

SPLIT HEAD AND FOOT ADJUSTABLE BASE OWNER'S MANUAL INSTALLATION & OPERATION



Please read the manual carefully and keep it safe for future maintenance.

Contents

Safety & Warranty Warnings	01
Parts List & Overview	04
Installation Guide	06
Remote Control Instructions	08
Pairing Remote Control Instructions	09
Synchronizing Two Heads	11
Setting Programmable Positions	12
Bluetooth Instructions	13
Emergency Battery Backup	15
Troubleshooting	16
Common Problems & Recommended Solutions	18

Safety & Warranty Warnings

ATTENTION:

Read the following information before using this product. Failure to use a surge protection device could compromise safety or cause product malfunction and could void the electrical portion of your warranty.

Electrical surges are by far the biggest cause of problems with electrical circuits. In order to help protect your investment in case of a power surge or outage, use a surge protection device (not included).

WARRANTY WARNING!

Do not open or tamper with the transformer, control box, motors, or remote control (with the exception of battery compartments). The product warranty will be void if these components are tampered with.

SMALL CHILDREN AND PETS:

Immediately dispose of all packing materials as they can smother small children and pets. Do not allow any persons or pets under the bed. Children, convalescents and disabled person should not operate the bed without adult supervision.

HOSPITAL OR CONVALESCENT USE DISCLAIMER:

Adjustable beds are designed and engineered for a life style of in-home comfort and are not intended for hospital use or for a bed-ridden patient on an extended recovery. Adjustable beds are not equipped with bars to help patients get safely in and out of bed and are not intended to be used around tent type oxygen therapy or explosive gases.

PACEMAKER WARNING:

Electronics may activate a special sensor in your pacemaker that detects motion. This can fool the pacemaker into "thinking" you are engaged in some sort of physical activity and require a faster heart rate. You may experience a sensation similar to when you are exercising. Consult your physician for further information.

Safety & Warranty Warnings

FULL WARRANTY: 1ST & 2ND YEAR

Starting from the Commencement Date, your adjustable base is warranted against non-excluded defects in Nisco's workmanship or materials. During the first and second year from the Warranty Commencement Date, Nisco will repair or replace (at no cost to you) any defective adjustable base part, and Nisco will pay all authorized labor associated with the repair or replacement of any parts found to be defective. However, if the entire adjustable base needs to be replaced, Nisco does not cover or pay for any part of transportation costs.

This warranty does not apply to:

- (a) any damage caused by the purchaser
- (b) unauthorized repair or replacement of adjustable bed parts; or
- (c) any mishandling of the adjustable bed (whether in transit or by other means), physical or electrical abuse or misuse, or any operation inconsistent with the procedures outlined in the User Manual.

Nisco Thailand Co., Ltd. ("Nisco") warrants this adjustable bed to the consumer who is the original purchaser ("purchaser"), subject to the terms and conditions set forth herein. This warranty begins on the "warranty commencement date" which is either the date of purchase for new unused beds or the date of manufacture for beds that have been used as floor or display models.

PRODUCT RATINGS

The bed lift motors are not designed for continuous use of more than 2 minutes in an 18-minute period, or approximately a 10% duty cycle. Any attempt to circumvent or exceed this rating will shorten the life expectancy of the product and may void the warranty.

WEIGHT UNITS

The limitation for this adjustable bed is 850 lbs. The bed will structurally support these weights, provided the weight is evenly distributed across the head and foot sections. This product is not designed to support or lift this amount in the head or foot section alone. Exceeding this weight restriction could damage the bed and/or cause injury and void the warranty. Enter or exit the bed in a flat position and do not sit on the head or foot sections while in the raised position.

Safety & Warranty Warnings

LIFTING AND LOWERING MECHANISMS AND MASSAGE UNITS:

It is normal for the raising and lowering feature on this bed to emit a minimal humming sound during operation. The massage feature creates a vibrating hum during operation and the resonance will increase accordingly with a higher intensity motor setting.

LOCATION ENVIRONMENT:

The level of sound experienced in a room is directly related to the environment within that location. In a room with hardwood floors and the massage units turned on, a vibrating noise can be noticeable. To reduce the resonance, place a piece of carpet or rubber casters cups under the legs. The rubber caster cups also prevent the bed from sliding when located on smooth or hard surface flooring.

TO REDUCE THE RISK OF SHOCK, BURNS, FIRE OR INJURY:

Make sure the base is in a flat position and the vibrating motors are turned off before unplugging the bed base from the power source. Always unplug the base from the electrical outlet before cleaning or servicing the base. If the cord or plug is damaged, discontinue use of the bed base. Contact a qualified service professional for examination and repair.

FCC COMPLIANCE:

This device complies with part 15 of the FCC Rules for residential use. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Radio Frequency: 2.4 GHz

For customer service under this limited warranty please contact Nisco.

Toll free phone: 1-877-281-1231

Overview & Parts List

All electronics and components that need to be installed are located in boxes. Before discarding the packing materials, ensure that all the parts are accounted for.

A



AAA Batteries (6) & Remote Control (2)

B



3"x3"x3" legs (6pcs)

C



Power Cord (1)

D



Power Supply (1)

E



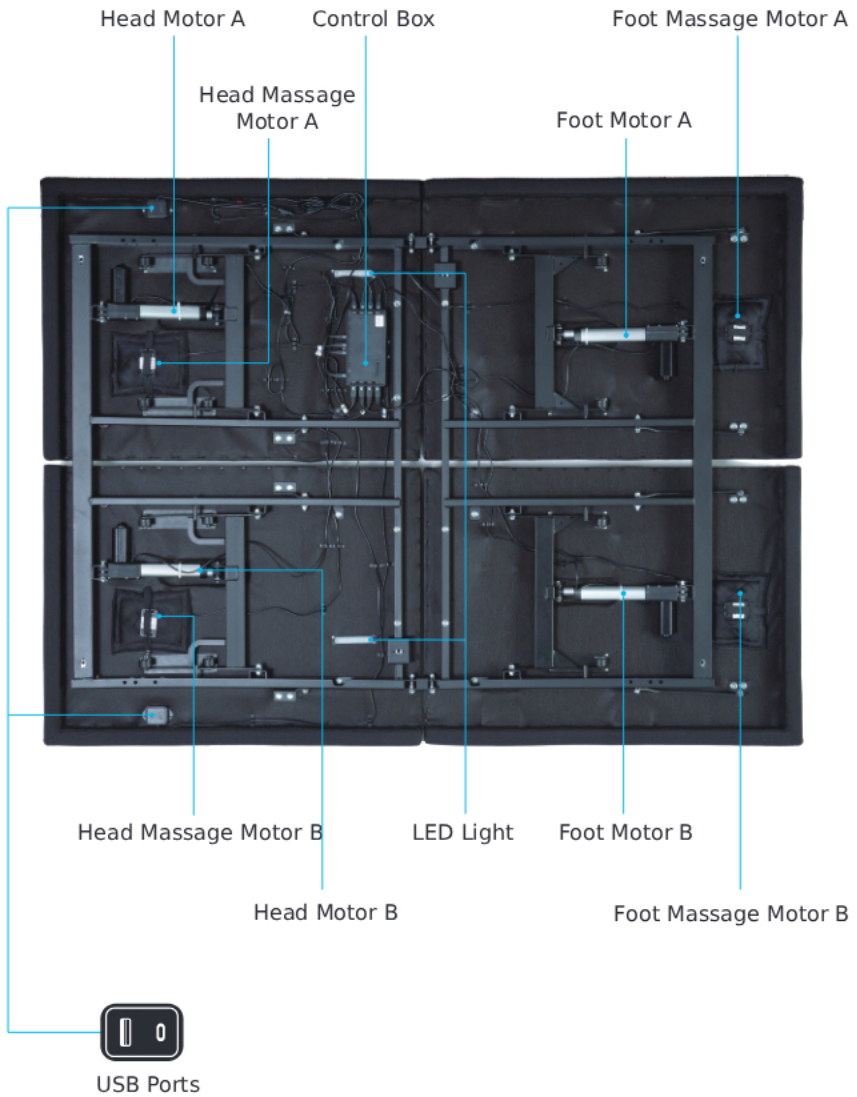
Retainer Bar (2)

D



Side Retainer Bar(4 pcs)

Overview & Parts List



Installation Guide

Notes

1.



Two people are required to assemble this adjustable base.

2.



Open the carton in the flat position, bottom facing up, to avoid damage.

Step 1

Remove folded bed base from the box and carefully unfold it top side down on the floor.



Take caution to avoid pinning fingers or any underside wires along the hinge.



Step 2

Open the accessories box and ensure all accessories are included (see page 4).

Attaching Bed Legs

Step 1

Hand tighten the legs by threading them clockwise into the prethreaded holes on the bed frame.



Nut on the frame is removable and replaceable. Please remove tape on the nut to install legs.

Step 2

Once legs are attached, please pick up from head and foot and flip without resting on legs.

Installation Guide

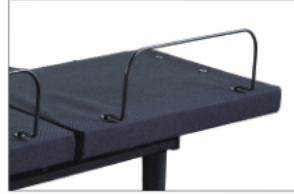
Installing Retainer Bar

Step 1

With assistance turn the bed frame over, top side up.

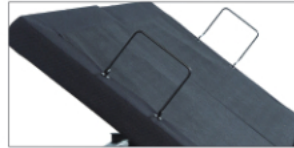
Step 2

Insert the ends of the retainer bar into the quick connect brackets located at the foot of the bed.



Step 3

Insert the side retainer bar (4pcs) at both head and foot sides.



Setting Up Electronics

Step 1

Take out the power supply and power cord from the accessory box.



Step 2

Connect the power cord connected with control box to the power supply. Connect power cord to the power supply.

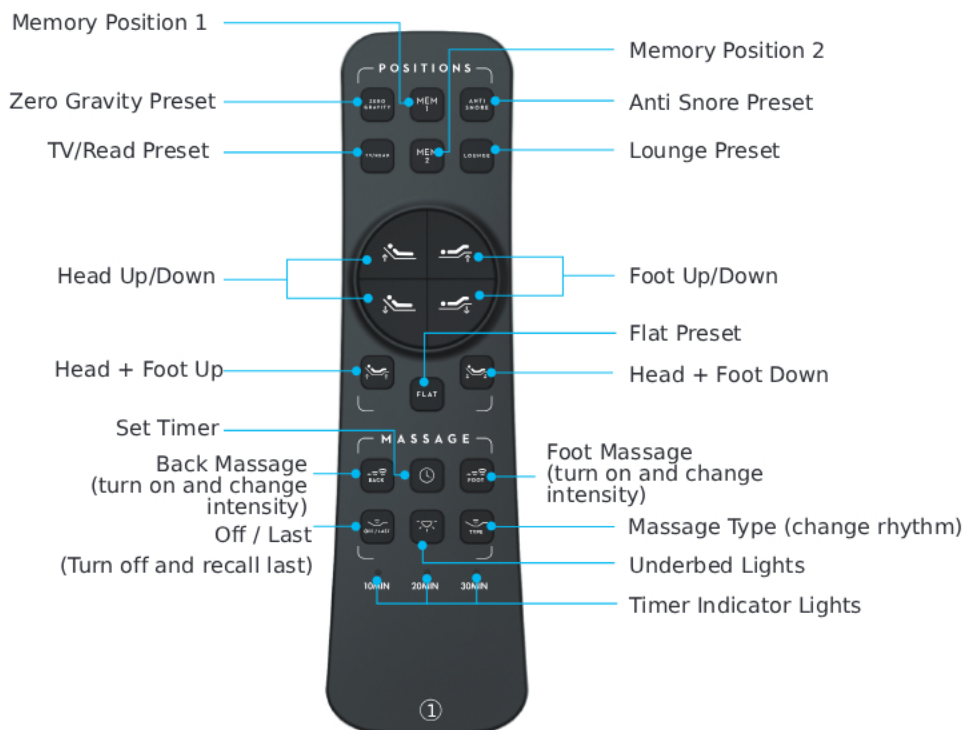


Step 3

Install the three (3) AAA batteries into the remote control. Confirm the remote control works by pressing the lift buttons.



Remote Control Instructions



Excessive use of the massage motors, over 30 minutes at a time, will cause the motor to shut down and possibly overheat.

Do not use massage for more than 30 minutes at a time.

Turn massage back on after 30 minutes rest to prevent damage to the motors or the adjustable base.

The massage motors are loud when on high speed and on a cement or hard wood floor or tile floor.

Pairing Remote Control Instructions

The original remote that comes in the box, should already pair with the base. In the event that the remote is not paired with the base, follow these steps.

Remote Is Not Paired With The Base

STEP 1

Make sure the batteries in remote work fine. Replace them when necessary.



STEP 2

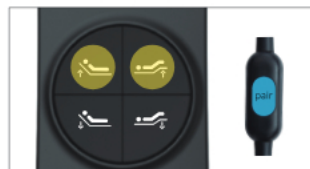
Plug the power cord to the power source.



STEP 3

Pair Remote A to the base

Press and hold head lift and foot lift of remote A simultaneously, then press and hold the pair button on the cord of control box for 3 seconds until you hear 2 beeps sound, the remote is then paired.



STEP 4:

Pair remote B to remote A

Press and hold head down and foot down of remote B simultaneously for about 5 seconds until the backlight on, then press and hold head lift and foot lift of remote A within 10 seconds until you see the backlight flashed, the remote is then paired.

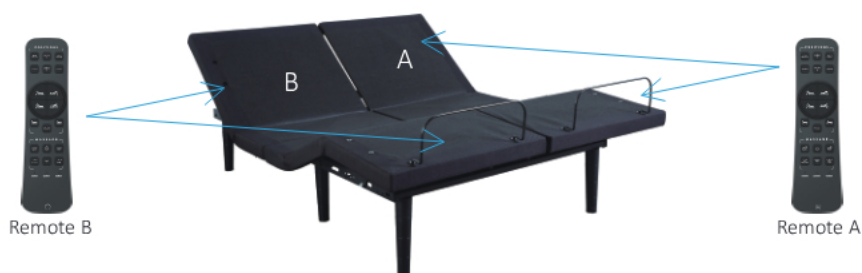


Remote B



Remote A

Remote A can now operate all functions of the base, except Head Motor B.
Remote B can now operate all functions of the base, except Head Motor A.



Synchronizing Left and Right Bed

Your bed is currently in split head & Foot independent control mode.
To switch to synchronized the left and right beds, follow the steps below:

STEP 1

Press and hold the "Zero Gravity" and "Anti-Snore" buttons for 5 minutes until you hear 2 beeps, the split head and foot will be synchronized.



To cancel synchronization and revert to the original split independent control mode, press and hold the "Zero Gravity" and "Anti-Snore" buttons for 5 minutes again until you hear 1 beep, and the split head and foot will return to separate control.



Setting Programmable Positions

The wireless power bed has a programmable feature that allows you to save custom positions. Please read all the instructions below before setting your custom presets on the remote.

STEP 1

Adjust the head and foot to your desired position.



STEP 2

Press and hold the flat button first (DO NOT RELEASE), then press and hold preset position or memory button for 5 seconds until you hear 2 beeps sound.



STEP 3

To adjust the saved position, repeat steps 1 and 2 and the new position will be saved.

Bluetooth Instructions

STEP 1

Plug base into power source.

STEP 2

Turn Bluetooth on in cell phone.

STEP 3

Install the APP.

Option 1)

Go to APP Store (IOS SYSTEM) / Google Store (ANDROID SYSTEM)
Type "Comfort bed app" into search field and select APP, press
"install" to install APP onto cell phone as shown below.



Option 2)

Scan this QR code to APP stores for download.



STEP 4

Control device via "Comfort Bed" APP.

1) Open "Comfort Bed" APP that was previously installed
on cell phone as shown in picture below.



Bluetooth Instructions

2) Open app that was previously installed on cell phone as shown in picture below. Select bed type first and then name your bed, third, select your bed model, last, pair your bed by selecting the QR code on bed frame (you can find it on the head frame or control box).



3) Open control center and select desired options.



Emergency Battery Backup

Important: The backup battery is only to be used in case of a power outage. Batteries are not to be used for normal operation of the bed. The backup battery will not support repeated movement for an extended period of time.

Backup Battery Use:

Use two 9V batteries only (not included). If a power outage occurs, install the 9V batteries into the power supply to allow temporary power to the base (see image A).

Installing Batteries:

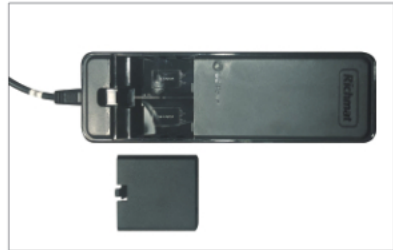
Unplug the power cord from the outlet and remove the cover from the compartment on the underside of the power supply (see image B).

Place two 9V batteries inside, close the cover and plug the power cord back into the wall outlet. The backup battery will not support repeated movement for extended periods of time. After power is restored, unplug power cord, remove the batteries, then plug the power cord back into the wall for normal use.

A



B



Troubleshooting

In the event that the power foundation fails to operate, assess the symptoms and possible solutions provided in the chart below.

Remote control illuminates and appears to be operable, but will not activate bed.

Verify that the power cord is plugged into a working, grounded electrical outlet. Test the outlet by plugging in another working appliance.

No features of the power will activate.

Program the remote control (see the Setting Programmable Positions and Pairing Remote section of this manual for programming procedures). Unplug the power cord, wait 30 seconds and plug back to reset electronic components. The surge protection device or the electrical outlet may be defective. Test the outlet by plugging in another working appliance.

Wireless remote will not illuminate.

Replace the batteries in the wireless remote.

Head or foot section will elevate, but will not return to horizontal (flat) position.

Bed mechanism may be obstructed. Elevate bed and check for obstruction. Remove obstruction. Head section may be too close to the wall. Headboard may be too close to the edge of the mattress. Verify that there is enough distance between the headboard brackets and mattress. Adjust if required.

Troubleshooting

Head & Foot lift function has minor interference during operation.

Check batteries in wireless remote control, replace with three (3) new AAA batteries if necessary. Make sure that you are following the duty cycle of the motors (do not operate more than two minutes over an 18-minute period, or approximately 10% duty cycle). Press the lift buttons squarely and accurately. Wireless remote control may be experiencing common Radio Frequency Interference from other radio transmitting devices. Wait several seconds, and then try pressing the appropriate button again.

A clicking noise is heard under the bed when raising or lowering.

This is normal. The lift motor relays “click” when they are engaged. No action is required.

I require the serial number.

The serial number can be found on the frame, or on the back side of the wireless remote.



Common Problems & Recommended Solutions

Remote Control or Motor Malfunction Solution:	Ensure the bed is properly plugged into a working outlet. Check the remote batteries or try re-pairing the remote to the bed. If the motor stops mid-function, unplug the bed for 10 minutes and restart. Contact customer service if the issue persists.
Product Does Not Match Description Solution:	Before assembly, verify all parts using the checklist in the manual. If any components are missing or incorrect, contact support immediately for free replacements. Double-check product specs on the purchase page to avoid misunderstandings.
Parts Missing or Damaged Solution:	Inspect all parts before starting installation. If power cables, USB modules, or adaptors are missing/damaged, request a replacement through the warranty service. Photos of damaged parts will help expedite support.
Bed Frame Too High or Uneven Solution:	Check leg height installation settings. Most models have adjustable legs—adjust to preferred height. Re-tighten all bolts evenly to ensure level support.
Noisy Operation or Vibrations Solution:	Some noise during movement is normal. If vibrations are excessive, inspect for obstructions under the bed or loose bolts. Lubricate motor joints if noise continues.
Mattress Slippage Solution:	Reinstall mattress retainer bars. Use a mattress gripper pad between the base and mattress. For heavy movements, secure with Velcro strips.

Serial No.:

Customer Service: 1-877-281-1231

10 YEAR LIMITED WARRANTY

3-Year Hassle Free Warranty

Your adjustable base is warranted by the manufacturer against defects in materials or workmanship for a period of three years from the date of purchase to the original Purchaser. During such time, the manufacturer will repair or replace, at no cost to the original Purchaser, any warranted part(s)* found to be defective by the manufacturer, in its sole discretion. This includes all pre-authorized labor and transportation costs incurred with the repair or replacement of any part found to be defective.

5-Year Warranty on Parts

During year 3 through 5 from the original purchase date, the manufacturer will replace any part on the adjustable base found to be defective by the manufacturer, to the original Purchaser. The manufacturer's liability is limited to the replacement of the defective electrical/mechanical part(s)* ONLY with the Purchaser responsible for all service, installation, and transportation costs of said part(s).

10-Year Limited Warranty

Notwithstanding the above, the manufacturer extends a 10-year warranty on mechanical base parts found to be defective on a limited basis as defined herein. Specifically, the manufacturer warrants that for a full 10 years from the commencement date of this warranty, any defect in the workmanship or the materials used shall be covered. For purposes of This 10-year warranty, it specifically excludes the cover, shroud, platform, legs, actuator lift motors, massage motors, control box, remote controls, power supply, and all power supply cords. The purchaser shall pay 1/5 of the current MSRP of the replacement part, or the entire adjustable base if deemed irreparable at the sole discretion of the manufacturer, multiplied by the number of years after the fifth year from the original purchase date. The manufacturer's liability shall be limited to the replacement of the defective part(s) ONLY with the purchaser responsible for all service, installation, and freight costs for said part. This warranty does not apply to floor models.

2-Year Floor Model Warranty

Your adjustable base floor model is warranted against defects in the electronics for a period of two years from the date of purchase to the original Purchaser. During the first two years the manufacturer will replace at no cost to the original Purchaser, any defective electronic part(s). The manufacturer's liability is limited to the replacement for the defective electronic part(s) ONLY with the Purchaser responsible for all service, installation and transportation cost of said part(s). Additional terms and conditions apply. See reverse for details.

Name _____

Phone _____

Address _____

City _____

Province _____

Postal Code _____

Purchase date _____

Retail Store _____

Bed Serial Number _____

Email Address _____

For warranty claims, call Customer Service

1-877-281-1231

150 Great Gulf Dr, Concord, ON L4K 5W1
info@sinca.ca | www.Sinca.ca

Sinca / Fashion Bed Group Warranty Dept. 150 Great Gulf Dr, Concord, ON L4K 5W1

ADDITIONAL TERMS & CONDITIONS

This warranty does not include reimbursement/replacement for inconvenience, removal, part(s) installation, bed setup, loss of use, normal wear and tear, shipping, or any other costs or expenses not expressly covered in this warranty. In addition, this warranty shall be void in the following circumstances:

1. Damage resulting from misuse or abuse caused by the Purchaser or any third party.
2. Damage caused by repairs or parts replacement by an unauthorized person.
3. Damage caused if the adjustable base has been mishandled (including during shipping), subject to physical abuse or an improper power supply, or by failing to adhere to the Owner's Manual and this warranty.
4. Damaged mattresses, foundation cover(s), fabric(s), bedding cables, electrical cords, or accessories supplied by dealers or any third party. Contact your dealer for warranty information on these items.
5. Modification of the adjustable base without prior written consent by the manufacturer.
6. Costs for unauthorized service calls for the purpose of educating the consumer about the adjustable base or locating proper functioning power outlets.
7. Damage if the recommended weight restrictions are exceeded.
8. Damage if used in any environment or a commercial setting which was not intended.
9. This warranty requires notice to be given to Fashion Bed Group of any claim for repairs or replacement parts.
10. Damage to foam shroud by improper handling or misuse.

***Parts include the following:**

- Head/Foot Actuator
- Massage Motors and Housing
- Control Box
- Remote Control
- Power Cord, Power Supply, and Input Cord
- Mounting Brackets
- Support Struts

OTHER THAN AS EXPRESSLY SET OUT HEREIN, AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER ORAL OR WRITTEN WARRANTIES, REPRESENTATIONS, CONDITIONS OR PROMISES, WHETHER EXPRESS OR IMPLIED, AND WHETHER ARISING BY LAW, STATUTE, COURSE OF DEALING OR USAGE OF TRADE, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, QUALITY, DURABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT PERMITTED BY APPLICABLE LAWS, ANY IMPLIED WARRANTIES (IF APPLICABLE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL THE MANUFACTURER BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, LIQUIDATED OR SIMILAR DAMAGES, WHETHER OR NOT FORESEEABLE.

To the extent permitted by law, this warranty is not transferable and will automatically terminate if the original Purchaser sells or otherwise disposes of the adjustable base. This warranty gives the Purchaser specific legal rights. Other rights, which vary from jurisdiction to jurisdiction, may exist. In addition, some jurisdictions do not allow (i) the exclusion of certain warranties, (ii) limitations on how long an implied warranty lasts and/or (iii) the exclusion or limitation of certain types of costs and/or damages, so the above limitations may not apply. This warranty is only valid in Canada

Weight Limits: Section below will be customized by product

This product is not rated to support weights exceeding 850 pounds. The base will structurally support this weight, provided it is evenly distributed across the bed base. The adjustable base is not designed to support or lift this amount in the head or foot sections alone. Exceeding this weight restriction could damage the bed and/or cause injury and will void the warranty.

If registering warranty by mail:

Include proof of purchase (sales receipt) and this card and mail to:

Fashion Bed Group - A Sinca Company

150 Great Gulf Dr,
Concord, ON L4K 5W1
Canada

Email: info@Sinca.ca
Web: www.sinca.ca
Phone: 1-877-281-1231