



Owner's manual

Clarity II

Adjustable bed



SERIAL NUMBER: _____
(Place your serial number here for ready reference)



Table of contents

Safety precautions	4
Parts list	6
Installation guide	7
Remote control guide	8
Mobile app guide	10
Troubleshooting	12
Warranty & registration	15

SERIAL NUMBER: _____

(Place your serial number here for ready reference)

Photos are for illustration purposes only.

Model Number: 5002

COPYRIGHT © 2023 by Rize Home, LLC.

08.21.2023

Safety precautions

Attention!

READ THE FOLLOWING INFORMATION BEFORE USING THIS PRODUCT. USE OF A SURGE PROTECTOR (NOT INCLUDED) IS RECOMMENDED.

Electrical safety

Do not open or tamper with the transformer, control box, motors, or remote control (with the exception of battery compartments).

Small children and pets warning

Immediately dispose of all packing materials as it can smother small children and pets. Do not allow any persons or pets under the bed. Children should not operate the bed without adult supervision.

Hospital or convalescent use

This adjustable bed was designed and engineered for a life-style of in-home comfort and are not intended for hospital use or for a bed-ridden patient on an extended recovery. This bed is not equipped with bars to help patients get safely in and out of bed and are not intended to be used around tent-type oxygen therapy or explosive gases.

Health warning

Please consult your physician before use if you have any health conditions you are concerned about, as the motion may aggravate some conditions. Caution is especially advised for those with pacemakers, since the vibrating motion, especially by the massage, may cause the pacemaker to sense activity.

Product ratings

The bed lift motors are not designed for continuous use of more than 2 minutes in an 18-minute period, or approximately 10% duty cycle. Any attempt to circumvent or exceed this rating will shorten the life expectancy of the product.

Weight limit

The limitation for the bed is 850 lb. The bed will structurally support this weight provided it is evenly distributed across the head and foot sections. This product is not designed to support or lift this amount in the head or foot section alone. Exceeding this weight restriction could damage the bed and/

or cause injury. Enter or exit the bed in a flat position and do not sit on the head or foot sections while in the raised position.

Noise warning

It is normal for the raising and lowering features and the massage function on this bed to emit a minimal humming sound during operation. The level of sound the bed emits is directly related to the environment. In a room with hardwood floors a vibrating noise can be noticeable. To reduce the resonance, place a piece of carpet or rubber caster cups under the legs. The rubber caster cups also prevent the bed from sliding when located on smooth or hardwood surface.

Cord maintenance

Always unplug the base from the electrical outlet before cleaning or servicing the base. Keep the cord away from heated surfaces. For indoor use only. If the cord or plug is damaged or dropped in water, discontinue use of the bed base and contact qualified service personnel for examination and repair. Make sure the base is in a flat position before unplugging from the power source.

Emergency battery backup

This foundation is equipped with a battery backup that will assist in returning the base to a flat position during a power outage. To use this feature, simply install two 9 volt batteries into the battery compartment of the transformer. Press and hold the "Flat" button on the remote until the bed returns to the flat position.



Grounding safety

Failure to use a properly grounded outlet will compromise the bed's safety. Using adapters is not recommended unless the outlet is checked by a qualified electrician to ensure that the adapter is properly grounded.

Warranty warning

This bed is specifically designed to require no regular maintenance. Opening or tampering with the control box, motors,



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

Safety precautions

or hand controls (except the battery compartment) will void the warranty. Only an authorized repair technician may conduct repairs or parts replacements on your Rize Home adjustable bed. Unauthorized modifications to this product could void your warranty.

Moving after installation

Do not place the adjustable base vertically on its head or foot sections as this may cause injury or damage the base. Due to the heavy weight, two people should always be used to move the bed.

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)



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



Mattress retainer bar (1) *



Input power cord and power supply (1)



Bed leg strap (1) **

* King size beds come with two mattress retainer bars.

** Included in Twin XL and Split California King bases. Used when connecting two bases together.

Installation guide

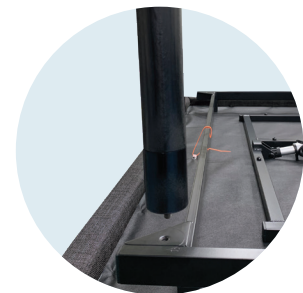
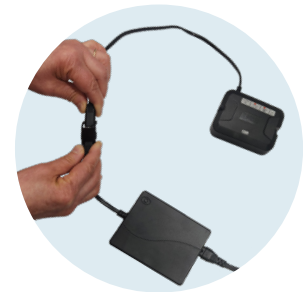
Setting up your adjustable bed

- 1 With two people, carefully lift the bed base out of shipping carton and place it flat on the floor with the top side facing downward. Verify that all parts are available before discarding any packing materials.
- 2 Unfold the base. Keep the top side facing down.
- 3 Plug the input power cord into the power supply.
- 4 Connect the power supply to the control box, which is the black box attached to the bottom of the bed.
- 5 Assemble the legs using any combination of the 2", 3", and 8" leg sections to choose your bed's desired height. All legs must be the same height.
- 6 Attach the legs to the threaded holes in each corner of the frame. Tighten until secure, but do not over-tighten.
- 7 Next, the remote control will need to be paired to the bed. Put the included AAA batteries into the battery compartment on the remote control.
- 8 Find the pairing button on the control box on the underside of the bed.

Method 1: Plug the power cord into the wall outlet, and then press and hold the pairing button for three seconds. A light will flash to indicate the bed is ready for pairing. Press head up and foot up buttons on the remote control simultaneously, the light will stop flashing and you can hear the beep sound that will indicate the remote has been paired with the base.

Method 2: Unplug and plug in the adjustable base again, the light is quick flashing, then press the head up and foot up buttons on the remote control simultaneously, the light stops flashing and you can hear a beep sound that indicates the remote has been paired with the base.

- 9 Unplug the bed from the power outlet. With two people, turn the bed over so that the legs are on the floor. Do not rest the bed on the legs while flipping it over, as that can cause damages.
- 10 Make sure the cords do not interfere with operation of the bed. Plug the powercord into a grounded electrical outlet. A surge protector (not included) is recommended. Verify that the bed is operational by using each function on the remote. Then return the bed to a flat position.
- 11 Insert mattress retainer bar into the two holes at the foot end of the bed. Place your mattress and bedding on top. Your adjustable bed is now ready to use.



NOTE: 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 before opening.

Remote control guide



Head or Foot Position Adjustments (1 & 2)

Press the UP  or DOWN  arrows on the "Head" and "Foot" buttons to raise or lower the head or foot sections of your bed.

Presets (3, 4, 5, 6, 7, 8)

FLAT (3)

Press and hold the "Flat" button for three seconds then release to return the bed to the flat positions. **NOTE:** If massage motor is on and the "Flat" button is pressed, the massage motor will stop operating during the lowering of the bed.

ANTI-SNORE (4)

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

ZERO GRAVITY (5)

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

INCLINE (6)

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.

LEISURE (7)

Press this button to adjust the bed into a chaise lounge position to help remove stress and tension from your lower back.

PROGRAM (8)

Press this button together with a preset button to override the factory default presets with your customized presets.

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.

Remote control guide

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.

Massage options

START MESSAGE (11)

Press the UP  button to activate the massage feature on the head section of the bed. Press the UP  or DOWN  button to gradually increase or decrease the intensity of the massage.

STOP MESSAGE (9)

Press this button to disable any active massage.

WAVE MODE (10)

Press this button to activate and select from different massage feels. The LED lights indicate the mode you have selected. You can also press this button to turn the head and foot massage on. Wave mode intensity starts at level 4.

Syncing two bases to a single remote

Please keep your other remote in the event that you ever want to split your adjustable base controls to two remotes.

To operate two adjustable bases together as one bed. Once synced, only one remote can control the bed.

- 1 Set up both bases and position them next to each other following the instructions on page 7.
- 2 Make sure both beds are plugged in, then raise the heads of both beds to access the control boxes under the beds.
- 3 Carefully unplug both beds.
- 4 Plug one power cord into the wall outlet and wait for five seconds to enter the pairing mode, then press and hold the head up and the foot up buttons for three seconds within 15 seconds, the control box beeps once, the pairing button stops flashing, the background light of the remote flashes three times and that indicates the remote has been paired to the base.
- 5 Plug in the second base and repeat the actions in step 4 on the second bed, using the same remote.
- 6 Before using the adjustable base, make sure that the cords don't interfere with any of the bed's operations.
- 7 Both bases should operate as one bed.



Remote control guide

How to download the mobile app

To operate the adjustable bed from your mobile device.

- 1 Install the mobile app on your phone. iPhone users: go to the App Store and search for "Rize Beds". Android users, find "Rize Beds" on Google Play.
- 2 If you're not able to find the app, you can use a QR reader to scan the QR code on the bottom of this page to take you directly to the download option.
- 3 After the app is installed, go to your device settings and allow the app to use your location and Bluetooth® settings.
- 4 Make sure your bed is plugged in and that you are within 6 feet of it.
- 5 Open the Rize Beds app. You will see a welcome page and then should be taken to the "Scan" screen. If not, the "Scan" icon is the first one on the left.
- 6 Select "+Add Device" and the app should automatically locate your bed.
- 7 The option will then appear to choose the room the bed is in. Choose either "Masterroom" or "Guest room".

You now have the option to use the app to operate your base, You can change positions and move the head and foot up and down from the "Positions" screen. To control the massage, select the "Massage" screen.



Download the Remote App

Scan the QR code on the left for links to download on the Apple App Store or Google Play.

Special functions

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 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 of your 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 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.



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.

No features or functions 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 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.

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

Symptom

Solutions

The adjustable bed stutters when in motion.

Clear any clutter or obstructions under and around the adjustable bed. 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.

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.

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

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 bracket 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

Massage motors seem excessively loud during operation.

Solutions

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, check that the massage motors are not causing the bed (or bed components) to vibrate or rattle.

Check that the headboard attachment hardware is tightened firmly (if used).

The adjustable bed is squeaking.

1. Remove or loosen any pin, nut, bolt or white bushing one at a time.
2. Lubricate it by applying the grease with a cotton swab. Using a lithium or spray lubricant is recommended. (Lubrication can be obtained by contacting our 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.

Warranty



Limited Warranty For Adjustable Beds

LIMITED WARRANTY: Subject to the terms and conditions set forth herein, the manufacturer of this product, Rize Home, LLC, warrants to the original retail purchaser for the time periods stated herein that the adjustable bed system purchased from an authorized reseller of genuine Rize Home, LLC 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 Rize Home, LLC products, and without limiting the foregoing, does not apply to power cords or other accessories supplied by the seller or other parties.

5-Year Period for All Labor: The above warranty will apply for 5 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.

5-Year Period for All Components: The above warranty will apply for 5 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.

20-Year Period for Bed Frame: The above warranty will apply for 20 Years prorated 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. For years 6 through 20 the warranty will be reduced by one-fifteenth (1/15) for each year beyond the fifth year.

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 Rize Home, LLC 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 Rize Home, LLC, 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 Rize Home, LLC 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 Rize Home, LLC 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 Rize Home, LLC for use and maintenance, including without limitation, weight limits and operation; modifications not performed by Rize Home, LLC; use of any parts, components, or accessories that are not supplied by Rize Home, LLC for the specific product and installed by an authorized Rize Home, LLC service provider; use of the product for purposes or in a manner not expressly intended by Rize Home, LLC 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 Rize Home, LLC.

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

Warranty

CLAIMS PROCESS: Prior to contacting Rize Home, LLC, 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 Rize Home, LLC customer service to initiate the claim and provide proof of status as the original retail purchaser from an authorized Rize Home, LLC products reseller and prior timely registration of the product (see PRODUCT REGISTRATION below); (2) identification of suspected defect and compliance with Rize Home, LLC requests for documentation or other evidence of the defect, such as return of parts to Rize Home, LLC, the cost of which will be paid by Rize Home, LLC if the defect is confirmed by it or inspection by an authorized Rize Home, LLC service technician or other person approved in writing for that purpose by Rize Home, LLC; and (3) remedy by Rize Home, LLC as stated herein.

LIMITATION OF LIABILITY: In no event shall Rize Home, LLC 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.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply. 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 experience any problem with your Rize bed during the warranty period, please contact Rize Customer Service by calling the telephone number located on the back cover of this manual.

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

Please mail to:

Rize Home, LLC Customer Care Center
31050 Diamond Parkway
Solon, OH 44139

Customer Care Center Phone #

1-800-444-8444

***You can also register your bed
online at www.rizehome.com.***



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

800-444-8444

Please have your receipt ready and available.

Thank you and enjoy your adjustable bed!