

# K2W Troubleshooting Guide

## **IF THE REMOTE DOES NOT LIGHT UP OR BED WORKS INTERMITTENTLY:**

### **A) Change the batteries to 2 AAA lithium batteries of any brand.**

- Make sure the batteries are facing the correct directions.
- Make sure the terminals of both batteries are in contact with the metal on either side of the battery compartment.
- Make sure you are not using rechargeable batteries.

## **IF THE REMOTE LIGHTS UP, BUT NOTHING WORKS ON THE BED:**

### **B) Check for power to the base:**

Check to see if there is a **green light on the transformer**, which is the black box on the floor that is attached to the power cord. Our bases should be plugged into a surge protector that is at least 600-700 joules, higher is better, and at most 400V, lower is better.

- If the green light is on, please proceed to the next step.
- If the green light is not on, please do a hard reset by **unplugging your base for 30 minutes** and plugging it back in to see if the light comes back on. If the green light still does not come on, please email [service@innovasleep.com](mailto:service@innovasleep.com), or call 877-386-1373.
  - *If you have a Split King base*, please switch the transformers/power cords on the two sides of your base to see if the green light comes back on. If the light is still not on, please do a hard reset following the steps above.

### **C) Sync Instructions:**

- 1) First, find the **black pair button** on the **black control box** located underneath the bed (*see Figure 2*).
- 2) Double-click the **black pair button**, and the indicator light on the control box should begin to flash blue.
- 3) Then, press and hold the **HEAD UP** and **HEAD DOWN** buttons on your remote simultaneously until the indicator light on the remote begins to flash, and the indicator light on the control box will turn from flashing blue to a constant green light (*see Figure 2*).
- 4) At this point, the remote should be paired with the control box. To test, press the *HEAD UP*, *FOOT UP*, and *FLAT* buttons individually.

\*\*\*If the sync did not work, try it again - you may not have pressed and held the buttons on the remote control quickly enough to sync it to the base.\*\*\*

### **D) Information for Customers with King Bases:**

*If you have a king-sized bed, your base may be composed of two separate Twin XL bed bases. If you would like one remote to control both sides of the bed*

*simultaneously, you will need to purchase a sync cord ([see Figure 4](#)).*

- 1) To use the same remote to control both bases:
  - a) Connect both control boxes with the sync cable ([see Figure 4](#)) by plugging in one side of the cable into the "SYNC" on the side of the control box and plugging the other side into the "SYNC" on the side of the other control box, then you can connect two control boxes ([see Figure 5](#)).
  - b) Pair your remote to one of the control boxes by following the instructions in step C.

**E) Hard Reset Instructions:**

- 1) If syncing your remote does not resolve the problem, unplug the bed from power for 30 minutes and plug it back in.
- 2) After the hard reset, try the sync instructions again.

**Memory Button**

*The remote will have an "M" memory button for your base. This button can save a favored position to the memory. This button does not come pre-programmed and will have to be set up individually.*

**H) To program the "M" memory button**

- 1) Press the **FLAT** button to return the base to a flat position.
- 2) Adjust the head and foot to the desired position.
- 3) Press and hold the "M" memory button until the indicator light on the remote flashes.
- 4) To test that the setting has been saved press the **FLAT** button to fully lower the base then press the memory button to ensure it will raise to the desired position.

**Emergency Lower:**

- 1) If the base is stuck in an upright position during a power outage, the battery backup in the transformer will return the base to a flat position. Batteries are not to be used for normal operation of the base.
- 2) Install two 9-volt alkaline batteries into the battery backing transformer, and use the reset button on the control box to return the base to a flat position.

**Helpful Pictures:**

**Figure 1**



**Figure 2**



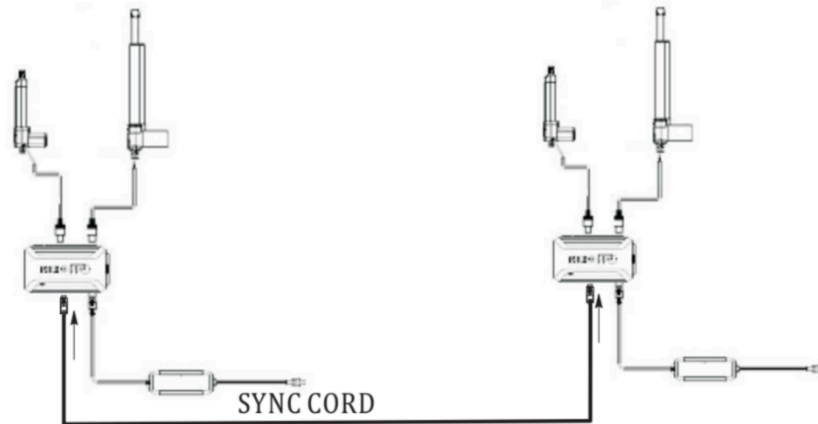
**Figure 3**



**Figure 4**



**Figure 5**



\*\*\*Please feel free to email us at [service@innovasleep.com](mailto:service@innovasleep.com) or call us at **877-386-1373** if you have any questions or concerns. If the troubleshooting guide did not resolve the issue with your bed base, please let us know what step the troubleshooting guide did not work for you so that we can diagnose the problem.\*\*\*