



Owner's manual

Rize Split

Adjustable bed



SERIAL NUMBER: _____

(Place your serial number here for ready reference)



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SERIAL NUMBER: _____

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Photos are for illustration purposes only.

Model Number: GYOX4

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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 suffocation to 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

This adjustable bed was designed and engineered for a life-style of in-home comfort and is not intended for hospital use or for a bed-ridden patient on an extended recovery. This bed is 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 750 lb. The bed will structurally support this weight, provided it is evenly distributed across the head and foot sections when a person is lying down. 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.

Noise warning

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

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.

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

All electronics and components that need to be installed are located in boxes under the base or attached to the frame. Before discarding any packing materials, check the adjustable bed carton and verify all items in the parts list are included.



Remote controls (2)



AAA batteries (6)



8" + 3" + 2" legs (6)



Mattress retainer bar (1)*



Input power cord and power supply (1)

* King size comes with 2 mattress retainer bars

Installation guide

Setting up your adjustable bed

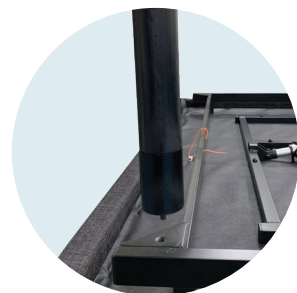
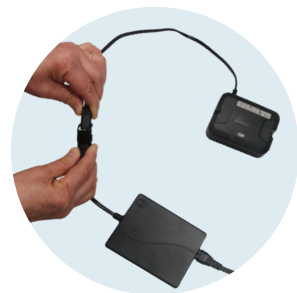
- 1 With two people, carefully lift the bed base out of shipping carton and place it flat on the floor with the top side facing downward.
- 2 Unfold the base. Keep the top side facing down.
- 3 Plug the input power cord into the power supply.
- 4 Connect the power supply to the control box, which is the black box attached to the bottom of the bed.
- 5 Assemble the legs using any combination of the 8", 3", and 2" leg sections to choose your bed's desired height. All legs must be the same height.
- 6 Attach the legs to the adjustable bed using the pre-drilled holes on the frame. Do not over tighten.
- 7 Next, the remote controls will need to be paired to the bed. Put the included AAA batteries into the battery compartments on the remote controls.
- 8 Find the pairing button on the control box on the underside of the bed.

Method 1: Plug the power cord into the wall outlet, then press and hold the pairing button for three seconds. A light will flash quickly to indicate the bed is ready for pairing. Within fifteen (15) seconds, press and hold the head up and foot up buttons on the remote control simultaneously for three seconds. A short beeping sound along with the backlight of the remote control flashing will indicate the remote has been paired.

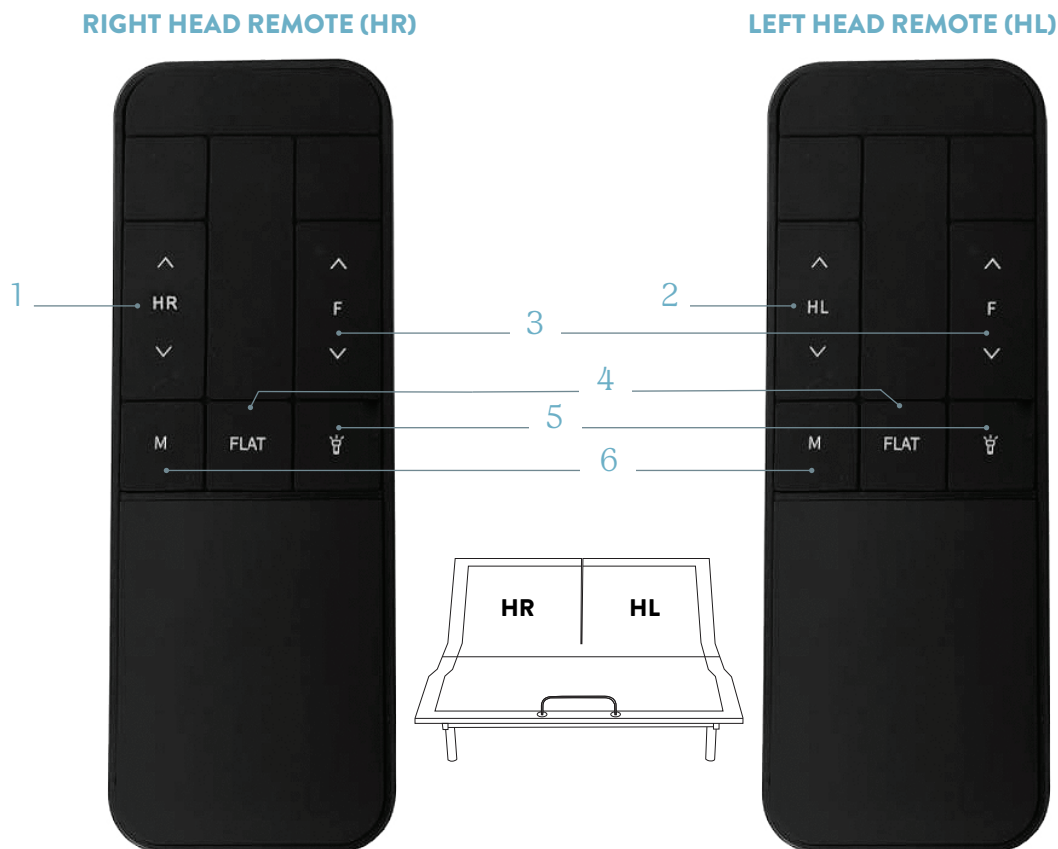
Method 2: Unplug and plug in the adjustable base again, the light will flash quickly on the control box. Within fifteen (15) seconds, press the head up and foot up buttons on the remote control simultaneously. A short beeping sound along with the backlight of the remote control flashing will indicate the remote has been paired.

Repeat above steps to pair second remote control.



- 9 **NOTE:** Please unplug the bed before completing this step. With two people, carefully lift the adjustable bed and set it in place upright on its legs. Excessive pressure may damage the legs. Remove all protective plastic covering.
- 10 Insert mattress retainer bar into the two holes at the foot end of the bed.
- 11 Plug the powercord into a grounded electrical outlet. A surge protector (not included) is recommended. Verify that the bed is operational by using each function on the remote.



Remote control guide





Right Head Position Adjustments (1)

Press the UP  or DOWN  arrows on the "HR" button to raise or lower the right head section of your bed.

Left Head Position Adjustments (2)

Press the UP  or DOWN  arrows on the "HL" button to raise or lower the left head section of your bed.

Foot Position Adjustments (3)

Press the UP  or DOWN  arrows on the "F" button to raise or lower the foot section of your bed.

Presets (4, 5, 6)

FLAT (4)

Press this button to return the bed to flat position.

FLASHLIGHT (5)

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

MEMORY (6)

Save your favorite position by adjusting the sections to your desired position. Press and hold the "M" button on the remote for 3 seconds., you will hear a beep and the positions is saved.

NOTE: Make sure your bed is in a flat position before using it.

Troubleshooting

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

Symptom

Solutions

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

No features or functions of the adjustable bed activates.

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 1 minute, 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.

Check that the surge protection device or electrical outlet is not defective. Test the outlet by plugging in another working appliance.

Remote control does not work or light up.

Check if the remote buttons light up when pressed. If not, replace the batteries.

The adjustable bed stutters when in motion.

Clear any clutter or obstructions under and around the adjustable bed. Radio frequency interference from other remotes or electronic devices may affect normal operation.

Check the batteries in the remote.

Assure the keys on remote are being pressed firmly down when operating the Head and Foot buttons.

Warranty



Limited Warranty For Adjustable Beds

LIMITED WARRANTY: Subject to the terms and conditions set forth herein, the manufacturer of this product, Rize Home, LLC warrants to the original retail purchaser for the time periods stated herein that the adjustable bed system purchased from an authorized reseller of genuine Rize Home, LLC 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 Rize Home, LLC 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.

3-Year Period for All Components: The above warranty will apply for 3 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 4 through 20, the warranty will be reduced by one-seventeenth (1/17) for each year beyond the third 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 Rize Home, LLC 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 Rize Home, LLC, 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 Rize Home, LLC 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 Rize Home, LLC 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 Rize Home, LLC for use and maintenance, including without limitation, weight limits and operation; modifications not performed by Rize Home, LLC; use of any parts, components, or accessories that are not supplied by Rize Home, LLC for the specific product and installed by an authorized Rize Home, LLC service provider; use of the product for purposes or in a manner not expressly intended by Rize Home, LLC 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 Rize Home, LLC.

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

CLAIMS PROCESS: Prior to contacting Rize Home, LLC, 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 Rize Home, LLC customer service to initiate the claim and provide proof of status as the original retail purchaser from an authorized Rize Home, LLC products reseller and prior timely registration of the product (see PRODUCT REGISTRATION below); (2) identification of suspected defect and compliance with Rize Home, LLC requests for documentation or other evidence of the defect, such as return of parts to Rize Home, LLC, the cost of which will be paid by Rize Home, LLC if the defect is confirmed by it or inspection by an authorized Rize Home, LLC service technician or other person approved in writing for that purpose by Rize Home, LLC; and (3) remedy by Rize Home, LLC as stated herein.

LIMITATION OF LIABILITY: In no event shall Rize Home, LLC 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.

Warranty



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!