

EASE®



OWNER'S MANUAL MANUEL DU PROPRIÉTAIRE MANUAL DEL PROPIETARIO

Customer Service U.S.: 1-800-499-1965 | Canada : 1-800-268-4414
Service Client au É-U. : 1-800-499-1965 | Canada : 1-800-268-4414

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safety precautions and usage statements

Attention: Important Safety Disclaimers

Read all instructions before using your EASE®.

SAVE THESE INSTRUCTIONS.

To reduce the risk of shock, burns, fire or injury:

Always unplug the base from the electrical outlet before servicing any part of the base. To reduce risk of electric shock, unplug the base before cleaning. To safely disconnect, ensure the base is in a flat position with all motors off, and unplug from power source.

Keep the power cord away from heated surfaces. Never operate the base when the air openings are blocked. Keep air openings free of lint, hair and the like. Do not drop or insert any object into any opening.

Discontinue use of the bed base and contact a qualified service center if: it has a damaged cord or plug, is not working properly, or has been dropped into water.

Only use this bed base for its intended use as described in this manual. Do not use accessories/attachments that are not recommended by the manufacturer.

Close supervision is required when the bed base is used by or near children, convalescents or disabled persons.

Outlet Safety:

For optimal safety and operation, plug bed base into a surge protector (not included).

The bed base should only be plugged directly into a wall outlet or surge protector (recommended). Improper connection of the equipment can result in the risk of electrical shock, electrical fire or faulty operation of this bed base. If the plug does not fit your outlet, contact a qualified electrician to install a suitable outlet. Unauthorized modification or failure to use a wall outlet or surge protector could void the electrical portion of your warranty.

Warranty Warning:

Do not open or tamper with control box, motors, or remote (with the exception of battery compartments). The warranty will be void if the internal workings of these components are tampered with. For complete warranty information refer to the warranty information section on pages 18-19.

In-Home Use and Hospital Disclaimer:

The EASE® are designed solely for in-home use. This base was not designed as a hospital bed and is not designed to meet hospital standards. Do not use this base with TENT TYPE oxygen therapy equipment or near explosive gases.

Pets and Small Children:

Immediately dispose of all packing materials as they may pose a smothering risk to small children and pets. To avoid injury, it is not advised to allow children and small pets to play on or under the bed. Children should not operate the bed base without adult supervision.

Safety Features:

Free-release head and foot motors are designed to lower the mattress by retracting only with gravity, never pulling downwards, which minimizes pinch points.

Power Ratings:

INPUT: AC 100–240V 50/60 HZ 1.5A
OUTPUT: DC 29V 1.8A
WATTS: 52.2W

safety precautions and usage statements

Product Ratings:

The lift motors are not designed to operate continuously for more than two [2] minutes in an eighteen [18] minute time period or approximately 10% duty cycle. Attempting to circumvent or exceed this rating will shorten the life expectancy of the product and may void the warranty.

Weight Limits:

The recommended weight limits on the EASE® are: Twin / Twin Long / Full / Queen / King / Cal King / Cal King Split: 650 pounds

Maximum weight the bed can support per person is 250 pounds with the weight evenly distributed across the head and foot sections. This product is not designed to support or lift this amount of weight in the head or foot sections alone. NOTE: Exceeding the recommended weight restrictions could damage your EASE® and void your warranty. For best performance, you should enter and exit the EASE® while it is in the flat or fully lowered position.

EASE® fits easily inside bed frames, furniture beds and platform beds that are certified to hold a minimum of 850 pounds. If using this adjustable base without the legs and placing directly on a bed frame or platform bed, cross-bed supports (slats) are strongly recommended to ensure EASE® maintains stability during operation.

Exceeding this weight restriction could damage the bed and/or cause injury and will void the warranty.

Acoustics:

In normal base operation the wheels, which allow the bed to maintain its distance from the wall, will make contact with the steel platform supports of the base creating a contact noise. When entering, exiting or shifting weight on the base, this contact noise may be audible as the wheels make contact. This is normal.

Fabric Care:

To prolong the life of your fabric, protect from direct sunlight whenever possible. For spot cleaning, wipe area with a light damp sponge or vacuum with a soft brush attachment to remove particles. Keep at a minimum of 30cm (12 inches) away from direct heat sources. For deeper cleaning, blot liquid spills with a clean dry cloth. Wipe with a clean cloth dampened with warm water. Do not wet excessively. A soft bristle brush may be used to remove ingrained soil. Avoid scratching by gentle brushing. Wipe with a clean cloth dampened with warm water to remove residues after brushing. Dry in shade away from direct heat.

If persistent marks remain visible after cleaning, seek professional advice.

SAVE THESE INSTRUCTIONS.

FCC Compliance:

This 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.

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.

Radio Frequency: 2.4 GHz
CAN ICES-3 (B)/NMB-3(B)

parts list

Before discarding the packing materials, ensure all the parts are accounted for.

All electronics and components that need to be installed are located in boxes under the base or attached to the frame.

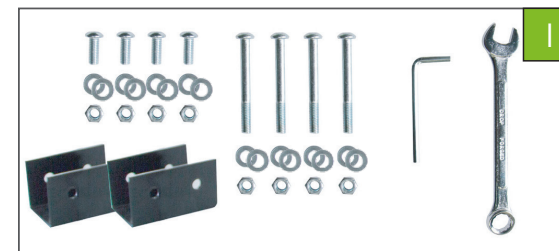
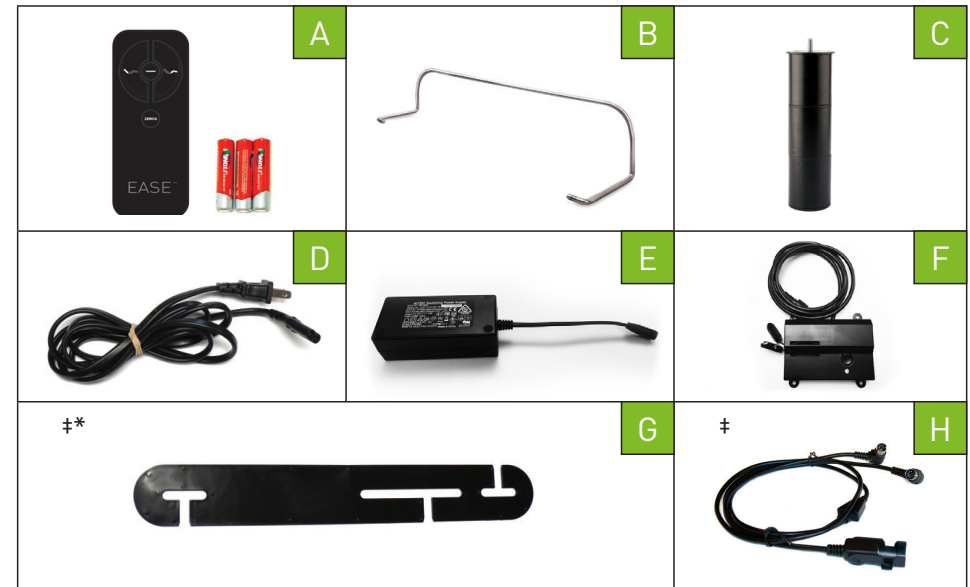
- A) Wireless Remote Control (1)
AAA Batteries (3)
- B) Mattress Retainer Bar (1)*
- C) Legs (4)
(6 Legs included with King/Cal King)
- D) Power Cord (1)
- E) Power Supply (1)
- F) Battery Backup Box
(9 Volt batteries not included)
- G) Connecting Strap ‡*
- H) Sync Cord ‡

Additional Parts included with King/Cal King:

- I) C-Clamps (2)
Long and Short Bolts (4 of each)
Nuts (8) and Washers (16)
5mm Hex Wrench (1)
13mm Wrench (1)

Miscellaneous Parts (not included):

- J) Surge Protector (1)
- K) 9 Volt Batteries (2)

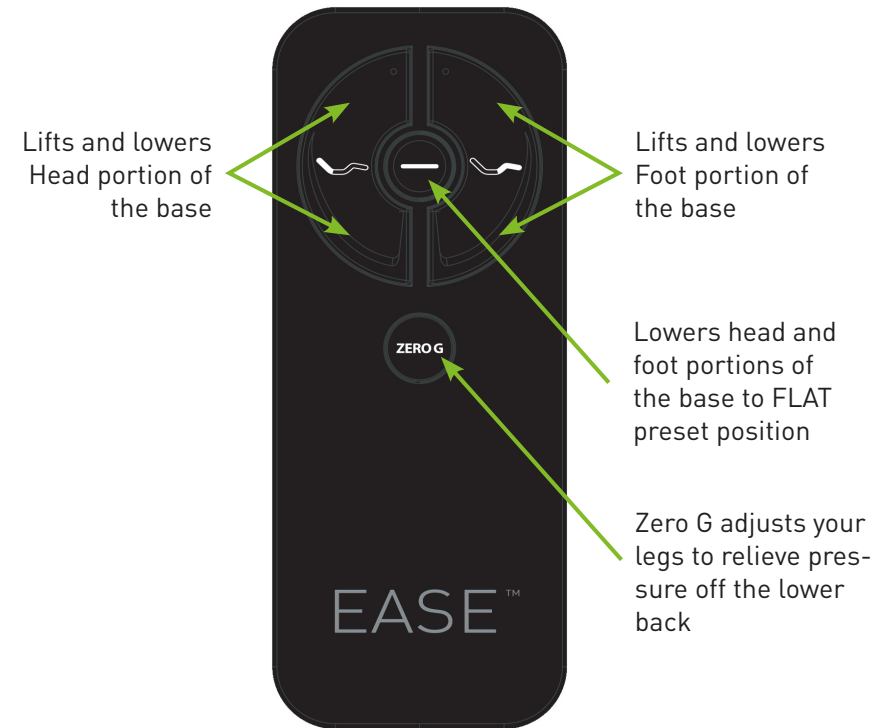
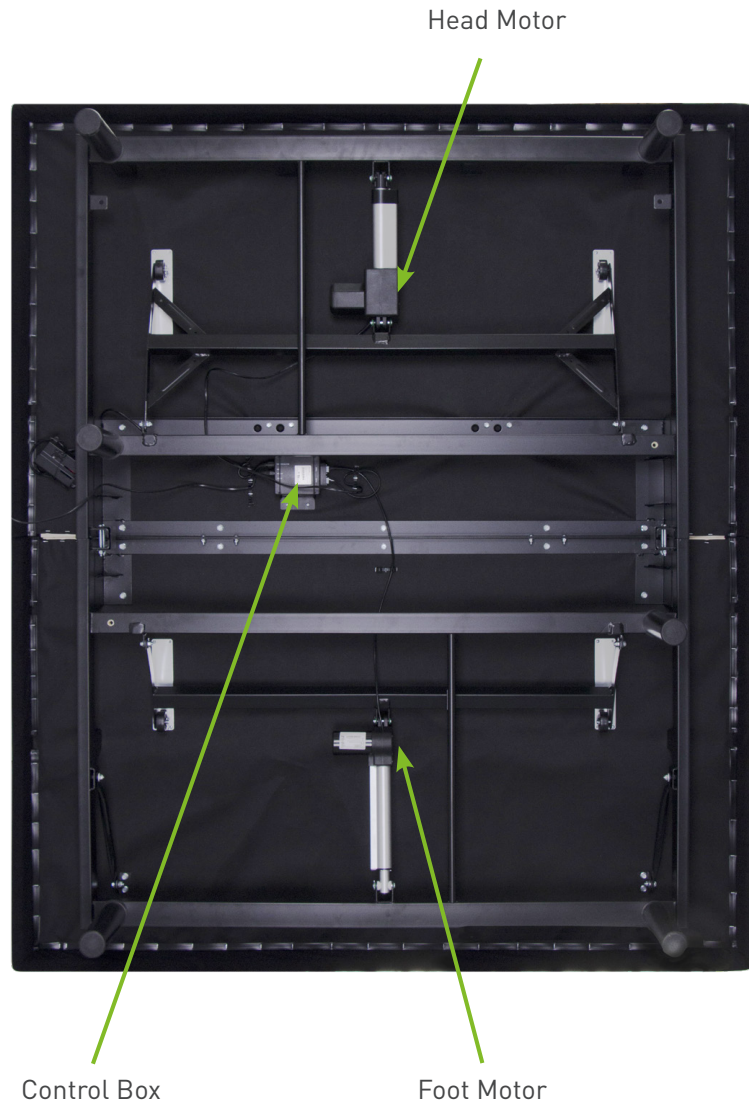


* These items are attached to the base for shipping purposes. Carefully remove from base and set aside.

‡ Only included in Twin, Twin Long and Cal King Split bases.

base and remote overview

Actual product design may vary.

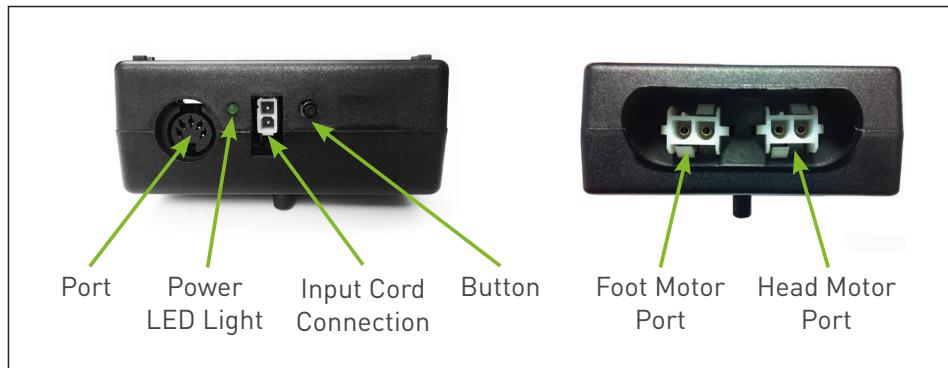


See pages 10–11 for complete Remote Control details including Child Lock function.

quick reference guide

Not to scale. For illustration purposes only. Read all instructions before beginning installation.

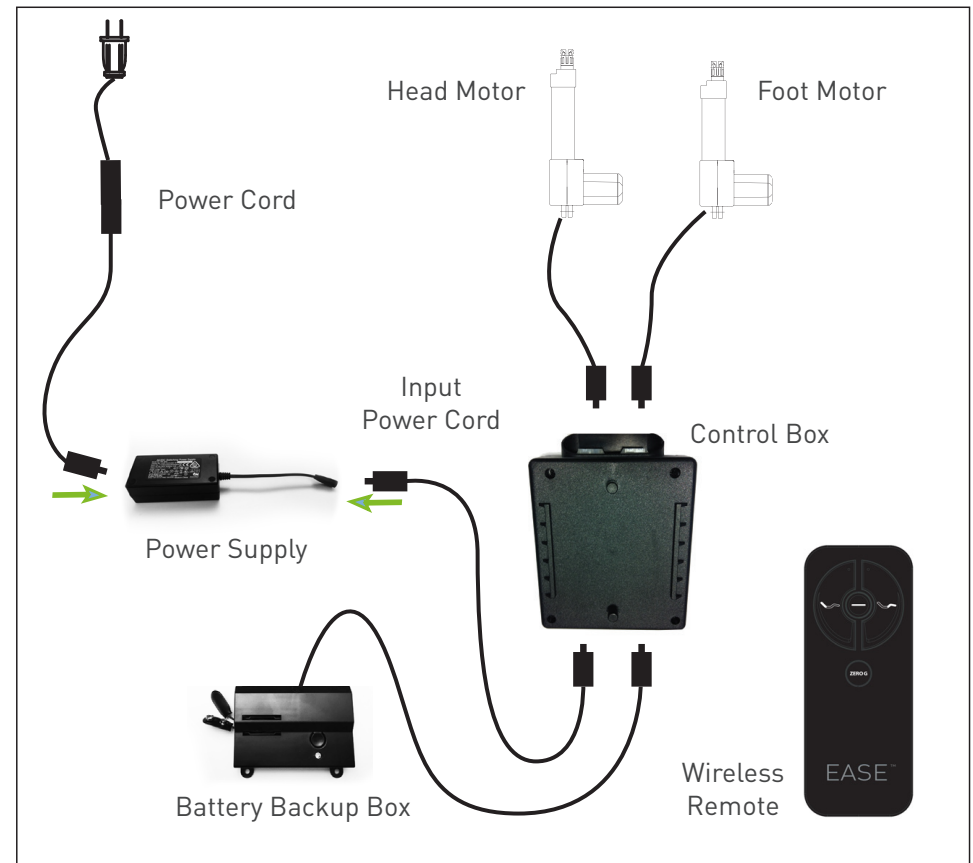
CONTROL BOX OVERVIEW



To remove Control Box, release metal clip and unplug cords.



ELECTRONICS OVERVIEW



If installing a split unit, see pages 12–13.

installation guide

Always use two people when setting up the base.

STEP 1

Place the bed base box in a desired location with the bottom of the box facing up.

Remove the binding straps and packing materials, making sure not to puncture the box with any sharp objects.

STEP 2*

Remove the bed base from the box keeping the bottom of the base facing upwards.

*If installing a King/Cal King base please refer to page 8

STEP 3

To install Headboard Brackets (sold separately) see instructions on page 14.

Legs are shipped fully assembled. Alternative heights in 3" increments can be achieved by removing leg segments.

To install the legs, thread the washer over the bolt of the leg with the recessed side facing the leg, and tighten by hand. **Do not over tighten.**



STEP 4

To sync two bases see detailed installation instructions on pages 12-13.

Locate the Backup Battery Box and install (2) 9 Volt batteries (not included).

STEP 5

Uncoil input Power Cord (connected to Control Box's power port) and plug into Power Supply.



STEP 6

Uncoil the Power Cord and connect to the Power Supply. Place Power Supply on the ground and extend from the base. Ensure that the Power Supply and all attached cords are directed toward the desired surge protector.



installation guide

STEP 7

Carefully flip the base over on to its legs. Important: Two people are required to move the bed base. Do not drag across the floor. Do not rest frame on its side, excessive pressure may damage the legs.

STEP 8

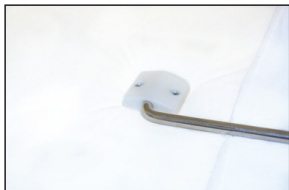
Plug the Power Cord into a power source.
A surge protector is recommended.

STEP 9

Ensure that batteries are correctly installed. Quickly test remote functions to verify proper setup before placing mattress on base. Return the base to a FLAT position before placing the mattress on top.

STEP 10

Slide the left side of the Mattress Retainer Bar into the bracket. Pull the retainer bar to the opposite bracket and secure the right side.

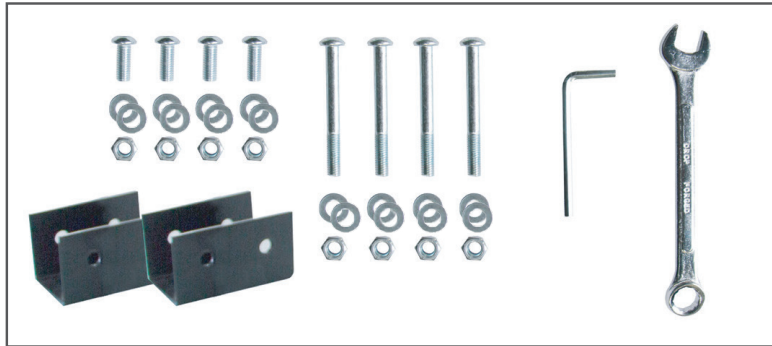


Setup is now complete!
Test all functions on remote.



king/cal king installation

Always use two people when setting up the base.



C-Clamps (2)

Long and Short Bolts (4 of each)

Nuts (8) and Washers (16)

5mm Hex Wrench (1)

13mm Wrench (1)

STEP 1

Push and align the head and foot sections together. Make sure to align the bolt holes as seen in Fig. A. The frames also need to be aligned as seen in Fig. B.

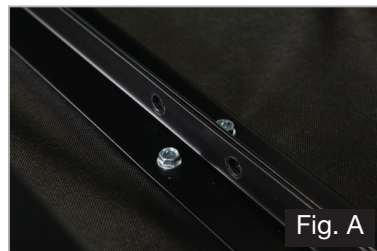


Fig. A



Fig. B

STEP 2

Once aligned, locate 4 bolts in the middle frame. Secure bolts with nuts and washers as seen in Fig. C and D.



Fig. C

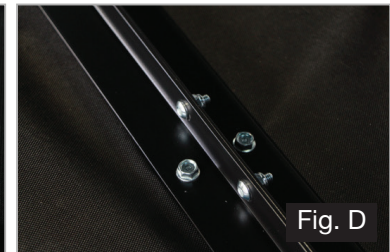


Fig. D

STEP 3

Slide C-Clamp over frame connections from Fig. B. Use 2 long bolts, washers and nuts to secure frames together using provided wrenches. Repeat this step for the other side of the base.



Fig. E

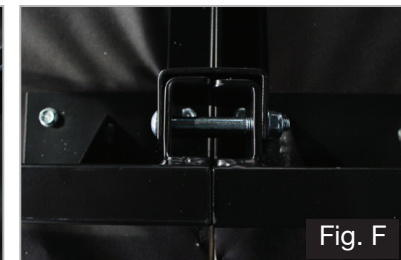


Fig. F

king/cal king installation

STEP 4

To install King/Cal King Headboard Brackets (sold separately) see instructions on page 15.

Plug the foot motor into control box. Attach the legs by screwing them into the leg threads. Do this on all four corners and on the diagonal sides in the middle. Refer to Fig. G.

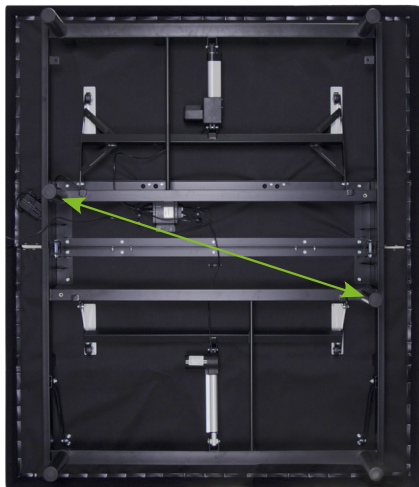


Fig. G

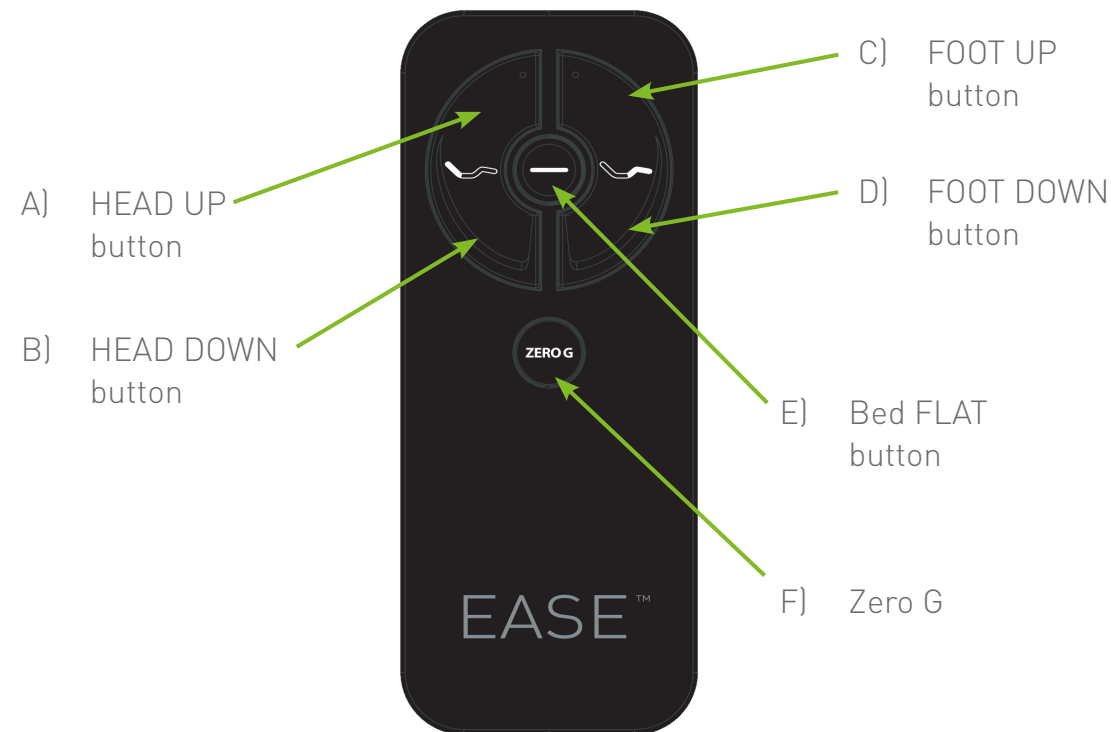
The King/Cal King Setup is now complete.
Return to page 6 Step 4 of Owner's Manual.



remote control

Remote Control arrives paired to the adjustable base.

Three (3) AAA batteries are required to operate the remote.



IMPORTANT!

For your safety, read the owner's manual carefully and completely before operating this product. Electric shock may occur if electrical components are not installed or operated according to these guidelines.

ADJUST



Head Position Adjustments (A, B)

Use to raise and lower the head section of your adjustable base.



Foot Position Adjustments (C, D)

Use to raise and lower the foot section of your adjustable base.



Bed FLAT Button (E)

Press down and hold for three (3) seconds to return bed to flat position.



Zero Gravity (F)

Use to adjust your legs to relieve pressure off the lower back.

For optimal performance, please return the bed to the flat position prior to selecting the Zero Gravity preset position.

remote control

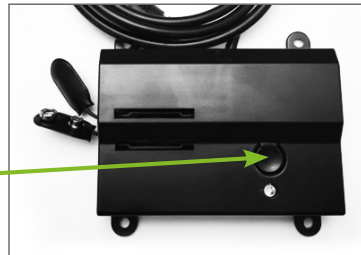
Remote Pairing

The original remote that comes in the box is already paired to the adjustable base. No further action is required. In the event that the remote is not paired with the base, follow the steps below.*

STEP 1

Locate the Battery Backup Box and press the button TWICE. A light on the Battery Back Up Box will illuminate.

POWER DOWN
Button



STEP 2

On the back of the remote, press and hold down the PAIR button. The PAIR button will illuminate blue and start flashing. When the PAIR button stops flashing, the illuminated light on the Battery Backup Box will go out. Release the PAIR button. The remote is now paired to the adjustable base.

PAIR
Button



STEP 3

Test all remote functions. If the remote buttons do not impact the adjustable base movements, please repeat the process again or call customer service: U.S. 1-800-499-1965 | Canada 1-800-268-4414

*ALTERNATE REMOTE PAIRING PROCESS!

Locate the Control Box (see parts list on page 4) and press the reset button twice. A green LED light will illuminate on the Control Box. On the back of the remote, press and hold the PAIR button. The PAIR button will illuminate blue and start flashing. When the PAIR button stops flashing, the green LED light on the Control Box will go out. Release the PAIR button. The remote is now paired to the adjustable base.

Child Lock Feature

Activate Child Lock



Press and hold the HEAD UP and HEAD DOWN buttons together for approximately six (6) seconds. The remote backlight will flash twice. When the backlight goes away the remote is now in Child Lock. Pressing any buttons while in Child Lock will yield no movement to your adjustable base.

Deactivate Child Lock



Press and hold the FOOT UP and FOOT DOWN buttons together for approximately six (6) seconds. The remote backlight will flash twice. When the backlight goes away the remote is no longer in Child Lock. The remote and adjustable base will work normally.

connecting strap (optional)

If any split setup is being installed, plastic Connecting Straps are provided (one per base) to secure the bases together.

STEP 1

With the bases in their desired location, slightly loosen both legs to allow the strap to fit on the leg bolt, between the leg washer and frame.



STEP 2

Slide side (a) of the Connecting Strap onto leg bolt. Swing the strap and connect side (b) to the leg bolt. Secure the strap by shifting to the left.



STEP 3

Re-tighten legs. Do not over tighten. Use the remaining strap and repeat on other end of the base.

syncing two bases (optional)

A Sync Cord is included with the base. Not available on Queen, Full or King/Cal King size bases.
The Sync Cord connects the two control boxes to a single remote for the synchronization of two bases.

STEP 1

Unplug bases from power source.

STEP 2

Disconnect the Battery Backup Box cable from each Control Box or splitter cable. Make note where the cable was plugged in.

STEP 3

Connect the male end of each Sync Cord to Control Box or splitter cable. Insert it into the same port that you disconnected the Battery Backup Box from in Step 2.

STEP 4

Connect each Battery Backup Box male connection to the sync cord female connection (Refer to illustration at right).

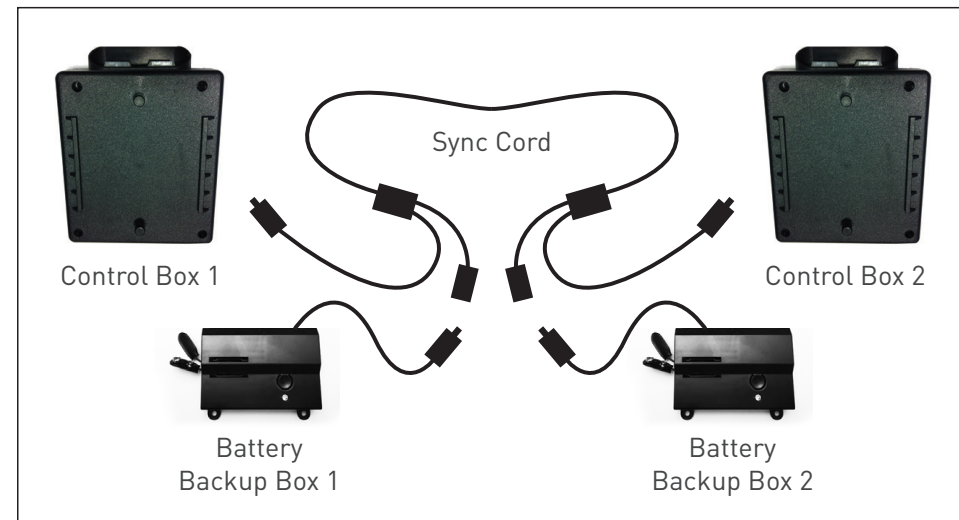
STEP 5

Plug bases back into the power source.

STEP 6

Check to ensure all cords are securely attached. Both remotes will now operate both bases simultaneously.

The system is now linked. Buttons pressed on either remote will control both bases simultaneously.



PERFORMANCE NOTES

If bases become mismatched, pressing the FLAT button will re-sync the mechanical positions.

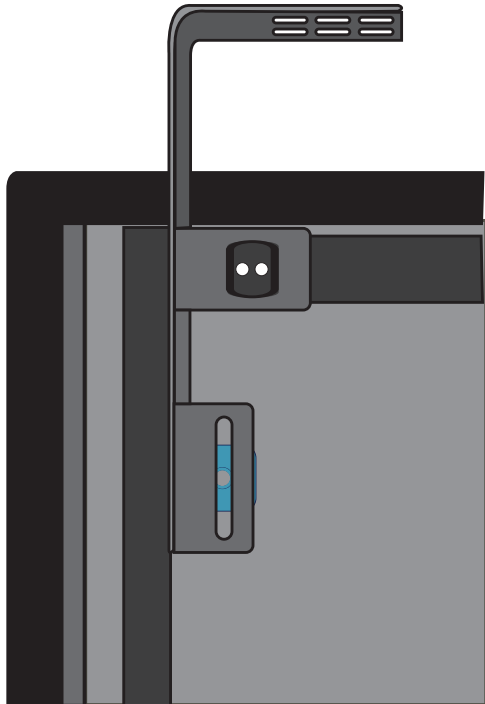
headboard bracket installation guide (optional)

Headboard Brackets are an optional accessory and are not included.

A 9/16" (14mm) socket wrench and 1/2" (13mm) crescent wrench are necessary to complete installation.

STEP 1

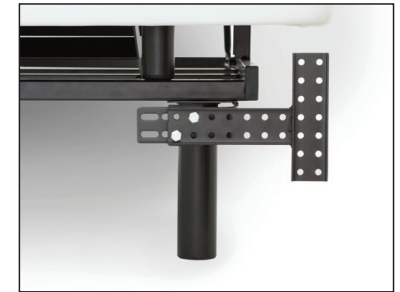
- a.) Align the hole in the bracket to the brass sleeve into which the leg threads. Hold the bracket in place and screw the leg into the base until it is snug. DO NOT OVERTIGHTEN. Too much force may cause the leg to spin freely.
- b.) Align the tab with the hole in the frame (located towards the foot of the base) and use a short bolt and nut to secure the bracket. Make sure the bolt is tight.



STEP 2

Attach the plastic spacer and T-Bracket.

- a.) Measure the distance between the mounting holes on the headboard and install the spacer and attachment plate to accommodate the headboard.
- b.) To install the plastic spacer and attachment plate, you will need (2) long bolts and (2) nuts. Place the spacer and attachment plate in the desired location and slip the bolts through the holes with the head of the bolt facing outward. Position the bolts diagonally on the spacer. Use the 9/16" (14mm) socket wrench and 1/2" (13mm) crescent wrench to tighten the bolts.



STEP 3

You may now connect your headboard to the attachment plates using the remaining short bolts and nuts to secure it to the brackets. The heads of the bolts will face outward. Use the 9/16" (14mm) socket wrench and 1/2" (13mm) crescent wrench to tighten the bolts.

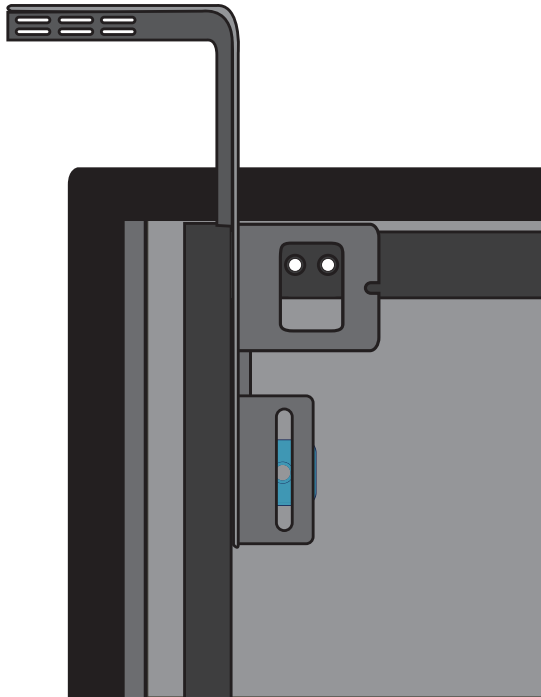
king/cal king headboard bracket installation guide

King/Cal King Headboard Brackets are an optional accessory and are not included.

A 9/16" (14mm) socket wrench and 1/2" (13mm) crescent wrench are necessary to complete installation.

STEP 1

- a.) Align the hole in the bracket to the brass sleeve into which the leg threads. Hold the bracket in place and screw the leg into the base until it is snug. **DO NOT OVERTIGHTEN.** Too much force may cause the leg to spin freely.
- b.) Align the tab with the hole in the frame (located towards the foot of the base) and use a short bolt and nut to secure the bracket. Make sure the bolt is tight.



STEP 2

Attach the plastic spacer and T-Bracket.

- a.) Measure the distance between the mounting holes on the headboard and install the spacer and attachment plate to accommodate the headboard.
- b.) To install the plastic spacer and attachment plate, you will need (2) long bolts and (2) nuts. Place the spacer and attachment plate in the desired location and slip the bolts through the holes with the head of the bolt facing outward. Position the bolts diagonally on the spacer. Use the 9/16" (14mm) socket wrench and 1/2" (13mm) crescent wrench to tighten the bolts.



STEP 3

You may now connect your headboard to the attachment plates using the remaining short bolts and nuts to secure it to the brackets. The heads of the bolts will face outward. Use the 9/16" (14mm) socket wrench and 1/2" (13mm) crescent wrench to tighten the bolts.

emergency battery backup box

Two (2) 9 Volt batteries are required to operate the power down feature and are NOT included.

OVERVIEW

For emergency use only, in case of a power outage.

In the event that the base is stuck in an articulated position during a power outage — the Battery Backup Box will return the base to a FLAT position. Batteries are not to be used for normal operation of the base.

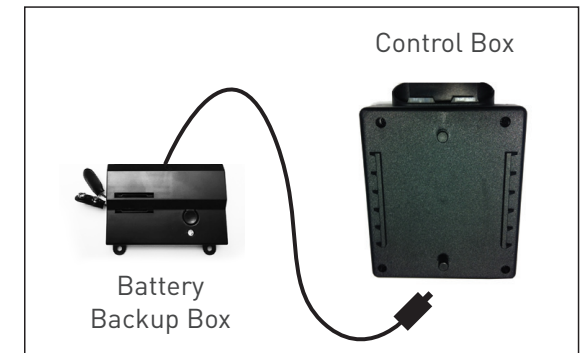


STEP 1

Install the 9 Volt batteries into the provided battery box.
Do not mix brand name batteries.

STEP 2

Press the button on the Battery Backup Box to lower the base to FLAT position.



troubleshooting

If one or more functions on the bed base have stopped operating:

ADJUSTABLE BASE

- Check under the bed base to verify that the wired connections are secure and that there are no cords or bedding obstructing the movement of the base.
- Check to ensure the green LED light is illuminated on the control box. If there is no light, verify that the input and power cords are properly connected.
- Unplug the base for 1 minute to reset the electronic components.
- Plug bed base into a different electrical outlet, or test current outlet with another working appliance (a grounded, electrical surge protector is recommended).

REMOTE CONTROL

- Ensure that your remote batteries are properly installed or do not need replacing.
- Ensure Child Lock feature is not enabled. See page 11 for more information.

If issue is not resolved by following the instructions above, locate serial number on warranty card or back of remote and call Customer Service: US 1-800-499-1965 | Canada 1-800-268-4414

IF YOU HAVE ANY ISSUES WITH YOUR ADJUSTABLE BASE WITHIN THE WARRANTY PERIOD, PLEASE REFER BACK TO THE INSTRUCTIONS IN THIS USER MANUAL. IF YOUR ISSUES PERSIST, PLEASE CALL CUSTOMER SERVICE:

Please have your receipt ready and available.

CUSTOMER SERVICE TOLL FREE NUMBER:
U.S. 1-800-499-1965 | Canada 1-800-268-4414

THANK YOU AND ENJOY YOUR EASE® ADJUSTABLE BASE.

Serial Number: _____

(Place your serial number here for ready reference.)

SI VOUS RENCONTREZ DES PROBLÈMES AVEC VOTRE BASE RÉGLABLE DURANT LA PÉRIODE DE LA GARANTIE, VEUILLEZ CONSULTER LES INSTRUCTIONS DANS CE MANUEL DE L'UTILISATEUR. SI VOS PROBLÈMES PERSISTENT, COMMUNIQUER AVEC LE SERVICE À LA CLIENTÈLE :

Merci d'avoir votre reçu à portée.

NUMÉRO SANS FRAIS DU SERVICE À LA CLIENTÈLE :
É.-U. 1800-499-1965 | Canada 1800-268-4414

MERCI ET PROFITEZ DE VOTRE BASE RÉGLABLE EASE® .

Numéro de série : _____

(Placer votre numéro de série ici pour une consultation rapide.)

