

K3 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 LINK LED light starts blinking.**
- 3) While the light is blinking, press and hold the **HEAD UP** (top right corner) and **FOOT UP** (top left corner) buttons on the remote until the remote lights start blinking (*see Figure 4*).
- 4) At this point, the remote should be paired with the control box. To test, press the *HEAD UP*, *FOOT UP*, and *FLAT* buttons individually.

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 blinks for a long time when you press and hold the *HEAD UP* and *FOOT UP* buttons, this means that the sync was not successful, and the remote's emission frequency needs to be changed. On the back of the remote within the battery compartment, there are 6 DIP switches above the 3 batteries. 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) 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 6) 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.
 - 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).

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.

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 1



Figure 2

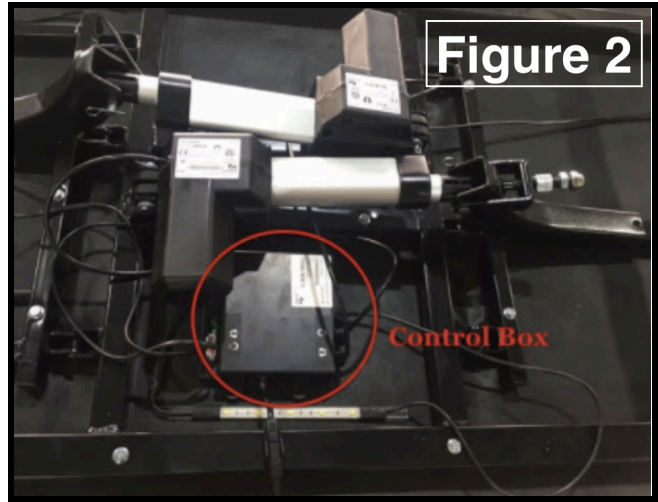


Figure 3



Figure 4



Figure 5

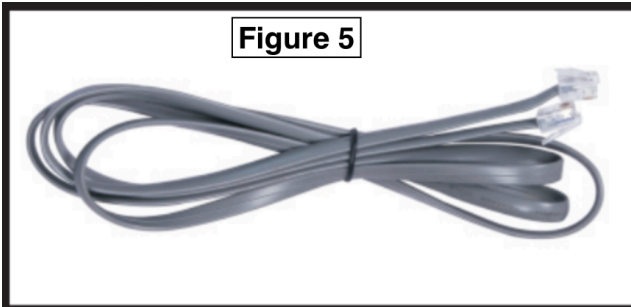


Figure 6





SLEEP SYSTEMS

OKIN Wireless Remote #PB670 Adjustable Bed Base

Head Buttons

Used to raise or lower the head of the bed base .

Zero Gravity button

Factory Preprogrammed for optimum comfort and relaxation position



Figure 7

Head&Foot Buttons

Used to raise or lower the head&foot of the bed

Foot Buttons

Used to raise or lower the foot of the bed base .

LOUNGER Button

Factory Preprogrammed for Leg down.

Flat Button

Press it to return to flat position

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.