



BRENTWOOD HOME

**BRENTWOOD Base II**  
**OWNER'S MANUAL**  
Installation & Operation



Serial No.



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## Safety & Warranty Warnings

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*ATTENTION: READ THE FOLLOWING INFORMATION CAREFULLY BEFORE USING THIS PRODUCT*

If unable to understand warnings, cautions, and/or instructions, contact the dealer or technical personnel if applicable, before attempting to use the equipment. Otherwise, injury or damage may result.

### *SAFETY WARNINGS:*

- Do not use bed outdoors.
- Do not use bed near explosives.
- Using bed with oxygen administering equipment other than the nasal masked type creates a possible fire hazard.
- When using nasal or masked type administering equipment, route and secure oxygen or air tubing properly to ensure that tubing does not become entangled or damaged during normal operation of the bed.
- Use caution when having liquids in or around the bed to ensure no spillage occurs. In case of spillage, stand in a dry, clean area of the floor and unplug the bed immediately. Clean up spill and allow the area around bed to dry thoroughly before using the electric controls again. Do not eat or drink hot liquids while operating the bed.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instructions concerning use of the appliance by a person responsible for their safety.
- Do not allow children or individuals with disabilities to operate the bed without adult supervision.
- Do not allow any person or pet under the bed at any time.
- During bed operation, make sure body is positioned within the confines of the bed. Do not place extremities over the sides of the bed when operating bed functions.

*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.

*Product Rating:*

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

- After power foundation assembly is completed, operate remote control to ensure proper functions.
- Keep moving parts free of obstruction during bed operation (including sheets, clothing, tubing, wiring, and products using electric power cords).
- Distribute body weight evenly over bed surface. Do not place entire weight on head or foot sections of the bed, during repositioning and entering or exiting bed.

*Hospital Use Disclaimer:*

This power foundation is designed for residential use only. It is not approved for hospital use and does not comply with hospital standards.

*Weight Limits:*

This product is not rated to support weights in excess of 850 pounds inclusive of the mattress and bedding. The bed will structurally support this weight, provided it is evenly distributed across the foundation. The power foundation is not designed to support or lift this amount in the head or foot sections alone. Exceeding this weight restriction could damage the bed and/or cause injury and will void the warranty.

*RADIO FREQUENCY:2.4 GHz*

*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 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 requirement and void user's right to operate the device.

## Parts List

All electronics and components that need to be installed are located in boxes under the foundation or attached to the frame. Before discarding the packing materials, ensure that all the parts are accounted for.

A



AAA Batteries (3)

B



Adjustable Legs (6)

C



Power Supply (1)

D



Power Cord (1)

E



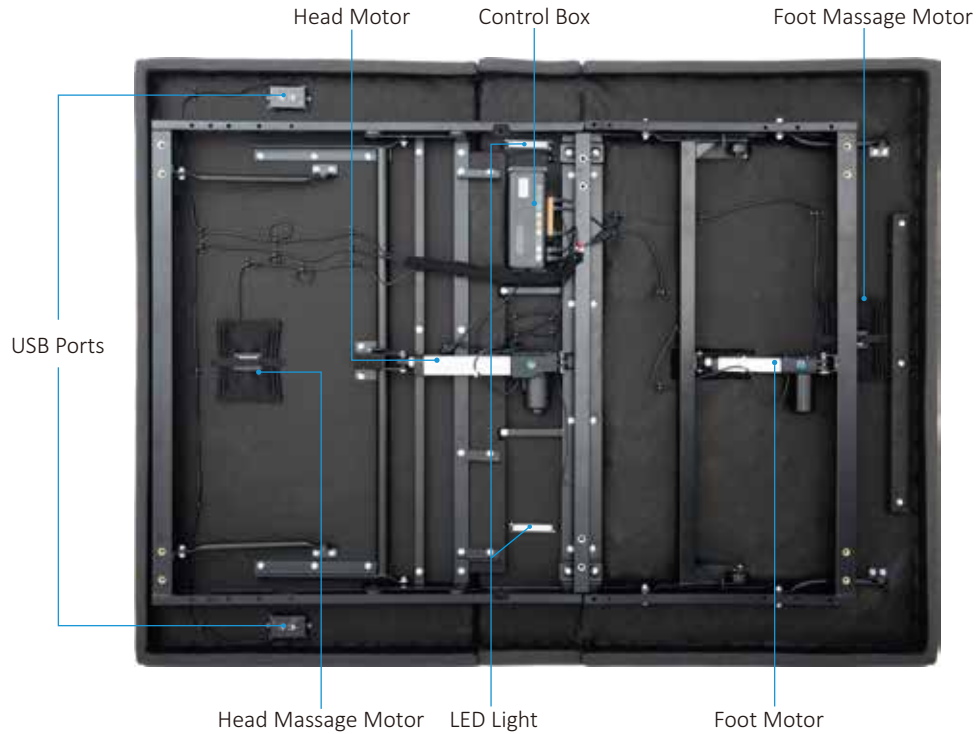
Remote Control (1)

F

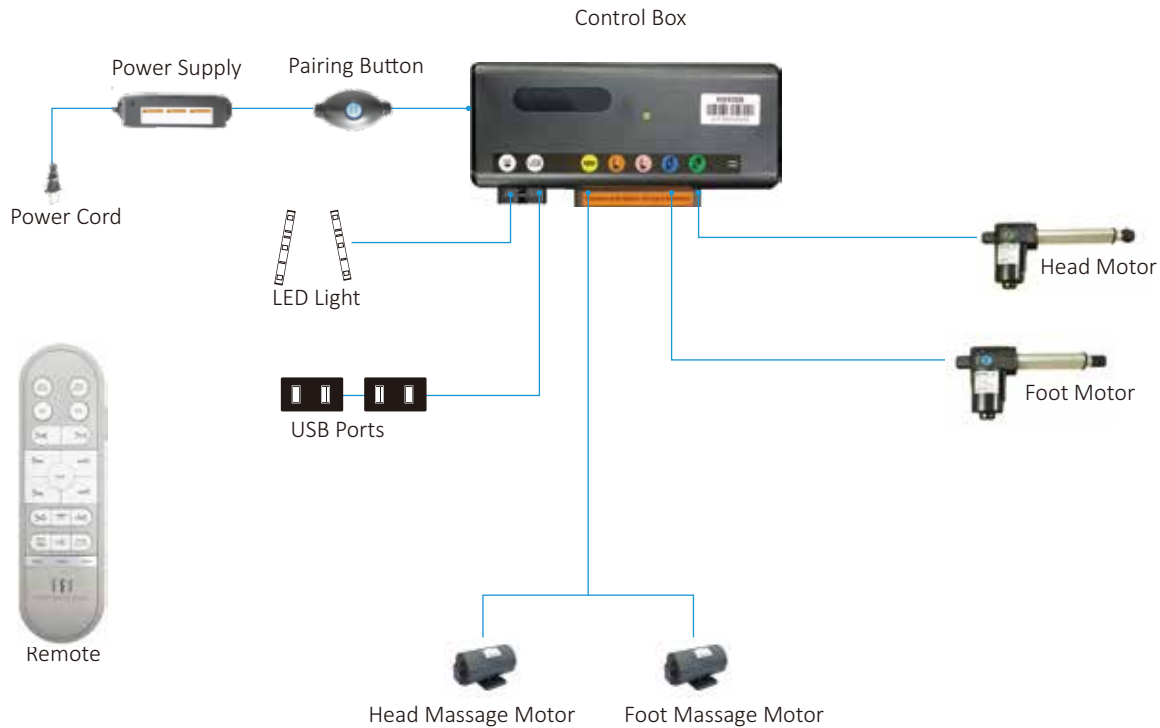


Retainer Bar (2)  
Attached to the frame

## Electronics Quick Reference Guide



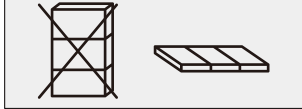




# Installation Guide

**Note:** For safety reasons, lifting of the adjustable bed frame must be performed by two (2) people; and the unit should always be in a flat position before opening.

**NOTE:** To avoid damage to the foundation, always open the carton while the bed is in the flat position.



## STEP 1

Open the box labeled "Head Base". Take the Head Base out of the box and put it on a flat floor. Cut the ribbon securing the remote and set the remote aside for now.



**Note:** do not pull the ribbon from the base as the upholstery will be damaged.

## STEP 2

Open the box labeled "Foot Base", and take the Foot Base out of the box and put it on a flat floor. Cut the ribbon securing two accessory boxes and one retainer bar, dispose of properly. Set them aside for now.



## STEP 3

Put the Head base in front of the Foot base with two people, make sure the sides of the Foot base and the Head base are lined up straight with each other.



## STEP 4

Connect the two bases by connecting bar, which is in the accessory box. Half of the bar had been fixed with the foot base. Screw the other half by using 13mm wrench and 2 bolts (included). See the pictures as below.



## STEP 5



Take the clip out from the control box which is used to lock the plugs.



Plug the Foot motor cable into the control box plug labeled Foot Motor picture.



You also need to plug the message cable into the Y cable labeled Foot Massage.



Then fix the clip on the control box to lock all the plugs.

## Attaching the bed legs

Remove the six (6) bed legs from the accessory box. Hand tighten the legs by threading them clockwise into the pre-threaded holes on the bed frame.



## Installing the retainer bar



### STEP 1

Turn the bed frame over carefully, top side up.

### STEP 2

Insert the ends of the retainer bar into the quick connect brackets located at the foot of the bed.

## Setting up the electronics



### STEP 1

Take out the power supply and the power cord from the accessory box.

### STEP 2

Connect the power cord from the control box to the power supply.



### STEP 4

Plug the power cord into a working electrical outlet.

### STEP 5

Install the two (2) AAA batteries into the remote control.



### STEP 3

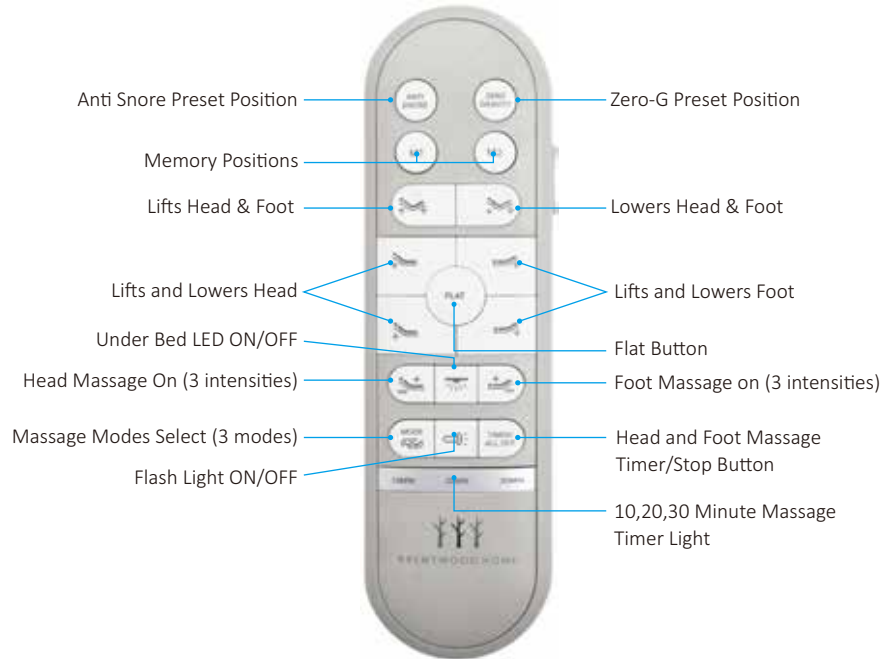
Connect the power cord that was packaged with the power supply to the power supply.



### STEP 6

Confirm the remote control works by pressing the lift buttons. Installation for single or independent operation of the bed frame is now complete.

## Remote Control Instructions



## ADJUST

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Lifts and Lowers Head



Lifts and Lowers Foot



The double▲▲arrows lift and lower the head & foot section of the base.



Press and hold the button, flash light will be on.

## ONE TOUCH BUTTONS

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Anti Snore Preset Position



Zero-G Preset Position



Flat Button



Memory Positions



Under Bed LED ON/OFF

## MESSAGE FEATURE

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Head Massage On (3 intensities)



Foot Massage on (3 intensities)



Massage Modes Select (3 modes)



The button will select a 10, 20 or 30 minute setting. Pressing a fourth time will turn off massage.

10 MIN 20 MIN 30 MIN

The light on the top of the remote indicates a 10,20 or 30(backlit of 10&20 MIN on) minute timer setting.

## Setting Programmable Positions and Pairing Remote

### SETTING PROGRAMMABLE POSITIONS

The adjustable base has a programmable feature that allows you to save custom positions. Please read all the instructions below before setting your custom presets on the remote.



#### STEP 1

Adjust the head and foot to your desired position.



#### STEP 2

Press and hold the flat button **FLAT** first, then press and hold memory button **M** for 5 seconds until you hear 2 beeps sound.

#### STEP 3

To adjust the saved position, repeat steps 1 and 2 and the new position will be saved.

### PAIRING REMOTE

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



#### STEP 1

Make sure the batteries work fine. Replace them when needed.



#### STEP 2

Plug the power cord to the power source.

#### STEP 3

Press and hold head lift and foot lift simultaneously, then press and hold the button on the cord of control box for 3 seconds until you hear 2 beeps sound, the remote is then paired.



## Setting Preset positions

### SETTING PRESET POSITIONS

The adjustable base has a programmable feature that allows you to modify preset positions. Please read all the instructions below before setting your preset positions on the remote.



#### STEP 1

Adjust the head and foot to your desired position.



#### STEP 2

Press and hold the flat button **FLAT** first, then press and hold Anti Snore button for 5 seconds until you hear 2 beeps sound.

#### STEP 3

To adjust the saved position, repeat steps 1 and 2 and the new position will be saved.

#### STEP 4

If you want to restore to factory settings, unplug the power supply for 5 seconds, then plug back in. The base will restore to factory settings.



## Emergency Battery Backup

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### *Overview*

*Important: The backup battery is only to be used in case of a power outage. Batteries are not to be used for normal operation of the base. The backup battery will not support repeated movement for an extended period of time.*

### *Backup Battery Use:*

Use two 9V batteries only (not included). If a power outage occurs, install the 9V batteries into the power supply to allow temporary power to the base (see image A).

### *Installing Batteries:*

Unplug the power cord from the outlet and remove the cover from the compartment on the underside of the power supply (see image B). Place two 9V batteries inside, close the cover and plug the power cord back into the wall outlet. The backup battery will not support repeated movement for extended periods of time. *After power is restored, unplug power cord, remove the batteries, then plug the power cord back into the wall for normal use.*

A



B



## Synchronizing Two Bases

(for Twin XL and Split sizes only)

### Pair Single Remote to Operate Two Bases Simultaneously

#### Step 1:

Ensure both bases (A and B) are plugged into a power source.



#### Step 2:

1. Make sure Remote A was already paired to Base A and Remote B was paired to Base B. If not, please pair them by following the pairing remote instructions on page 12.

2. On Remote A, press and hold Head Down and Foot Up at the same time, within 5 seconds, the Remote A backlit LEDs will blink. (Named Crossover)



3. Slide the side button to "L" position, then you can use Remote A to control Base A only.

4. If you slide the side button to "O" position, then you can also use Remote A to control Base A only.

5. Slide the side button to "R" position, then pair the Remote A to Base B, you can use Remote A to control Base B only.

If you want to use Remote A to control two bases simultaneously, slide the side button to "O" position.

Please note: If you want to control the bases through sliding the side button, only one remote can work. Another remote will not be workable.

So now you can not use Remote B to control Base B, you need to re-pair Remote B to Base B. Then if you want to use Remote B to control two bases, only follow the above steps 2-5 on Remote B.



Two remotes control two bases simultaneously.

On Remote B, press and hold Head Down and Foot Up at the same time, within 5 seconds, the Remote B backlit LEDs will blink. (Named Crossover)



For example:

1. If you want to use Remote A to control two bases, slide the side button to "O" position on Remote A.
2. If you want to use Remote A to control Base A only, slide the side button to "L" position on Remote A.
3. If you want to use Remote A to control Base B only, slide the side button to "R" position on Remote A.

The same steps for Remote B, if you want to use Remote B.

On Remote A, slide the side button to "L" position.

On Remote B, Press and Hold Head Down & Foot Down at the same time, within 5 seconds, the flashlight on Remote B will be on. Meanwhile press and hold Head Up & Foot Up on Remote A, then the flashlight on Remote B will blink. Now Remote B has learned Remote A successfully. Both remotes can control both bases simultaneously now.



Remote A



Remote B

## TO OPERATE THE BEDS SEPARATELY AGAIN

Step 1:

On Remote A, press and hold the Head Down and Foot Up buttons simultaneously until the backlit LED lights blink. The Remote A now only controls Base A and the sync toggle no longer functions.

Step 2:

Next, on Remote B, press and hold the Head Down and Foot Up buttons simultaneously until the backlit LED lights blink.

Step 3:

On Remote B, press and hold the Head Up and Foot Down buttons until the flashlight blinks.

Step 4:

Now, on Remote B, press and hold the Head Up and Foot Up buttons and the blue Pairing Button (located on the power cord) simultaneously until you hear a beep.

NOTE: Remote B now only controls Base B and the sync toggle no longer functions.



Remote A



Remote B



Remote B



Remote B



Pairing Button

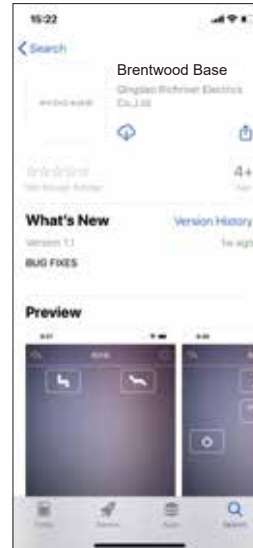
## Bluetooth Instructions

- Step 1: Plug base into power source
- Step 2: Turn Bluetooth on in cell phone
- Step 3: Install the APP

### Option 1)

1. Go to APP Store (IOS SYSTEM)/  
Google Store (ANDROID SYSTEM)
2. Type "Brentwood Base" into search  
field and select APP, press "install" to  
install APP onto cell phone as shown  
below

Option 2) Scan this QR code to APP stores  
for download.



Step 4: Control device via Brentwood Base APP.

- 1) Open Brentwood Base APP that was previously installed on cell phone as shown in picture below.



- 2) Refresh list and select your device as shown in picture below.



- 3) After selecting your device, the QR code can be found inside the remote on the back of the case that holds the batteries.



Step 5: Open control center and select desired options.



## Troubleshooting

In the event that the base fails to operate, assess the symptoms and possible solutions provided in the chart below.

SYMPTOMS	SOLUTIONS
Remote control illuminates and appears to be operable, but will not activate base.	Verify that the power cord is plugged into a working, grounded electrical outlet. Test the outlet by plugging in another working appliance.
No features of the base will activate.	<p>Program the remote control (see the Setting Programmable Positions and Pairing Remote section of this manual for programming procedures).</p> <p>Unplug the power cord, wait 30 seconds and plug back to reset electronic components.</p> <p>The surge protection device or the electrical outlet may be defective. Test the outlet by plugging in another working appliance.</p> <p>Verify that the connector on the base is securely attached to the control box.</p>
Wireless remote will not illuminate.	Replace the batteries in the wireless remote.
Head or foot section will elevate, but will not return to the flat position.	<p>Base mechanism may be obstructed. Elevate base and check for obstruction. Remove obstruction.</p> <p>Head section may be too close to the wall.</p> <p>Headboard may be too close to the edge of the mattress. Verify that there is enough distance between the headboard brackets and mattress. Adjust if required.</p>



## Troubleshooting

SYMPTOMS	SOLUTIONS
Head & Foot lift function has minor interference during operation.	<p>Check batteries in wireless remote control, replace with two (2) new AAA batteries if necessary.</p> <p>Make sure that you are following the duty cycle of the motors (do not operate more than two minutes over a 18-minute period, or approximately 10% duty cycle).</p> <p>Press the lift buttons squarely 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 appropriate button again. See FCC Compliance Statement on page 5 of this guide.</p>
Excessive massage motor noise.	<p>If the base is located on hard surface flooring, place carpet pieces or rubber casters cups (not included) under each leg.</p> <p>Using the wireless remote control, elevate the head or foot section a short distance to realign the mechanisms with the base support platform.</p> <p>Verify that your base is not positioned against a wall, nightstand, or other object that may cause the vibration or noise.</p> <p>If the base is installed over a bed frame, verify that the massage motors are not causing the base frame (or base frame components) to vibrate.</p> <p>Verify that the headboard attachment hardware is properly tightened (if used).</p>

## Troubleshooting

SYMPTOMS	SOLUTIONS
A clicking noise is heard under the base when raising or lowering.	This is normal. The lift motor relays “click” when they are engaged. No action is required.
Massage motor overheats or stops.	If the vibration motor overheats, the thermal protection will turn the motor off. Wait 30 minutes, turn the massage back on. If it does not come on, turn it off and report the situation to customer service.





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