



Owner's manual

Up

Adjustable bed



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	7
Warranty & registration	10

Model Number: 1100

Photos are for illustration purposes only.

COPYRIGHT © 2023 by Rize Home, LLC.

08.20.2023

Safety precautions

Attention!

READ THE FOLLOWING INFORMATION BEFORE USING THIS PRODUCT. USE OF A SURGE PROTECTOR (NOT INCLUDED) IS RECOMMENDED.

Electrical safety

Do not open or tamper with the transformer, control box, motors, or remote control (with the exception of battery compartments).

Small children and pets warning

Immediately dispose of all packing materials as it can smother small children and pets. Do not allow any persons or pets under the bed. Children should not operate the bed without adult supervision.

Hospital or convalescent use

Adjustable beds are designed and engineered for a lifestyle of in-home comfort and are not intended for hospital use or for a bed-ridden patient on an extended recovery. Adjustable beds are not equipped with bars to help patients get safely in and out of bed and are not intended to be used around tent-type oxygen therapy or explosive gases.

Health warning

Please consult your physician before use if you have any health conditions you are concerned about, as the motion may aggravate some conditions. Caution is especially advised for those with pacemakers, since the vibrating motion may cause the pacemaker to sense activity.

Product ratings

The bed lift motors are not designed for continuous use of more than 2 minutes in an 18-minute period, or approximately 10% duty cycle. Any attempt to circumvent or exceed this rating will shorten the life expectancy of the product.

Weight limit

The limitation for the bed is 850 lb. The bed will structurally support this weight provided it is evenly distributed across the head and foot sections. This product is not designed to support or lift this amount in the head or foot section alone. Exceeding this weight restriction could damage the bed and/

or cause injury. Enter or exit the bed in a flat position and do not sit on the head or foot sections while in the raised position.

Lifting / lowering mechanisms

It is normal for the raising and lowering feature on this bed to emit a minimal humming sound during operation.

Noise warning

The level of sound the bed emits is directly related to the environment. In a room with hardwood floors a vibrating noise can be noticeable. To reduce the resonance, place a piece of carpet or rubber caster cups under the legs. The rubber caster cups also prevent the bed from sliding when located on smooth or hard surface flooring.

Cord maintenance

Always unplug the base from the electrical outlet before cleaning or servicing the base. Keep the cord away from heated surfaces. For indoor use only. If the cord or plug is damaged or dropped in water, discontinue use of the bed base and contact qualified service personnel for examination and repair. Make sure the base is in a flat position before unplugging from the power source.

Emergency battery backup

This foundation is equipped with a battery backup that will assist in returning the base to a flat position during a power outage. To use this feature, simply install two 9volt batteries into the battery backing transformer. Use the reset button on the control box (black box attached to bottom of bed) to return the base to a flat position. Please do not use batteries for normal operation of the base.

Grounding safety

Failure to use a properly grounded outlet will compromise the bed's safety. Using adapters is not recommended unless the outlet is checked by a qualified electrician to ensure that the adapter is properly grounded.



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

Safety precautions

Warranty warning

This bed is specifically designed to require no regular maintenance. Opening or tampering with the control box, motors, or hand controls (except the battery compartment) will void the warranty. Only an authorized repair technician may conduct repairs or parts replacements on your Rize Home adjustable bed. Unauthorized modifications to this product could void your warranty.

Moving after installation

Do not place the adjustable base vertically on its head or foot sections as this may cause injury or damage the base. Due to the heavy weight, two people should always be used to move the bed after the excess weight is removed.

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 all items in the parts list are included.



Wired Remote control (1)



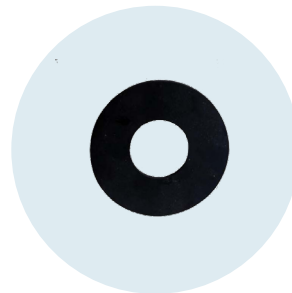
Mattress retainer bar (1) *



Input power cord and power supply (1)



Post bed legs (6)



Gaskets (6)



Pairing cable (1) *



Bed leg strap (1) *

* Included in Twin XL bases. Used when connecting two bases together.

Installation guide

Setting up your adjustable bed

- 1 With two people, carefully lift the bed base out of the shipping carton and place it flat on the floor with the top side facing downward. Verify that all parts are available before discarding any packing materials.
- 2 Unfold the base. Keep the top side facing down.
- 3 Plug the input power cord into the power supply.
- 4 Connect the power supply to the head motor attached to the bed.
- 5 Connect the wired remote control to the head motor attached to the bed.
- 6 Slide a gasket over the bolt at the top of each bed leg. Attach the legs to the threaded holes in each corner of the frame. Tighten until secure, but do not overtighten.
- 7 With two people, turn the bed over so that the legs are on the floor. Do not rest the bed on the legs while flipping it over, as that can cause damage.
- 8 Make sure the cords do not interfere with operation of the bed. Plug the power cord into a grounded electrical outlet. A surge protector (not included) is recommended.
- 9 Verify that the bed is operational by using each function on the remote. Then return the bed to a flat position.
- 10 Insert the mattress retainer bar into the two holes at the foot end of the bed. Place your mattress and bedding on top. Your adjustable bed is now ready to use.



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

Installation guide

Assembling the headboard bracket (optional)

NOTE: Headboard bracket parts are sold separately. Hardware to attach headboard to brackets is not included.

- 1 If the bed is in use, remove all bedding and the retainer bar. With two people, flip the adjustable bed over so that the top side faces the floor.
- 2 Remove both of the legs from the head section of the bed by turning them in a counterclockwise direction. Leave the rubber gasket on the frame's round panel.
- 3 Slide the short, inner headboard bracket over the rubber gasket and round panel where the leg was. Make sure the bracket opening is on the outside of the bed. Then, re-attach the leg to the bed by putting the screw in the leg through the bracket and into the hole in the round panel. Turn the leg clockwise to secure.
- 4 Place the open side of the large, outer headboard bracket over the inner headboard bracket end piece. The long slots on the outer headboard bracket should line up with the screw hole of the inner headboard bracket. The vertical part of the outer bracket should be on the outside of the bed, as shown.
- 5 Secure the outer headboard bracket to the inner headboard bracket using a large screw and washer. The width of the outer headboard bracket should align to the width of your headboard. Repeat on the other side. Once both brackets are aligned properly, tighten the screw with an Allen wrench (included with the headboard bracket kit).
- 6 Attach the legs of your headboard to the vertical sections of the outer headboard brackets using the headboard attachment hardware. Any necessary hardware should be included with your headboard and is not included with the headboard bracket kit.

NOTE: The headboard brackets can be adjusted for optimal distance between the headboard and your adjustable bed. We recommend leaving a distance of 1.5" to 2" between the bed base and the headboard bracket.



NOTE: The slots of the vertical end of the outer headboard brackets should align with the slots on the leg of your headboard. If the slots are not aligning, adjust the width by unscrewing the outer headboard bracket to realign with your headboard's slots.

Remote control guide



Head Position Adjustments (1 & 2)

Press the "head up" (1) or "head down" (2) buttons to raise or lower the head section of your adjustable bed.

Attached Cord (3)

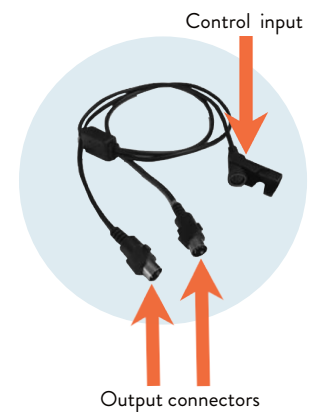
Your bed includes an attached remote. Functions of the bed cannot be used if the remote is disconnected.

Remote control guide

Using two bases with one remote

To operate two Twin XL bases together as one bed.

- 1 Set up both bases and position them next to each other following the instructions on page 7.
- 2 Raise the heads of both beds to access the control systems under the beds.
- 3 Carefully unplug both wired remote controls from the motors on the undersides of the beds. Place one of the remotes aside, as you will only need one remote to operate both beds.
- 4 Remove one of the pairing cables from one of the bases and extend the cord. Plug in one of the round output connectors of the pairing cord into head motor on one of the bases.
- 5 Plug the remote control cord into the control input side of the pairing cord.
- 6 Before using the adjustable base, make sure that the cords don't interfere with any of the bed's operations.
- 7 Before using the adjustable base, move the remote and the cord to the preferred side of the bed. Make sure that the cords don't interfere with any of the bed's operations.
- 8 Both bases should operate as one bed.



Warranty



5 Year Limited Warranty - Up Adjustable Bed

RIZE HOME® WARRANTS THAT IT WILL, AT THEIR OPTION, REPLACE OR REPAIR THE PURCHASER'S ADJUSTABLE BED PARTS IF THEY ARE DEFECTIVE DUE TO FAULTY WORKMANSHIP OR MATERIALS, SUBJECT TO THE LIMITATIONS DESCRIBED IN THIS WARRANTY.

THIS WARRANTY APPLIES ONLY TO THE UP MODEL OF ADJUSTABLE BED. THE MODEL MAY BE IDENTIFIED BY REFERENCE TO THE SERIAL NUMBER ON THE PRODUCT.

1-Year Period for All Parts: The Rize Home Up model is warranted against defects in the workmanship or materials for a period of one (1) year from the date of purchase. During the first year of the warranty, the coverage includes: factory-supplied electronics, electrical components, drive motors, power supply, and power supply cords. Upon notice during the first year from the warranty commencement date, Rize Home will send free replacement parts to the Purchaser. The Purchaser shall bear all service, transportation, labor, and shipping costs associated with the repair or replacement of the defective part(s).

2-5 Year Period Partial Coverage of Parts: During years two through five, Rize Home will offer a prorated warranty on the frame. The frame consists of the metal structure of the adjustable bed, and specifically excludes the cover, side rails, decking, legs, motors, control box, remote control, power supply, and power supply cords. The warranty will be reduced by one-fourth for each year beyond the first year. During this period, Rize Home shall bear the remainder of the cost of the frame, if needed. The purchaser shall bear all service, transportation, labor, and shipping costs associated with the repair or replacement of the defective part(s) during the entire warranty period. At the sole discretion and direction of the manufacturer, parts demonstrated to be defective must be returned. Return of the frame may be required.

ADDITIONAL TERMS AND CONDITIONS

In no situation will this warranty cover any damage caused by misuse or normal wear, or by excessive weight placed upon the bed. This warranty does not cover any purchaser other than the original Purchaser, and it will not cover any product purchased from an unauthorized third party. If you are not the original purchaser, you accept the adjustable bed "as is" and "with all faults." Any purchases of "floor models" are considered to be "as is" products and are subject to the terms thereof.

If you did not purchase this bed from an authorized distributor/retailer, we will require a proof of purchase demonstrating that you are the original Purchaser and are eligible to make a valid claim under this warranty. If original proof of purchase is not provided by the Purchaser, Rize Home reserves the right to determine whether or not the unit is covered by this warranty, and may designate the manufacturing date as the warranty commencement date.

This warranty does not include coverage for any damage caused by the Purchaser or by other users, if the product has been used in a manner inconsistent with the operation and maintenance procedures outlined in the owner's manual, this warranty, or any other applicable document published or approved by Rize Home.

Nor does it include coverage if the product has been repaired or modified by the Purchaser or by any unauthorized party, or if the product has been damaged in transit.

This warranty does not apply to damage to mattresses, fabric, cables, electrical cords, or items supplied by resellers. Contact the reseller or other appropriate party for warranty information on these items. Nor does this warranty apply to any unnecessary service calls, including costs for in-home service calls solely for the purpose of education about the unit or finding an unsatisfactory power connection. In addition, if the recommended weight restrictions are not followed (up to 850 lb. per base), this warranty is void.

Replacement parts may be provided new or reconditioned at Rize Home's discretion.

There is no warranty at all after five years, dating from commencement of this Limited Warranty.

ADDITIONAL LIMITATIONS ON WARRANTY COVERAGE

Repairs to or replacement of the Rize Home bed or its components under the terms of this Limited Warranty will apply to the original warranty period and will not serve to extend such period. This warranty begins on the "warranty commencement date," which is the date of purchase for new, unused products.

The decision to repair or to replace defective parts under this Limited Warranty shall be made by Rize Home at its sole discretion.

Registration

RIZE HOME® SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. THE EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY SHALL BE REPLACEMENT OR CREDIT TOWARDS REPLACEMENT AS SET FORTH HEREIN. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THE WARRANTY DESCRIBED ON THE FACE OF THIS LIMITED WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply. This warranty gives the Purchaser specific legal rights, and the purchaser may also have other legal rights, which may vary from state to state. This warranty is valid in all 50 states, Puerto Rico, and Canada.

If you experience any problem with your Rize Home bed during the warranty period, please contact Rize Home Customer Service by calling the telephone number located on the back cover of this manual.



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:

Rize Home, LLC Customer Care Center
31050 Diamond Parkway
Solon, OH 44139

Customer Care Center Phone

1-800-444-8444

**You can also register your bed
online at www.rizehome.com.**



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 TOLL FREE NUMBER

800-444-8444

Please have your receipt ready and available.

Thank you and enjoy your adjustable bed!