



OWNERS MANUAL



CONTENTS

Welcome	2
Frequently Asked Questions	4
Making the Bed.	7
Troubleshooting Tips	8
Mattress Care & Cleaning Information	10
Acoustic Information	11
Remote Control Information	12
Attaching Head & Foot Boards	13
Important Safety Information	14





Congratulations on the purchase of your new Easy Rest Adjustable Sleep System. You have purchased a bed of exceptional quality that will quietly and effortlessly adjust to the perfect position for all of your waking and sleeping needs. You can take pride knowing that your purchase is helping employ hundreds of hard working Americans in our plants in Tennessee and Kentucky.

We know from experience that you'll be telling your friends and family about your improved quality of sleep and the many health and lifestyle benefits you'll soon be enjoying. We truly appreciate your business and we're grateful for the trust you've placed in us. Should you ever need assistance we are always available to assist you. We wish you many nights filled with sweet dreams!

Customer Service

1-800-523-5383

M – F 9 am to 5 pm East Coast Time



Q. What maintenance do I need to perform on the adjustable bed base?

A. None. The base is designed to be maintenance free. If you have pets we do recommend that you periodically check the electrical cords and remote control wire (if applicable to your model) to make sure that they have not been tampered or chewed.

Q. Can I store things under the bed?

A. No, minimal clearance is maintained between the leg support and the bed frame in all positions of motion. Storing items under the bed may cause damage to the adjustable base unit and will void the warranty.

Q. What do I do if the bed will not operate at all?

A. See Troubleshooting Tips on page 8 of this manual. If the bed doesn't work after following directions contact us at 1-800-523-5383.

Q. Can the bed height be lowered or raised?

A. You can lower the bed height by removing the casters (wheels). This will lower the bed 2 inches closer to the floor. To raise the height of the bed leg extenders are available for purchase by calling us at 1-800-523-5383.



Q. Do all beds come with the heat feature?

A. No. Heat is an optional feature that is added at the time of purchase. Should you wish to add this feature after the sale simply contact us at 1-800-523-5383.

Q. My massage motor is very loud. What can I do to make it quieter?

A. The massage may resonate loudly if the bed is on hardwood floors. Use of carpet squares or furniture cups under each caster may help to reduce noise. However, you should never expect to completely eliminate noise when the massage motors are in use.

Q. How do I activate the wave feature when using the massage?

A. The massage function must be turned on first before the wave function can be used. At the end of the timed cycle the massage motor will automatically turn off. **Note: massage equipped bases are not designed for continuous, extended massage operation. Massage systems are rated for a maximum of 30 minutes of use within any 2 hour period.**

Q. My mattress appears to be sagging. Is this normal?

A. See Mattress Care & Cleaning section of the Owners Manual on page 10.

Q. How often should I turn the mattress?

A. When a bed is in a sitting position most of the occupant's weight is concentrated on a small area, which might cause a depression. All mattresses should be rotated from head to foot once a month. This simple task will give the mattress an opportunity to recover. Customers with dual beds should also move mattresses from one side of the bed to the other periodically to further vary the areas of highest use between users. When the bed is not in use, return the bed to the flat position. This will allow the mattress to wear longer.

Q. My mattress is making a swishing sound. Is this normal?

A. Sometimes with a new bed the texture of the mattress ticking rubbing against the texture of the base cover will produce a corduroy or bumping effect when the bed is raised or lowered. This effect will soon wear off with use. If it must be stopped immediately, a piece of foam or rug gripper can be inserted between the mattress and the base as a temporary solution.

Q. Is there a difference between an adjustable mattress and a traditional flat bed mattress?

A. Yes. Adjustable mattresses are constructed differently from flat bed mattresses to allow them to bend and adjust continually over years of use. Adjustable mattresses are created with a soft edge to allow it to bend and conform to the adjusted base unit. ***Repeated and lengthy sitting on the edge of your mattress will cause the mattress to deform more rapidly than flat mattresses.*** Therefore, you should not spend prolonged periods of time sitting on the edge of your bed/mattress. This could constitute misuse and void the limited warranty.

DON'T sit on edge of bed



DO sit back from mattress edge



Q. Why does my mattress not match the size of the base?

A. The mattress sizes may appear to be shorter by as much as a couple of inches across the mattress. It will conform closer to size as it breaks in.

Q. Do I need to use a surge protector?

A. YES. Failure to use a surge protection device (not included) could compromise safety or cause product malfunction. Using a surge protector may save you money on service calls or repairs.

FREQUENTLY ASKED QUESTIONS

Q. We lost power and now nothing happens when I hit the favorite position buttons.

A. If there is loss of electrical power the favorite position functions will require resetting. To reset, unplug the bed from the wall outlet for 30 seconds, then plug back into outlet. Lower the bed to the flat position and wait 5 seconds before adjusting the bed to the position you want to save. Refer to the instruction sheet that was given to you at the time of purchase to save the new position to memory. If directions can not be found you can download them at www.easyrest/customerservice/remotes.

Q. Why won't my sheets stay on my bed?

A. There are two reasons you may be having trouble with your sheets. Our top selling models come with mattresses that are 12 inches deep. Most beds on the market today are 12 to 15 inches deep. If your prior bed was more than 7 years old your sheets may not fit properly. When purchasing sheets be sure to order sheets commonly referred to as "deep pocket" sheets or sheets that state they are 15" deep. Alternatively, if you purchased an extra-long sleep system you will need to purchase extra long sheets. People who are taller than 5'10" in height are recommended to purchase an extra long sleep system so that when the head and foot of the bed are raised the head and feet of the taller person are fully supported. You can find the exact measurements of your bed on your Purchase Agreement or by calling us at 1-800-523-5383.

Q. Where can I buy linens for my bed?

A. With the exception of a dual queen bed you can buy linens anywhere linens are sold. If you purchased an extra long (XL) bed make sure to purchase XL fitted sheets. If you purchased a dual queen bed please contact us at 1-800-523-5383 for linens.

Q. Do you stock parts and side rails for the bed?

A. Yes. Please contact us at 1-800-523-5383 for any part or accessory needs. Should you need us to install them a service charge will apply.

Q. Do I have to pay for a service call?

A. It depends on the model purchased and age of the bed. You can find your warranty information on the documents signed at the time of purchase or by calling us at 1-800-523-5383.

NOTE: Raising or lowering the bed height, attaching head and/or footboards, replacing pillow top inserts and other non-mechanical related issues are not covered under the warranty. Easy Rest will assist customers with these issues if desired at the prevailing labor and service rates.

MAKING THE BED



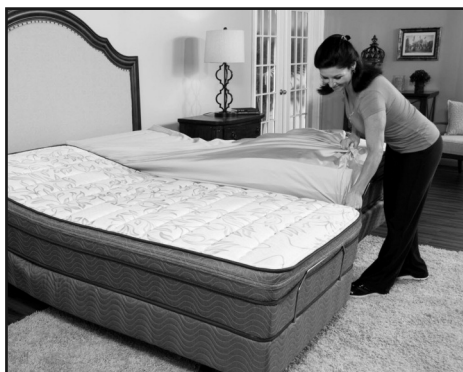
Step 1
Raise the head of the bed.



Step 2
Place fitted sheet on top corners.



Step 3
Lower the head and pull sheet toward bottom. Raise foot.



Step 4
Place sheet on bottom corners of mattress.



Step 5
Tuck fabric behind retainer bar.



Step 6
Lower foot and smooth sheet.

TROUBLESHOOTING

In the event the adjustable base fails to operate, investigate the symptoms and possible solutions in one of the two following charts. Be sure to consult the proper troubleshooting chart. Troubleshooting tips differ based on remote control units.

For Adjustable Bases with Wireless Remote Controls (No cord connecting remote to base)

SYMPTOM	SOLUTION
Remote control illuminates and appears to be operable, but will not activate base.	<ul style="list-style-type: none"> • Verify power cord is plugged into a working, grounded electrical outlet. A grounded, electrical surge protection device is recommended. If the outlet is controlled by a wall switch make sure the switch is in the "on" position. If you still do not get power test outlet by plugging in another working appliance.
No features of the base will activate.	<ul style="list-style-type: none"> • Verify power cord is plugged into a working, grounded electrical outlet. A grounded, electrical surge protection device is recommended. Test outlet by plugging in another working appliance. • Program the remote control (see Remote Control Programming for more information). • Unplug power cord, wait 30 seconds and plug in to reset electronic components. • Electrical circuit breaker may be tripped. Check electrical service breaker box to verify. • Defective surge protection device or electrical outlet. Test outlet by plugging in another working appliance.
Remote control will not illuminate.	<ul style="list-style-type: none"> • Replace batteries in the remote control.
Head or foot section will elevate, but will not return to the horizontal (flat) position.	<ul style="list-style-type: none"> • Base mechanism may be obstructed. Elevate base 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 a 1.5" (38.1mm) to 2" (50.8mm) distance between headboard brackets and mattress. Adjust if required.
Excessive massage motor noise.	<ul style="list-style-type: none"> • If base is located on hard surface flooring, place carpet pieces or rubber caster cups under each leg or caster of the base. • Elevate the head or foot section a short distance (with the remote control) to realign the lift/lower mechanisms with the base support platform. • Verify that the base is not positioned against a wall, nightstand, or other object that may cause vibration or noise. • If base is installed over a base frame, verify massage motors are not causing base frame (or base frame components) to vibrate. • Verify that headboard attachment hardware is tightened firmly (if used).

For Adjustable Bases with Wired Remote Controls (Cord connecting remote to base)

SYMPTOM	SOLUTION
No features of the base will activate.	<ul style="list-style-type: none"> • Verify power cord is plugged into a working, grounded electrical outlet. A grounded, electrical surge protection device is recommended. If the outlet is controlled by a wall switch make sure the switch is in the “on” position. • Electrical circuit breaker may be tripped. Check electrical service breaker box to verify. • Defective surge protection device or electrical outlet. Test outlet by plugging in another working appliance.
Head or foot section will elevate, but will not return to the horizontal (flat) position.	<ul style="list-style-type: none"> • Base mechanism may be obstructed. Elevate base 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 a 1.5” (38.1mm) to 2” (50.8mm) distance between headboard brackets and mattress. Adjust if required.
Excessive massage motor noise.	<ul style="list-style-type: none"> • If base is located on hard surface flooring, place carpet pieces or rubber caster cups under each leg or caster of the base. • Elevate the head or foot section a short distance (with the remote control) to realign the lift/lower mechanisms with the base support platform. • Verify that the base is not positioned against a wall, nightstand, or other object that may cause vibration or noise. • If base is installed over a base frame, verify massage motors are not causing base frame (or base frame components) to vibrate. • Verify that headboard attachment hardware is tightened firmly (if used).

MATTRESS CARE

Easy Rest mattresses are constructed using high-quality materials beneath the top ticking to provide extra comfort and conformance. Even using the best components, the materials utilized for the comfort layers will naturally settle and compress due to the weight and shape of the user over time. This settling or compression is not a structural or design defect, but a normal result from use. It will not affect the support and conformance of the mattress. Please be aware that compression of upholstery layers is not covered under the limited warranty nor should it be considered "sagging" if you see some evidence of body impressions. To reduce body impressions, it is recommended that you rotate your mattress 180 degrees monthly to vary the areas of highest use. Additionally, it is recommended that Dual System users move mattresses from one side of the bed to the other periodically to further vary the areas of highest use between users. When the bed is not in use, place the bed in the flat position. This will allow the mattress to wear longer.

FABRIC CLEANING INFORMATION

Spot clean only with water based shampoo or foam upholstery cleaner. Pretest a small, inconspicuous area before proceeding. Do not over wet. Do not use solvents to spot clean. Pile fabrics may require brushing with a non-metallic, stiff bristle brush to restore appearance. Hot water extraction or steam cleaning is not a recommended cleaning method. To prevent overall soiling, frequent vacuuming or light brushing with a non-metallic stiff bristle brush to remove dust and grime is recommended. When cleaning a spill, blot immediately to remove spilled material. Clean spots or stains from the outside to the middle of the affected area to prevent circling. Use a professional furniture cleaning service when an overall soiled condition is apparent. We recommend placing a mattress pad/protector (not included) on top of the mattress as an added layer of protection.

HEAT UNIT (OPTIONAL ACCESSORY)

The optional heat unit should not to be used on or by an invalid, deep sleeping or unconscious person, or by a person with poor local blood circulation unless carefully attended. Do not use heat on areas of insensitive skin. Never remove the electric heating unit from the bed without first unplugging it from the wall outlet.

REPLACING THE REMOVABLE PILLOW TOP INSERT

Easy Rest mattresses have been created to allow the user to change the firmness of the mattress at any time. To replace the mattress insert first remove all mattress coverings from the bed and follow the steps below. See pictures on page 11 for further clarification.

Step 1

Find the zipper on the top edge of your mattress. Unzip the entire length of the zipper.

Step 2

Gently pull back the top of the mattress cover to expose the foam inside.

Step 3

Remove the foam insert that came with your mattress and replace it with the one you just received.

Step 4

Return the mattress cover to it's original position and re-zip the pillow top until it is completely closed.

Please remember that should you need any other assistance with your bed we are always available to help you. Simply contact us at 1-800-523-5383.

MATTRESS CARE INFORMATION

Changing your Easy Rest Pillow Top Insert see page 10 for written directions.



Step 1



Step 2



Step 3



Step 4

ACOUSTICS INFORMATION

LIFTING/LOWERING MECHANISMS

The lift/lower feature will emit a minimal humming sound during operation. This is normal. During operation, the lift arm wheels make contact with the platform support of the base. This applies slight tension on the moving components and resonance is reduced to a minimum level. If excessive noise or vibration is experienced, reverse the movement action (up or down) of the base with the remote control. This should realign the base's activating mechanisms to the proper operational position.

MASSAGE OPERATION

The massage feature will emit a minimal tone during operation. This is normal. When the massage level is increased, motor resonance will intensify accordingly.

LOCATION ENVIRONMENT

The level of sound experienced during operation is directly related to the location environment. For example, when a base is located on a hardwood floor with the massage feature in operation, a vibrating tone will be audible. To minimize this resonance, place a piece of carpet, or rubber caster cups, under each leg or caster of the base. It is possible to experience vibration or noise from the headboard brackets, headboards or footboards if mounting bolts are not firmly tightened.

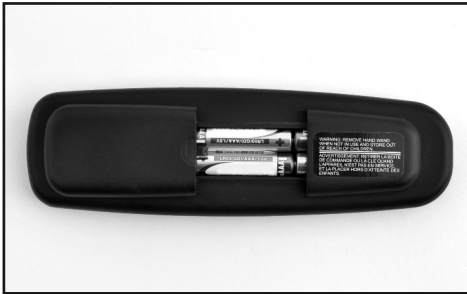
Remote Control Use and Programming

Easy Rest has a variety of bed models with both wired and wireless hand control units. Delivery personnel provide each customer with a separate instruction page on how to use and program the remote that is specific to the bed purchased. We recommend keeping the instruction page stored with this owner's manual. Remote Control instructions can also be downloaded at www.easyrest/customerservice/remotes.



NOTE

REMOTE CONTROL REQUIRES FOUR (4) AAA SIZE BATTERIES. IF BATTERIES HAVE BEEN REPLACED, PRESS ANY BUTTON FOR 3 SECONDS. WHEN THE INDICATOR LIGHT TURNS ON IT IS READY FOR USE.



See your separate instruction page which was given to you at delivery on how to use and program the remote that is specific to the bed purchased.

Attaching Head & Foot Boards

Easy Rest Adjustable bed bases can be attached to most head and foot boards. This service is included as part of the delivery and installation charge AT THE TIME OF THE ORIGINAL DELIVERY ONLY. If you do not have a bed set to be attached at the time of delivery an instruction sheet specific to the bed purchased will be provided to you by your delivery crew should you choose to attach one at a later time. We recommend keeping the instruction page stored with this owners manual. Should you decide at a later date that you would like us to attach a head or foot board to your bed base we will do it at the then prevailing rate.



NOTE

FAILURE TO FOLLOW HEADBOARD BRACKET INSTALLATION INSTRUCTIONS MAY CAUSE HEADBOARD BRACKET INTERFERENCE WITH BASE FOAM DURING BASE OPERATION. BASE FOAM OR BASE COVER DAMAGE COULD RESULT.



IMPORTANT SAFETY INFORMATION

READ THE FOLLOWING INFORMATION CAREFULLY BEFORE USING THIS PRODUCT



WARNING - FOR OPTIMUM ADJUSTABLE BASE OPERATION, USE A GROUNDED, ELECTRICAL SURGE PROTECTION DEVICE (NOT INCLUDED). FAILURE TO USE A SURGE PROTECTION DEVICE COULD COMPROMISE SAFETY OR CAUSE PRODUCT MALFUNCTION.

ELECTRICAL RATING

Electrical components are rated for 110/120 voltage, 60Hz, 3.9 amp.

ELECTRICAL GROUNDING

This product is equipped with a polarized or grounded electrical power cord. The power cord will only fit into a grounded, electrical surge protection device (not included) or a grounded electrical outlet.

WARRANTY WARNING

Do not open any control boxes, motors or remote control devices (with the exception of the remote control and power down box battery compartments). The product warranty will be void if these components are tampered with. Do not attempt to alter component wiring or adjust or modify the structure of the product in any way or the warranty will be void. Any repair or replacement of base parts must be performed by authorized personnel.

LUBRICATION

This product is designed to be maintenance free. The lift motors are permanently lubricated and sealed—no additional lubrication is required. Do not apply lubricant to lift motor lead screws or any nylon nuts or the base may inadvertently creep downward from the elevated position.

PRODUCT RATINGS

The base lift motors are not designed for continuous use. Reliable operation and full life expectancy will be realized as long as the lift motor operation does not exceed two (2) minutes over a twenty (20) minute period, or approximately 10% duty cycle. ***Note: massage equipped bases are not designed for continuous, extended massage operation. Massage systems are rated for a maximum of 30 minutes of use within any 2 hour period.*** Any attempt to circumvent or exceed product ratings will shorten the life expectancy of the product and may void the warranty.

The recommended weight restrictions for this adjustable base is 600 lb (272 kg), all sizes. The base will structurally support the recommended weight distributed evenly across the head and foot sections. This product is not designed to support or lift this amount in the head or foot sections alone. ***Note: exceeding the recommended weight restrictions could damage the base and void the warranty.***

For best performance, consumers should enter and exit the adjustable base with the base in the flat (horizontal) position. **DO NOT SIT ON THE HEAD OR FOOT SECTIONS WHILE IN THE RAISED POSITION.**

UL (Underwriters Laboratories) recognized components.

CFR 1633 approved for use with most mattresses.

Easy Rest is assembled in the USA.

READ THE FOLLOWING INFORMATION CAREFULLY BEFORE USING THIS PRODUCT

SMALL CHILDREN / PETS WARNING

To avoid injury, children or pets should not be allowed to play under or on the base. Children should not operate this base without adult supervision.

PINCH POINT WARNING



DURING BASE OPERATION, GAPS UNDER THE BASE (PINCH POINTS) ARE CREATED (FIGURE 1). A CHILD, A PERSON'S LIMB, OR A PET CAN BECOME ENTRAPPED AT THESE LOCATIONS. DURING USE, AND WHEN BASE IS IN THE RAISED POSITION, ALWAYS KEEP GAP AREAS UNDER THE BASE (PINCH POINTS) CLEAR AND KEEP ALL LIMBS ON TOP OF BASE. FAILURE TO FOLLOW THIS WARNING COULD RESULT IN SERIOUS INJURY OR DEATH FROM PINCH POINT AREAS.

PACEMAKER WARNING

This product produces a vibrating sensation. It is possible that individuals with heart-assist pacemakers may experience a sensation similar to exercise. Consult physician for complete information.

HOSPITAL USE DISCLAIMER

This base is designed for in-home use only. It is not approved for hospital use and does not comply with hospital standards. Do not use this base with tent type oxygen therapy equipment, or use near explosive gases.

SERVICE REQUIREMENTS

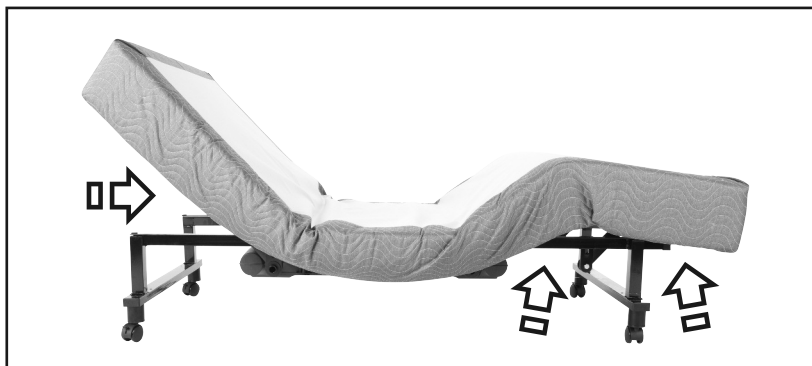
Service technicians are not responsible for moving furniture or any other items required to perform maintenance on the base. In the event the technician is unable to perform service due to lack of accessibility, the service call will be billed to the purchaser and the service will have to be rescheduled.

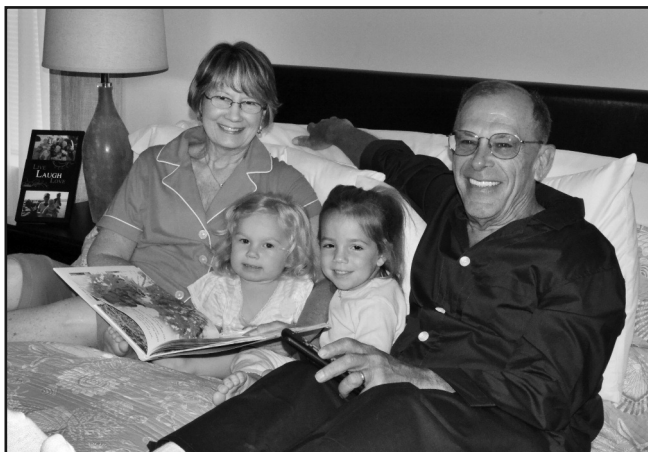
FCC COMPLIANCE

Components meet Class B digital device rating (Part 15, FCC rules) for residential use. Adjustable bases generate, use and may radiate radio frequency energy. Radio communication may be affected if not installed and operated as recommended in this manual. Changes or modifications not approved by the party responsible for compliance could void the user's authority to operate the equipment.

Radio frequency = 310MHz.

FIGURE 1





1436 Wells Drive • Suite 5 • Bensalem, PA 19020

www.EasyRest.com

Customer Service: **1-800-523-5383**

Monday – Friday

9:00 am to 5:00 pm (East Coast Time)