

# R2X Extended Troubleshooting Guide

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

### **A) Change the batteries to 4 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) Information for Customers with King Bases:**

If you have a king-sized bed, you may be aware that your bed is composed of two separate Twin XL bed bases. Each remote must be synced to a different base. If you would like one remote to control both sides of the bed, sync one remote to both control boxes. If you would like one remote to operate one side of the bed, you will need to sync one remote to each control box.

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

- 1) Locate the **small black button** on the side of the black control box attached to the underside of the bed. The control box is located halfway between the head and the foot of the bed. If you follow your power cord up under the bed, it should take you right to the control box (*see Figures 1 and 2*).
- 2) Press and hold the **SET** button on your remote (*see Figure 3*).
- 3) Then, **while you hold down the button on your remote**, press and hold the **small black button** on the control box.
- 4) You should hear 3 quick beeps and then you can **release both** the **SET** button and the **small black button** on the control box.

- 5) Press the **HEAD UP** button on your remote and release it; if the head adjusts that indicates the sync worked.

*\*\*\*If the sync did not work, try it again - you may not have pressed and held the button on the remote and the control box long enough.\*\*\**

**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.

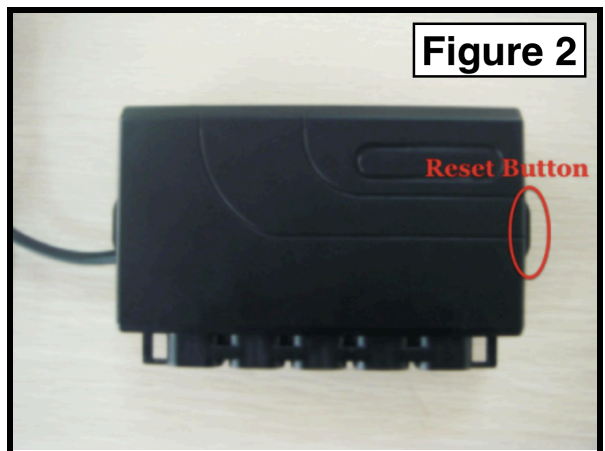
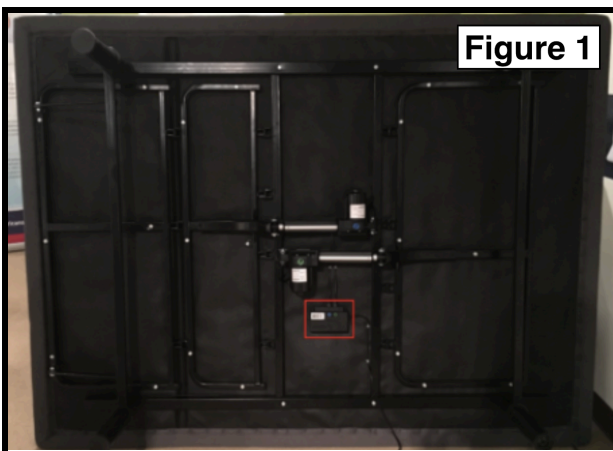
### **Memory Buttons**

*The remote will have 3 memory buttons for your base, POS 1, POS 2, and POS 3. These buttons can save favored positions to the memory. These buttons do not come pre-programmed and will have to be set up individually.*

**F) To program the memory buttons**

- 1) Adjust the bed to the desired position.
- 2) Press and hold the **SET** button, then press the desired memory button (**POS 1, POS 2, or POS 3**).
- 3) A quick beeping sound will indicate the setting has been successfully saved and you can release both buttons.
- 4) Test that the setting has been saved by fully lowering the base. Then, press the memory button to ensure it raises to the desired position.
- 5) You can reset the three position buttons by repeating the above steps.

### **Helpful Pictures:**





**Figure 3**

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