

GUIDE :

# Troubleshooting your Adjustable Bed Frame

# The Adjustable Bed Frame - Troubleshooting Guide

## TROUBLESHOOTING

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

SYMPTOM	SOLUTION(S)
<b>The bed does not respond when the remote is used.</b>	Make sure the remote control is paired with the adjustable bed.
<b>No features or functions of the adjustable bed activates.</b>	<p>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.</p> <p>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.</p> <p>Check the batteries in the remote control. Replace with new batteries, if necessary.</p> <p>Make sure batteries are properly installed. Follow the markings on the battery compartment.</p> <p>Remove batteries. Leave them out for 30 seconds before putting them back into the remote control.</p> <p>Scratch the terminals inside the remote's battery compartment with a coin or key.</p> <p>Check that the surge protection device or electrical outlet is not defective. Test the outlet by plugging in another working appliance.</p>

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

SYMPTOM	SOLUTION(S)
<b>The adjustable bed stutters when in motion.</b>	<p>Clear any clutter or obstructions under and around the adjustable bed. Radio frequency interference from other remotes or electronic devices may affect normal operation.</p> <p>Check the batteries in the remote.</p> <p>Press the lift buttons firmly and accurately.</p>

<b>Head or foot section elevates adjustable bed but does not return to flat position.</b>	<p>Your adjustable bed may be obstructed preventing smooth operation. Remove obstructions from around and under the bed.</p> <p>Check that the head section is not too close to the wall.</p> <p>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.</p>
---	--

<b>Head or foot lift funtion has minor interference during operation.</b>	<p>Check the batteries in the remote control. Replace with new batteries, if necessary.</p> <p>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.</p> <p>Press the lift buttons firmly and accurately.</p> <p>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.</p>
---	---

<b>The adjustable bed is squeaking.</b>	<p>1. Remove or loosen any pin, nut, bolt or white bushing one at a time.</p> <p>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).</p> <p>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.</p> <p>4. Additional solution: After completing these steps, spray the pins, nuts, bolts, and white bushings with a lubricant.</p>
---	---

Attention!

IMPORTANT SAFETY INSTRUCTIONS.  
PLEASE READ THESE INSTRUCTIONS THOROUGHLY BEFORE USING THIS PRODUCT.

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.

READ ALL INSTRUCTIONS BEFORE ASSEMBLY & USE. ADULT ASSEMBLY REQUIRED. KEEP SMALL PARTS AND PACKAGING AWAY FROM CHILDREN

NOTES ON USE:  
KEEP CHILDREN AND OTHERS SAFE BY FOLLOWING THESE SIMPLE RULES:  
DO NOT ALLOW ANY CHILD TO PLAY ON FURNITURE  
DO NOT ALLOW CLIMBING ON ANY PIECE OF FURNITURE  
DO NOT ALLOW HANGING FROM ANY PIECE OF FURNITURE

**ELECTRICAL SAFETY**  
ALWAYS UNPLUG THIS ADJUSTABLE BED FROM ELECTRICAL OUTLET BEFORE ANY CLEANING 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 850 LBS. ON ALL SIZES. FOR YOUR ADJUSTABLE BED TO STRUCTURALLY SUPPORT THE RECOMMENDED WEIGHT, WEIGHT MUST BE DISTRIBUTED EVENLY ACROSS THE HEAD AND FOOT SECTIONS. THE ADJUSTABLE BED WILL NOT AND IS NOT INTENDED TO SUPPORT OR LIFT THIS AMOUNT IN JUST THE HEAD OR FOOT SECTION. DEPENDENT ON THE SIZE AND/OR MODEL OF MATTRESS, THE AVAILABLE WEIGHT LIMIT MAY BE LESS.

**USER-SERVICEABLE PARTS**  
THIS BED IS SPECIFICALLY DESIGNED TO HAVE NO MAINTENANCE BY YOU, THE USER. THEREFORE, YOU ARE ENCOURAGED NOT TO OPEN ANY MOTORS, ALTER THE WIRING, OR ADJUST, MODIFY OR CHANGE THE STRUCTURE OF THE PRODUCT, AS IT WILL VOID THE WARRANTY.

**RADIO FREQUENCY IS 2.4 GHZ**  
FCC COMPLIANT DEVICE COMPLIES WITH PART 15 OF THE FCC RULES. OPERATION IS SUBJECT TO THE FOLLOWING TWO CONDITIONS: (1) THIS DEVICE MAY NOT CAUSE HARMFUL INTERFERENCE, AND (2) THIS DEVICE MUST ACCEPT ANY INTERFERENCE RECEIVED, INCLUDING INTERFERENCE THAT MAY CAUSE UNDESIRE

Attention!

IMPORTANT SAFETY INSTRUCTIONS.  
PLEASE READ THESE INSTRUCTIONS THOROUGHLY BEFORE USING THIS PRODUCT.

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.

**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.

MESSAGE MOTORS, IF ANY, WILL AUTOMATICALLY SHUT OFF AFTER RUNNING CONTINUOUSLY FOR 15 MINUTES. ALL MESSAGE 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.

FOR COMPLETE INSTRUCTIONS, VISIT [FLOYDHOMES.COM/PAGES/ASSEMBLY](https://floydhome.com/pages/assembly)  
FOR ASSISTANCE, CONTACT CUSTOMER SERVICE AT [FLOYDHOMES.COM/CONTACT](https://floydhome.com/contact) OR 888-308-7096

# FLOYD