

**MATTRESS
FIRM[®]**

900
POWER BASE



Owner's Manual

Model Number: MA04MFD01

This product and all our bedding products are covered by one or more of the following issued and pending U.S. patents including Nos. 9706848, 9744088, 8209801, 9795223, 8769739, 8209800, 9706848, 8769739, D663968, and other patents pending.

Photos are for illustration purposes only.

COPYRIGHT © 2023 by Rize Home, LLC.

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	11
Special Functions	14
Troubleshooting	15
Warranty & Registration	18



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 adjustable 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 adjustable bed 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 lb. 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.

NOTE: If your adjustable bed is positioned on a hard floor surface such as hardwood or tile, it is recommended that rubber cups or carpet squares are placed under the legs to prevent damaging or scratching your floor.



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 2402~2480 MHZ

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.

Any change to the antenna or the device could result in the device exceeding the RF exposure requirements and void user's right to operate the device.



CONSUMERS WITH PACEMAKERS

It is possible that the (optional) vibrating feature of this 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 hand 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 30 seconds after the excess weight is removed.

Massage motors 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.

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.

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.



Remote control (1)



AAA batteries (3)



8" post bed legs (6)



3" post bed legs (6)



2" leg extenders (6)



Mattress retainer bar (1)



Anti-skid pads



Sync cable (1) *



Bed leg strap (1) *

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

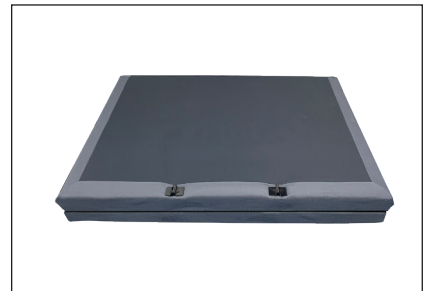
Installation Guide

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

Setting up your adjustable bed

- 1 Open the box.
- 2 Lift the folded adjustable base out of the box, place it on a flat floor and unfold it.

NOTE: Hold the edge of the base when unfolding it. Do not hold the metal frames to avoid potential injury.



- 3 Remove the accessory boxes from inside the frame. Remove the retainer bracket and power supply attached to the adjustable base.

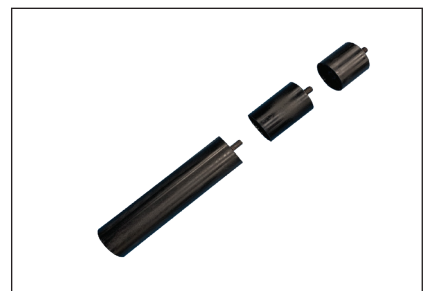
NOTE: Take note of the orange zip ties holding the frame near the head and foot section of the base. You will cut these ties later in the setup.



If you are installing the adjustable base on a platform or slatpack bedding system, do not install the legs. Proceed to step 6.

- 4 Attach the 3" post bed legs to the 8" post bed legs.

NOTE: If you want to add more height to the adjustable leg, attach the leg extender to the post bed legs.



- 5 Attach the bed legs to the adjustable base by threading them in a clockwise direction into the pre-drilled holes on the frame.

NOTE: Do not overtighten the bed legs.



Installation Guide

- 6 Remove and extend the power cord from the frame.

If you are installing your adjustable base on a platform or slatpack bedding system, apply anti-skid pads to the frame first. For more information, refer to "Applying anti-skid pads for platform bed use" on page 10.

- 7 Lift one side of the base and then turn it over carefully so the top side is now facing up.

NOTES:

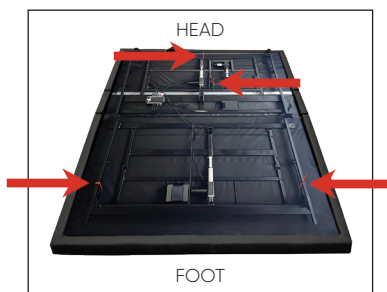
- When turning the base over, hold the frame and not any part of the deck to avoid damaging the adjustable base.
- Do not put stress on the base when resting on its side as this may damage the legs.



- 8 From under the head, lumbar, and foot sections of the base, cut and remove the orange zip ties holding the bars.

NOTES:

- Cut these zip ties only AFTER the adjustable base is turned over on its legs or placed on a platform bed with the top side facing up.
- There are two (2) zip ties on each side of the foot section, one (1) orange zip tie under the head section, and one (1) zip tie under the lumbar section.



Zip ties on the head, lumbar, and foot sections of the base



IMPORTANT! Make sure power cords do not obstruct any adjustable base mechanisms.

Installation Guide

Setting up the electronics


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

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

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

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

- 3 Return base to flat position before continuing with the installation.

NOTE: Make sure your base is in a flat position before using it. Press the Flat  button on the remote control after plugging in the power cord.



Attaching the mattress retainer bar

- 1 Align the open ends of the retainer bar with the "loop" retainer anchors located at the foot of the bed.
- 2 Slide the retainer bar into the anchors allowing the ends to glide into the loop.

If the adjustable bed is set up without a headboard, place your mattress on the adjustable bed surface. Your adjustable bed installation is now complete.

If a headboard is to be installed, see "Assembling the headboard bracket."



Installing the bed leg strap (optional)

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

- 1 Line up the two adjustable beds, then use the bed leg strap to wrap the inside legs together tightly (front leg to front leg and back leg to back leg).
- 2 Fasten the strap to prevent movement & maintain stability.

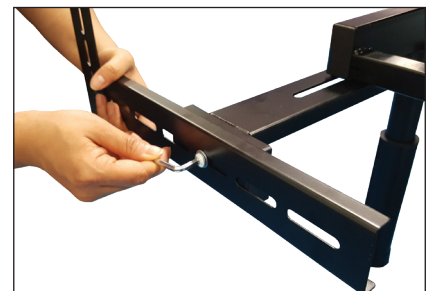


Installation Guide

Assembling the headboard bracket (optional)

NOTE: Headboard bracket parts are sold separately.

- 1 Turn the adjustable base over with the top side facing downward.
- 2 Remove the leg from the head section of the adjustable base by turning the leg in a counter-clockwise direction.
- 3 Slide the inner headboard bracket over the hole for the leg installation. (The bracket opening should face away from the adjustable base.)
- 4 Screw the leg back in by turning it clockwise. This will secure the inner headboard bracket to the adjustable base.
- 5 Place the open side of the outer headboard bracket onto the exposed square tube of the inner headboard bracket.
- 6 Insert a retainer bolt fitted with a washer through the outer headboard bracket and into the inner headboard bracket. Tighten the bolt with an Allen key wrench. Leave loose enough for adjusting.
- 7 Repeat steps 2 to 6 to install the brackets on the other side of the head section of the adjustable base.



NOTE: When the headboard brackets are assembled, make sure there is a space of 1.5 inches (38.1mm) to 2 inches (50.8mm) between the edge of the base and the headboard brackets.

- 8 Turn the adjustable base over into an upright position. Move the base and the headboard as close as possible to their final location, then install the headboard.

NOTE: If you need to adjust the headboard brackets, unscrew the bolts holding the outer headboard brackets and move the brackets accordingly. Reinstall the bolts and tighten securely.

- 9 Place your mattress on the adjustable base surface. Your adjustable base and headboard installation is now complete.

IMPORTANT!

- Failure to follow the installation steps as they appear in this guide could result in damage to your adjustable base.
- For safety reasons, lifting of the adjustable base must always be performed by two (2) people; and the unit should always be on a flat surface.
- Make sure to position the bottom of the headboard cross member no more than 3 inches (76.2mm) between the headboard and the top of the mattress.

Installation Guide

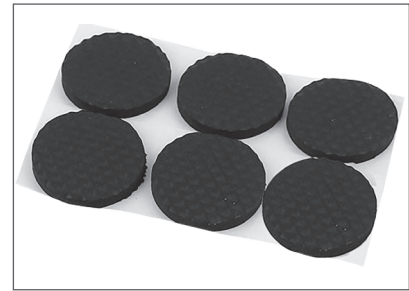
Applying the anti-skid pads for platform bed use

The adjustable base is also created for platform or slatpack bed systems. Before installing on a platform or slat pack bed, apply anti-skid pads under the adjustable base to keep it in place.

- 1 Turn your adjustable base on its side and then locate the areas near the center brackets and corner brackets of the frame.

NOTE: For safety reasons, lifting of the adjustable base must always be performed by two (2) people.

- 2 Take the anti-skid pads and remove them from the adhesive backer.

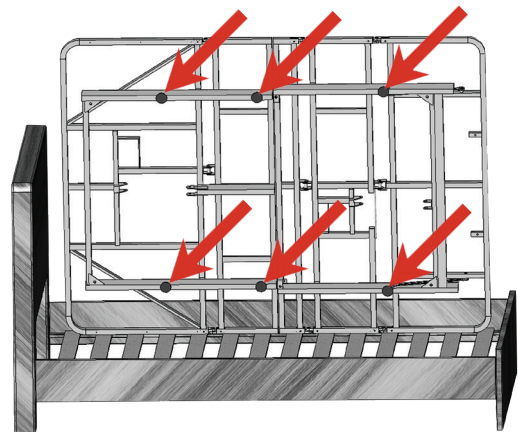


The anti-skid pads are packed inside the parts box.

- 3 Apply the anti-skid pads on each of the identified areas near the center and corner brackets as shown.

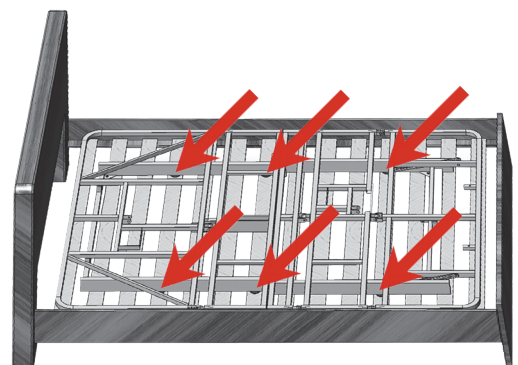
IMPORTANT!

- Make sure to align the anti-skid pads so that they will rest on one of the slats under the adjustable base. If your bed system is a solid deck surface, there is no need to align the pads to a slat.
- For the areas near the center brackets, you may apply the anti-skid pads to either side of the center bracket. Make sure to align them with the slats.
- A total of 6 anti-skid pads must be applied to the adjustable base to secure the frame in place and keep it from slipping.



- 4 After applying all the anti-skid pads under the adjustable base, carefully place the adjustable base onto the platform or slats.

- 5 To continue setting up the other parts of your adjustable base, go back to page 7.





IMPORTANT! Make sure your platform or slatpack base can support the maximum weight of the adjustable base (135 lb for Queen beds and 163 lb for King beds) and the mattress.

Remote Control Guide



Head, Lumbar, and Foot Position Adjustments (3, 4, 8)

Press the UP  or DOWN  button to raise or lower the head, lumbar, and foot sections of your adjustable bed. The "Head Tilt" feature allows you to further bend the head section of the bed for improved neck comfort and better body contour when you're propped at a higher angle.

Presets

Leisure (1)

Press this button to activate the leisure position. This preset raises the head and foot sections slightly to help remove stress and tension from your lower back.

Incline (2)

Press this button to activate the incline position. This preset raises the head section to an ideal position for watching TV, reading, or laptop use.

Zero Gravity (6)

Press this button to activate the zero gravity position. This preset position elevates the legs slightly higher than the chest, in effect, allowing the blood to flow back to the heart to help reduce stress and fatigue.

Program (7)

Press this button together with a preset button to override factory default presets with your customized presets. For more information, see "Customizing the preset buttons" on page 12.

Flat (9)

Press this button and then release to return the bed to a flat position.

NOTES:

- If the massage motors are on and the Flat button is pressed, the motors will stop operating during the lowering of the bed.
- 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.




Remote Control Guide

Anti-Snore (10)


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

Massage

Start Massage (11)

Press the UP  button to activate the massage feature on the head and foot sections of the bed. Intensity starts at level 3. Press the UP  or DOWN  button to gradually increase or decrease the intensity of the massage.

NOTES:

- The massage intensity remains at its lowest level and does not turn off even when the intensity DOWN  button is pressed repeatedly. To disable any active massage, press the **Stop Massage** button.
- This feature has an Auto Shutoff Timer that automatically turns off the massage after 15 minutes of continuous use.

Wave Mode (12)

Press this button to activate and select from different massage feels. The LED lights indicate the mode you have selected. You can also press this button to turn the head and foot massages on. Wave mode intensity starts at level 4.

Stop Massage (5)

Press this button to disable any active massage.

Under Bed Light (13)

Press this button to turn the under bed lighting on, helping you safely navigate in and out of bed during the night. The under bed light has seven (7) colors. Press this button multiple times to change colors. Press and hold to turn the under bed light off.

Understanding the remote control features

- The adjustable bed uses BLE (Bluetooth® Low Energy) remote control system.
- The buttons are backlit when pressed to aid in the visibility of the remote control in low-light environments.
- It is not necessary to face the receiver when operating the remote control. Remote signal is best transmitted within 9 feet (3 meters) of the bed.

NOTE: The bed may show minor intermittent performance because of typical radio frequency interference. This is normal in the operation of the bed, not a defect.

Customizing the preset buttons

You can store new head and foot positions by customizing the preset buttons: Incline, Leisure, and Zero Gravity. These can be reprogrammed with your desired positions at any time. For safety reasons, the Anti-Snore and Flat buttons cannot be customized.

- 1 Move the head and/or foot sections to your desired position.
- 2 Press and hold the **Program** button and any of the preset buttons at the same time for 2.5 seconds.

The new bed position is now stored in your selected preset button overriding the factory default.

To restore the presets to their factory settings, see "Resetting your system" on page 14.



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.

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 Unplug the power cord from the electrical outlet. If installed, remove the two (2) 9V alkaline batteries intended for back-up battery power.
- 2 Plug the power cord back to a working electrical outlet. A surge protector is recommended. The LED light on the control box turns blue and the control box is in remote pairing mode for 20 seconds.
- 3 On your remote control, press and hold the **Flat** and **Stop** buttons for 4 seconds.

If the pairing is successful, the LED light on the control box turns green immediately. If pairing fails, the LED light on the control box stays blue and turns green only after the 20-second timeout. Repeat steps 1 to 3 until pairing is successful.



Synchronizing two beds for tandem operation

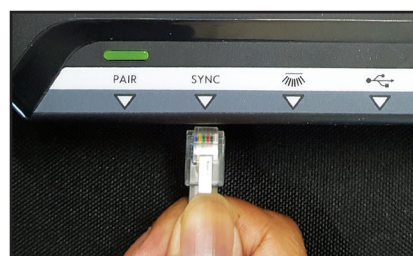
To operate two adjustable beds simultaneously, you must connect both beds using a sync cable.

- 1 Plug both Bed A and Bed B to working electrical outlets. A surge protector is recommended.
- 2 Before starting the sync process, make sure Bed A and Bed B are in a flat position. Press the **Flat** button on Remote A and Remote B to align the beds properly.
- 3 Plug one end of the sync cable to the control box on Bed A. Insert it into the port labeled SYNC.

Plug the other end of the sync cable to the control box on Bed B. Insert it into the port labeled SYNC.

Beds A and B can now be controlled by both remote controls at any given time.

NOTE: When doing a tandem operation, make sure both Bed A and Bed B are plugged into a working electrical outlets.



Remote Control Guide

Resetting your system

Resetting the system is sometimes necessary to restore any customizations on the preset buttons to its factory settings.

On the remote control, press and hold the **Program** and **Flat** buttons for 2.5 seconds until the remote backlight flashes.

All customized settings on the remote control are now restored to their default settings.



Special Functions

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

The power supply unit on your adjustable bed supports the emergency power down feature if a power failure occurs while the head, lumbar, and/or foot sections are raised.

NOTE: Install the 9V batteries in the power supply unit only during a power failure when the emergency power down function is needed.

- 1 Locate and remove the cover on the 9V battery compartment in the power supply unit.
- 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.



Special Functions

Connecting your bed to a smart device

Your adjustable bed can be controlled using your iOS or Android smart device through the Mattress Firm 900 - O mobile app.


Before connecting your bed to the mobile app, do the following:

- Make sure your adjustable bed is plugged into a working electrical outlet and the control box is on.
- Download and install the Mattress Firm 900 - O mobile app from the App Store® or the Google Play™ Store.
- For iOS users, turn on your device's Bluetooth®. For Android users, turn on your device's Bluetooth® and Location settings.

- 1** If you are connecting your bed to the mobile app for the first time, enable the mobile device pairing mode on your bed's control box.

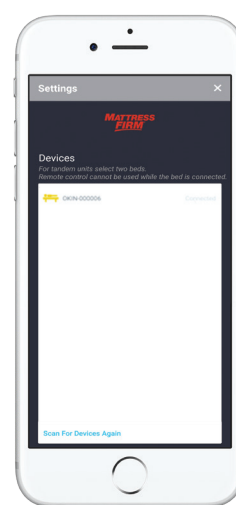
Unplug the power cord from the outlet and then plug it back in. The LED light on the control box turns blue. After 20 seconds or after being operated by a paired remote control, the LED light turns green and the control box enters mobile device pairing mode.

NOTE: The control box stays in mobile device pairing mode for 60 seconds and the name of your bed is now visible on the app.

- 2** From your mobile device, launch the app, and then tap the gear  icon to go to the Settings screen.
- 3** From the Devices list, select the name of your adjustable bed. The name of your adjustable bed is on the sticker on the front cover of the Owner's Manual and on the bed's control box.

NOTES:

- If your adjustable bed is not on the Devices list, make sure your bed is in mobile device pairing mode. For information, see step 1.
- You can only connect one smart device to one adjustable bed at a time.
- For more information on using the mobile app to control your adjustable bed, see the Mattress Firm 900 - O App Guide.



Sample sticker with the name of your adjustable bed.

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. Remote control LED illuminates and appears to be normal.

No features or function of the adjustable bed activate.

Remote control does not work or light up.

Head or foot lift function has minor interference during operation.

The adjustable bed stutters when in motion.

SOLUTIONS

- Make sure the remote control is paired with the adjustable bed.
 - Check that the power cord is plugged into a working and grounded electrical outlet. Unplug the power cord from the outlet. After 30 seconds, plug it back in. Press any button on the remote control and hold until light on the remote control illuminates.
 - Make sure the remote control is paired with the bed.
 - Check that the power cord is plugged into a working and grounded electrical outlet. Unplug the power cord from the outlet. After 30 seconds, plug it back in. Press any button on the remote control and hold until light on the remote control illuminates.
 - Check that the surge protection device or electrical outlet is not defective. Test the outlet by plugging in another working appliance.
 - Check if the remote buttons light up when pressed. If not, replace the batteries.
 - 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.
 - Make sure batteries are properly installed. Follow the markings on the battery compartment.
 - 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.
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 firmly and accurately.

Troubleshooting

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

SYMPTOM

Head or foot section elevates adjustable bed but does not return to flat position.

SOLUTIONS

- 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.

The adjustable bed is squeaking.

1. Remove nuts, bolts, and white bushings.
2. Lubricate them by applying the grease with a cotton swab. (Lubrication can be obtained by contacting our Customer Care Center).
3. When placing lubricated nuts, bolts, and white bushings back onto the adjustable bed, make sure there is a looser tightening on the nut.
4. Additional solution: After completing these steps, spray the nuts, bolts, and white bushings with a lubricant.

Split bed system is out of sync. Only one of the two adjustable beds 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 13.

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.
- Check that the headboard attachment hardware is tightened firmly (if used).

Under bed lights are alternating.

1. Unplug the adjustable bed where the light is not working.
2. Turn the underbed lighting off using remote.
3. Plug the adjustable bed back into the electrical outlet. Wait for one minute.
4. Press any button on the remote. Wait for three (3) seconds.
5. Lights should be working together now.

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.

5-Year Period for All Labor: The above warranty will apply for **5 years** 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.

5-Year Period for All Components: The above warranty will apply for **5 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 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,

Registration

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.

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.



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 CARE TOLL FREE NUMBER

1-800-444-8444

Please have your receipt ready and available.

THANK YOU AND ENJOY YOUR ADJUSTABLE BED!