

# K5W Extended 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 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) Child Lock Instructions:**

*The child lock prevents the adjustment, massage, and under-bed light from working.*

- 1) To turn **ON** the child lock: Press and hold the **child lock button for 5 seconds** while the red backlight of the child lock button flashes.
- 2) To turn **OFF** the child lock: Press and hold the **child lock button for 5 seconds** while the red backlight of the child lock button flashes.

### **D) Sync Instructions:**

- 1) Find the **black PAIR button** on the control box (*see Figure 2*) located under the bed about halfway between the head and the foot.
- 2) Double-click the **black PAIR button** on the control box. The indicator light on the control box should turn blue.
- 3) While the indicator light is blue, press and hold the **PAIR button on the remote**. The indicator light on the control box should turn from blue to green.
- 4) Test whether the sync worked by testing the head and foot adjustment.

\*\*\*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.\*\*\*

**E) Hard Reset Instructions:**

- 1) If syncing your remote and testing the child lock 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.

**F) 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 your bases to move independently, 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.*

- 1) To use the same remote to control both bases:
  - a) Connect both control boxes with the sync cable 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.
  - b) Pair your remote to one of the control boxes by following the instructions in step D.

**Memory Buttons**

*The remote will have 4 pre-programmed memory buttons for your base, ZG, ANTI-SNORE, TV, and LOUNGE. These buttons can save favored positions to the memory. These buttons come pre-programmed but can be set up individually.*

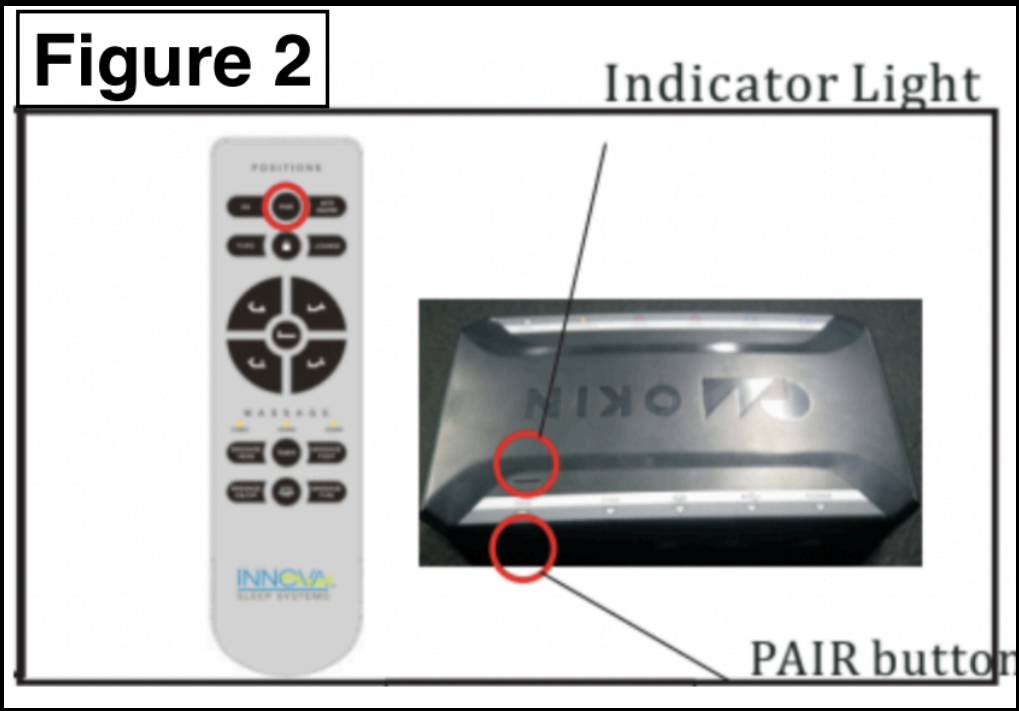
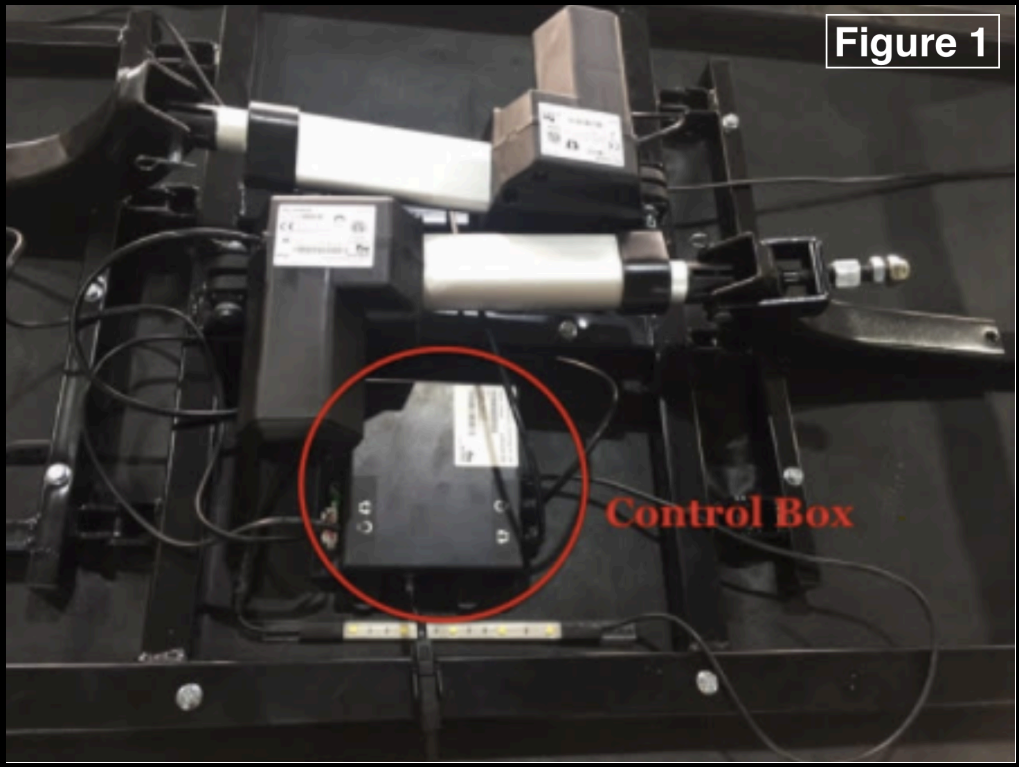
**G) To program the memory buttons**

- 3) Press the **FLAT** button to return the base to a flat position.
- 4) Adjust the head and foot to the desired position.
- 5) Press and hold the desired memory button until the timer LED lights flash.
- 6) 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 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 3**

**PAIR**  
Use to Synchronize the remote control with the control box.

**Head Up Button**

Use to raise the head of the bed base, stop when released.

**Flat Button**

Press and hold flat button, the bed goes flat.

**Head Down Button**

Use to lower the head of the bed base, stop when released.

**Head Massage Button**

Use to increase or decrease the massage intensity of the head.

**Massage ON/OFF Button**

Use to turn on/off head & foot massage.

**Children Safety Lock and Unlock Buttons**

Press and hold child lock button, the red backlight of this button flashes, after press for 5s, the red backlight stop flashing, the remote enters locking mode. Press the child lock button for 5s, the red backlight flashing until off, remote enters unlocking mode.

**Foot Up Button**

Use to raise the foot of the bed base, stop when released.

**Foot Down Buttons**

Use to lower the foot of the bed base, stop when released.

**Timer**

Use to switch the massage time(10min, 20min,30min).

**Foot Massage Button**

Use to increase or decrease the massage intensity of the foot.

**Massage Type Button**

Offer three massage actions : Pulse , Wave& Constant.

**Under Bed Light Button**

Use to turn on/off the under bed light.



\*\*\*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.\*\*\*