

R9KH/R9QH 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 BED:

B) Check for power to the base:

Check to see if there is a **green light on the transformer** - 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) Child Lock Instructions:

***Testing the child lock:** Press the **flashlight button**. If the **backlight comes on** when you press the flashlight button, the **child locks are on**. If the backlight does NOT come on when you press the flashlight button, the child locks are off.*

- 1) Press and hold the **HEAD DOWN** arrow and the **FOOT UP** arrow until the remote blinks.
- 2) If you want to turn the child locks back on, you would repeat this step.

PLEASE NOTE: If the child lock feature is turned on, the remote WILL NOT sync to the adjustable base

D) Sync Instructions:

- i) You may have the **easy-to-reach RESET/SYNC button** on your bed model. The easy-to-reach RESET/SYNC button is a small blue button **located on the cord that is plugged in under the bed and plugs into the ACDC black transformer** that sits on the floor. If you follow along your power cord from the wall or surge protector towards the bed, you should run into it after you go past your transformer (see Figures 1 and 2).

ii) If you **don't** have the easy-to-reach RESET/SYNC button on your bed model, you will have to look for the **control box attached under the bed** and then locate the **RESET/SYNC button** on the side of the box (see Figures 1 and 2).

- 1) To sync the remote to the bed, simultaneously press and hold the **RIGHT HEAD UP** and **LEFT HEAD UP** arrow buttons on your remote (see Figure 2).
- 2) Then, **while holding both buttons on your remote**, press and hold the **reset button** on either the easy-to-reach RESET/SYNC cord **or** on the control box underneath the bed, depending on what model you have.
- 3) If the sync is successful, you will hear some quick beeping noises.

**** If your remote still doesn't operate your base after using the easy-to-reach RESET/SYNC button, you can try syncing your remote with that button instead of the easy-to-reach button using the same process.****

****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.****

E) Changing the frequency of your remote:

- 1) Take the batteries out of the remote.
- 2) While holding the **RIGHT HEAD UP & LEFT HEAD UP** arrow buttons on the remote (see Figure 2 remote buttons), insert the batteries.
- 3) Release the buttons and the flashlight on top of the remote should flash signifying the frequency change success.
 - a) There are between 60-100 frequency settings, so this process should be repeated **at least five times** to ensure you connect to a completely different frequency.

The remote must be synced to the base each time that the frequency is changed.

F) 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:

G) Cloning Instructions:

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

H) Uncloning Instructions:

- a) To desynchronize the secondary remote from the master remote, press and hold both the central **FOOT CONTROL ARROW BUTTONS** on the SECONDARY REMOTE (*see Figure 4*).
- b) The un-cloning process is complete when the flashlight on the SECONDARY REMOTE turns on normally.
- c) To fully disconnect both remotes, change the frequency of both remotes (using instructions in step E), then resync each remote to separate sides of the adjustable bed base.

Memory Buttons

The remote will have 5 memory buttons for your base, M1, M2, TV, ANTI-SNORE, and ZG. These buttons can save favored positions to the memory. These buttons do not come pre-programmed and will have to be set up individually.

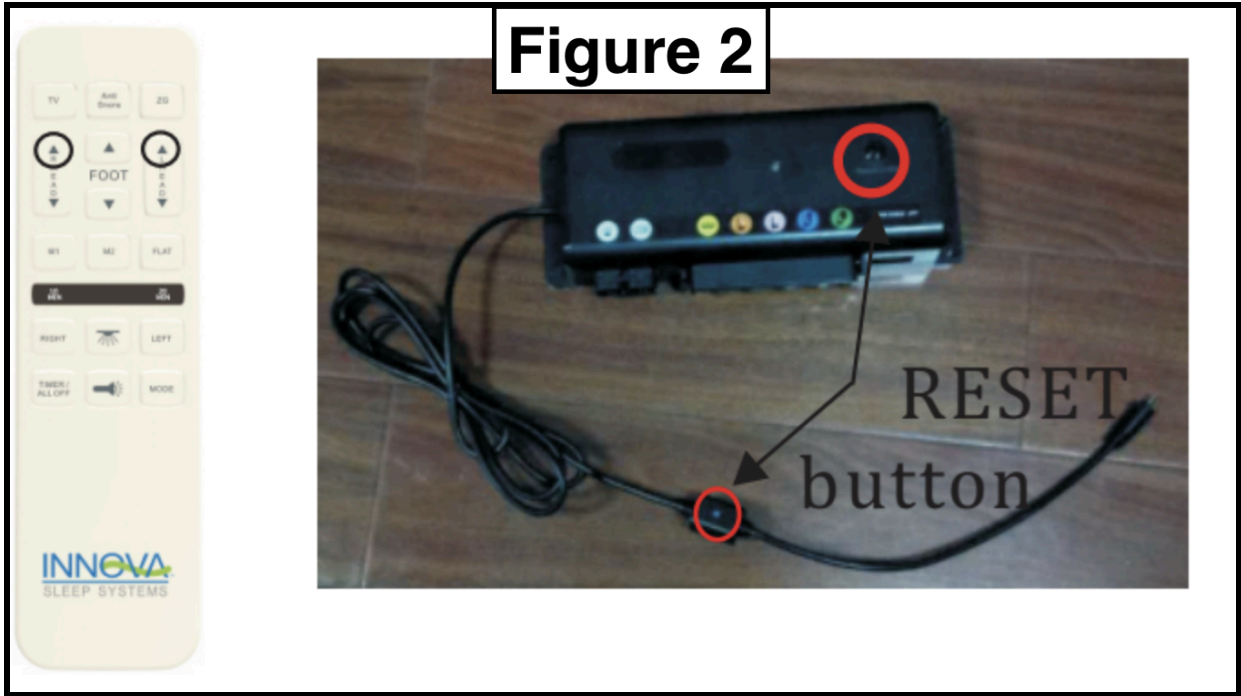
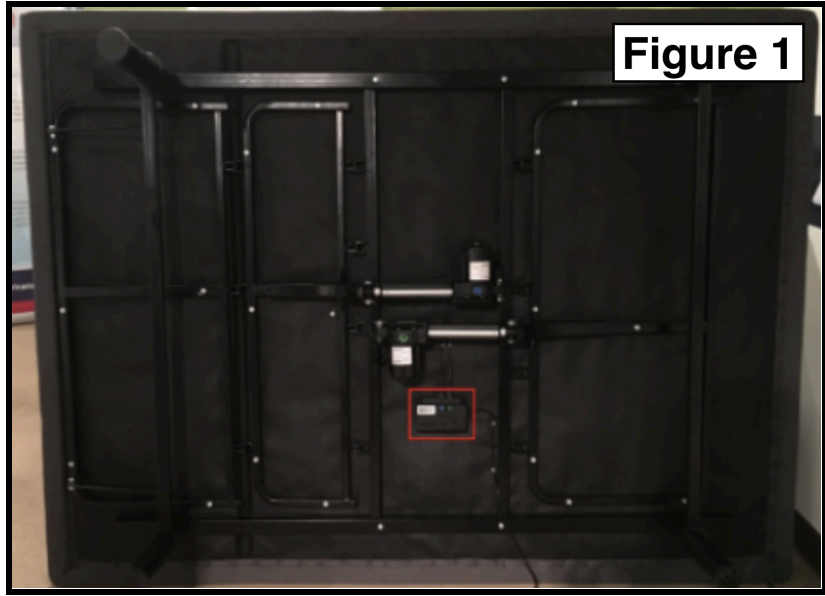
I) To program the memory buttons

- 1) Adjust the bed to the desired position.
- 2) Press and hold the desired memory button (**M1, M2, TV, ANTI-SNORE, or ZG** - *see Figure 5*) until the backlight flashes to confirm the setting.
- 3) Test that the setting has been saved by pressing the **FLAT** button to fully lower the base. Then, press the memory button to ensure it raises to the desired position.
- 4) You can program or reset the 5 position buttons by following the steps above.

Emergency Lower:

- 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 **blue button**.

Helpful Pictures:



The master
remote A



remote
B



Figure 3

The master
remote A



remote
B



Figure 4

Preset Position Buttons

1. Press to adjust the head and foot to desired position ,then press M1、 M2、 TV、 Anti-Snore or ZG button, the back light flashes confirm the successful setting.
2. You can reset the 5 position buttons by repeating the above steps .

Children Safety Lock and Unlock Buttons

Press these two buttons simultaneously till Back light flashes to lock and unlock.

Right Head Button

Used to raise and lower the right head of the bed base

Memory Button M1

Memory Button M2

Right Massage Button

Turn the head massage on and off, Adjust massage intensity for the head.

Timer Button

Use to set the desired time, Also a stop button when the massage is on.

Flash Light Button

Use to turn on and off the flash light .

TV Anti-Snore ZG

Foot Button

Used to raise and lower the foot of the bed base

Left Head Button

Used to raise and lower the left head of the bed base

Flat Button

Press to return to flat position

Under Light Button

Use to turn on and off the under light

Left Massage Button

Turn the foot massage on and off, Adjust massage intensity for the foot.

Massage Type Button

Offer three massage actions : Pulse , Wave& Constant

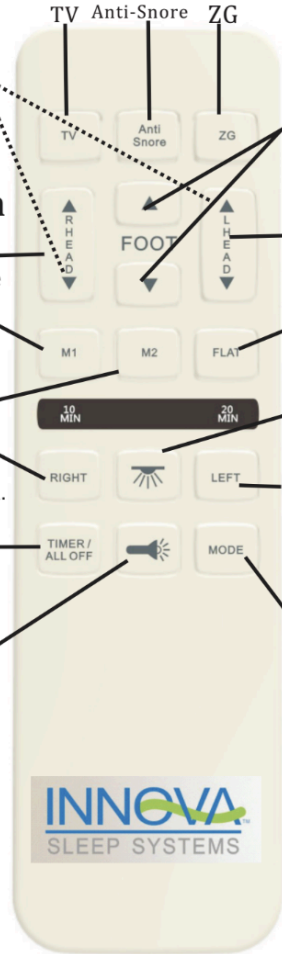


Figure 5

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.