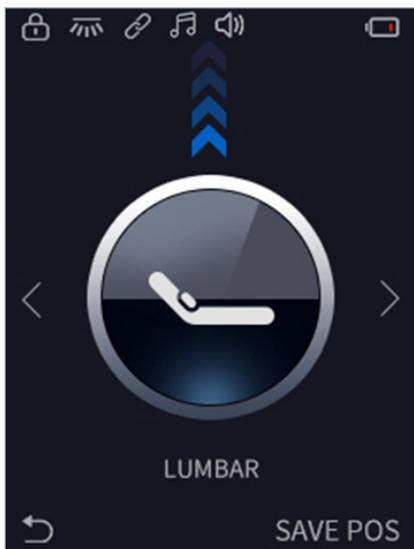
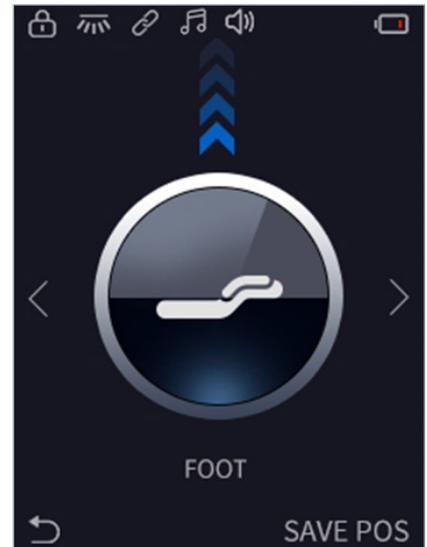
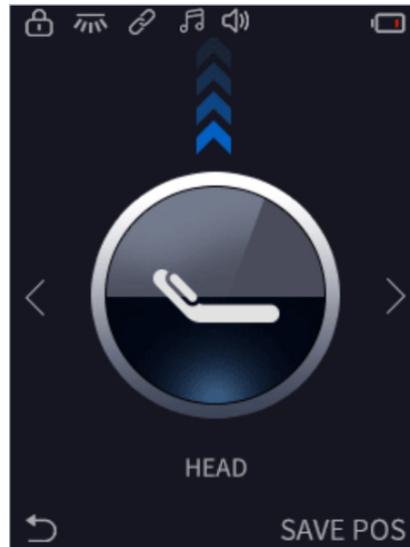
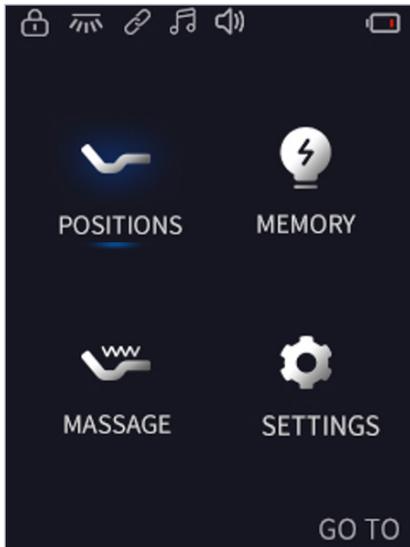
Beds A and B can now be controlled by both remotes individually. Only one remote control works at any given time.

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



# Remote Control Guide

## Adjusting the bed positions



1. From the MENU screen, select **POSITIONS (5)**.
2. Press the **LEFT** or **RIGHT** arrow button to switch between head, foot, and lumbar sections on the screen.
3. Press and hold the **UP** or **DOWN** arrow button to raise or lower the specific section of the bed.

# Remote Control Guide

## Using the presets and memory functions



1. From the MENU screen, select **MEMORY (10)**.
2. Press the **LEFT** or **RIGHT** arrow button to choose from six (6) presets and memory positions, and then press the **OK** button to move the sections of the bed accordingly.

The six presets and memory positions are:

- ZG (Zero Gravity) - Raise the legs slightly higher than the chest to allow blood to flow back to the heart to reduce stress and fatigue
- Anti Snore - Raise the head section to allow easier air intake and reduce snoring.
- TV - Adjust the bed into a lounge position to remove stress and tension from the back.
- Reading - Raise the head section to an ideal position for reading or laptop use.
- Memory (M1 and M2) - Move the bed into the position saved in the memory buttons.

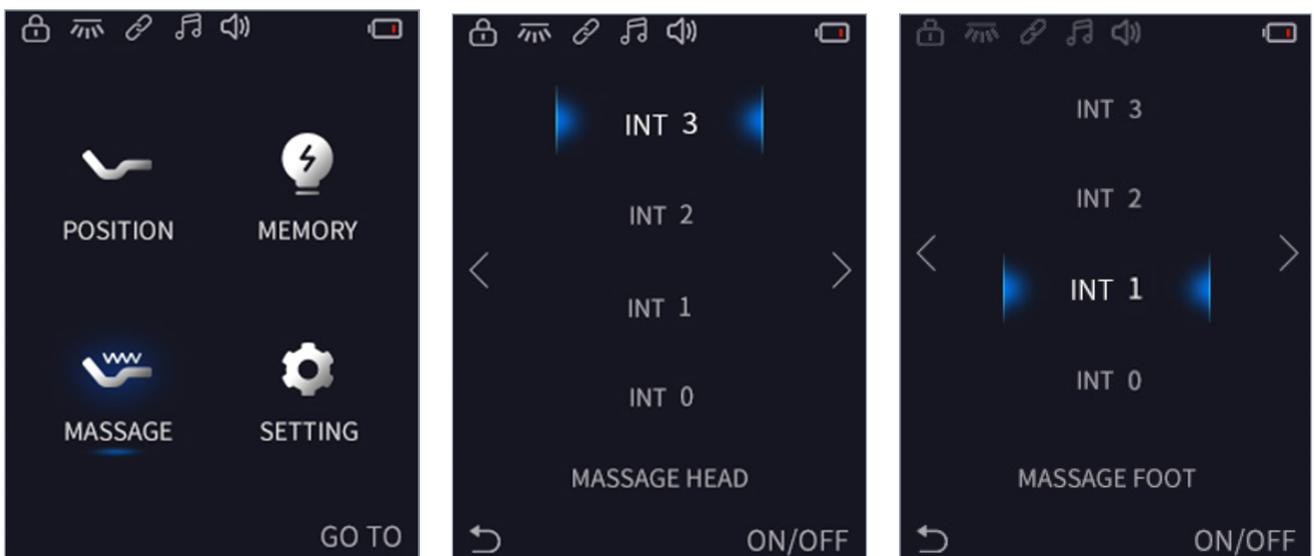
# Remote Control Guide

## Saving the bed positions to memory



1. Adjust the head, foot, lumbar, and /or neck sections of the bed to your desired position using the remote control.
2. After adjusting the bed to your desired position, select **SAVE POS**.
3. Press the arrow buttons to choose the preset or memory option to save to.
4. Press and hold the **OK** button for 5 seconds or select **SAVE** to save the current bed position.

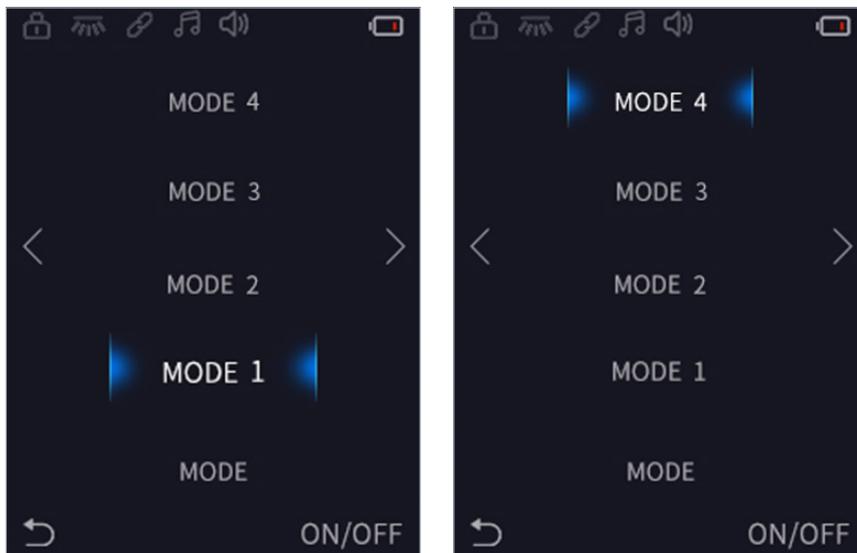
## Adjusting the massage intensity



1. From the MENU screen, select **MESSAGE (7)**.
2. Select **ON/OFF** to turn the massage on or off.
3. Press the **LEFT** or **RIGHT** arrow button to switch to the MESSAGE HEAD and MESSAGE FOOT screens.
4. Scroll up or down to increase or decrease the massage intensity.

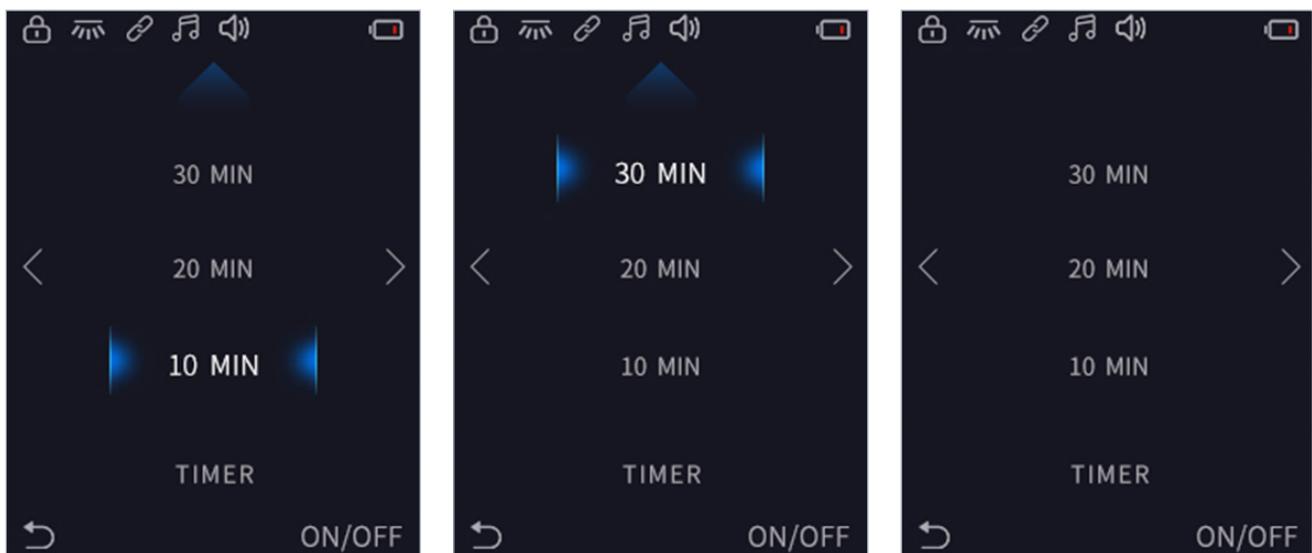
# Remote Control Guide

## Selecting the massage mode



1. From the MENU screen, select **MASSAGE (7)**.
  2. Select **ON/OFF** to turn the massage on or off.
  3. Press the **LEFT** or **RIGHT** arrow button to switch to the MODE screen.
  4. Scroll up or down to select the desired massage mode.
- If the massage function is off, no time duration is highlighted.

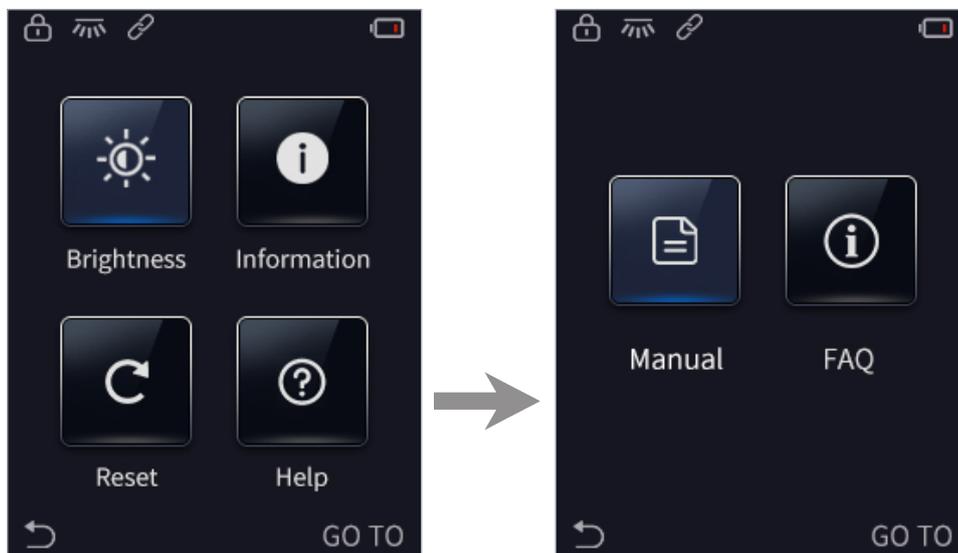
## Setting the massage timer



1. From the MENU screen, select **MASSAGE (7)**.
  2. Press the **LEFT** or **RIGHT** arrow button to switch to the TIMER screen.
  3. Scroll up or down to select the desired massage duration.
- If the massage function is off, no time duration is highlighted.

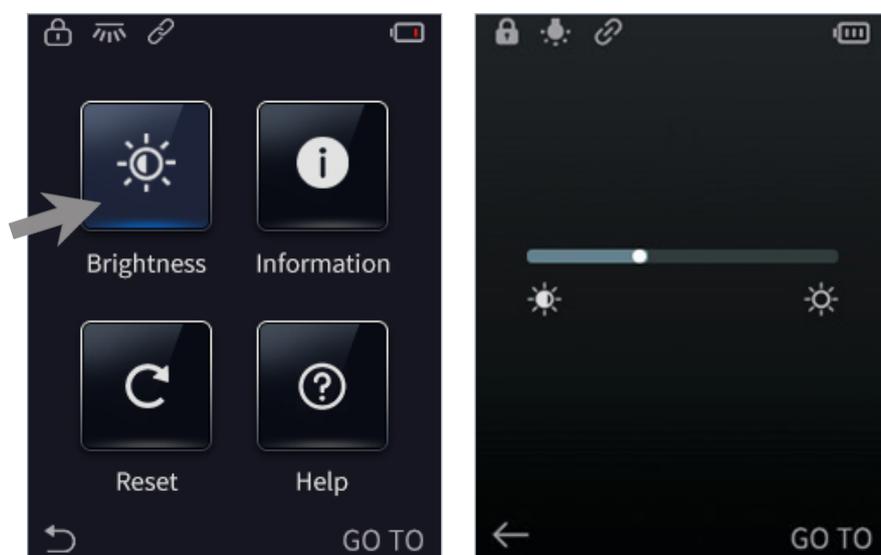
# Remote Control Guide

## Configuring the settings



1. From the MENU screen, select **SETTING**.
2. Press the **LEFT** or **RIGHT** arrow button to switch through the Settings pages.
3. Do any of the following:
  - Select **Brightness** to adjust the screen brightness.
  - Select **Information** to view the remote control information.
  - Select **Reset** to restore settings to factory default.
  - Select **Help**, **Manual**, or **FAQ** to view more information about the bed.

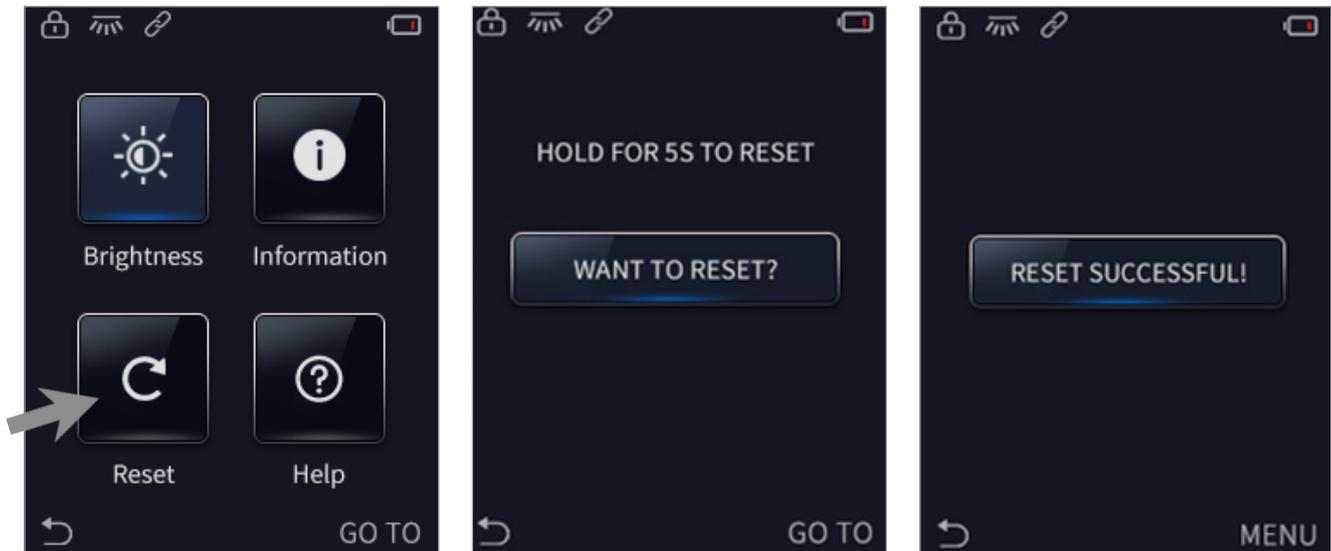
## Adjusting the screen brightness



1. From the Setting screen, select **BRIGHTNESS**.
2. Press and the **LEFT** or **RIGHT** arrow button to adjust the brightness, and then press the **OK** button.

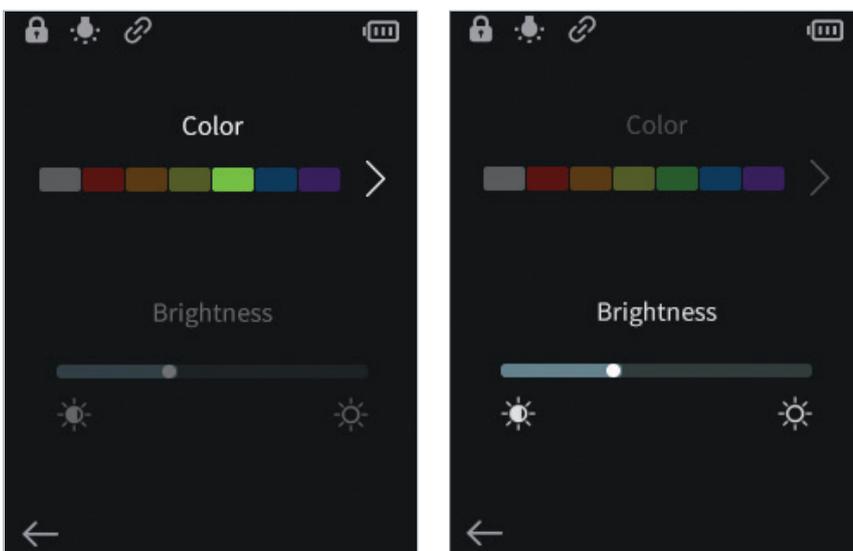
# Remote Control Guide

## Resetting the system



1. From the Setting screen, select **RESET**.
2. Press and hold the **OK** button for 5 seconds to reset the settings to factory default.

## Adjusting the underbed light



1. and the **OK** or **RIGHT** arrow button to open the underbed light.
2. Press the **RIGHT** arrow button to cycle through the colors or to turn the underbed light off. You can also press and hold the **RIGHT** arrow button for 5 seconds to turn the underbed light off.
3. To adjust the brightness, press the **DOWN** arrow button to select Brightness, and then press the **LEFT** or **RIGHT** arrow button to adjust the brightness.

# Special Functions

## 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 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 bed). 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 bed to return to a flat position.

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



## 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, the screen wakes, and the control box issues a long buzzing sound.
- 2 When you have found your remote control, press any button to turn off the sound from the control box.

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



# Special Functions

## Connecting your adjustable base to a smart device

Your adjustable base is equipped with a wireless connection that enables your iOS or Android smart device to interact with your base through the AdjustableM5X5 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 AdjustableM5X5 mobile app from the App Store® or the Google Play™ Store.
- For iOS users, turn on your device's wireless connection. For Android users, turn on your device's wireless connection 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.

**2** From your mobile device, launch the app, and then tap the ☰ icon located on the upper left side of the 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 more information, see step 1.
- You can only connect one smart device to one adjustable base at a time.



Sample sticker showing the name of your adjustable base.

# Troubleshooting

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

## SYMPTOM

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

**No features or functions of the adjustable base activates.**

## SOLUTIONS

- Make sure the remote control is paired with the adjustable base.
- 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 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 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 base fails to operate, investigate the symptoms and possible solutions below.

## SYMPTOM

## SOLUTIONS

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

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

**Head, lumbar, 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.
- 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.

# Troubleshooting

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 or loosen any pin, nut, bolt, or screw one at a time.
2. Lubricate pins, nuts, bolts, or screws by applying the grease with a cotton swab. Using a lithium or spray lubricant is recommended. (Lubrication can be obtained by contacting our Customer Care Center).
3. When placing the lubricated pin, nut, bolt, or screw 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 screw with a lubricant.

**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.**

Reset the system and then sync one remote to both adjustable bases again.

**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 other components) to vibrate or rattle.

# Warranty Information

## Limited Warranties

The following Limited Warranties are given to the original purchaser, subject to all the terms and conditions below. These Limited Warranties are non-transferable.

Ashley Furniture Industries, LLC ("Ashley"), subject to all the limitations and exclusions described in these Limited Warranties, warrants the following products and parts against material manufacturing defects for the duration set forth next to that product or part in the table below. All warranty periods commence on the date of delivery of the product.

<b>Product or Part</b>	<b>Limited Warranty Duration*</b>	<b>Labor Coverage</b>
<b>Power Foundation Frame***</b>	<i>Limited Lifetime Warranty**</i>	1 Year
<b>Power Foundation Mechanism and Electrical Components</b>	<i>3 Year Limited Warranty</i>	1 Year
<b>Mattress***</b>	<i>10 Year Limited Warranty</i>	1 Year
<b>Foundation</b>	<i>10 Year Limited Warranty</i>	1 Year

\* Notwithstanding the Limited Warranty Duration in the table above, the Limited Warranty Duration for any product purchased for rental or for use under a rent-to-own program shall be for 1 Year from the date of delivery.

\*\* As used in these Limited Warranties, "lifetime" means the normal useful life of the product under reasonable use.

\*\*\* Ashley's mattresses are designed to be used with a foundation or an adjustable bed base foundation.

### *Remedy*

Under these Limited Warranties, Ashley's exclusive obligation during the applicable warranty period is to repair or replace, at its option, upon examination by an authorized representative of Ashley, the applicable product or part not in conformity with these Limited Warranties. After 1 Year, the Power Foundation Frame and Power Foundation Mechanism and Electrical Components Limited Warranties

cover replacement parts only. REFUNDS ARE NOT AVAILABLE. If within the warranty period, identical materials are unavailable at the time of repair or replacement, Ashley reserves the right to substitute materials of equal or better quality.

In addition, during the period of any applicable Labor Coverage, Ashley will pay reasonable and customary labor rates to repair or replace the defective parts (at Ashley's option) and shipping costs from the retailer to and from Ashley, at no charge to the original purchaser. After the expiration of the Labor Coverage or for all products or parts not covered by Labor Coverage, the original purchaser will be responsible for labor, packing, and all shipping and transportation costs.

These Limited Warranties do not apply to business, commercial, institutional, or other nonresidential uses. These Limited Warranties do not apply to (i) merchandise that was, at any time, used as a floor sample or display model, (ii) merchandise purchased "as is" or secondhand, (iii) merchandise purchased at a distress sale or a going-out-of-business sale, or (iv) merchandise purchased from a liquidator. All warranties, whether express or implied, cover only normal household usage. No warranty, express or implied, applies to any condition resulting from misuse, abuse, delivery, or transportation damage, nor any condition resulting from incorrect or inadequate maintenance, cleaning, or care. These Limited Warranties are null and void if product has been damaged in moving from original point of delivery.

# Warranty Information

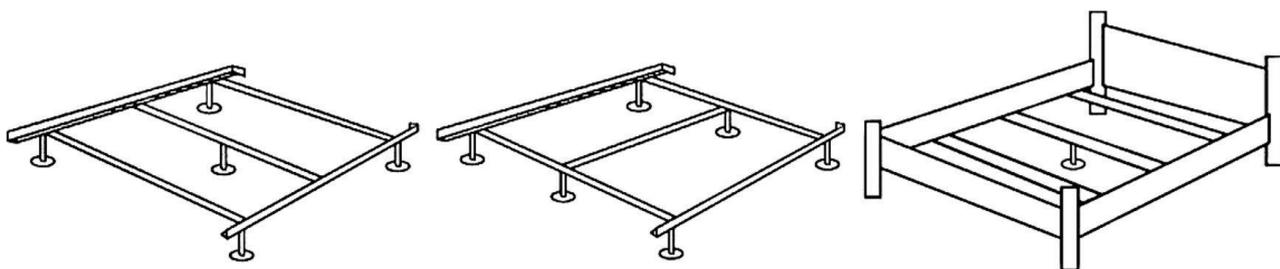
## *Modifications to Products*

These Limited Warranties do not apply to any products that have been altered by any person, dealer, or company without the express written authorization of Ashley.

## **LIMITATIONS AND EXCEPTIONS**

These Limited Warranties do not cover the following:

- Fabric stains, soiling, and burns.
- Border wires, which run along the perimeter of the mattress or foundation, that are bent due to moving or bending.
- Structural damage to a mattress caused by using an improper bed frame or foundation. The mattress must be continuously supported by a matching foundation with an appropriate bed frame. An appropriate bed frame must completely support the foundation. These Limited Warranties apply to queen and king mattresses and foundations only if they are used on an appropriate bed frame with a rigid center support having at least 5 legs and 3 cross slats.
- A mattress or foundation that is not defective.



- Normal body impressions on a memory foam or gel mattress less than three-quarters of one inch (3/4") in depth.
- Normal body impressions on an inner spring mattress less than one and one-half inches (1 1/2") in depth.
- Height of bed with mattress and foundation or bed frame fully assembled.
- The zippered mattress cover more than two (2) years after the date of delivery.
- Comfort preference.
- Sheet fit.
- Transportation costs.

## **Implied Warranties**

IMPLIED WARRANTIES, INCLUDING ANY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IMPOSED ON THE SALE OF THIS PRODUCT AND ITS PARTS UNDER STATE LAW, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD AND NO WARRANTIES APPLY AFTER THAT PERIOD. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

## **DISCLAIMER**

NO OTHER EXPRESS WARRANTY HAS BEEN MADE OR WILL BE MADE ON BEHALF OF ASHLEY WITH RESPECT TO THE PRODUCT AND ITS PARTS, OR THE OPERATION, REPAIR, OR REPLACEMENT THEREOF. FURTHERMORE, NO REPRESENTATIVE OF ASHLEY OR ITS DISTRIBUTORS OR RETAILERS IS AUTHORIZED TO MAKE ANY CHANGES OR MODIFICATIONS TO THESE LIMITED WARRANTIES.

SOME RETAILERS OFFER EXTENDED OR ADDITIONAL WARRANTIES, INCLUDING BUT NOT LIMITED TO EXTENDED OR ADDITIONAL FABRIC WARRANTIES, EITHER FROM THE RETAILER OR THROUGH A THIRD PARTY. ASHLEY SHALL NOT BE LIABLE UNDER ANY EXTENDED OR ADDITIONAL WARRANTIES OFFERED BY ANY RETAILER OR THROUGH A THIRD-PARTY UNDER ANY CIRCUMSTANCES.

# Warranty Information

THE TERMS AND CONDITIONS STATED IN THESE LIMITED WARRANTIES SHALL BE THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY IN THE EVENT OF A MANUFACTURING DEFECT DURING THE WARRANTY PERIOD. IN NO EVENT SHALL ASHLEY BE RESPONSIBLE FOR DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, PUNITIVE, EXEMPLARY, OR SIMILAR DAMAGES, WHETHER INDIRECT OR DIRECT, AND WHETHER ARISING IN CONTRACT OR TORT.

IN NO EVENT SHALL ASHLEY'S RESPONSIBILITY BE OTHER THAN ITS SOLE OBLIGATION TO REPAIR OR REPLACE THE PRODUCT. IN NO EVENT SHALL ASHLEY'S RESPONSIBILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT OR ITS REPLACEMENT, THIS EXCLUSIVE REMEDY SHALL NOT BE DEEMED TO HAVE FAILED OF ITS ESSENTIAL PURPOSE SO LONG AS ASHLEY IS WILLING AND ABLE TO REPAIR OR REPLACE ANY PRODUCT FOUND, UPON EXAMINATION BY AN AUTHORIZED REPRESENTATIVE OF ASHLEY, TO CONTAIN A MATERIAL MANUFACTURING DEFECT DURING THE LIMITED WARRANTY PERIOD. Some states do not allow the exclusion or limitation of certain damages, so the above limitation or exclusion may not apply to you.

IF YOU USE AN INAPPROPRIATE FOUNDATION OR BOX SPRING WITH THIS MATTRESS, SUCH USE WILL VOID THESE LIMITED WARRANTIES. ASHLEY RESERVES ALL RIGHTS TO DISCONTINUE ITEMS AND CHANGE PRODUCT SPECIFICATIONS WITHOUT NOTICE.

REMOVAL OF ZIPPERED COVERS VOIDS THE MATTRESS WARRANTY. THESE COVERS ARE NOT MACHINE WASHABLE.

Ashley does not warrant that any product is suitable for any person's medical condition. Ashley makes no warranty beyond that which is contained in these Limited Warranties.

This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

## **Claim Procedure**

If a problem arises which you feel is covered by these Limited Warranties, contact the authorized retailer from which you purchased the product. All claims must include the original bill of sale, the product serial number, and the law label (from the mattress and/or foundation) and be filed within the applicable warranty period, to satisfy the Limited Warranty requirements. Ashley may require you to provide proof of the quality of the foundation used with your mattress. If necessary, the retailer will contact Ashley to establish service. If the problem can be easily corrected, Ashley will authorize the retailer to make those repairs. Ashley reserves the right to require that defective parts be returned upon request.

## **MRP78767**

### **Claim Procedure Continued**

Ashley is not responsible for scheduling or the cost of transporting the product from your home to the retailer or from the retailer to your home. You must make those arrangements with the retailer. If the retailer you purchased from has closed and you need service, contact Ashley in writing or call our Customer Service number for instructions.

### **Ashley Warranty and Retailer Information**

Ashley Furniture Industries, LLC Attn: Consumer Affairs

One Ashley Way Arcadia, WI 54612

Parts Website: [ashleyfurniture.parts](http://ashleyfurniture.parts)

Customer Service Phone Number: 844-966-0809

### **Caution**

The power foundation has many moving parts. Caution must be used in operation. Children should not be allowed to play on or operate the power foundation. Always leave the power foundation in the flat position, and keep hands, fingers, and body parts away from the mechanism.

# Warranty Information

Ashley reserves the right to refuse service and invalidate these Limited Warranties when, upon inspection, the mattress or foundation is found to be in an unsanitary condition or when product failure is due to causes other than defective workmanship or materials. Please refer to the "Mattress & Foundation Care Instructions" section of this Limited Warranty for proper mattress and foundation care.

## MATTRESS & FOUNDATION CARE INSTRUCTIONS

### DO

- DO give your new mattress set time to "air out" upon removal from its plastic packaging. Dispose of all plastic packaging as soon as possible.
- DO carry your mattress flat on its side. It's easier to handle and you'll be less likely to damage the mattress.
- DO keep your bedding clean. We suggest using a mattress pad or mattress protector, especially if children use the bed.
- DO replace the old foundation when purchasing a new mattress. An old foundation may not provide sufficient support. It may appear that your new mattress is sagging when it is really the foundation, which supports the entire mattress.
- DO use an appropriate frame and center support for queen and king-size sets. Using the right support frame will ensure that your warranty remains in effect.
- DO allow your memory foam mattress to warm to room temperature. The memory foam is temperature sensitive and will soften when it is warm.

### DON'T

- DON'T PLACE YOUR MATTRESS NEAR OPEN FLAME OR EXPOSE TO FIRE. THIS MATTRESS IS NOT FLAME OR FIREPROOF, AND CAN IGNITE AND/OR BURN IF EXPOSED TO OPEN FLAME OR FIRE. WHEN IGNITED, SOME BEDDING MATERIAL CAN BURN RAPIDLY AND EMIT SMOKE AND HAZARDOUS GASES.
- Don't smoke in bed. This mattress is manufactured as required by Federal law to resist, but not necessarily eliminate, ignition by smoldering cigarettes.
- Don't let anyone stand or jump on your mattress or foundation. It was not built for that kind of weight concentration or abuse.
- Don't allow your mattress to get wet because some of the upholstery materials may compress. Protect it from water or other liquids.
- Don't remove the law label or tag at the end of your mattress. This label serves as a means of identification to establish your right to the Limited Warranty.
- Don't use dry cleaning fluid of any type on your mattress. These chemicals will damage some of the construction materials and will void the Limited Warranty.
- Don't place pillow-top side of mattress on bottom.

**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**

**1-844-966-0809**

Please have your receipt ready and available.

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