

R2W 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, 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) To sync the remote to the bed, simultaneously press and hold the **HEAD DOWN** and **FOOT UP** arrow buttons on your remote (*see Figure 3*).
- 2) **The indicator light on the remote will begin to flash**, then press and hold the **reset button** on the control box underneath the bed (*see Figures 2 and 3*).
- 3) If the sync is successful, you will hear some quick beeping noises.

****If the sync did not work, try it again - you may not have pressed and held the remote buttons simultaneously or long enough for them to sync.****

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 YOU WOULD LIKE TO CLONE YOUR REMOTE:

E) Information for Customers with King Bases:

If you have a Split King base with two Twin XL mattresses and want to use both remotes to operate each side of your base separately, you will need to sync one remote to each side of the bed. Once you do this, one remote will control the right side and the other remote will control the left side.

If you have a Split King base with a King mattress, sync one remote to both sides. This remote will be called the 'Master Remote' and will control both sides of the bed at the same time. If you want to use two remotes to control the bed bases at the same time, you can clone the second remote, but make sure you mark the master remote somehow so you can tell the two apart.

F) Cloning Instructions:

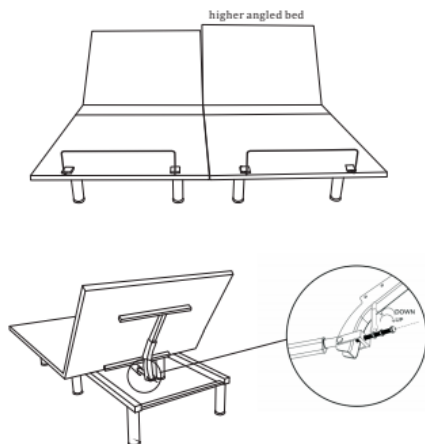
- 1) Follow the sync instructions below to program the MASTER REMOTE.
- 2) Then, on the SECONDARY REMOTE (the one that is not synced with the beds), press and hold the **FOOT DOWN** and **HEAD & FOOT UP** buttons. The flashlight will be on for 10 seconds. (*See Figure 4*).
- 3) Meanwhile, on the MASTER REMOTE (the one that is synced with the beds), press and hold the **FOOT UP** and **HEAD DOWN** buttons. (*See Figure 4*).
- 4) The copying process is successful when the flashlight starts to flash. Now both remote controls will be able to control both beds to the same position.

G) Desynchronizing your remotes:

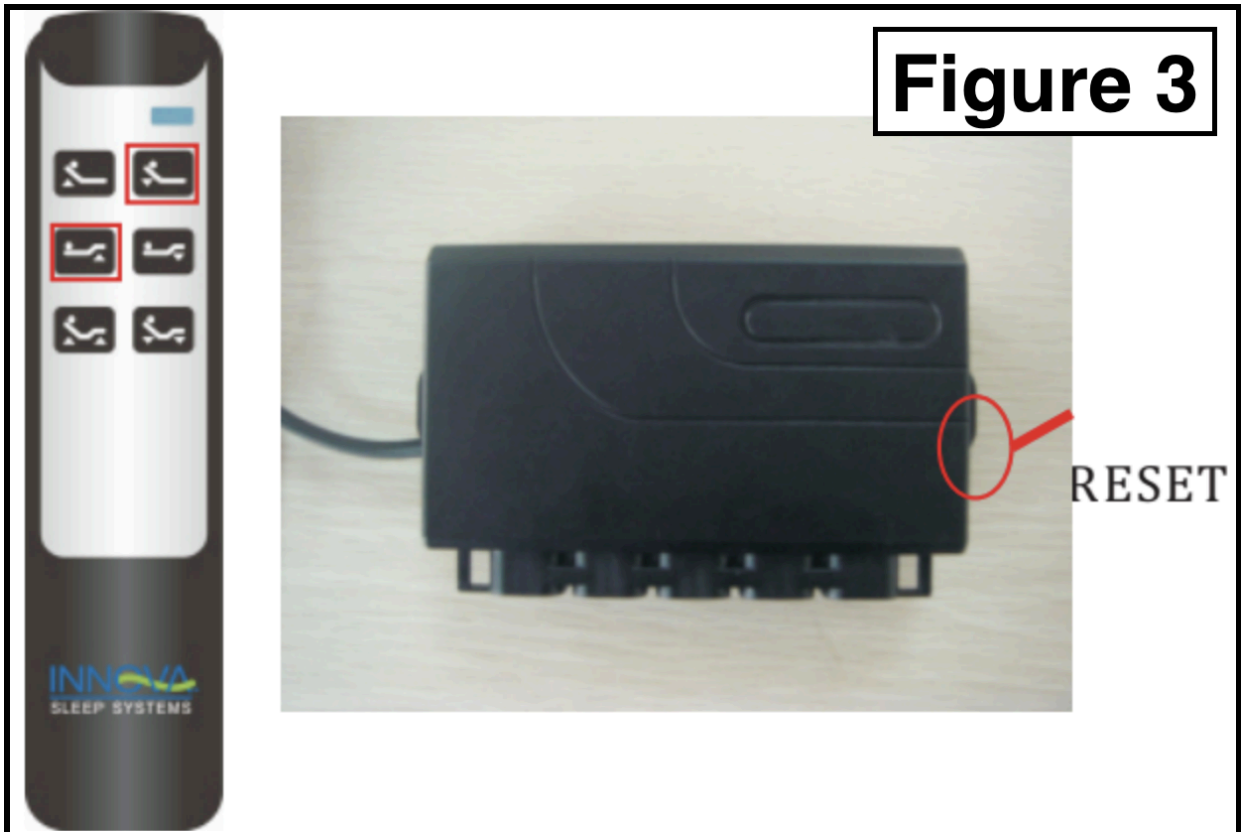
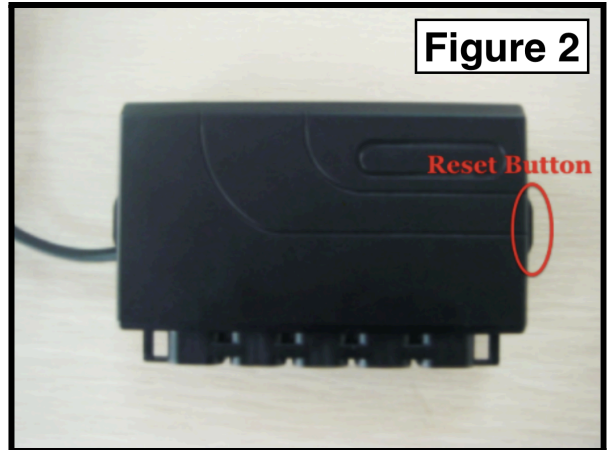
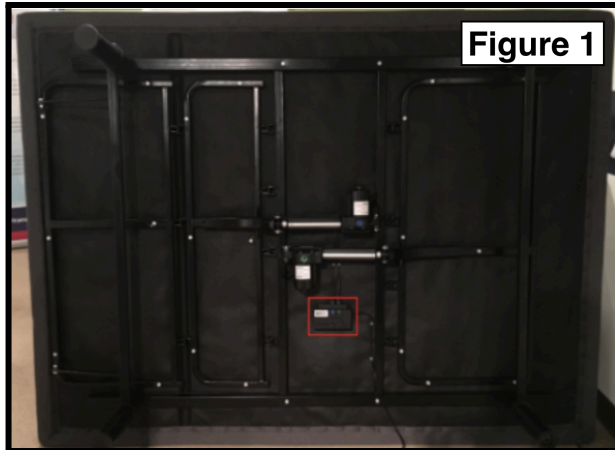
- 5) To desynchronize the SECONDARY REMOTE from the MASTER REMOTE, hold the **HEAD & FOOT UP** and **HEAD & FOOT DOWN** buttons on the SECONDARY REMOTE (*see Figure 5*).
- 6) The desynchronizing process is successful when the SECONDARY REMOTE indicator light is on as normal.

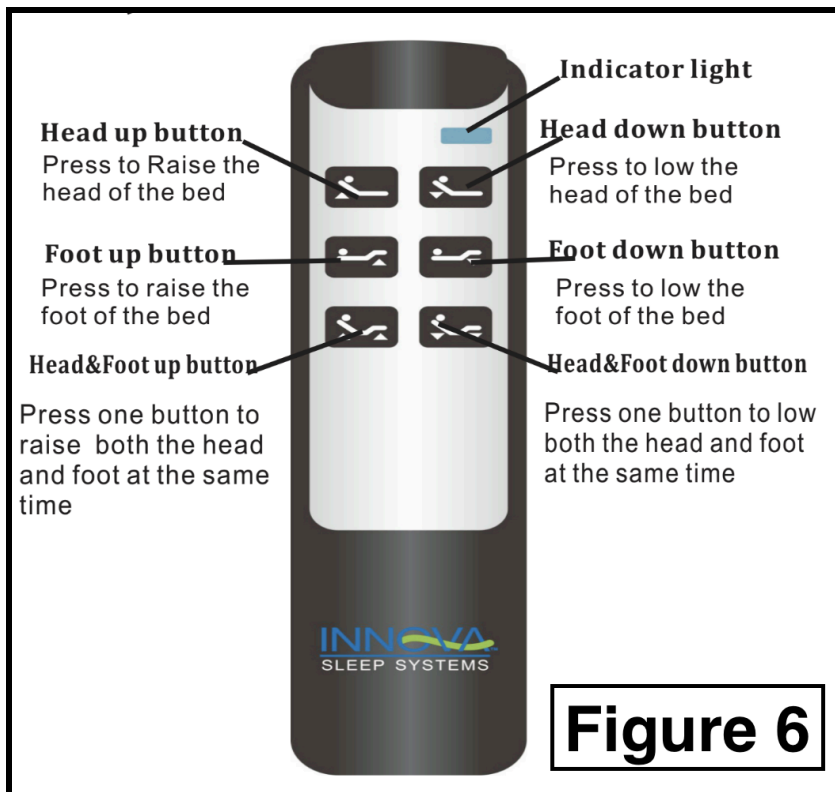
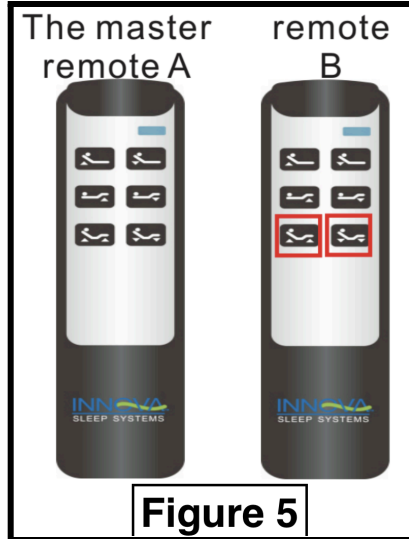
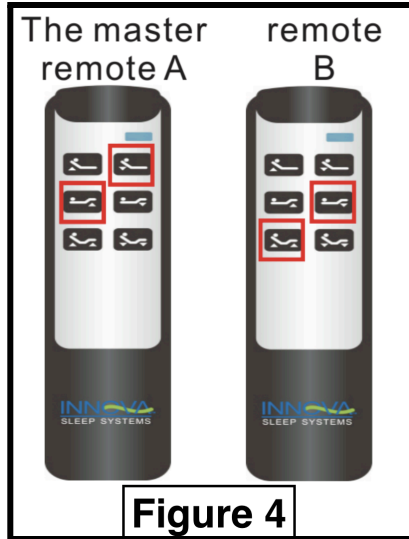
WHEN TWO BEDS DO NOT ALIGN:

Your bed base might have a levelright knob. If you do have one, you can adjust the height of the bed bases. On the higher angled bed of the two, use a 19mm wrench to turn the nuts on the new "LEVEL RIGHT" counterclockwise to adjust the angle until the higher angle bed matches the level of the lower angle bed and lock the nut with the reinforced nuts.



Helpful Pictures:





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.