

GALAXY

ADJUSTABLE BED



Owner's Manual

Model Number: CUSGX01

This product and all our bedding products are covered by one or more of the following issued and pending U.S. patents including Nos. 7448100, D657157, D663542, D657158, D657156, 8209801, 8209800, D663544, D663543 and other patents pending.

Photos are for illustration purposes only.

COPYRIGHT © 2019 CUSTOMATIC®

Serial Number: _____
(Place your serial number here for ready reference.)

Table of Contents

Safety Precautions	3
Parts List	5
Installation Guide	6
Remote Control Guide	8
Special Functions	10
Troubleshooting	11
Warranty & Registration	14



Safety Precautions

ATTENTION!

IMPORTANT SAFETY INSTRUCTIONS.

PLEASE READ THESE INSTRUCTIONS THOROUGHLY BEFORE USING THIS PRODUCT.



ELECTRICAL SAFETY

Always unplug this adjustable bed from the electrical outlet before any cleaning or maintenance 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 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.

Locking caster feature: This adjustable bed may be equipped with special locking casters. For your safety, these casters will prevent bed movement when all casters are in the locked position. To lock casters, push down the safety latch on the caster. To resume product mobility, lift the safety latch up.

NOTE: If your adjustable bed is positioned on a hard floor surface such as hardwood or tile, it is strongly recommended that rubber caster cups or carpet squares are placed under the casters in addition to locking them in place. Casters will not roll when locked, but may slide on an uncarpeted surface.



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

Safety Precautions

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 433.92MHZ

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 undesired operation.

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 three (3) minutes over a thirty (30) 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.

Massage motors, if any, will automatically shut off after running continuously for 15 minutes. All massage 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.

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 that all items in the parts list are included.



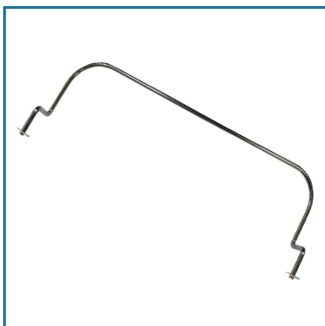
Remote control (1)



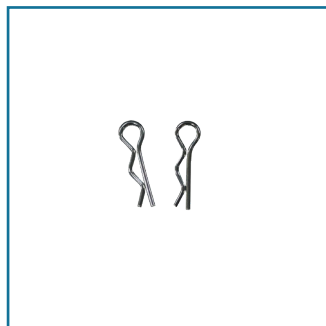
AAA batteries (3)



Adjustable bed legs (6) *



Mattress retainer bracket (1)



R pins (2) **



Bed leg strap (1) ***

* King and Cal King bed sizes have seven (7) adjustable bed legs.

** R pins are attached to both ends of the mattress retainer bracket.

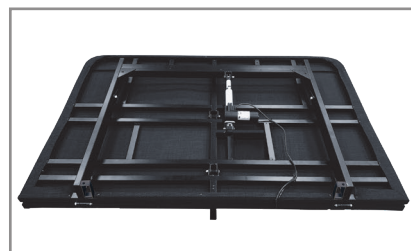
*** Only available with Twin XL, Split Cal King, and Split Queen bed sizes.

Installation Guide

NOTE: For safety reasons, lifting of the adjustable bed must always be performed by two (2) people; and the unit should always be be on a flat surface before opening.

Setting up your adjustable bed

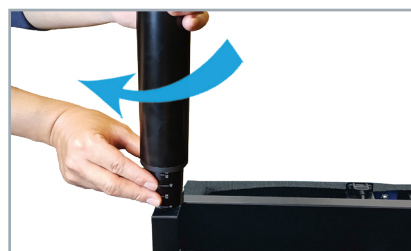
- 1 Open the box, and remove the accessory boxes from the adjustable bed.
- 2 Take out the bed legs from the accessory box.



- 3 On the folded adjustable bed, attach four (4) bed legs to the foot section by threading them in a clockwise direction into the pre-drilled holes.

NOTES:

- Make sure the legs are securely attached to the bed by gripping the base of the leg (as shown) and twisting it until completely tightened.
- Do not overtighten the bed legs.
- Make sure all legs are adjusted to the same height.



- 4 Turn the folded adjustable bed over carefully placing it on its legs. The head section is now facing upwards.

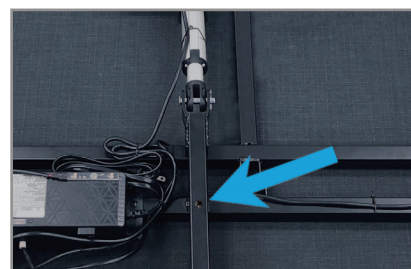
NOTE: Do not rest the adjustable bed on its side. The weight may damage the legs.

- 5 Attach the remaining two (2) bed legs to the head section of the folded bed.



IMPORTANT: For King and Cal King bed sizes, attach one (1) additional bed leg to the frame for stability and safety.

- 6 Remove and extend the power cord from the adjustable bed.
- 7 Unfold the bed.



Installation Guide

- 8 Plug the AC power cable into a working electrical outlet.

NOTE: For optimal safety, using a surge protector (not included) is highly recommended.

- 9 Install batteries in the remote control. Try all functions on the remote to make sure all features are operational.

NOTE: If the bed does not work, see the Troubleshooting section of this manual.

- 10 Return bed to flat position before continuing with the installation.

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.



IMPORTANT!

Make sure power cords do not obstruct any adjustable bed mechanisms.

Attaching the mattress retainer bracket

- 1 Remove the R pins from both ends of the retainer bracket.
- 2 Align both ends of the retainer bracket with the holes located at the foot of the bed, and then insert them into the holes.
- 3 From under the bed, re-attach the pins to both ends of the retainer bracket to keep them in place.

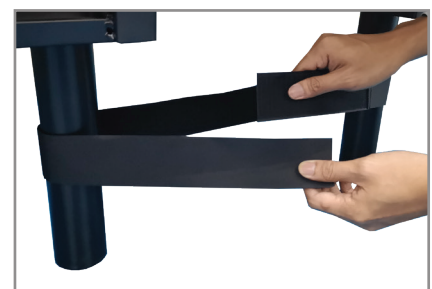
Place your mattress on the adjustable bed surface.
Your adjustable bed installation is now complete.



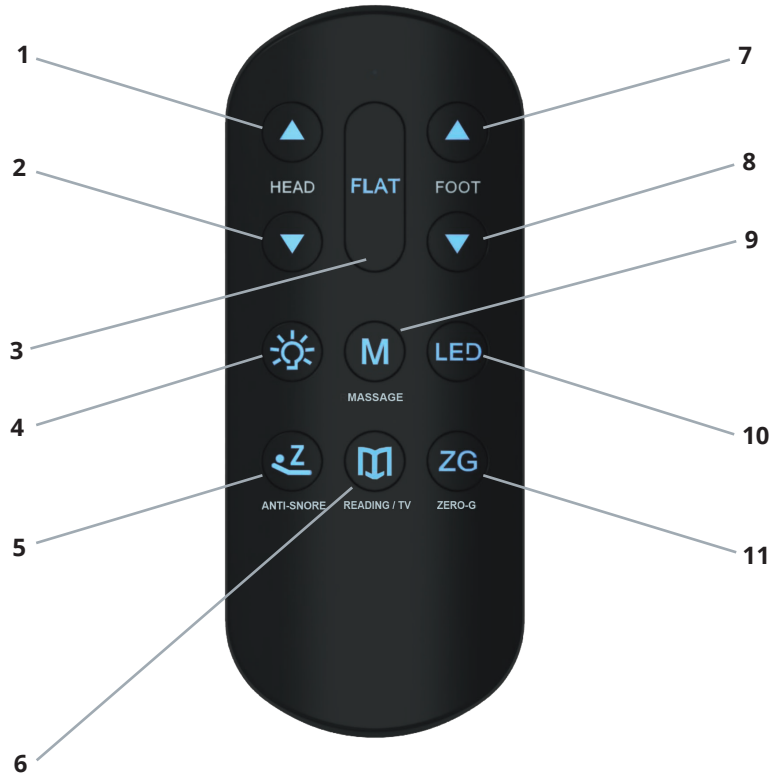
Installing the bed leg straps (optional)

To help prevent base separation when using two adjustable beds together, use the bed leg straps.

- 1 Wrap the bed legs (front & back) together tightly using the bed leg straps.
- 2 Fasten the straps to prevent movement & maintain stability.



Remote Control Guide



Head or Foot Position Adjustments (1, 2, 7, 8)

Press the up ▲ or down ▼ button to raise or lower the head or foot sections of your adjustable bed.

Flat (3)

Press this button to return the bed to a flat position.

Under Bed Light (4)

Press this button to turn the under bed lighting on or off to help you safely navigate in and out of bed during the night.

Presets

Anti-Snore (5)

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

Reading/TV (6)

Press this button to adjust the bed into a comfortable lounge position for reading, watching TV, or using your laptop.

Zero-G (11)

Press this button to elevate the legs slightly higher than the chest, in effect, allowing the blood to flow back to the heart to help reduce stress and fatigue.

Massage (9)

Press this button to activate the head massage. Press the button twice to increase the intensity. Press the button three times to increase the intensity to the maximum limit. Press the button four times or keep holding it down to stop massage.

LED Flashlight (10)

Press this button to turn the flashlight on your remote control on or off.

Remote Control Guide

Pairing your remote control to your adjustable bed

Your adjustable bed is already paired to your remote control at the factory. Manual pairing is only needed for replacement remote controls or to change tandem systems back to a single system.

NOTE: For the pairing to be successful, make sure the distance between the control box and the remote control is not more than 2 meters.

- 1 Plug your adjustable bed to a working electrical outlet. A surge protector is recommended.

The control box automatically enters and stays in pairing mode for 7 seconds.



LED light on the control box

- 2 On the remote control, press the **LED** and **Foot Up** (▲) buttons together for 3 seconds.

The LED light on the control box lights up and remains on, which means the pairing is successful.

Your remote control is now successfully paired with your adjustable bed.



Synchronizing two beds for tandem operation

To operate two adjustable beds simultaneously, you must pair both beds (Bed A and Bed B) to one remote control (Remote A).

- 1 Plug both Bed A and Bed B to working electrical outlets. A surge protector is recommended.
- 2 Press the **FLAT** button on Remote A and Remote B to align the beds properly in a flat position.
- 3 Unplug and then plug Bed B again to put it back into pairing mode. Pairing mode lasts for 7 seconds.
- 4 Using Remote A, press the **LED** and **Foot Up** (▲) buttons together for 3 seconds. The LED light on the control box lights up and remains on, which means the pairing is successful.

Bed A and Bed B can now be controlled simultaneously using Remote A.

NOTE: When operating beds in tandem, both beds should always be plugged into working electrical outlets.



LED light on the control box



Special Functions

Resetting your system

Resetting the system is sometimes necessary to restore the system to its factory setting, clear a system error, or change a tandem system to a single system or to two independent systems.

- 1 Unplug the power cord from the electrical outlet.
- 2 Press and hold the **FLAT** button to continue sending a signal to the control box, and then plug the power cord back in.
- 3 Wait for 7 seconds, and then release the **FLAT** button.

NOTE: The control box must receive the Flat signal from the remote control for at least 5 seconds after the power cord is plugged back in. The reset is complete.

- 4 Pair the remote control with the control box again. For more information, see "Pairing your remote control to your adjustable bed" on page 12.



Using the mounted USB ports

The convenient USB ports located on each side of your adjustable bed provide easy access for charging today's tech devices.



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.

- 1 Locate and remove the cover on the 9V battery compartment of your control box.
- 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 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

The adjustable bed does not respond when the remote is used. The remote does not work.

No features or functions of the adjustable bed activates.

The adjustable bed is squeaking.

SOLUTIONS

- 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.
1. Remove or loosen any pin, nut, bolt, or screw 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 Customatic's Customer Care Center).
 3. When placing the lubricated pin, nut, bolt, or screw 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.

Troubleshooting

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

SYMPTOM

SOLUTIONS

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 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.

The adjustable bed stutters when in motion.

1. Clear any clutter or obstructions under and around the adjustable bed. Radio frequency interference from other remotes or electronic devices may affect normal operation.
2. Check the batteries in the remote.
3. Press the lift buttons on the remote control firmly and accurately.

Troubleshooting

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

SYMPTOM

SOLUTIONS

Massage motors seem excessively loud during operation.

- 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).

Under bed lights are alternating.

1. Unplug the adjustable bed, and then plug it back in. Wait for one minute.
2. Press any button on the remote. Wait for 3 seconds.
3. Turn the under bed lights on. Lights should be working properly now.

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.

Sync one remote to both adjustable beds. For more information, see "Synchronizing two beds for tandem operation" on page 9.

Warranty

Limited Warranty For Adjustable Beds

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

1-Year Period for All Labor: The above warranty will apply for 1 year 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.

2-Year Period for All Components: The above warranty will apply for 2 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 Customatic® 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 Customatic, 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 Customatic 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 Customatic 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 Customatic for use and maintenance, including without limitation, weight limits and operation; modifications not performed by Customatic; use of any parts, components, or accessories that are not supplied by Customatic for the specific product and installed by an authorized Customatic service provider; use of the product for purposes or in a manner not expressly intended by Customatic 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 Customatic.

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



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:
CUSTOMATIC® TECHNOLOGIES™
Customer Care Center
19 Smiley Ingram Rd., Cartersville, GA 30121

You can also register your bed online at www.customaticbeds.com.

CLAIMS PROCESS: Prior to contacting Customatic, 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 Customatic customer service to initiate the claim and provide proof of status as the original retail purchaser from an authorized Customatic® products reseller and prior timely registration of the product (see PRODUCT REGISTRATION below); (2) identification of suspected defect and compliance with Customatic requests for documentation or other evidence of the defect, such as

return of parts to Customatic, the cost of which will be paid by Customatic if the defect is confirmed by it or inspection by an authorized Customatic service technician or other person approved in writing for that purpose by Customatic; and (3) remedy by Customatic as stated herein.

LIMITATION OF LIABILITY: In no event shall Customatic 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.

CUSTOMATIC® is a registered trademark of PPI, LLC; d.b.a. Customatic Technologies and Customatic Adjustable Bedz. All other product names, brands, and trademarks are the property of their respective owners.

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 NUMBER

1-720-458-5955

Please have your receipt ready and available.

THANK YOU AND ENJOY YOUR ADJUSTABLE BED!