

# R1Y 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 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 to operate both sides separately. If you would like one remote to control both sides of the bed simultaneously, you can sync one remote to both sides of the base.*

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

- 1) Find the **sync button** attached to the cord **OR** find the **reset button** on the side of your control box (*see Figure 1*).
- 2) Press and hold the **HEAD UP** and the **HEAD DOWN** buttons simultaneously on your remote. An indicator light should begin flashing on your remote.
- 3) Keeping the buttons on the remote pressed, push the **reset button** on either the cord **OR** the control box.
- 4) If the sync is successful, you will hear some quick beeping sounds.
- 5) Hold the HEAD UP button to test.

*\*\*\*If the sync did not work, try it again - you may not have pressed and held the buttons on the remote simultaneously or quickly 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 Button**

*The remote has a memory button, M, that can save a favored position to the remote's memory. This button does not come pre-programmed and will have to be set up individually.*

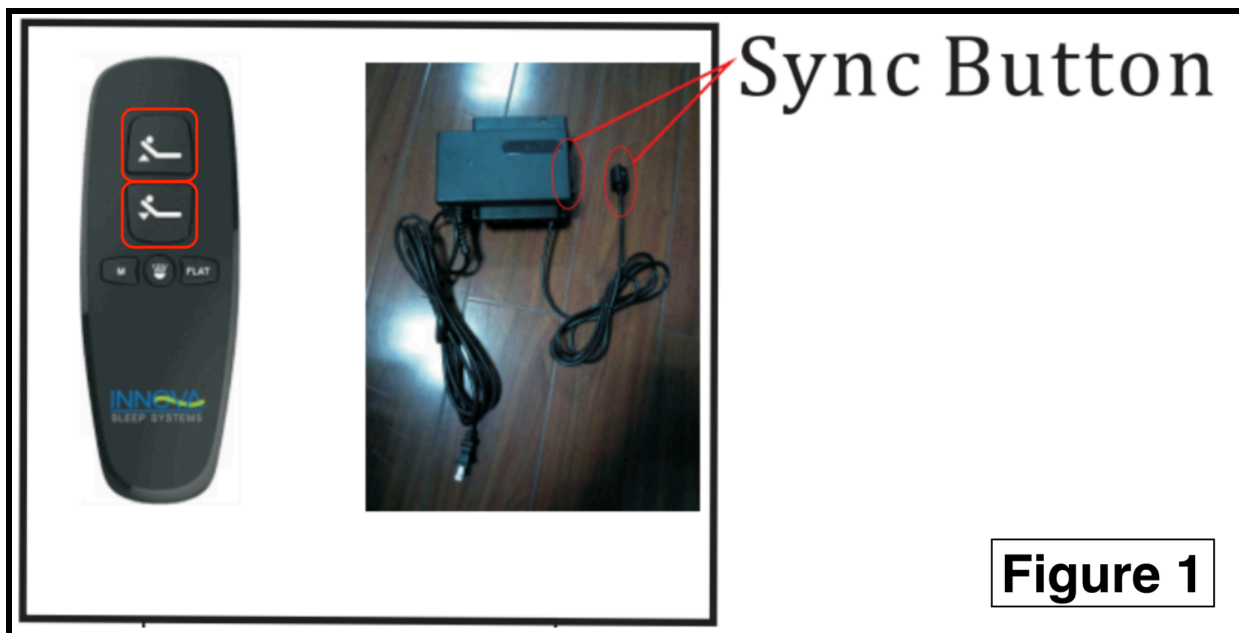
**F) To program the M memory button**

- 1) Adjust the head and foot to the desired position.
- 2) Press and continue holding the **M** button for around 7 seconds. Then, the backlight should start flashing to confirm the successful setting.
- 3) Test that the setting has been saved by pressing the **FLAT** button to fully lower the base. Then, press the **M** button to ensure it raises to the desired position.
- 4) You can reset the **M** position button by repeating the above steps.

**EMERGENCY LOWERING**

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.

**Helpful Pictures:**



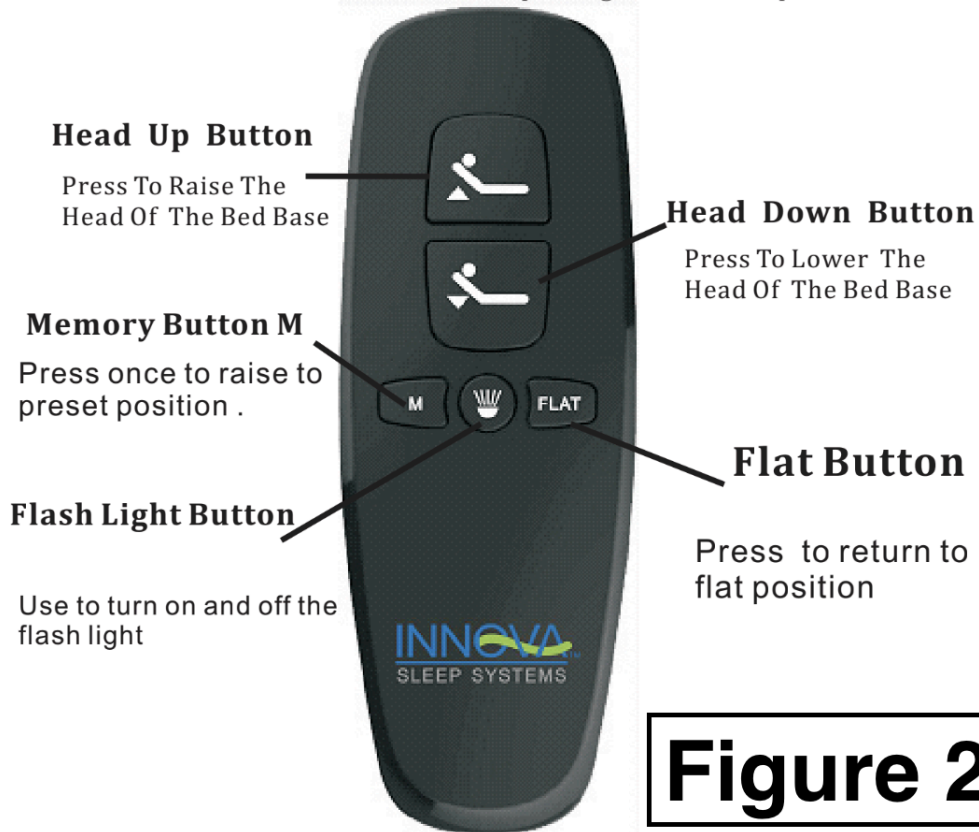
**INNOVA**<sup>TM</sup>

SLEEP SYSTEMS

**Wireless Remote  
Adjustable Beds**

**Preset M Button**

1. Adjust the head and foot to desired position.
2. Press and continue holding in the "M" Button for around 7 seconds, then the backlight flashing confirm the successful setting.
3. You can reset the M position button by repeating the above steps.



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