



Owner's manual

# Plus

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## Adjustable bed



**Model Number: GY4500**

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02.15.2024

SERIAL NUMBER: \_\_\_\_\_

(Place your serial number here for ready reference)

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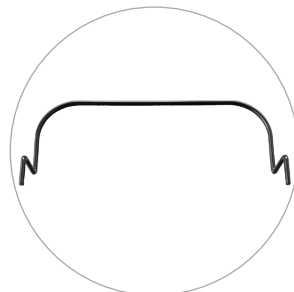
## Parts list

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Before discarding any packing materials, check the adjustable bed carton and verify all items in the parts list are included.



Remote control (1)



Mattress retainer bar (1)\*



Input power cord and power supply (1)



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

\* King size comes with 2 mattress retainer bars.

# Safety precautions

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## 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.

### **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.

### **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.



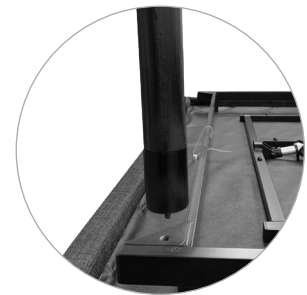
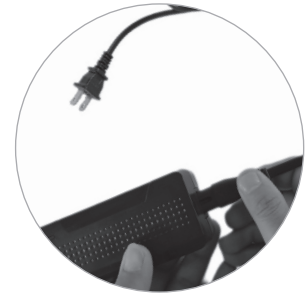
FOR OPTIMAL SAFETY, YOUR ADJUSTABLE BED SHOULD BE PLUGGED INTO A SURGE PROTECTOR (not supplied with this adjustable bed).

# Installation guide

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## 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 control box, which is the black box attached to the bottom of the bed.
- 5 Attach the legs to the threaded holes in each corner and center of the frame. Tighten until secure, but do not overtighten.
- 6 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.
- 7 From under the head and foot sections of the bed, cut and remove the zip ties holding the bars. **NOTE:** Cut these zip ties only **AFTER** the adjustable bed is turned over on its legs.
- 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.

# Remote control guide

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## 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.

## Foot Position Adjustments (3 & 4)

Press the "foot up" (3) or "foot down" (4) buttons to raise or lower the foot section of your adjustable bed.

## Presets (5, 6, 7)

### FLASHLIGHT (5)

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

### FLAT (7)

Press this button to return the bed to flat position.

### 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 postions is saved.

# 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. Labor costs are not covered.

**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, 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.

*All product names, brands, and trademarks are the property of their respective owners.*

# 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](http://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!*