

ADJUSTABLE BED



Owner's Manual

Model Number: CUSOP01

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

NOTE: The serial number can be found on the metal frame of your adjustable bed.

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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 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 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 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 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 up to 750 lb. 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.

NOTE: If your adjustable bed 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 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.



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

Safety Precautions

RADIO FREQUENCY IS 2.4GHz

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.

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.



CONSUMERS WITH PACEMAKERS

It is possible that the (optional) vibrating feature of this adjustable 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 two (2) minutes over a twenty (20) 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 after the excess weight is removed.

Massage motors, if any, will automatically shut off after running continuously for 30 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.

Read the Owner's Manual carefully and completely before operating the product. Electric shock may occur if electrical components are not installed or operated according to these guidelines.

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 that all items in the parts list are included.



Remote control (1)



AAA batteries (3)



8" Post bed legs (6)



3" Post bed legs (6)



2" Post bed legs (6)



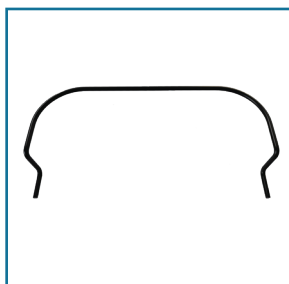
Power supply (1) and
Power cord (1)



Plastic connector (1) *



Sync cable (1) *



Mattress retainer (1) **



Flash drive (1)



SnoreSense (1)

* Only available with Twin XL size beds.

** King size beds come with two mattress retainers.

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

- 1 Open the box.
- 2 Lift the folded adjustable bed out of the box, place it on a flat floor, and unfold it.

IMPORTANT!

- Please reach inside the folded bed to access the metal frame and carefully unfold the bed.
- Please be mindful of the bed's moving parts. The deck of the bed is not permanently attached to the bed frame.



- 3 Remove any accessory boxes from inside the frame.

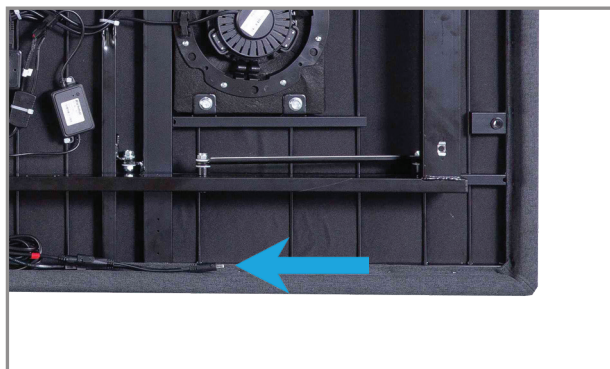


- 4 Remove the power supply and power cord from the accessory boxes.
- 5 Extend the power cord and plug it into the power supply.



- 6 Connect the power supply to the cable from the control box.

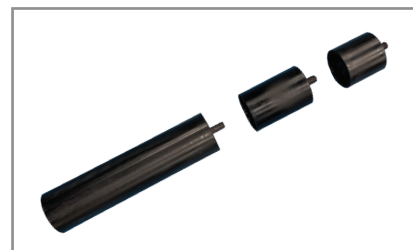
NOTE: The control box is found on the underside of the adjustable bed.



Installation Guide

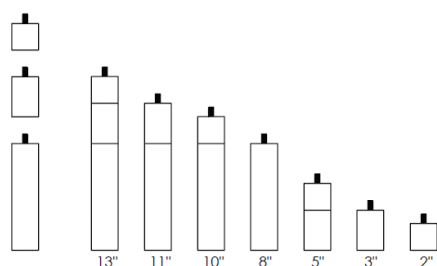
- 7 Take out all of the post bed legs from the accessory box.

When installing your adjustable bed on a platform or slatpack bedding system, bed legs are not required.



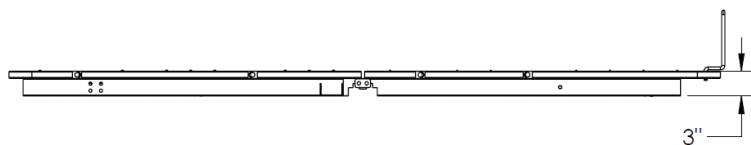
Your bed legs already come pre-assembled from the factory. To adjust the bed's height, simply add or remove one of the provided sections of the bed legs.

For more information, see the possible leg configurations below.



10", 11", & 13" Legs Combinations

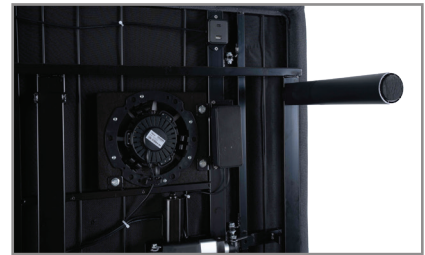
	Bed	Bed + 2"	Bed + 3"	Bed + 2" + 3"	Bed + 8"	Bed + 8" + 2"	Bed + 8" + 3"	Bed + 8" + 3" + 2"
Possible Bed Height (inch)	3	5	6	8	11	13	14	16



Installation Guide

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

NOTE: Do not overtighten the bed legs.



- 9 Turn over the adjustable bed carefully onto the legs so the top side is now facing up.



IMPORTANT!

- DO NOT lift the bed from the head deck to avoid damage to the adjustable bed.
- DO NOT rest the bed on its side. The weight may damage the legs.
- Make sure the power cords do not interfere with any bed mechanism.



Setting up the electronics

- 1 Plug the AC power cable 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 bed does not work, see the Troubleshooting section of this manual.

- 3 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.



IMPORTANT!

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

Installation Guide

Attaching the mattress retainer

NOTE: King size beds come with two mattress retainers.

- 1 Align the ends of the retainer bar with the holes for the mattress retainer located at the foot of the bed.
- 2 Insert the retainer bar carefully into the holes for the mattress retainer.

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.”



Installing the plastic connectors

To help prevent bed separation when using two adjustable beds together, use the plastic connectors.

NOTE: Three (3) people are needed for this installation.

- 1 Line up the two adjustable beds next to each other.
- 2 Lift the adjustable bed with two (2) people while the third person loosens a bed leg of the head section.

NOTE: Do not fully remove the bed leg.



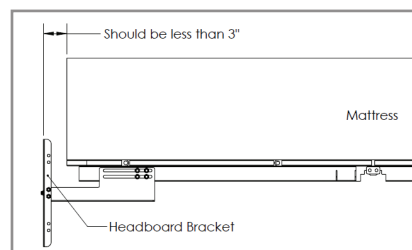
- 3 Insert the plastic connector between the bed frame and leg. Do the same on the other leg of the head section.
- 4 Tighten the bed leg again after installing the plastic connector.
- 5 Repeat steps 2 to 4 on the legs of the foot section.



Installation Guide

IMPORTANT!

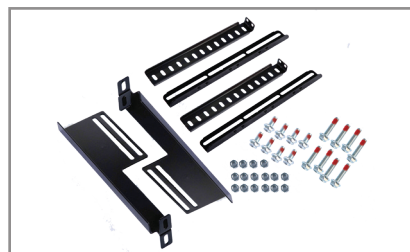
- Failure to follow the installation steps as they appear in this guide could result in damage to your adjustable bed.
- For safety reasons, lifting of the adjustable bed must always be performed by two (2) people; and the unit should always be on a flat surface.
- When assembled, the gap between the headboard and the mattress should be less than 3 inches (76.2 mm).



Assembling the headboard bracket (optional)

NOTES:

- Headboard bracket parts are sold separately.
- A wrench or a socket set with a ½ inch or a 13mm adapter is needed to assemble the headboard bracket. However, these tools are not included with the headboard parts.
- Your adjustable bed headboard bracket may be installed to fit most headboards.



- 1 Locate the head of the adjustable bed frame.
- 2 Using a pair of longer bolts and a 13mm wrench, tighten the mounting adapter to the right side of the head section of the adjustable bed frame.
- 3 Repeat step 2 on the left side of the head section of the adjustable bed frame.



NOTE: Check if the two mounting adapters are secured now to the left and right corners of the head of the bed.

- 4 Take the headboard brackets and assemble them. Screw them together using a pair of shorter bolts.



NOTES:

- You can use three different locations that best match your headboard.
- For MAXIMUM STABILITY, your headboard may touch both the floor and headboard bracket assembly. Adjust the fit as needed.

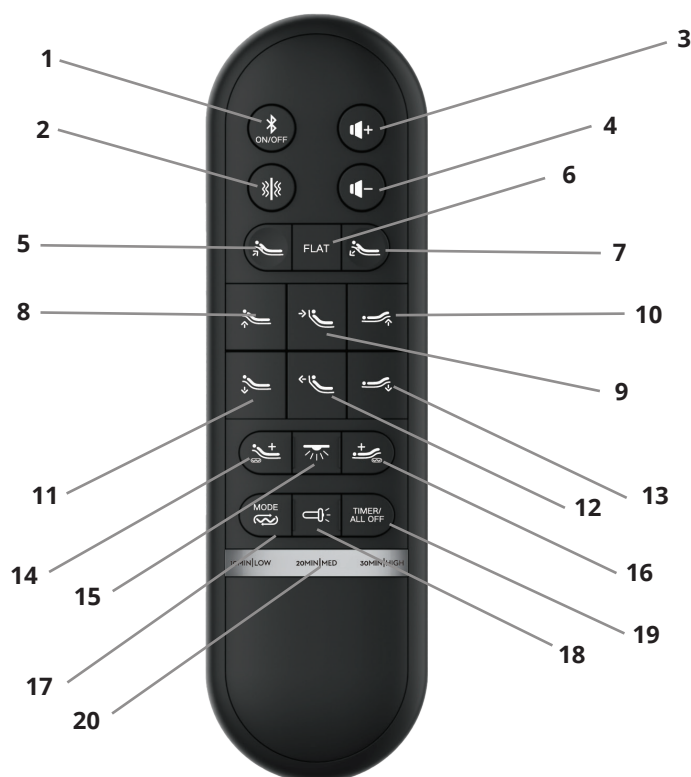
- 5 Screw the headboard bracket to the mounting adapters using a pair of shorter bolts. Choose the hole locations that best fit your headboard.



NOTE: Make sure that the left and right sides of the headboard are symmetrical and equally spaced.

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

Remote Control Guide



AUDIO CONTROL

NOTE: For more information, read the "Acoustic VibraSense System" starting on page 15.

- **Bluetooth On/Off (1)** - Press this button to turn on or off the Bluetooth audio function of your adjustable bed.
- **Acoustic VibraSense Strength (2)** - Press this button to adjust the intensity of the Acoustic VibraSense System. It cycles through low, medium, and high before turning off. The indicator light (20) turns on accordingly.
- **Volume Up (3)** - Press this button to increase the acoustic level of your adjustable bed.
- **Volume Down (4)** - Press this button to decrease the acoustic level of your adjustable bed.

POSITIONS

- **Lumbar Position Adjustments (5, 7)** - Press and hold the **Lumbar Up**  or **Lumbar Down**  buttons to raise or lower the lumbar section of your adjustable bed respectively.
- **Head Position Adjustments (8, 11)** - Press and hold the **Head Up**  or **Head Down**  button to raise or lower the head section of your bed respectively.
- **Foot Position Adjustments (10, 13)** - Press and hold the **Foot Up**  or **Foot Down**  button to raise or lower the foot section of your bed respectively.
- **Neck Tilt Position Adjustments (9, 12)** - Press and hold the **Neck Tilt Up**  or **Neck Tilt Down**  buttons to raise or lower the neck section of your adjustable bed respectively.
- **Flat (6)** - 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 after plugging in the power cord.

MESSAGE

- **Head Massage (14)** - Press this button to cycle through the intensity of massage of the head section of your adjustable bed. Intensity is indicated by lights (20) and can be Off, Low, Med, or High.
- **Foot Massage (16)** - Press this button to cycle through the intensity of massage of the foot section of your adjustable bed. Intensity is indicated by lights (20) and can be Off, Low, Med, or High.
- **Mode (17)** - Press this button to cycle through three (3) distinct pulsing modes of massage of the head and foot section of your adjustable bed. Beeps can be heard to indicate the mode selected.
- **Timer On/Off (19)** - Press this button to set the timer for the massage to automatically turn off. You can choose from 10-minute, 20-minute, and 30-minute durations (20).

Remote Control Guide

Under bed light (15) - Press this button to turn the under bed light on, helping you safely navigate in and out of your adjustable bed during the night. The under bed light has eight (8) colors. Press this button multiple times to change colors. To turn off, press and hold the under bed light button.

The under bed light automatically turns off about four (4) hours of continuous use. Using the DreamSense Bed app, you can adjust the timer that automatically turns off the under bed light.

Flashlight (18) - Press this button to turn on the flashlight at the back of your remote control.

Understanding the remote control features

- The adjustable bed uses RF (radio frequency) remote control system.
- 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.

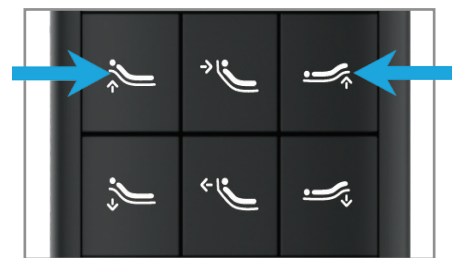
NOTE: The bed may show minor intermittent performance because of typical radio frequency interference. This is normal in the operation of the bed, not a defect.

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 On your remote control, press and hold the **Head Up**  and **Foot Up**  buttons at the same time.



- 2 Press and hold the **PAIR** button on the cable from the control box. Wait until it beeps for a successful pairing.

If pairing fails, repeat steps 1 and 2 until pairing is successful.



Remote Control Guide

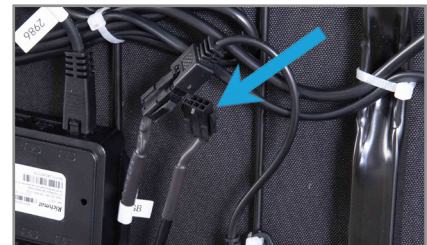
Synchronizing two beds for tandem operation

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 electrical outlets. A surge protector is recommended.
- 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 port (indicated in the image) on the control box on Bed A.



- 4 Plug the other end of the sync cable to the control box on Bed B.



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

NOTE: When operating beds in tandem, both beds 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.

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

Unplug the power cord from the outlet and wait for thirty (30) seconds before plugging it back in.

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



Acoustic VibraSense System

Using the Acoustic VibraSense System of your adjustable bed

Your adjustable bed comes with music and audio capabilities. You can play music directly from your smart device (mobile phone, tablet, TV, or stereo) to your adjustable bed using Bluetooth.

- 1 On your smart device, turn on your Bluetooth settings before pairing with your adjustable bed's audio system.

NOTE: Please see your audio control box for the Bluetooth name of your adjustable bed's audio system.

- 2 Turn on your adjustable bed's Bluetooth using the remote control by pressing Bluetooth On/Off button until you hear "Bluetooth is on. Please wait."

After, it says, "Bluetooth connected."

- 3 Once your smart device is connected to your adjustable bed's audio system, the sound is transmitted to your adjustable bed via the Bluetooth connection.

The vibration intensity can be adjusted using the Acoustic VibraSense Strength button.

NOTES:

- Since the vibration mechanism is used for both massage and Acoustic VibraSense, it is not possible to use them both concurrently.
- You can switch to massage function by pressing one of the massage buttons on your remote.
- To switch back to the Acoustic VibraSense feature, please press the Acoustic VibraSense Strength button.

- 4 You can also adjust the volume using your remote control.

NOTE: Use your music app's buttons to press Play, Pause, Next or Previous.

- 5 To turn off Bluetooth using the remote or the app, press the Bluetooth button until the adjustable bed says, "Bluetooth Off."

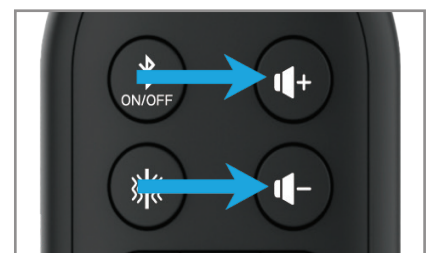


Pairing your smart device to two TXL beds

You can play music on two TXL beds in tandem operation.

To pair the audio system of both beds, press the Volume Up and Volume Down buttons together for five (5) seconds on either Remote A or Remote B until the remote backlight flashes and you hear, "Pairing successful."

Pairing fails if you hear, "Pairing failure." Repeat the step until pairing is successful.



Zen Mode

Playing relaxing sounds or music from the removable flash drive

Your adjustable bed comes preloaded with a collection of tranquil and peaceful sounds to help promote relaxation and better sleep.

- 1 Press the Bluetooth On/Off button on your remote control until you hear, "Bluetooth on. Please wait."



- 2 Press and hold the Acoustic VibraSense Strength and the Volume Down buttons simultaneously until the remote backlight flashes and you hear, "USB Access."

Your adjustable bed is now in Zen Mode.

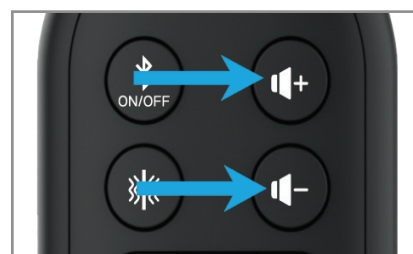
NOTES:

- You cannot connect smart devices when your adjustable bed is in Zen Mode.
- You can add or remove Zen Mode files using the removable flash drive.



- 3 Adjust the volume of the Zen Mode using your the Volume Up or Volume Down buttons on remote control.

NOTE: You can also use the mobile app to adjust the volume or to press Play, Pause, Next, or Play Previous.



- 4 The VibraSense intensity can be adjusted using the Acoustic VibraSense Strength button. The intensity cycles from low, medium, and high levels before turning off.

- 5 To turn off the Zen Mode, repeat step 2 until the remote backlight flashes again and you hear, "Bluetooth on. Please wait."

You can now connect other smart devices to your adjustable bed.

NOTE: For more information, read page 15.



Using your SnoreSense

Your adjustable bed comes equipped with a SnoreSense sleep tracker. The device allows you to track and monitor vital biometric parameters through a mobile app, so that you can achieve the best sleep ever!

This device is also designed to eliminate or at least reduce snoring by automatically raising and lowering the head section of your adjustable bed.

NOTE: For more information, please see the SnoreSense manual that is packed together with your adjustable bed.



SnoreSense ribbon



Cable for the SnoreSense

Special Functions

Using the mounted USB ports

The convenient USB ports attached to your adjustable bed provide easy access for charging today's tech devices.

Your USB ports (one each side) are located on the side your adjustable bed toward the head section. Both USB A and USB C types are available.



Activating the emergency power down feature

Your adjustable bed 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 control box only during a power failure when the emergency power down function is needed.

- 1 Locate and remove the cover on the 9V battery compartment of your control box.
- 2 Note the correct polarity and 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 and hold the **FLAT** button on the remote control to return the adjustable bed to a flat position.



NOTES:

- You can also press the **FLAT** button on the cable from the control box in case of a power failure.
- 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.



Special Functions

Connecting your bed functionality 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 DreamSense Bed mobile application.

Before connecting your adjustable bed to the mobile app, do the following:

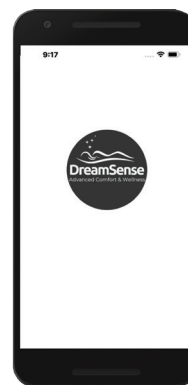
- Make sure your adjustable bed is plugged into a working electrical outlet and the control box is on.
- Download and install the DreamSense Bed mobile app from the App Store® or the Google Play™ Store.
- For iOS users, turn on your device's Bluetooth®. For Android users, turn on your device's Bluetooth®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

- 1 When your adjustable bed is plugged into a working electrical outlet, it can be connected to the DreamSense Bed app anytime.
- 2 From your mobile device, launch the app. Agree to the Terms of Service and Privacy Policy. Allow permissions for the app to function properly.
- 3 Select the Bluetooth code and color circle of your adjustable bed from the list of devices shown.

NOTES:

- You can find the Bluetooth code of your bed on your control box and on the head section of the bed's metal frame.
- The color circle can be found inside of the remote control battery cover.

- 4 Follow the additional directions listed in the app to finalize the setup and control of your adjustable bed.



NOTES:

- If your bed is not on the Devices list, make sure your bed is plugged into a working electrical outlet. Make sure the Bluetooth function on your mobile is also turned on. For information, see step 1.
- You can only connect one smart device to one adjustable bed at a time.
- For more information on using the mobile app to control your adjustable bed, see the DreamSense Bed Mobile App Guide.

Troubleshooting

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

SYMPTOM

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

SOLUTIONS

- 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 bed 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 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 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 bed fails to operate, investigate the symptoms and possible solutions below.

SYMPTOM

SOLUTIONS

The adjustable bed 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-based lubricant is recommended. (Lubrication can be obtained by contacting Customatic's Customer Care Center).
3. When placing the lubricated pin, nut, bolt, or white bushing back onto the adjustable bed, 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 bed stutters when in motion.

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.
2. Check the batteries in the remote.
3. Press the lift buttons on the remote control firmly and accurately.

Acoustic VibraSense system seems 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 bed.
- 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 bed is not in direct contact with a wall, nightstand, or other object that may cause vibration or noise.
- If the adjustable bed is installed on top of a bed frame, check that the acoustic massage transducers are not causing bed frame (or bed frame components) to vibrate or rattle.
- Check that the headboard attachment hardware is tightened firmly (if used).

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

- Take both beds to a completely flat position. For more information, see "Synchronizing two beds for tandem operation" on page 14.

Warranty

Limited Warranty

LIMITED WARRANTY: Subject to the terms and conditions set forth herein, the manufacturer of this product, PPJ, LLC ("Customatic®") warrants to the original retail purchaser for the time periods stated herein that the adjustable bed system purchased from an authorized reseller of genuine Customatic® 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 genuine Customatic® 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: 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.

2-Year Period for All Components: The above warranty will apply for 2 years for the bed frame, all components and 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 to the bed frame, defined as follows: the metal structure of the adjustable bed 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.

Start of Warranty Period: The warranty periods stated above will commence on the date of the first retail purchase of the adjustable bed system from an authorized Customatic® 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 Customatic, 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 Customatic 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 Customatic 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 this user Manual and/or any other user instructions issued by Customatic for use and maintenance, including without limitation, weight limits and operation; modifications not performed by Customatic; use of any parts, components, or accessories that are not supplied by Customatic for the specific product and installed by an authorized Customatic service provider; use of the product for purposes or in a manner not expressly intended by Customatic 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 Customatic.

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 Customatic's option, either repair or replacement of the defective item. Customatic may require reasonable evidence of the existence of a defect, and Customatic 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 Customatic, unless Customatic instructs otherwise in the claims process (see below). Subject to advance approval by Customatic, it will also pay reasonable shipping costs for returns requested by Customatic and replacement parts or bedding systems.

CLAIMS PROCESS: Prior to contacting Customatic, 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 period stated above, contact Customatic customer service to initiate the claim and provide proof of status as the original retail purchaser from an authorized Customatic® products reseller and prior timely registration of the product (see PRODUCT REGISTRATION below); (2) identification of suspected defect and compliance with Customatic requests for documentation or other evidence of the defect, such as

return of parts to Customatic, the cost of which will be paid by Customatic if the defect is confirmed by it or inspection by an authorized Customatic service technician or other person approved in writing for that purpose by Customatic; and (3) remedy by Customatic as stated herein.

LIMITATION OF LIABILITY: In no event shall Customatic 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.

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 NUMBERS

1-720-458-5955

Please have your receipt ready and available.

THANK YOU AND ENJOY YOUR ADJUSTABLE BED!