

R4N 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) To sync the remote to the bed, press and hold the **HEAD UP** and **FOOT UP** arrow buttons on your remote simultaneously.
- 2) Then, **while holding both buttons on your remote**, also press and hold the **reset button** on the control box underneath the bed (*see Figure 3*)
- 3) If the sync is successful, you will hear some quick beeping noises.

****If the sync did not work, try it again - you may not have pressed and held the remote buttons simultaneously or long enough for them to sync.****

D) 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:

E) 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.

F) 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 DOWN** and **FOOT DOWN** buttons. The flashlight will be on for 10 seconds. (*See Figure 4*).
- 3) Meanwhile, on the MASTER REMOTE (the one that is synced with the beds), press and hold the **HEAD UP** and **FOOT UP** buttons. (*See Figure 4*).
- 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.

G) Uncloning Instructions:

- 1) To desynchronize the secondary remote from the MASTER REMOTE, press and hold the **INTENSITY** and **SPEED** buttons on the SECONDARY REMOTE (*see Figure 5*).
- 2) The un-cloning process is complete when the flashlight on the SECONDARY REMOTE turns on normally.

Memory Buttons

The remote will have 3 memory buttons for your base, POS 1, POS 2, and POS 3. These buttons can save favored positions to the memory. These buttons do not come pre-programmed and will have to be set up individually.

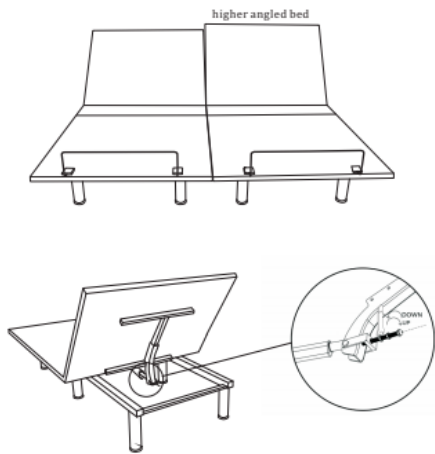
H) To program the memory buttons

- 1) Adjust the bed to the desired position.
- 2) Press and continue holding the **SET** button, then press the desired memory button (**POS 1, POS 2, or POS 3**).
- 3) A quick beeping sound will indicate the setting has been successfully saved and you can release both buttons.
- 4) Test that the setting has been saved by fully lowering the base. Then, press the memory button to ensure it raises to the desired position.
- 5) You can reset the three position buttons by repeating the above steps.

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



Helpful Pictures:

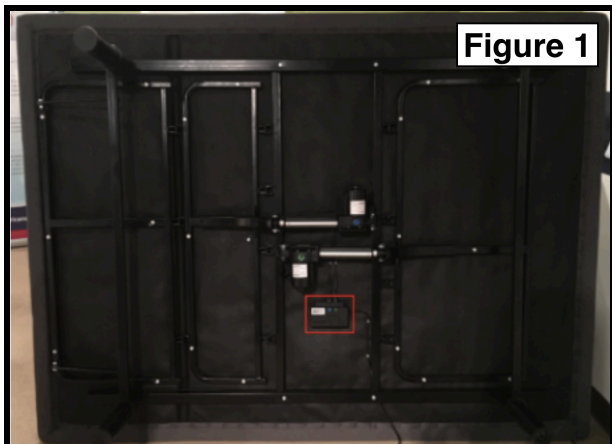


Figure 1

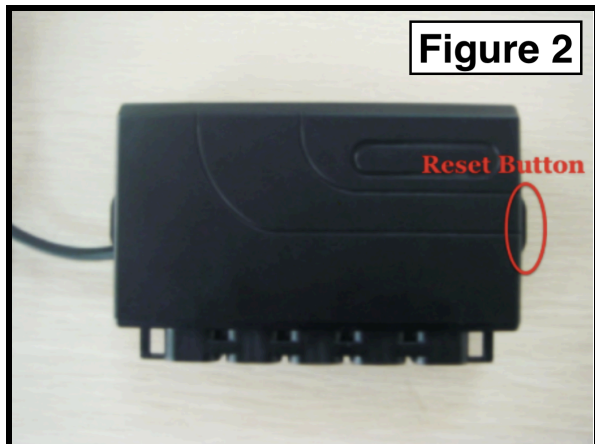


Figure 2

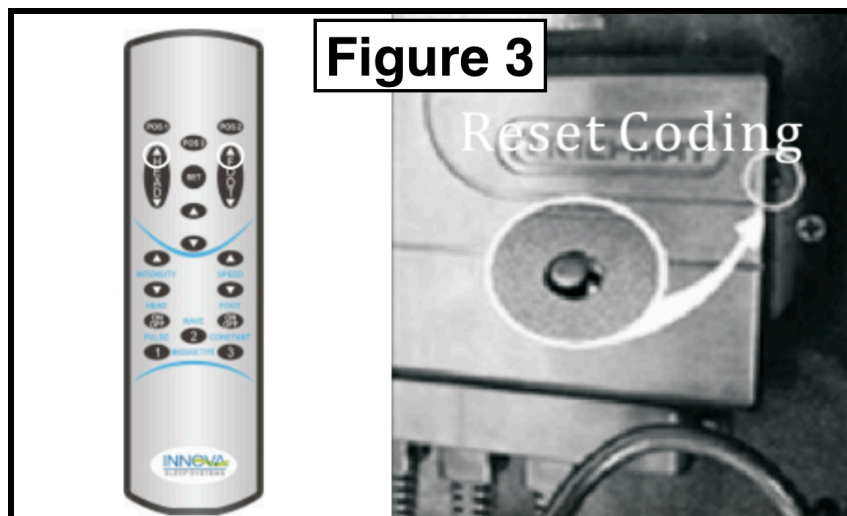
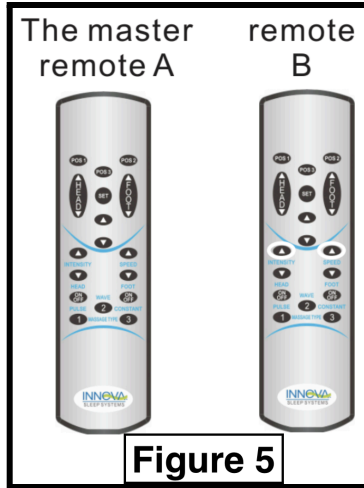
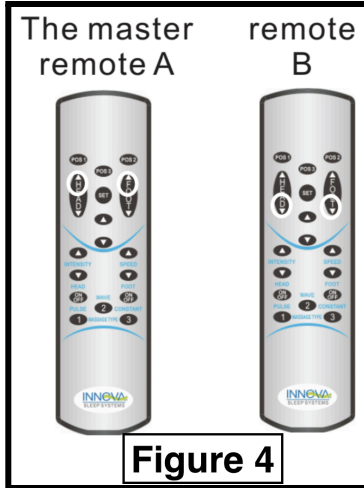


Figure 3



INNOVA SLEEP SYSTEMS

Preset Position Buttons 1,2&3

1. Adjust the head and foot to desired position .
2. Press and continue holding in the "SET" Button then press POS 1 , POS 2 or POS3 .
3. You can reset the 3 position buttons by repeating the above steps .

Synchronize the remote with the control box.
Press these Head up and Foot up buttons at the same time , then press the small button on the side of the Control Box , the beeping sounds confirm the remote sync with the control box.

Head Button
Used to raise and lower the head of the bed base

Raise/Lower
Press one button once to raise or lower both the head and foot at the same time . Press any other button except "SET" button to stop .

Massage Intensity
Adjust massage intensity for the head and foot of the bed base .

Massage On/Off Head
Turns the head massage on and off .

Foot Button
Used to raise and lower the foot of the bed base

Massage Speed
Used to increase or decrease the massage rhythm for the head and foot when in pulse and wave mode .

Massage On/Off Foot
Turns the foot massage on and off .

Massage Type
Offers three massaging actions: Pulse , Wave & Constant .

Figure 6

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.