

TROUBLESHOOTING

If the adjustable base fails to operate, investigate the symptoms and possible solutions provided in the chart below:

SYMPTOM	SOLUTION
Remote control will not activate base.	<ul style="list-style-type: none"> • Verify power cord is plugged into a working, grounded electrical outlet. A grounded, electrical surge protection device is recommended. Test outlet by plugging in another working appliance. • Verify remote control is plugged into the motor. • Unplug power cord, wait 30 seconds and plug in to reset electronic components. • Electrical circuit breaker may be tripped. Check electrical service breaker box to verify. • Defective surge protection device or electrical outlet. Test outlet by plugging in another working appliance.
Head section will elevate, but will not return to the horizontal (flat) position.	<ul style="list-style-type: none"> • Base mechanism may be obstructed. Elevate base and check for obstruction. Remove obstruction. • Head section may be too close to the wall.

ADVISORY

IMPORTANT INFORMATION

READ THE FOLLOWING INFORMATION CAREFULLY BEFORE USING THIS PRODUCT



WARNING

FOR OPTIMUM ADJUSTABLE BASE OPERATION, USE A GROUNDED, ELECTRICAL SURGE PROTECTION DEVICE (NOT INCLUDED). FAILURE TO USE A SURGE PROTECTION DEVICE COULD COMPROMISE SAFETY OR CAUSE PRODUCT MALFUNCTION.

ELECTRICAL RATING

Input: 100-130VAC, 50/60Hz, 1.5A. Output: 29VDC, 1.5A.

ELECTRICAL GROUNDING

This product is equipped with a polarized or grounded electrical power cord. The power cord will only fit into a grounded, electrical surge protection device (not included) or a grounded electrical outlet.

WARRANTY WARNING

Do not open any control boxes, motors or remote control devices (with the exception of the remote control and power down box battery compartments). The product warranty will be void if these components are tampered with. Do not attempt to alter component wiring or adjust or modify the structure of the product in any way or the warranty will be void. Any repair or replacement of base parts must be performed by authorized personnel.

LUBRICATION

This product is designed to be maintenance free. The lift motors are permanently lubricated and sealed—no additional lubrication is required. Do not apply lubricant to lift motor lead screws or any nylon nuts or the base may inadvertently creep downward from the elevated position.

LOCATION ENVIRONMENT

The level of sound experienced during operation is directly related to the location environment.

SERVICE REQUIREMENTS

Service technicians are not responsible for moving furniture, removing headboards and footboards or any items required to perform maintenance on the base. In the event the technician is unable to perform service due to lack of accessibility, the service call will be billed to the purchaser and the service will have to be rescheduled.