

## R2Y II/R2Y2/R2T 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 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 that is 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) Sync Instructions:**

- 1) To sync the remote to the bed, unplug the power cord from the surge protector or electrical outlet.
- 2) Plug the power cord back in. **Within 10 seconds of plugging the power cord back in**, press and hold the **HEAD DOWN** and **FOOT UP** buttons on the remote (*see Figure 2*).
- 3) If the sync is successful, the indicator light located on the control box will flash or there will be no light but the control box will beep.

*\*\*\*If the sync did not work, try it again - you may not have pressed and held the buttons quickly enough after plugging in the power cord.\*\*\**

#### **D) Change the frequency of your remote:**

To determine how to change the frequency on a Richmat remote, you need to know the year that the remote was manufactured. This is located on the sticker in the battery compartment cover - look at the first 4 numbers of the SN # to determine what year the remote was manufactured.

- 1) If the remote was made **before 2020**: Holding the **head up** button while inserting the batteries.
- 2) If the remote was **made in 2020 or later**: Hold the **head down & foot up** arrow buttons while inserting the batteries.
- 3) The flashlight at the top of the remote will flash to indicate that the frequency of your remote control has changed.
  - 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 will need to be synced to the base each time that the frequency is changed.\*

**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.

**IF YOU WOULD LIKE TO CLONE YOUR REMOTE:**

**F) Information for Customers with King Bases:**

*If you have a Split King base with two Twin XL mattresses and want to use both remotes to operate each side of your base separately, you will need to sync one remote to each side of the bed. Once you do this, one remote will control the right side and the other remote will control the left side.*

*If you have a Split King base with a King mattress, sync one remote to both sides. This remote will be called the 'Master Remote' and will control both sides of the bed at the same time. If you want to use two remotes to control the bed bases at the same time, you can clone the second remote, but make sure you mark the master remote somehow so you can tell the two apart.*

**G) Cloning Instructions:**

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

**H) Un-cloning Instructions:**

- 1) Press the **HEAD UP ARROW** and **FOOT DOWN ARROW** buttons on the SECONDARY REMOTE (Remote B) (*see Figure 4*).
- 2) The un-cloning process is complete when the flashlight on the SECONDARY REMOTE turns on normally.

- 3) To fully disconnect both remotes, change the frequency of both remotes (using instructions in step D), then resync each remote to separate sides of the adjustable bed base.

## Memory Buttons

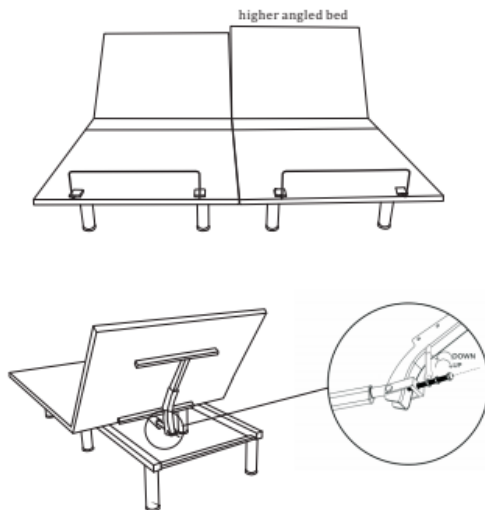
The remote will have 2 memory buttons for your base, P1 and P2. These buttons can save favored positions to the memory. These buttons do not come pre-programmed and will have to be set up individually.

### **I) To program the memory buttons**

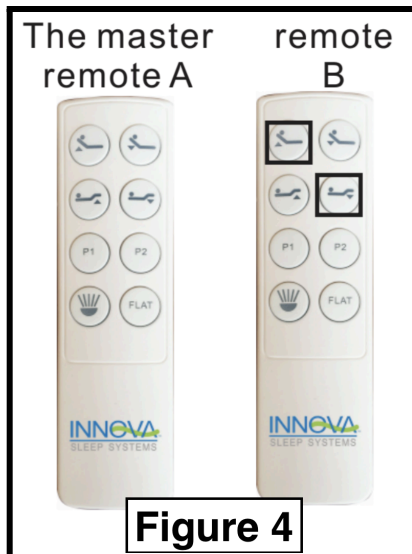
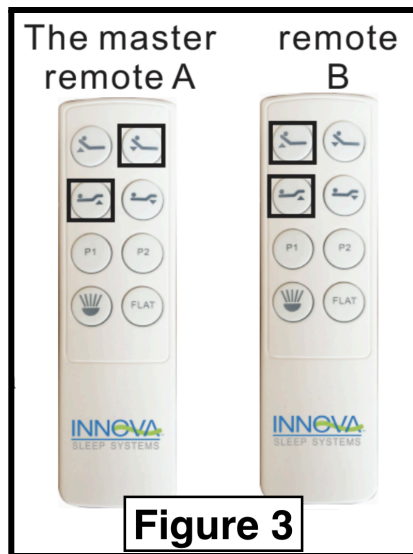
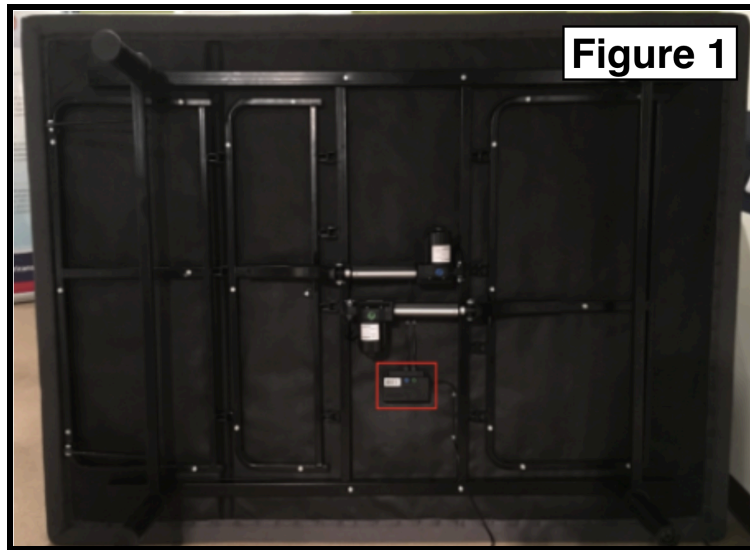
- 1) Adjust the bed to the desired position.
- 2) Press and hold the desired memory button (**P1 or P2**) for approximately 5 seconds.
- 3) A quick beeping sound will indicate the setting has been successfully saved.
- 4) Test that the setting has been saved by pressing the **FLAT** button to fully lower the base. Then, press the memory button to ensure it raises to the desired position.
- 5) You can reset the two position buttons by repeating the above steps.

## **WHEN TWO BEDS DO NOT ALIGN:**

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.



**Helpful Pictures:**



**INNOVA**  
SLEEP SYSTEMS  
**Wireless Remote**  
**Adjustable Beds**

**Preset P1 and P2 Buttons**

1. Adjust the head and foot to desired position .
2. Press and continue holding in the "P1" or "P2" Button for around 3 seconds , the beeping sounds confirm the successful setting .
3. You can reset the 2 position buttons by repeating the above steps .

**Synchronize the remote with the control box.**

Plug electrical cord into a grounded electrical outlet . Within 10 seconds, Press HEAD DOWN and FOOT UP buttons simultaneously , the beeping sounds confirm the successful setting .

**Head up button**

Press to raise the head of the bed

**Foot up button**

Press to raise the foot of the bed

**Memory Button P1**

Press once to raise to preset position 1.

**Flash Light & Under Bed Light Button**

Press once to turn on and off the flash light. Press and continue holding in the button to turn on and off the under bed light.



**Head down button**

Press to low the head of the bed

**Foot down button**

Press to low the foot of the bed

**Memory Button P2**

Press once to raise to preset position 2.

**Flat Button**

Press to return to flat position

**Figure 5**

\*\*\*Please feel free to email us at [service@innovasleep.com](mailto:service@innovasleep.com) or call/text 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.\*\*\*