

M9LR 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) Child Lock Instructions:

The Child Safety Lock prevents the head and foot of the bed from moving from the current position until turned off. When the Child Safety Lock is engaged, the remote will not sync to the Control Box.

- 1) To turn **ON** Child Safety Locks:
 - a) Simultaneously press and hold the **SET** and **FOOT UP** buttons for 5-8 seconds (*see Figure 2*). The quick beeping sound will confirm the locks have been activated.
- 2) To turn **OFF** Child Safety Locks:
 - a) Simultaneously press and hold the **SET** and **FOOT DOWN** buttons for around 5-8 seconds (*see Figure 3*). The quick beeping sound will confirm the locks have been deactivated.

D) Sync Instructions:

- 1) Press and hold the **red button on the sync cord** for 2-3 seconds (*see Figure 1*). Release the red sync button and the control box will beep and start

flashing blue and yellow lights. At this time, it enters the pairing state for ten seconds.

- 2) Within ten seconds, press and hold the **LEFT HEAD UP** and **LEFT HEAD DOWN** buttons on the remote for 3-5 seconds while the control box lights are still flashing (*see Figure 1*).
- 3) If the sync is successful, you will hear another long beep and the lights on the remote will flash blue.

If the sync process does not work, please try again. Make sure to release the red button on the sync cord before pressing the LEFT HEAD UP and LEFT HEAD DOWN buttons.

E) Changing the frequency of your remote:

- 1) Unplug the power cord from the outlet/surge protector for 1 minute, then plug it back in. There should be one long beep and the base should be flat.
- 2) Wait until the lights on the control box stop flashing, then press and hold the red SYNC button, and release after 2-3 seconds. The control box should beep again.
- 3) Then, press and hold the **LEFT HEAD UP, LEFT HEAD DOWN & SETTINGS** buttons simultaneously for 3-5 seconds (see Figure 4).
- 4) The control box should beep once more, signifying frequency change success.
 - a) You do not need to resync the remote to the base.
- 5) 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.

F) Using both remotes on the base:

- 1) Sync Remote A and Remote B with the control box by following the directions in step D. Now both wireless remotes will be able to control the bed.

G) 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 SET A MEMORY POSITION:

The remote has 3 memory buttons for your base, M1, M2, and M3. These buttons can save favored positions to the memory. These buttons do not come preprogrammed and will have to be set up individually.

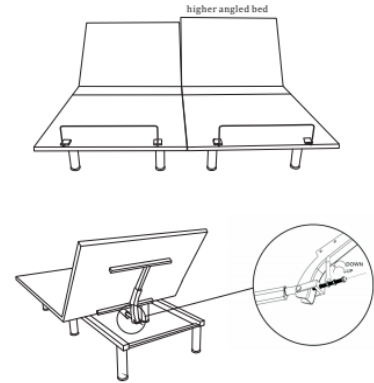
H) To program the memory buttons:

- 1) Adjust the base to the desired position
- 2) Press and hold the desired memory button (**M1, M2, or M3**) and the **SET** button simultaneously for 3 seconds (*see Figure 5*)
- 3) A quick beeping from the control box will indicate the setting has been successfully saved.

- 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.

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.



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 **red button**.

Helpful Pictures:

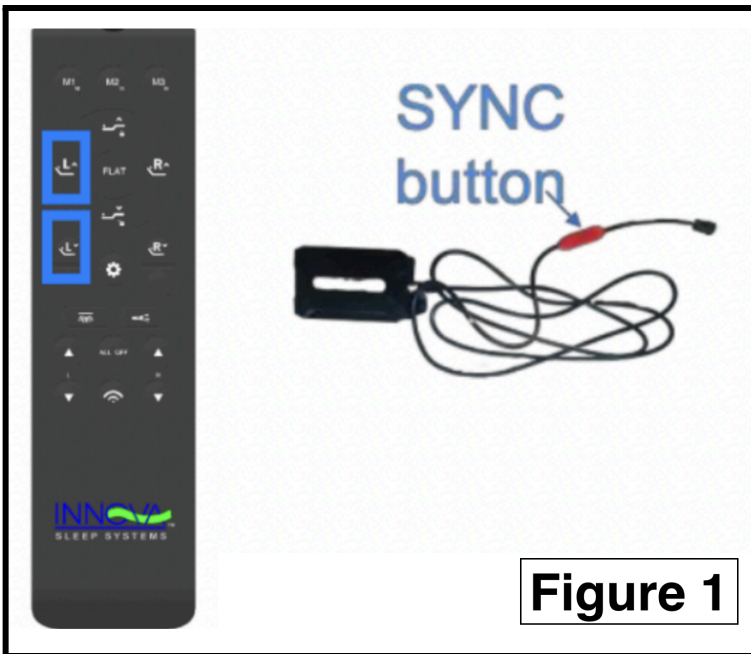
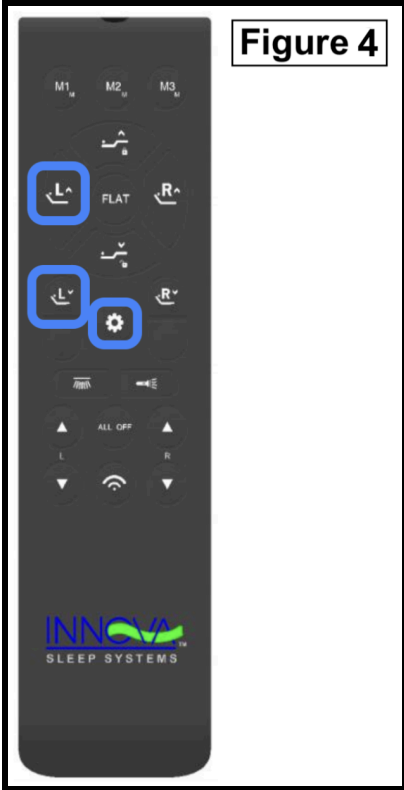
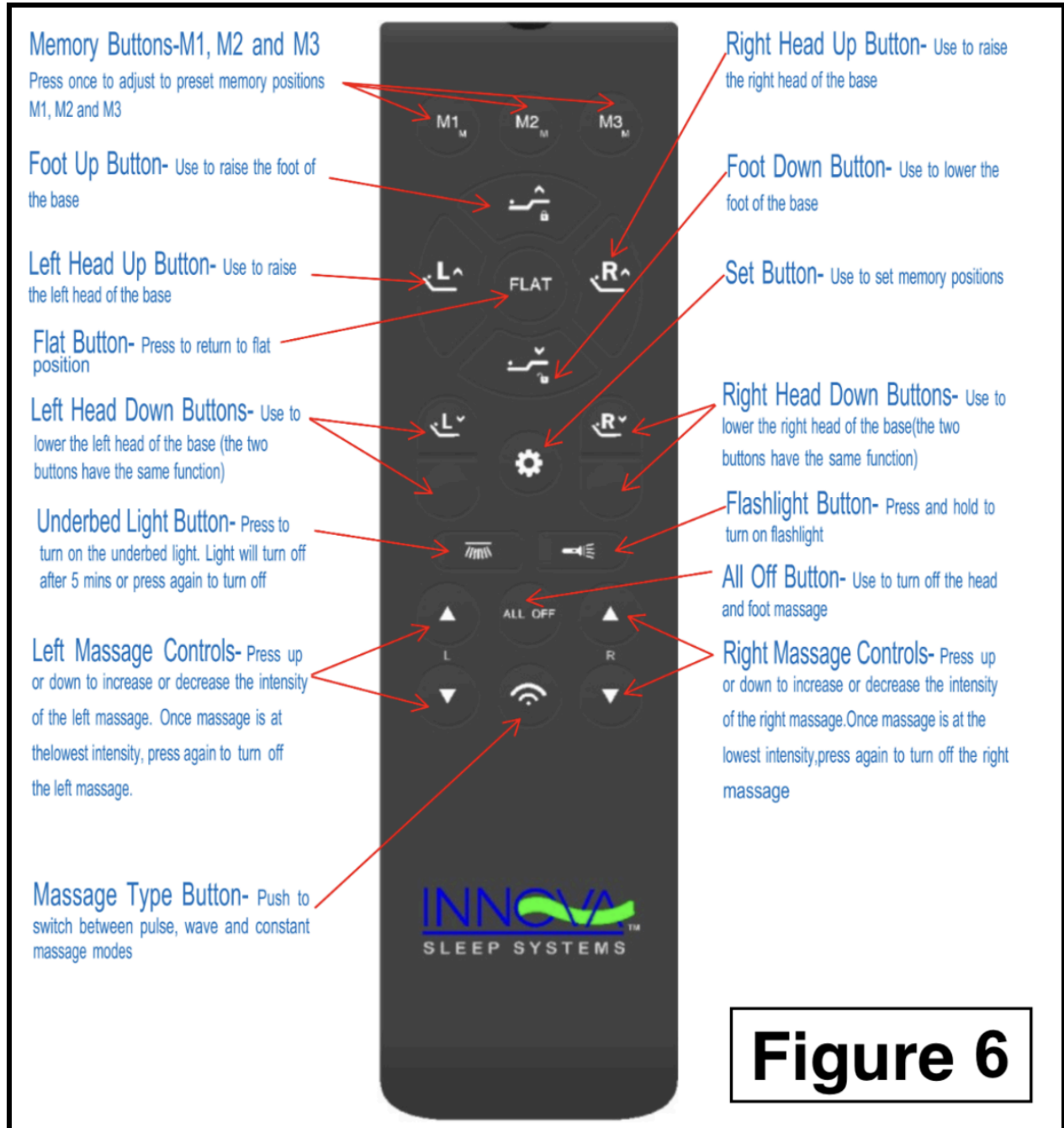


Figure 1



Figure 2





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.