

K8 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. The base should be plugged into a surge protector to protect your investment from electrical surges.

- 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:

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

- 1) To turn off the child lock:
 - a) Press and hold the **CHILD LOCK button for 5 seconds**. The red backlight on this button should begin to flash. Once the button stops flashing, the remote enters unlocking mode.

D) Sync Instructions:

- 1) Find the **black PAIR button on the control box** (*see Figure 1*) 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 change to blue and the underbed light will flash. At this time, the control box enters the pairing state.
- 3) While the control box is in the pairing state, press the **PAIR button on the remote**. The backlight on the remote will begin to flash.
- 4) Once the remote stops flashing, the indicator light on the control box will turn from blue to green and the remote backlight will stop flashing. The remote should now be synchronized to the control box.

- 5) To test that the remote is synced to the control box, press the HEAD UP button, FOOT UP button, and FLAT button separately.

E) Hard Reset Instructions:

- 1) If syncing your remote and checking 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 bed might be composed of two separate Twin XL bed bases to make a Split King base. Each remote must be synced to a different base. If you would like your split bases to move in unison, please follow the steps below.

- 1) To use the same remote to control both bases:
 - a) Connect both control boxes with the sync cable (*see Figure 8*) 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 (*see Figure 9*).
 - 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-set memory buttons for your base, ZG, ANTI-SNORE, TV/PC, 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

- 1) Press the **FLAT** button to return the base to a flat position.
- 2) Adjust the head and foot to the desired position.
- 3) Press and hold the desired memory button until the timer LED lights flash.
- 4) 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 PAIR button on the control box to return the base to a flat position.

Helpful Pictures:

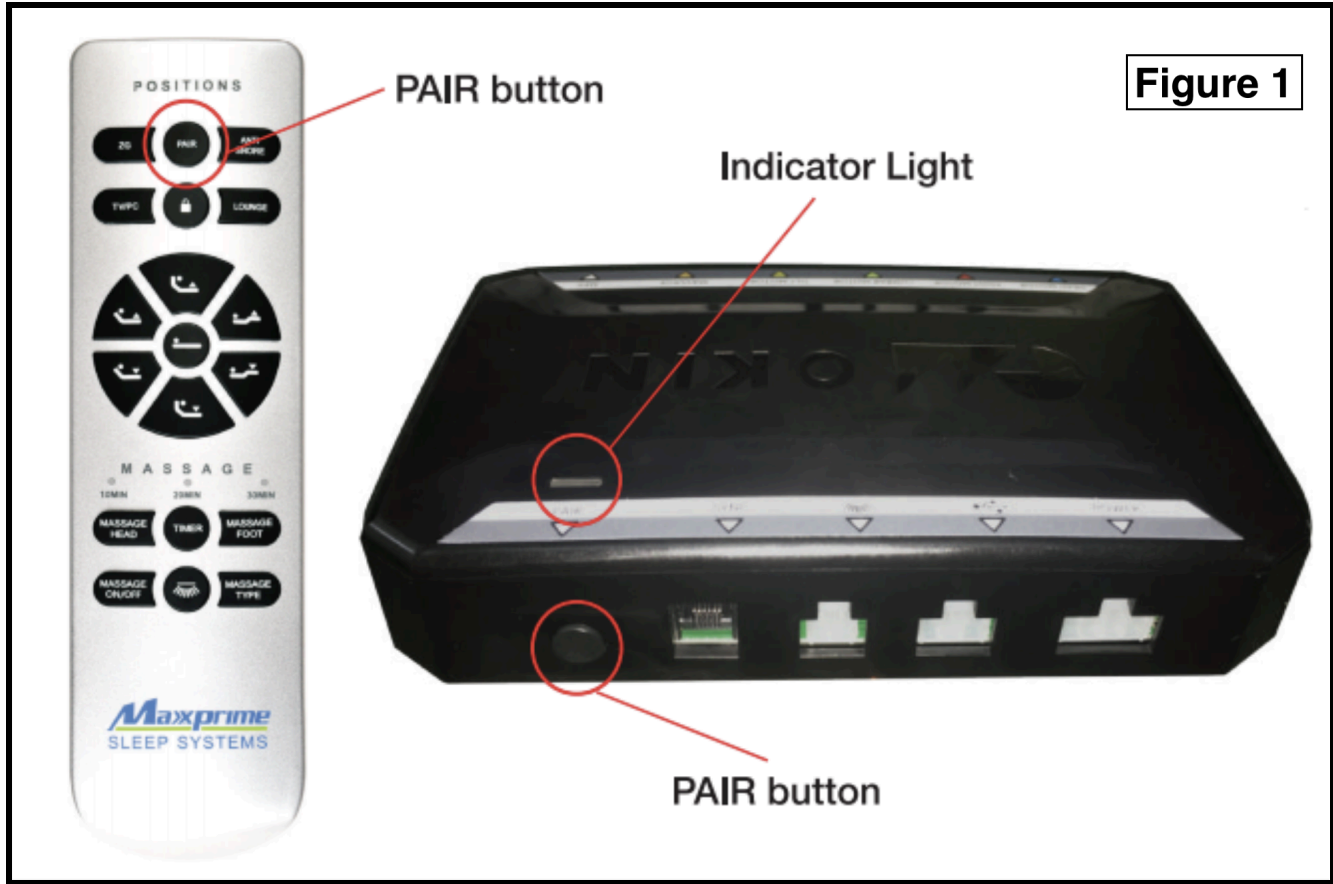


Figure 1

Memory Button ZG, ANTI- SNORE, TV, LOUNGE.
Press once to raise to Preset position.

Figure 2

● Preset Position Button ZG, ANTI- SNORE, TV, LOUNGE.

1. Press the "FLAT" button to return the bed to flat position .
2. Adjust the head and foot to desired positions .
3. Press and continue holding in the 'ZG' button for around 5 seconds until timer LED flashes confirm the successful setting.
4. You can reset the 4 position button by repeating the above steps .

PAIR Button

Use to Synchronize the remote control with the control box.

Head Up Button

Used to raise the head of the bed base

Head Down Button

Used to lower the head of the bed base

Pillow Tilt Raise/Down Buttons

Use to raise or lower the Pillow tilt of the bed

Head Massage Button

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

Message ON/OFF

Use to turn ON/OFF HEAD/FOOT massage

Timer Button

- Use to set the desired time,
Select 10-20-30 MIN first and then turn the HEAD/FOOT massage button on.

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

Used to raise the foot of the bed base

Flat Button

Press to return to flat position

Foot Down Button

Used to lower the foot of the bed base

Foot Massage Button

- Turn the foot massage on/off.
- Adjust massage intensity for the foot.

Message Type Button

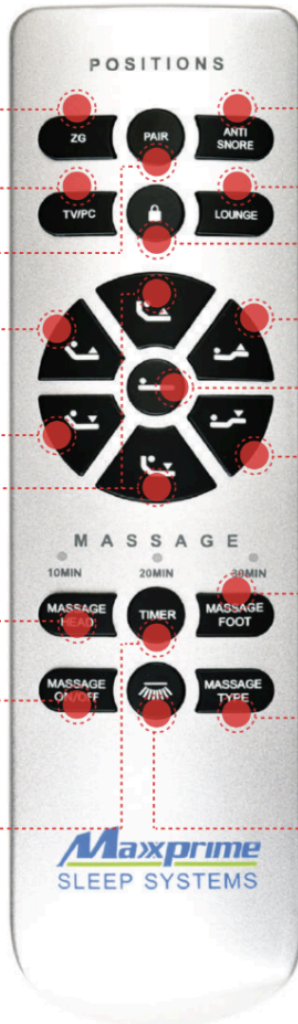
Offer 3 message actions:
Pulse, Wave & Constant

Under Light Button

Use to turn on and off the under light



GERMAN



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.