

K5/K9 Extended Troubleshooting Guide

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

A) Change the batteries to 3 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 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, 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) Find the **black LINK button** on the control box (*see Figure 1*) located under the bed about halfway between the head and the foot.
- 2) Press and **hold the black LINK button for 4-5 seconds until the green light starts blinking.**
- 3) While the light is blinking, press and hold the **HEAD UP** (top left corner) and **FOOT UP** (top right corner) buttons on the remote simultaneously until the remote blinks.
- 4) Test whether the sync worked by trying the massage functions and the HEAD UP and FOOT UP buttons separately.

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.

***If the remote blinked for a long time when you pressed and held the HEAD UP and FOOT UP buttons, the sync was unsuccessful, and the remote's frequency needs to be changed. On the back of the remote within the battery compartment, there are 6 dip switches above the 3 batteries (*see Figure 3*). Change those switches so that

*they're different from what they are currently. This should allow you to sync the remote to the bed.****

D) 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.

IF THE REMOTE LIGHTS UP AND ONLY THE MESSAGE WORKS ON THE BED:

E) Testing the Massage:

- 1) Press the **(+) sign button** for the **HEAD** or the **FOOT** to see if there is sound or if you can feel the vibration on your base.
- 2) If you can hear or feel something when you turn the massage on, go to the Child Lock instructions (F). If you do not, go up to the Sync Instructions (C).

F) Child Lock Instructions:

- 1) Press and hold the **FOOT UP (upper right) and FOOT MASSAGE (-) (lower right corner)** buttons simultaneously until the remote blinks. This will keep the remote unlocked for 5-10 minutes. (*See Figure 4*).
- 2) Then, press and hold the **FOOT UP (upper right) and HEAD MASSAGE (-) (lower left corner)** buttons simultaneously until the remote blinks. This will deactivate the child lock on your remote until you change the batteries. (*See Figure 4*).
- 3) Test that the movement of your base now works by adjusting the head and the foot of the base up and down.

*****YOU MUST DO BOTH STEPS TO COMPLETELY SHUT OFF THE CHILD LOCKS. If you only do the first step, the child lock will turn on every ten minutes.*****

G) 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. Make sure that the DIP switches on each of your remotes are different from one another. These switches are located on the back of the remote within the battery compartment above the batteries (*see Figure 3*). Each remote must be synced to a different base. If you would like one remote to control both sides of the bed simultaneously, you will need to purchase a sync cord (*see Figure 5*).*

- 1) To use the same remote to control both bases:
 - a) Connect both control boxes with the sync cable (*see Figure 5*) by plugging in one side of the cable into the "SYNCHRO CNTL" on the side of the control box and plugging the other side into the "SYNCHRO CNTL" on the side of the other control box, then you can connect two control boxes (*see Figure 6*).
 - b) ***Do not pair both control boxes with the same remote control.*** Each remote must have a different DIP-switch setting and be paired

with a different control box using the instructions in step C.

If you have a sync cord connecting the bed so that the bed bases operate together and only one of your remotes is working, you'll need to disconnect the sync cord so that you can see which of the bed bases is connected to the operational remote. Then, follow the sync steps in part C for the non-operational remote(s).

Memory Buttons

The remote will have 2 memory buttons for your base, MEMORY A and MEMORY B. These buttons can save favored positions to the memory. These buttons do not come pre-programmed and will have to be set up individually.

H) To program the memory buttons

- 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 **TIMER** button until the backlight flashes.
- 4) Then, press the desired memory button (**MEMORY A or MEMORY B**).
- 5) 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 LOWERING

- 1) If your base is stuck in an upright position and your transformer has a green light, but the base still does not work after completing the steps above, you can lower it by pressing the emergency lower button which is the **red button** on the control box.
- 2) Alternatively, 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.
 - a) 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:

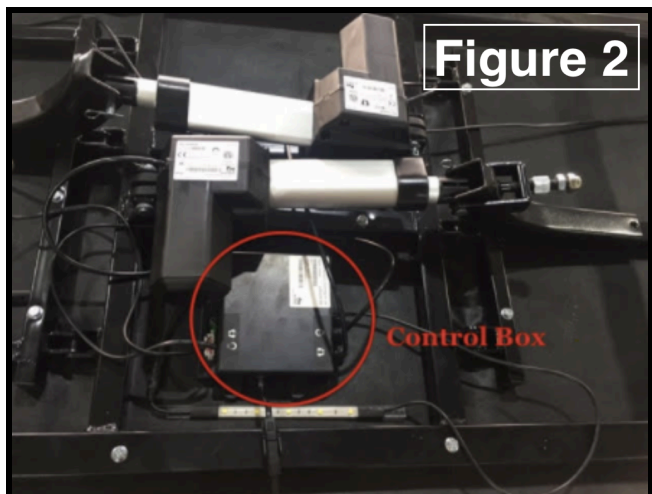


Figure 3



Child Lock Unlock and Deactivate Instructions



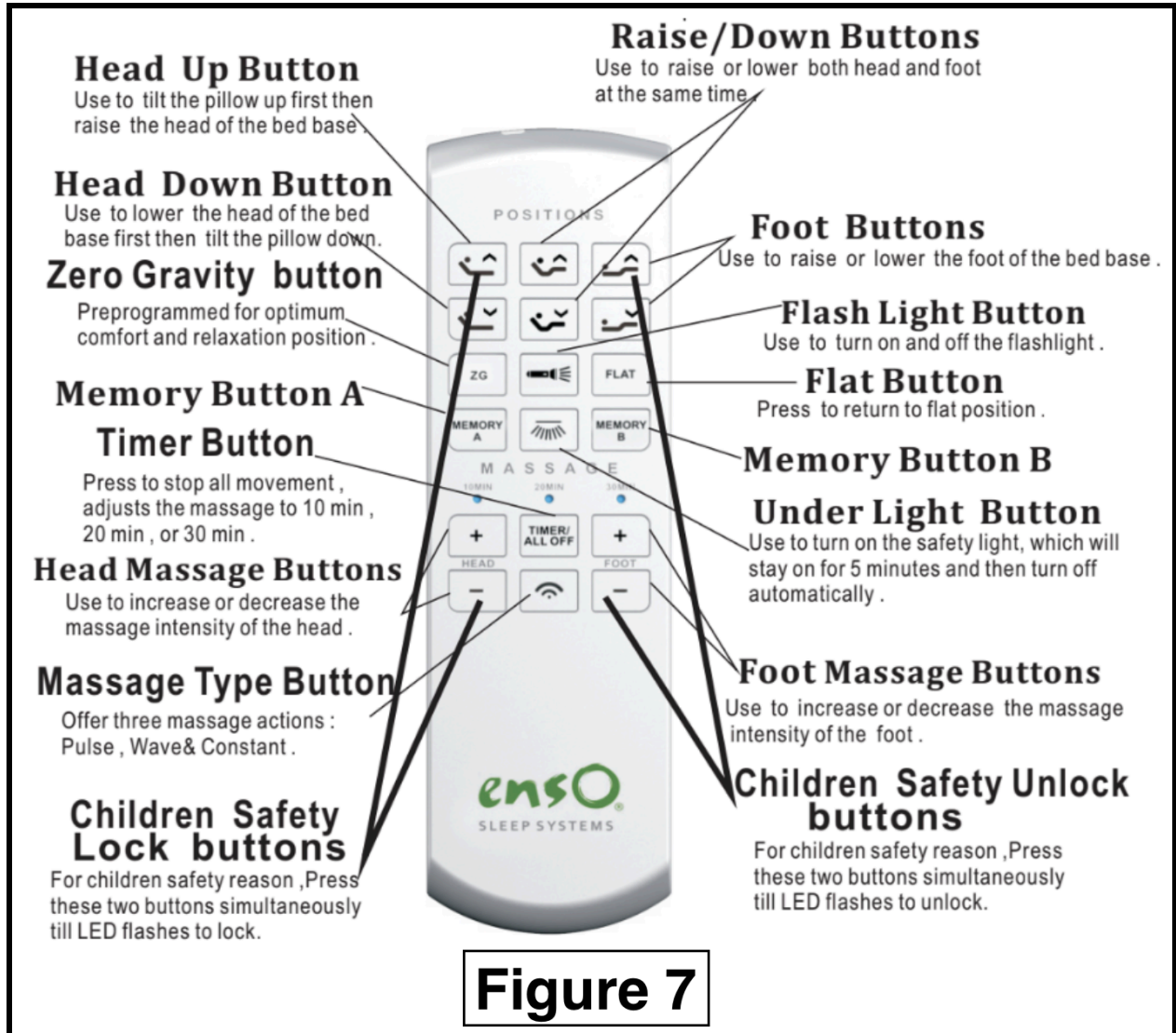
Figure 4

Figure 5



Figure 6





Please feel free to email us at 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.