

**MATTRESS  
FIRM®**

**900**  
POWER BASE



## Owner's Manual

**Model Number:** MANSQ05

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	10
Special Functions	13
Troubleshooting	14
Warranty & Registration	18

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



# 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 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 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

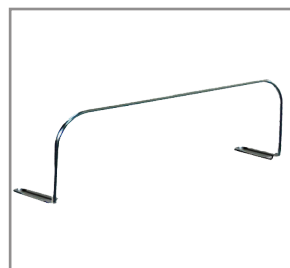
Before discarding any packing materials, check the adjustable bed carton and verify all items in the parts list are included.



Remote control (1)



AAA batteries (3)



Mattress retainer bar (1)



Center connection bracket (2)\*



Screw & nut (2)\*



Wrench (1)\*



Bed leg strap (1) \*\*



Adjustable bed legs \*\*\*

\* Only available with Queen, King, and Cal King models.

\*\* Only available with Twin XL and Split Cal King models.

\*\*\* Twin, Twin XL, Full, Full XL, and Split Cal King models have four (4) bed legs. Queen, King, and Cal King have six (6) bed legs.

# 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

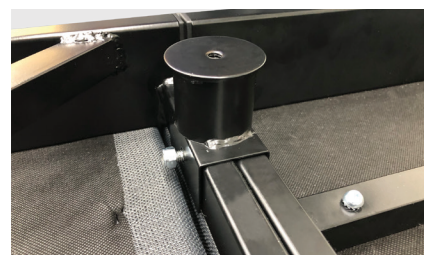
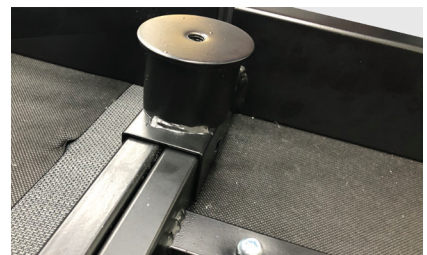
FOR TWIN, TWIN XL, FULL, FULL XL, AND SPLIT CAL KING MODELS

- 1 Lift the adjustable bed out of the shipping carton carefully, and put it on a flat floor with the top side facing downward.
- 2 Remove all accessory boxes and cut the ties from inside the adjustable bed.



FOR QUEEN, KING, AND CAL KING MODELS

- 1 Lift the two separate sections of the adjustable bed out of the shipping carton carefully, and put them on a flat floor with the top side facing downward.
- 2 Remove all accessory boxes and cut the orange ties from inside the adjustable bed.
- 3 Move the head and foot sections of the bed together. Make sure the bars and frames are properly aligned at the center.
- 4 To connect the head and foot sections, put the center connection bracket over one end of the parallel bars between the head and foot sections. Line it up with the pre-drilled holes on the bars.
- 5 Thread the screw through the center connection bracket and into the bars to keep it in place.
- 6 Thread a nut at the end of the screw, and tighten it with the wrench.
- 7 Repeat steps 4 to 6 to place the second center connection bracket on the other end of the parallel bars.



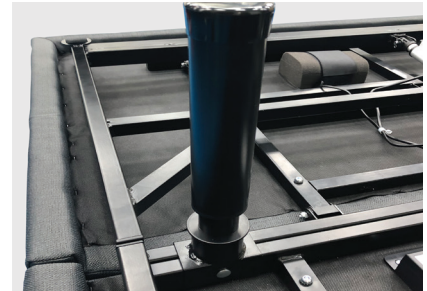
# Installation Guide

## Attaching the bed legs

- 1 Take out the adjustable bed legs from the accessory box.
- 2 Thread the bed legs into the pre-drilled holes on the adjustable bed by turning them in a clockwise direction.
- 3 Tighten the legs securely to the adjustable bed.
- 4 Adjust the legs to the desired height by turning it either clockwise or counterclockwise.

### NOTES:

- Do not overtighten the bed legs.
- Make sure all legs are adjusted to the same height.



## Setting up the electronics

### FOR QUEEN, KING, AND CAL KING MODELS

- 1 Plug the cord for the foot lift into the control box. Insert it into the port labeled "Foot Actuator" (with red & orange label).
- 2 Plug the cord for the foot massage into the control box. Insert it into the port labeled "Foot Vibration" (with blue label).



### FOR ALL MODELS

- 1 Remove and extend the power cord from the adjustable bed.
  - 2 Rotate the adjustable bed over carefully so the top side is now facing upward.
- NOTE:** Do not rest the adjustable bed on its side. The weight may damage the legs.
- 3 Plug the power cord into a working and grounded electrical outlet.

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



# Installation Guide

## Setting up the electronics

- 4 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.

- 5 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 for over 1.5 seconds after plugging in the power cord.

### **IMPORTANT!**

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

## 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 adjustable bed separation when using 2 Twin XL or 2 Split Cal King adjustable beds, use the bed leg strap.\*

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



# Installation Guide

## Assembling the headboard bracket (optional)

### IMPORTANT!

- Failure to follow the installation steps as they appear in this guide could result in damage to your adjustable bed.
- 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.
- Make sure to position the bottom of the headboard cross member no more than 3 inches (76.2 mm) between the headboard and the top of the mattress.

- 1** Using the remote control, raise the head section of the adjustable bed to its full height.
- 2** Locate the first round panel under the head section of the bed. The second round panel is for the bed leg.
- 3** Position the inner headboard bracket underneath the first round panel. The bracket opening should be faced down under the bar.
- 4** Insert a retainer bolt fitted with a washer into the slot under the inner headboard bracket and through the round panel. Tighten the bolt using the Allen key wrench.
- 5** Place the open side of the outer headboard bracket onto the exposed square tube of the inner headboard bracket to create a tight fit.
- 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 bed.
- 8** When the headboard brackets are assembled, make sure there is a space of 1.5 inches (38.1 mm) to 2 inches (50.8 mm) between the edge of the adjustable bed and the headboard brackets.
- 9** Securely fasten the headboard bolts (not included with your parts box) to the end of the headboard bracket assembly.
- 10** If you need to adjust the headboard brackets, unscrew the bolts holding the outer headboard bracket and move them the necessary distance. Reinstall the bolts and tighten securely.





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

# 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

### Lounge (1)

Press this button to activate the lounge 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 11.

### Flat (9)

Press and hold this button 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 for over 1.5 seconds 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:

- Decreasing the massage to the lowest intensity level stops any active massage.
- This feature has an Auto Shutoff Timer that automatically turns off the massage after 15 minutes of continuous use.

### Wave Modes (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, Lounge, 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 12.



# Remote Control Guide

## Synchronizing two beds for tandem operation

Your adjustable bed is pre-programmed to your remote. However, to operate two adjustable beds together, you must pair both to one remote control. Make sure your first adjustable bed (Bed A) is plugged in before focusing on your second adjustable bed (Bed B). To complete the pairing, do the following:

- 1 Plug Bed B to a grounded electrical outlet. A surge protector is recommended.
- 2 On the power supply unit or control box, press and hold the Learn button for three (3) seconds. The indicator LED will blink three (3) times then turn off. At this time, the control box is in pairing mode.
- 3 On the remote control, press and hold the **Flat** and massage **Stop** buttons for four (4) seconds.

When the pairing process is successful, the indicator LED on the control box or power supply will blink once and then remain on. This ends the pairing mode.

Bed A and Bed B now function using Remote A. Pairing of the two adjustable beds for tandem operation is complete.

**NOTE:** When doing a tandem operation, both Bed A and Bed B should be plugged into a grounded and working electrical outlet.



Learn button on the power supply unit.



## Resetting your system

Resetting the system is sometimes necessary to:

- Restore the system in its factory setting. For example, reset the customizations on the preset buttons.
- Clear a system error.
- Synchronize tandem units that no longer work in tandem.
- Change a tandem system to single system, or to two independent systems.

- 1 On the remote control, press and hold the **Stop** button while removing and then reinstalling one of the three (3) batteries.

The remote control reboots for seven (7) seconds. Keep pressing the **Stop** button until the LED lights blink five (5) times.

All pairing information and customized settings on the remote control and control box are now cleared or returned to their default settings.

- 2 Pair the remote control with the control box again. Do the pairing steps in "Synchronizing two beds for tandem operation" on your adjustable bed.



# Special Functions

## Using the mounted USB ports

The convenient USB ports located on each side of your adjustable bed provides 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.

- 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).
- 3 Replace the battery cover.
- 4 When the 9V batteries are installed and a power failure occurs, press and hold the button on the power supply unit until the bed returns to a flat position.

**NOTE:** The two (2) 9V batteries are for single use only. After lowering the adjustable bed once during a power failure, replace with a new set of batteries.

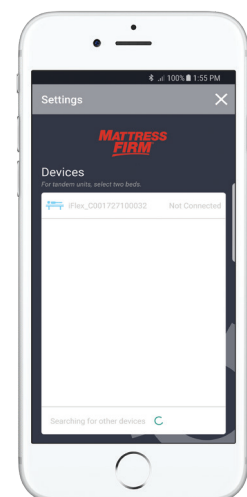


## Connecting your bed to a smart device

Your adjustable bed is equipped with the Bluetooth technology that enables your iOS or Android smart device to interact with your bed through the Mattress Firm 900 mobile application.

- 1 Make sure that your adjustable bed is plugged to a working and grounded electrical outlet and the control box is on.
- 2 Download and install the Mattress Firm 900 mobile application from the App Store or Play Store.
- 3 For iOS users, turn on your Bluetooth. For Android users, turn on your Bluetooth and Location settings.
- 4 Open the app, and then navigate to the Settings screen. From the list of visible devices, select your adjustable bed.
- 5 Once connected, use the controls on the Lifts/Presets and Massage screens of your app to operate your adjustable bed.

**NOTE:** The remote control cannot be used while the adjustable bed is connected to the application.



# 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.

## 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 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.
- 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.

# 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.

A clicking noise is heard under the bed when raising or lowering the sections.

This is normal. The lift motors click when they are engaged. No action is required.

# Troubleshooting

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

## SYMPTOM

## SOLUTIONS

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 Customatic's 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.

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 firmly and accurately.

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 12.

# Troubleshooting

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

## SYMPTOM

Massage motors seem excessively loud during operation.

## SOLUTIONS

- 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, 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.

**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 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

# 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 Customer Care Center  
31050 Diamond Parkway, Solon, OH 44139  
Customer Care Center Phone # 1-843-800-8372

*You can also register your bed online at [www.rizebeds.com](http://www.rizebeds.com).*

pay reasonable shipping costs for returns requested by Customatic and replacement parts or bedding systems.

**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.



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

**1-843-800-8372**

Please have your receipt ready and available.

*THANK YOU AND ENJOY YOUR ADJUSTABLE BED!*