



# SMART FLEX



SF-500

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# Warnings and Safety Instructions

The main priority at Smart Flex is making sure that all purchasers of our products enjoy them safely. We ask that everyone reads this manual carefully and with caution. Please observe all warnings and safety instructions. **FAILURE to adhere to any of the warnings or cautions listed in this manual could potentially void the warranty.** At the end of this manual, there will be contact information. Please email or call with questions or comments. Thank you for purchasing your adjustable bed frame from Smart Flex.

## Safety Precautions

Smart Flex strongly encourages that you read the instructions completely before using this product. It is imperative that you perform correct assembly and operation of your adjustable bed to ensure ideal performance and longevity from your SF-500 adjustable bed frame. We ensure that this product has been thoroughly tested and inspected for safety and functionality prior to sale.

## Radio Frequency of the Device is 2.4 GHZ.

FCC compliance device complies with part 15 of the FCC Rules under these two conditions:

1. This device does not cause any harmful interference.
2. This device will accept any interference received, including interference causing undesired effect on the operation.

# Warnings

## Medical Warnings

**Pacemaker:** Consult your physician if you have a pacemaker before using our SF-500 Adjustable Bed. The massage feature of your SF-500 Adjustable Bed creates vibration. It is possible for your pacemaker to interpret this vibration as believing the user is moving and/or exercising. Products that cause vibration have been known to have this effect on pacemakers. Again, purchasers with Pacemakers should consult their physicians before using a SF-500 Adjustable Bed Frame.

## Lifting of SF-500 Adjustable Bed

Consult a physician before lifting, moving or assembling your SF-500 Adjustable Bed if you have ANY physical restrictions concerning lifting. For example, customers with Neck, Back, Shoulder, Arm, Hip, Knee, Foot and Ankle conditions should consult their physicians before lifting this product due to the product's weight and potential to aggravate pre existing injuries or conditions.

**In addition:** Any lifting of this product should be done by a minimum of 2 persons. Product should always be in the flat position before lifting.

## Residential (In-Home) Use Only

Smart Flex makes no assertion that its products are designed for any medical use. The product is not considered to be

a "hospital or medical" bed for commercial or residential use. Smart Flex, Inc. has not designed this product to meet hospital or medical standards as defined by the US government.

In addition, do not attach Oxygen or additional medical equipment to this product due to the risk of explosion.

Do not use any flammable gases, liquids or materials near this product. This includes any medical equipment that is potentially flammable.

### **Pinch Hazard**

Never place Hands, Feet or any body part near the bed frame itself while it is in motion to prevent all "pinching" injuries. In addition, never place any body part under this product while head and feet sections of the SF-500 Adjustable Bed are elevated. Any portion of the SF-500 Adjustable Bed Frame that rests on the inner frame has the potential to pinch or injure any body parts placed under or between sections of the bed frame. Also be cautious of areas where joints and hinges connect the various parts of this product because those areas could also cause pinching or injury if any body part is placed there while Smart Flex Adjustable Bed Frame is in motion.

## **Electrical Safety**

**IMPORTANT NOTE:** To ensure maximum safety, this product should be plugged into an electrical surge protector and

not directly into the outlet. (Surge Protector is not supplied with this adjustable bed)

Be sure to always unplug this adjustable bed frame from the electrical outlet (surge protector) before performing any cleaning or maintenance of the bed frame. Disconnect any cord or cable safely by first removing the plug from the outlet (surge protector). Keep its cords away from heated and or moist surfaces. Stop using this adjustable bed and contact the manufacturer for repair if: (1) its cord or plug is damaged, (2) it is not functioning properly, or (3) it has been damaged by dropping or any mishandling. The use of adapters or any modifications is not recommended unless the outlet is checked by a qualified electrician to ensure proper grounding of the adapter or plug outlet. NEVER REMOVE THE GROUNDING PIN OR ALTER THE PLUG or input IN ANY WAY. Unauthorized modifications could void the electrical component portion of your warranty.

For power safety, the massage motors will automatically shut off when running continuously for 10 minutes. Please press a massage button on the remote to re-engage the massage feature.

**MOTOR SHORT-CIRCUIT:** The input transformer voltage is AC100-240V, 50/60Hz, 1.5A, the output voltage is DC 29V 2.0A, and the power rate is 50W. In case of a short-circuit, a fuse on the transformer will burn out to protect your motors. Please seek professional assistance to replace the fuse.

# Weight Ratings and Restrictions

**Overload of Weight:** In the case that an overload of weight is placed on the foot or head mechanism, the control unit will get overheated and shut down. Immediately remove the excess weight, and all functions will resume after the temperature decreases. The maximum recommended weight limit on this adjustable bed is 1000 lbs. The lift capacity of 1000 lbs is tested with the weight evenly distributed over entire surface of bed base.

**Lifting and Lowering Cycles:** Do not sit on the head or the foot of the bed while changing positions during the lifting or lowering cycles, and when in the raised position.

**Children and Pets:** It is imperative that no children or pets play on or around The SF-500 Adjustable Bed to prevent any injury. Do not allow small children to operate the adjustable bed under any circumstances. Any individual with diminished mental capacity should also not be allowed to operate this product for safety reasons.

## **ADDITIONAL WARNINGS:**

- If the SF-500 Adjustable Bed Frame needs to be moved after assembly, be sure to move while product is in the flat position with at least 2 people supporting the weight of the product on both ends. Do not move this product in a vertical or upright position to prevent injury on the individuals or the

product.

- Unplug this product from the electrical outlet (surge protector) before attaching or removing any wires connected to the control box or any other additional accessories.
- Do not insert any items into the control box input or USB input that is not intended for use with this product or that does not fit in any input.
- Do not use this product in the vicinity of aerosol spray products or oxygen products /equipment.
- If there is any visible damage to the electrical cords or control box, or any electrical component is discovered, cease all operations of this product.
- Keep electrical power cord away from all heat sources. Furthermore, if an electrical power cord is visibly damaged or has been dropped in water or liquid, DO NOT USE.
- Do not expose any part of the SF-500 Adjustable Bed Frame to moisture. A risk of fire or electric shock greatly increases when any part of this product is exposed to moisture.



# Unpacking the Parts Included

1. Open the carton box and unfold the metal bed frame.
2. Then open all the boxes containing all the parts and only cut zip ties for remote, power cord and mattress bar. **Do Not** cut the zip ties that tighten the USB Y cable, and underbed LED light cable.
3. Please make sure you have all the parts of your adjustable bed.

- 4 pcs corner legs
- 4 pcs Motor pins, 4 pcs Motor clips
- 4 Mattress Corner Guards
- Control Box
- Power Cord
- Power Supply Adapter
- Underbed LED Light
- Remote Control
- Foot Massage Motor (Attached to base)
- Head Massage Motor (Attached to base)
- Head Motor
- Foot Motor
- USB Y Cable
- Power Adapter Y Cable
- 2 Pairs of (2) USB Ports
- 2 AAA Batteries
- 2 9V Batteries(not included)
- Sync Cable (included with TXL Base)
- Instruction Manual

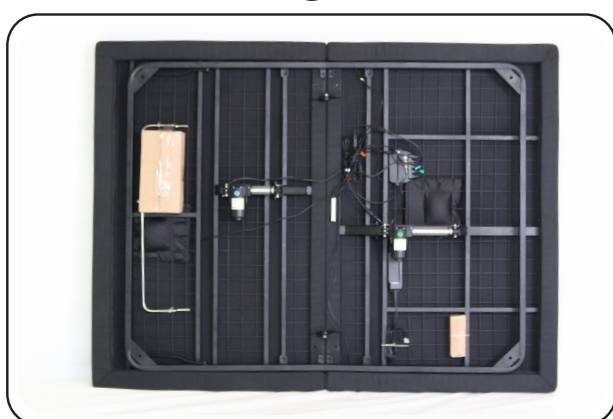
# Assembly of the Corner Legs to the Base

1. First, open up your SF-500 Box.
2. Unfold and lay down the bed base.
3. As you unfold the bed frame, the two center legs will fold out. Please lay the frame flat with legs up
4. Then tighten the 4 corner legs
5. Use the adjustable leg heights that you prefer.

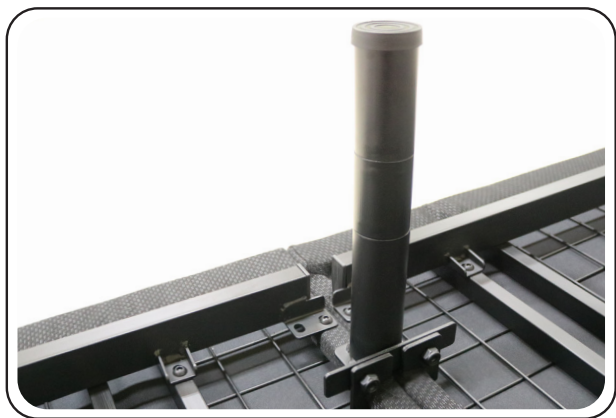
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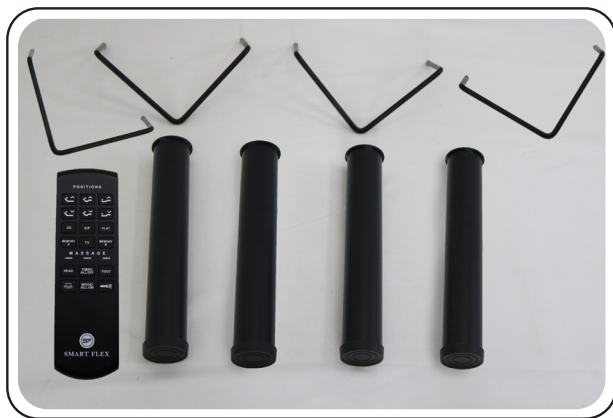
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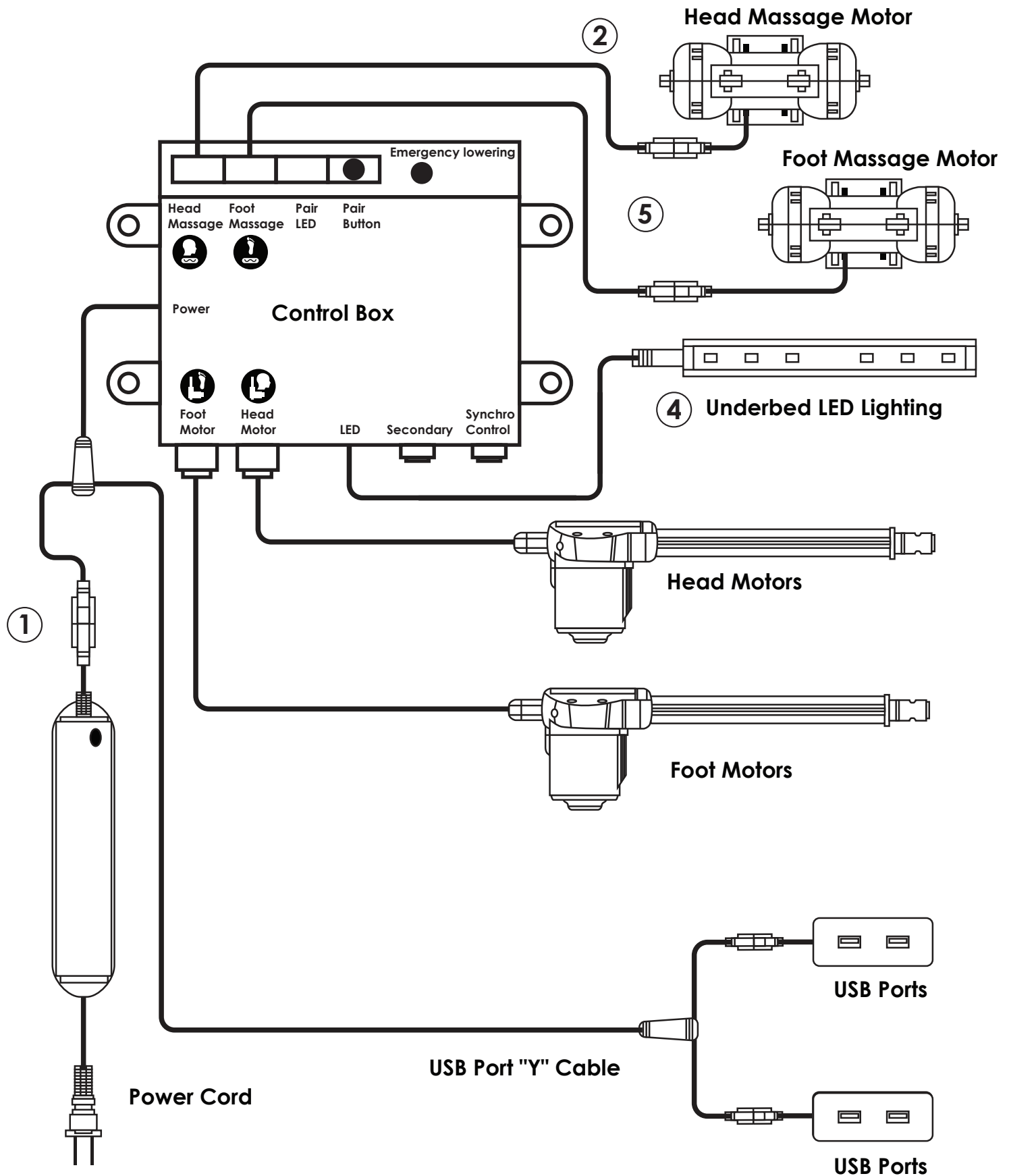
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# SF-500 SYSTEM



Input: AC 100-240V, 50/60Hz, 1.5A  
 Output: DC 29V 2.0A

# Motors Installation of the Control Box and Massage Motors (If Replacement Necessary)

1. Connect the Power Adapter to the control box with one end of the Power Adapter Y Cable
2. Connect the power plug into the other side of the power adapter box
3. With the USB Ports Y cable, connect the single protruding pin to the remaining Power Adapter Y cable and the other two ends of the cable to the USB Ports.
4. Connect the underbed LED lighting to the control box.
5. Connect the Head & Foot Massage Motors to the control box
6. Connect the Head Motor to the control box.
7. Connect the Foot Motor to the control box.
8. Finally, your motors are installed to the control box.

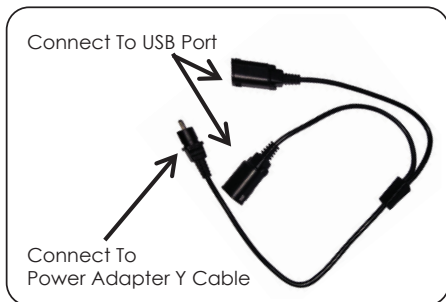
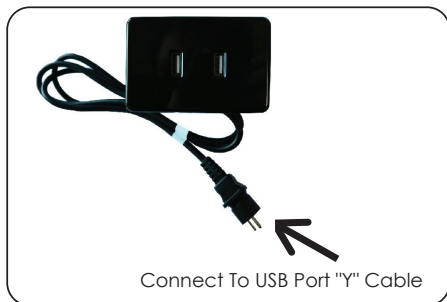
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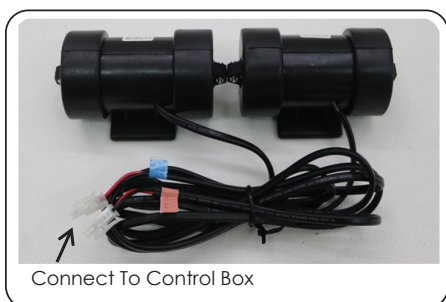
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# Pairing the Remote Control to the Control Box

As the pairing procedure is already done by the manufacturer, you can just insert 2 AAA batteries into your wireless remote control and start to enjoy your SF-500 Adjustable Bed. If your remote control fails to operate, please refer to **troubleshooting #8**.

## Wireless Remote Control Operation

1. Press and Hold on 1 to raise the head of the bed.
2. Press and Hold on 2 to raise both the head & foot of the bed together.
3. Press and Hold on 3 to raise the foot of the bed.
4. Press and Hold on 4 to lower the head of the bed.
5. Press and Hold on 5 to lower both the head & foot of the bed together.
6. Press and Hold on 6 to lower the foot of the bed.
7. Press 7 once to preset Zero G position (Head Approx. 20 degrees, Foot Approx. 40 degrees)
8. Press 8 once to preset S/F position (Head Approx. 10 degrees, Foot Approx. 0 degrees)
9. Press 9 once to preset Flat Position. (Head and Foot 0 degree)
10. Memory Position A (M.A) is a function for you to program your



desired position. Press the Head/Foot Up and Down buttons to set your desired position. Once you have set your desired position, press and hold the Timer/All off button until the remote backlight LED flashes. Release the Timer/All off button and click the Memory A button before the LED stops flashing. Your M.A desired position is now set.

11. Press 11 once to preset TV position (Head Approx. 65 degrees, Foot Approx. 15 degrees)

12. Memory Position B (M.B) is to program a second desired position. Follow the instructions for M.A.

13. Press 13 once to turn on Head Massage at low intensity, press 13 the second time for medium intensity, third time for high intensity and fourth time to turn off.

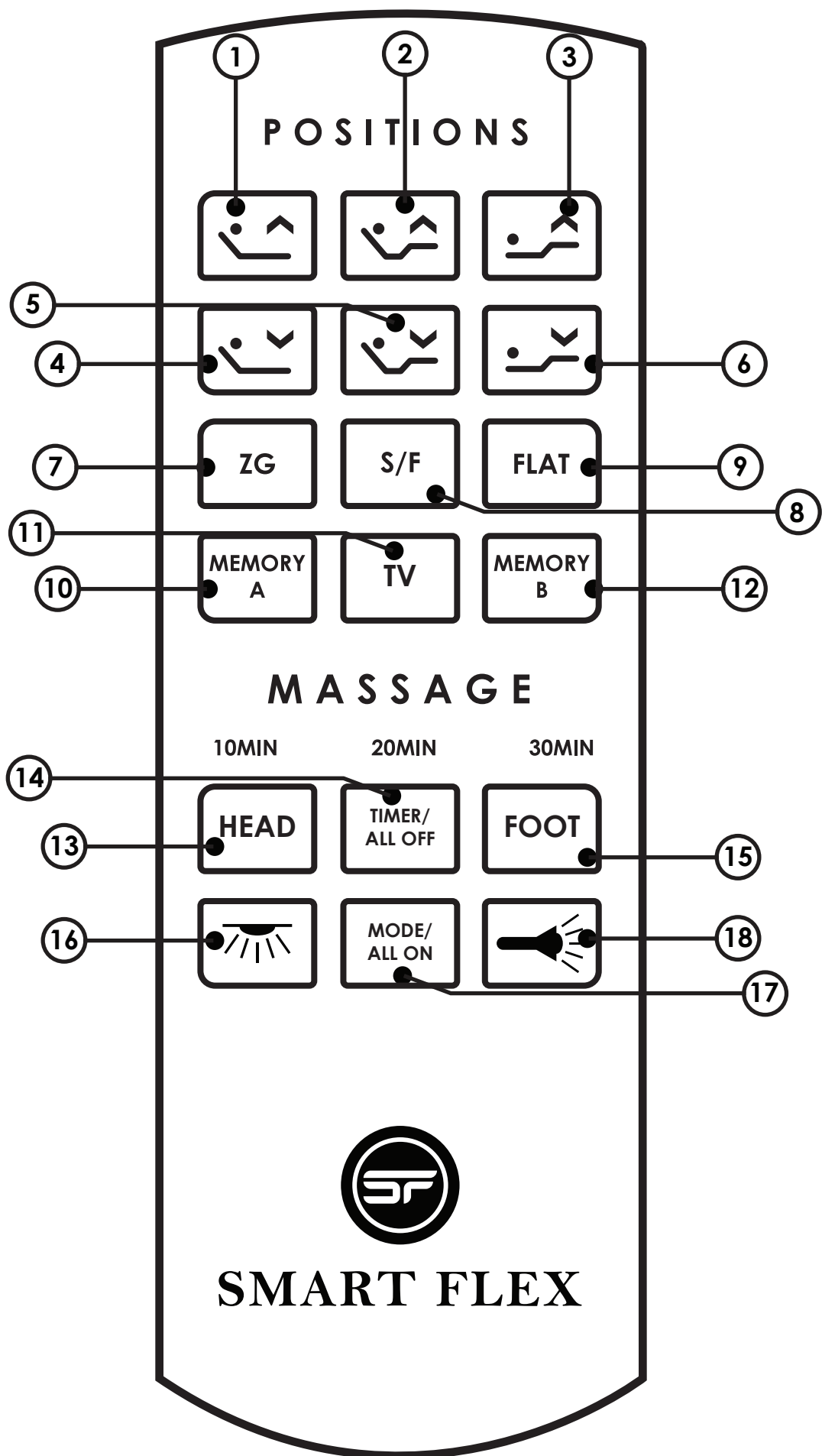
14. Button 14 has two functions: to turn the Head and Foot Massage Off together or to set your massage timer. 10 /20 /30 minutes Bar : When Button 14 ( Timer ) is pressed, this bar will light up. Green light represents timer setting for massage duration time. The default time is 10 minutes.

15. Press 15 once to turn on Foot Massage at low intensity, press 15 the second time for medium intensity, third time for high intensity and fourth time to turn off.

16. Press 16 to turn On/Off the Underbed LED lighting. The LED light will turn off automatically after 5 minutes of use.

17. Button 17 has two functions: to turn on the Head and Foot Massage together or for setting different massage mode options.

18. Press 18 for Flashlight function at the top of the remote.

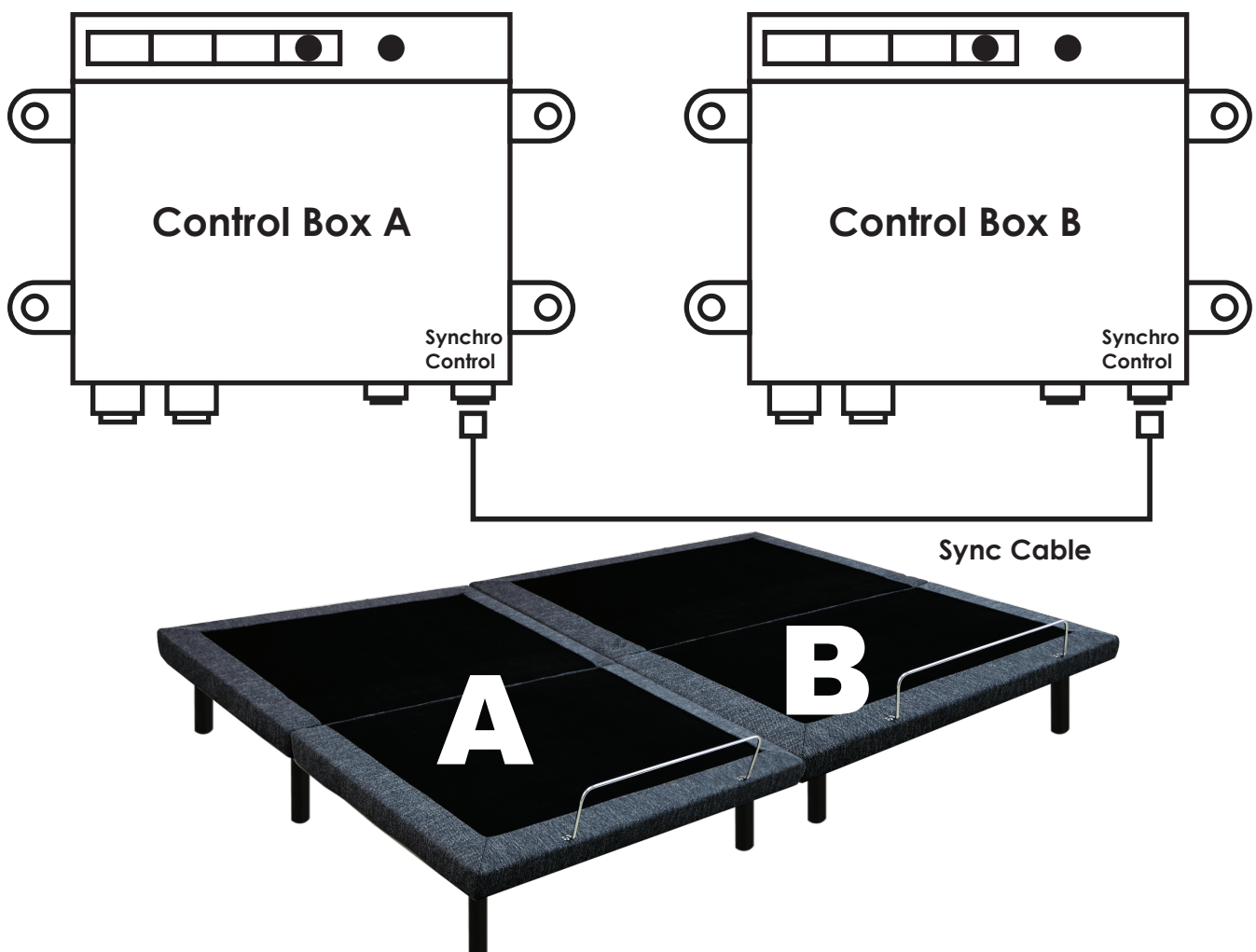




# How to Sync Two Twin XL Bases into a King

1. Use only one remote provided. Pairing for the remote A and Base A is already done by the manufacturer; otherwise refer to Troubleshooting #8.
2. Connect the two control boxes with the Sync cable as shown below.
3. Bases A and B should now be synced and paired with the respective remote.

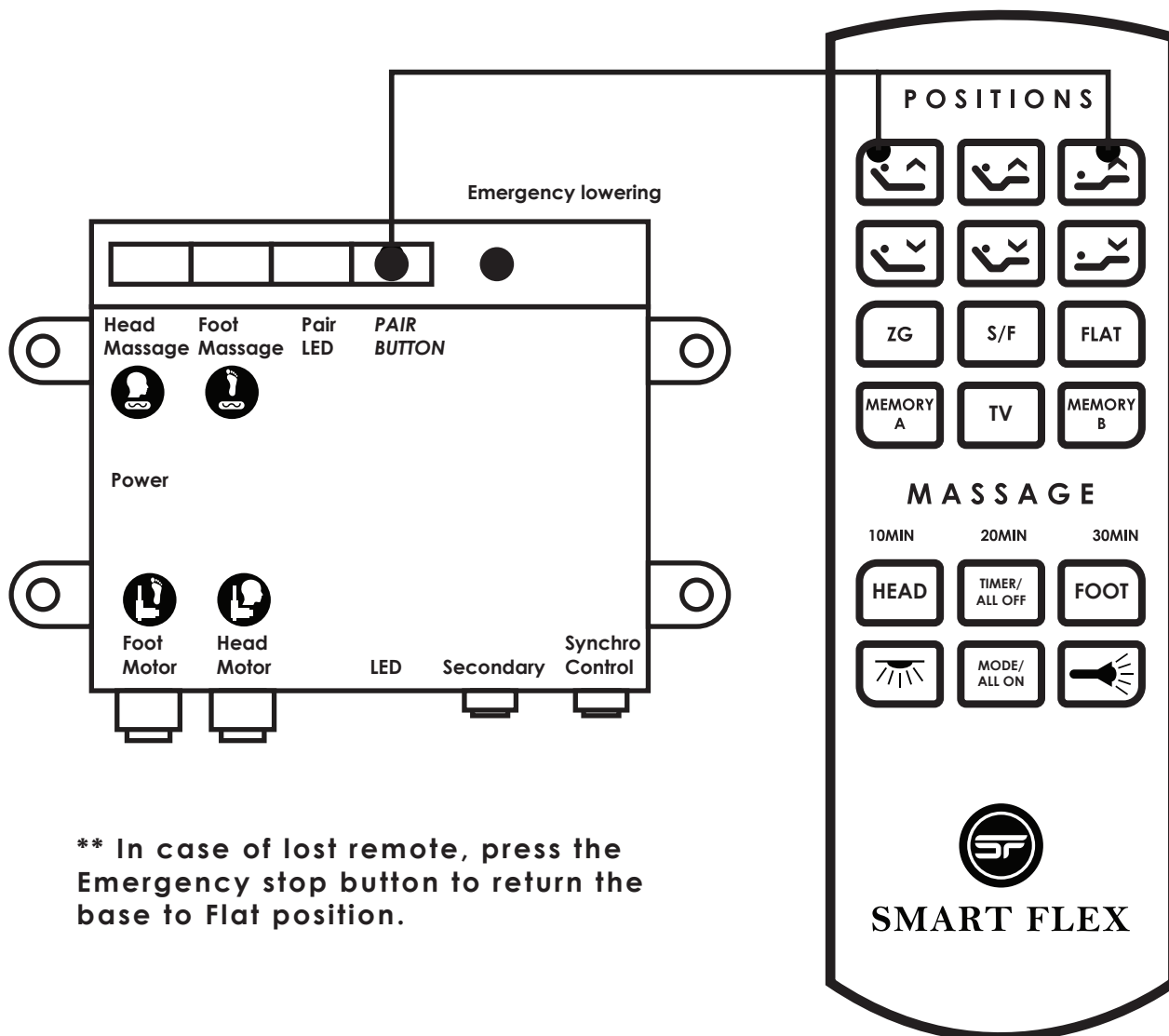
**\*\*\*It is important that each base is still only configured to their respective remote to ensure synchronization works properly.  
Ex. Base A to Remote A**



# Troubleshooting

1. When there is no power, check to make sure all cords are connected properly and the plug is inserted securely into the power outlet. Test to ensure that the outlet has power.
2. When the LED power indicator light on the remote control is off, replace 2 AAA batteries.
3. When the LED power indicator light on the transformer is not on, replace the transformer.
4. When the LED power indicator lights are on but there is no power, replace the motor.
5. When the massage does not work, ensure that all the cords are inserted properly and if that still doesn't work, replace the massage unit by removing the massage sponge pad, replace a new one, cover the sponge pad and insert the cord back to the control box. Then, press the massage button to see if it works now.
6. In case of no power supply, purchase two 9 volts batteries and install them in the AC/DC power adapter as a battery backup. This will allow the base to adjust back to the FLAT position if the power goes out. Press the "FLAT" button to get the bed flat after installing the two 9 volts batteries.
7. When there is power supply but the Head or Foot of the bed is not functioning, replace the motor

8. If your remote control does not work then you must pair it with the control box yourself. First, insert 2 AAA batteries (included) into your wireless remote control. Pair your Wireless Remote Control with the Control Box by pressing and holding the Pairing Button on the Control Box (The pairing light will turn on and flash). Then, press the Head up and Foot Up button on the remote at the same time and hold for 3 seconds. The remote backlight will start flashing. The pairing light and remote will stop flashing to indicate pairing is complete. Otherwise, repeat the above steps.



# Warranty Information

**Warranty Warning:** Any opening or tampering with the control box, motors, remote or hand controls will void the warranty. Do not alter component wiring or modify the structure of the product in any way or the warranty will be voided. Only allow those AUTHORIZED to conduct repairs and/or part replacements on your adjustable bed to secure the product warranty.

## Intended use

Smart Flex Adjustable Bed Frames are intended for In-Home Residential use. Any changes, alterations, modifications or unauthorized attachments to any part of this product will void the warranty. Exceeding the recommended weight limits for this product will also void the warranty.

## Warranty Claims:

If a potential issue with your product arises and you wish to make a claim, you must contact Smart Flex customer service at 1-888- 444-9888 within 20 days of discovery of the issue.

Please keep the original sales receipt that was received from the retailer at the date of purchase along with the model number for any warranty claim.

1. Warranties are non- transferable and only given to the original retail purchaser of the Smart Flex, Inc. Adjustable bed.

2. Your Smart Flex, Inc. Adjustable bed is warranted against any defects of (1) All parts and full labor of the Smart Flex Adjustable Bed for a period of 3 (Three) years including (ServeCo North America, LLC. After Sales In-Home Service); (2) The metal frame for a period of 20 years from the warranty commencement date (purchasing date). Smart Flex, Inc. will send replacement parts for any defective part to the purchaser at no cost upon notice during the first year from the warranty commencement date. If the purchaser does not return the defective part to Smart Flex, Inc. within 20 days of receiving the replacement part, the prescribed warranty shall not apply and purchaser shall bear all service, labor, transportation and shipping costs related to the delivery and replacement of the defective part.

3. Warranty shall not apply if (1) the damage is caused by the purchaser, (2) there has been any repair or replacement done by an unauthorized person, (3) the adjustable base has been mishandled through physical or electrical abuse or misuse, or operated in an improper manner that is inconsistent with the instructions outlined in the SF30, SF50, SF200, SF300, SF500, SF600, or SF800 Instruction Manuals, (4) there is damage done to the mattress, fabric, cables, or electricals, or (5) there is any costs for unnecessary service calls.

**Please note:** The decision to repair or replace components shall be made by Smart Flex , Inc. The repair or replacement of any part of this product should be for the sole purpose of the purchaser. Smart Flex, Inc. shall bear no liability for any special, indirect or incidental damages arising from a warranty claim or repair; or on any damage, claim or loss not covered by the terms of the Smart Flex, Inc. Adjustable Bed warranty.

## **Contact Information:**

Smart Flex, Inc.

623 Southwest Street,  
High Point, NC 27260  
1-888- 444-9888

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