

nectar move

ADJUSTABLE BED



Owner's Manual

Serial Number: _____
(Place your serial number here for ready reference)

Model Number: NECFLO3

This product and all our bedding products are covered by one or more of the following issued and pending U.S. patents including Nos. 7448100, D657157, D663542, D657158, D657156, 8209801, 8209800, D663544, D663543 and other patents pending.

Photos are for illustration purposes only.

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IF YOU EXPERIENCE ANY TROUBLE WITH YOUR ADJUSTABLE BED WITHIN THE WARRANTY PERIOD, PLEASE CONSULT THE TROUBLESHOOTING GUIDE PROVIDED WITH YOUR BED AND ONLINE, IF APPLICABLE. IF PROBLEMS PERSIST, PLEASE CALL:

CUSTOMER SERVICE TOLL FREE NUMBER

1-720-458-5955

Please have your receipt ready and available.

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Safety Precautions

ATTENTION!

IMPORTANT SAFETY INSTRUCTIONS.

PLEASE READ THESE INSTRUCTIONS THOROUGHLY BEFORE USING THIS PRODUCT.



ELECTRICAL SAFETY

Always unplug this adjustable bed from the electrical outlet before any cleaning or maintenance of the bed. To safely disconnect, make sure all controls are in the off position, then remove the plug from the outlet.

Keep cord away from heated surfaces. Keep air openings free of lint, hair and the like. Never operate when air openings are blocked. Never drop or insert any object into any opening. Use only indoors.

Cease use of this adjustable bed and contact the Customer Care Center for repair if: (1) it has a damaged cord or plug, (2) it is not working properly, (3) it has been dropped or damaged, or (4) it has been dropped into water.

GROUNDING SAFETY

To reduce the risk of electric shock, electrical fire, or faulty operation of this product, your adjustable bed may feature a polarized plug meant to be used only with a grounded electrical outlet. If this plug does not fit into your outlet, contact a qualified electrician to install a properly grounded outlet. Failure to use a properly grounded outlet for this product will compromise this important grounding safety feature. The use of adapters is not recommended unless the outlet is checked by a qualified electrician to ensure the proper grounding of the adapter. NOTE: Unauthorized modifications to this product could void the electrical portion of your warranty.

WARRANTY WARNING!

This bed is specifically designed to require no maintenance by you, the user. Any opening or tampering with the control box, motors, or hand controls (with the exception of the battery compartment if equipped) will result in a void of the warranty. Only those authorized may conduct repairs

or part replacement on your adjustable bed. Unauthorized modifications to this product could void the electrical portion of your warranty.

IN-HOME USE ONLY

This adjustable bed is designed exclusively for in-home use.

HOSPITAL DISCLAIMER: It is NOT designed for hospital use and is NOT designed to meet hospital standards. Do not use this bed with TENT TYPE oxygen therapy equipment or use near explosive gases.

IMPORTANT SAFETY FEATURES

Weight fail safe feature: In the case that an overload of weight is placed on the head or foot mechanism, the control unit will automatically stop all functions. The control unit will automatically resume all functions 30 seconds after excess weight is removed.

The recommended weight limitations for your adjustable bed is up to 850 lbs. For your adjustable bed to structurally support the recommended weight, weight must be distributed evenly across the head and foot sections. The adjustable bed will not and is not intended to support or lift this amount in just the head or foot section. Dependent on the size and/or model of mattress, the available weight limit may be less.

NOTE: If your adjustable bed is positioned on a hard floor surface such as hardwood or tile, it is recommended that rubber cups or carpet squares are placed under the legs to prevent damaging or scratching your floor.

USER-SERVICEABLE PARTS

This bed is specifically designed to have no maintenance



FOR OPTIMAL SAFETY, YOUR ADJUSTABLE BED SHOULD BE PLUGGED INTO A SURGE PROTECTOR (not supplied with this adjustable bed).

Safety Precautions

by you, the user. Therefore, you are encouraged not to open any motors, alter the wiring, or adjust, modify or change the structure of the product, as it will void the warranty.

RADIO FREQUENCY IS 2.4 GHZ

FCC compliant device complies with part 15 of the FCC Rules. 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.

IMPORTANT NOTE: To comply with the FCC RF exposure compliance requirements, no change to the antenna or the device is permitted. Any change to the antenna or the device could result in the device exceeding the RF exposure requirements and void user's authority to operate the device.



CONSUMERS WITH PACEMAKERS

It is possible that the (optional) vibrating feature of this adjustable bed may be misinterpreted by some pacemakers as movement and/or exercise. This is common with any product that produces a vibrating motion, and may or may not affect your pacemaker. Please consult your physician with any concerns.

PRODUCT RATINGS

Lift Motor Restrictions: The lift motors in this bed are NOT designed to operate continuously for more than three (3) minutes over a thirty (30) minute time period, or approximately 10% duty cycle. To ensure reliable functionality and full life of this product, do not attempt to exceed these limits.

NOTE: Attempting to circumvent or exceed this rating will shorten the life expectancy of the product and may void the warranty.

The structure of the bed will support the recommended weight when distributed evenly across the bed. The head and foot sections are not designed to individually support

or lift this amount of weight. For optimal performance, entering and exiting the adjustable bed with the bed in the flat or level position is recommended.

NOTE: Exceeding the recommended weight restrictions could damage your adjustable bed and void your warranty.



SMALL CHILDREN AND PETS WARNING

Immediately dispose of all packing materials as it can pose a smother risk to small children and pets. Injury could occur also if children or pets are permitted to play on or under the bed. Do not allow children to operate this bed without adult supervision.

LIFT WARNING

Do not sit on the head or foot sections while in the raised position, or during lift or lowering cycles.

MOVING AFTER INSTALLATION

Do not place adjustable bed vertically on its head or foot sections. This may cause injury to persons or damage to the adjustable bed. Two people are required for moving this adjustable bed due to its heavy weight.

SAFETY

Massage motors, if any, will automatically shut off after running continuously for 15 minutes. All massage functions will be operational again after 5 minutes.

NOTICE: The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

IMPORTANT: Make sure electrical cords do not run between the adjustable bed deck and the metal frame or do not obstruct any adjustable bed mechanisms.

Read the Owner's Manual carefully and completely before operating the product. Electric shock may occur if electrical components are not installed or operated according to these guidelines.

SAVE THESE INSTRUCTIONS.

Proper operation of your adjustable bed is necessary to ensure the long life and durability you expect from a high-quality product. The manufacturer has tested and inspected this product prior to shipment.

Parts List

Before discarding any packing materials, check the adjustable bed carton and verify that all items in the parts list are included.



Remote control (1)



AAA batteries (3)



Center support brackets (2)



Big knob screws & spring washers (8)



Small knob screws, spring washers & wing nuts (2) *



Mattress retainer bracket (1)



R pins (2) **



8" post bed legs (6) ***



3" post bed legs (6) ***



Leg extenders (6) ***



Anti-skid pads



Bed leg strap (1) ****



Sync cable (1) ****

* King and Cal King beds do not have this set of knob screws and wing nuts.

** R pins are attached to both ends of the mattress retainer bracket.

*** King and Cal King beds have seven (7) bed legs.

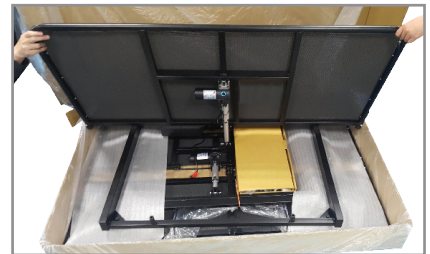
**** Only available with Twin XL models.

Installation Guide

NOTE: For safety reasons, lifting of the adjustable bed must always be performed by two (2) people; and the unit should always be on a flat surface before opening.

Setting up your adjustable bed frame

- 1 Open the box and unfold the bed placing it on a flat surface with the top side facing downward.
- 2 Remove the accessory box and cut the orange ties from inside the bed frame.



Attaching the center support bracket

- 1 Move the three sections of the bed closer together. Make sure the bars and frames are properly aligned at the center.

NOTE: King and Cal King beds have two sections only.



- 2 To connect the three sections, put the center support bracket over the bars on one side of the bed frame, lining it up with the pre-drilled holes.



- 3 Thread 4 big knob screws fitted with spring washers into the pre-drilled holes on the bracket and through the bed frame. Keep the screws loose for now.

NOTE: Make sure all the screws fit and align with the bracket properly. Do not tighten the screws yet.



Installation Guide

- 4 Thread the small knob screw into the pre-drilled hole in the middle of the bracket and through the bar of the middle section of the bed.

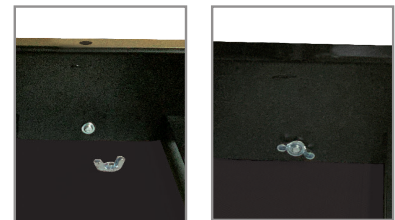
Thread a spring washer and a nut to the end of the small knob screw.

NOTE: King and Cal King beds do not have this screw. Ignore this step when setting up King and Cal King beds.

- 5 Hand tighten all the screws to secure them in place.

NOTE: Make sure all the screws fit and align with the bracket. Tighten the screws at the same time so they all lock in properly.

- 6 Repeat steps 2 to 5 to attach the second center support bracket to the other side of the bed frame.



Thread a spring washer and then a nut to the end of the knob screw.

Attaching the bed legs

If you are installing the adjustable bed on a platform or slatpack bedding system, do not install the legs. Proceed to "Setting up your electronics" below.

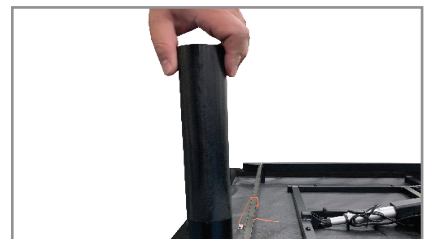
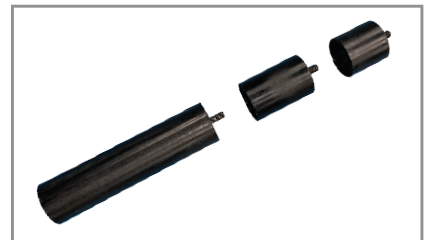
- 1 Attach the 3" post bed legs to the 8" post bed legs.

NOTE: If you want to add more height to the adjustable leg, attach the leg extender to the post bed legs.

- 2 Attach the bed legs to the adjustable bed by threading them in a clockwise direction into the pre-drilled holes on the frame.

NOTE: Do not overtighten the bed legs.

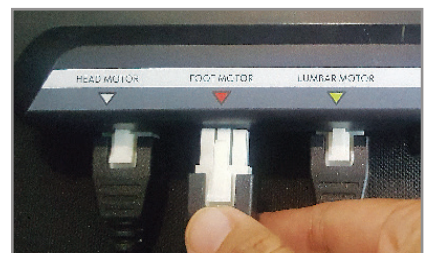
IMPORTANT: For King and Cal King bed sizes, attach one (1) additional bed leg to hole on the middle part of the frame for stability and safety.



Setting up the electronics

- 1 Plug the cord for the foot lift into the control box. Insert it into the port labeled "Foot Motor."
- 2 Remove and extend the power cord from the frame.

If you are installing your adjustable bed on a platform or slatpack bedding system, apply anti-skid pads to the frame first. See "Applying anti-skid pads for platform bed use" on page 11.



Installation Guide

- 3 Lift the bed frame and turn it over carefully so the top side is now facing upward.

NOTE: Do not rest the frame on its side so the weight may not damage the legs.

- 4 Plug the power cord into a grounded electrical outlet.

NOTE: For optimal safety, using a surge protector (not included) is highly recommended.

- 5 Install batteries in the remote control. Try all functions on the remote to make sure all features are operational.

- 6 Return bed to flat position before continuing with the installation.

NOTE: Make sure your bed is in a flat position before using it. Press the FLAT button on the remote control for over 1.5 seconds after plugging in the power cord.



IMPORTANT!
Make sure power cords do not obstruct any adjustable bed mechanisms.

Attaching the mattress retainer bracket

- 1 Remove the pin from both ends of the retainer bracket.
- 2 Align both ends of the retainer bracket with the holes located at the foot of the bed, and then insert them into the holes.
- 3 From under the bed, re-attach the pins to both ends of the retainer bracket to keep them in place.



If the adjustable bed is set up without a headboard, place your mattress on the adjustable bed surface. Your adjustable bed installation is now complete.

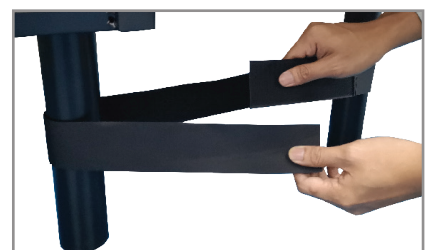
If a headboard is to be installed, see "Assembling the headboard bracket."



Installing the bed leg strap (optional)

To help prevent base separation when using two adjustable beds together, use the bed leg straps.

- 1 Wrap the bed legs (front & back) together tightly using the bed leg straps.
- 2 Fasten the straps to prevent movement & maintain stability.



Installation Guide

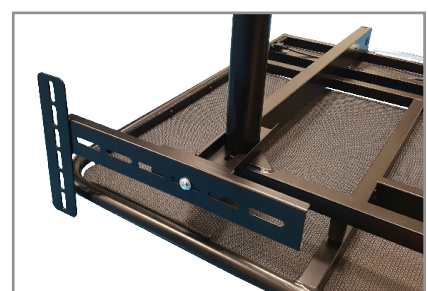
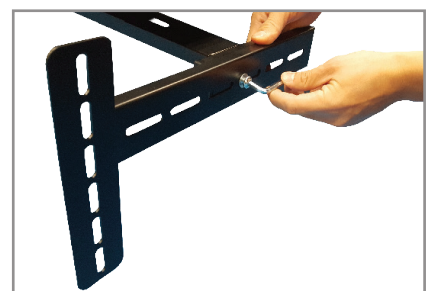
Assembling the headboard bracket (optional)

IMPORTANT!

- Failure to follow the installation steps as they appear in this guide could result in damage to your adjustable bed.
- For safety reasons, lifting of the adjustable bed must always be performed by two (2) people; and the unit should always be on a flat surface.
- Make sure to position the bottom of the headboard cross member no more than 3 inches (76.2 mm) between the headboard and the top of the mattress.

- 1 Turn the bed frame unit over with the top side facing down.
- 2 Remove the leg at the head section of the bed frame by turning the leg counter-clockwise.
- 3 Slide the inner headboard bracket over the hole for the leg attachment.
- 4 Thread the leg back in, turning clockwise. This will secure the inner headboard bracket between the bed frame and the leg.
- 5 Place the open side of the outer headboard bracket onto the exposed square tube of the inner headboard bracket to create a tight fit.
- 6 Insert a retainer bolt fitted with a washer through the outer headboard bracket and into the inner headboard bracket. Tighten the bolt with an Allen key wrench. Leave loose enough for adjusting.
- 7 Repeat steps 2 to 6 to install the brackets on the other side of the head section of the bed frame.
- 8 When the headboard brackets are assembled, make sure there is a space of 1.5 inches (38.1 mm) to 2 inches (50.8 mm) between the edge of the bed frame and the headboard brackets.
- 9 Securely fasten the headboard bolts (not included with your parts box) to the end of the headboard bracket assembly.
- 10 Turn the bed frame over carefully with the topside facing up.
- 11 If you need to adjust the headboard brackets, unscrew the bolts holding the outer headboard bracket and move them the necessary distance. Reinstall the bolts and tighten securely.

Place your mattress on the adjustable bed surface.
Your adjustable bed and headboard installation is now complete.



Installation Guide

Applying anti-skid pads for platform use

Your adjustable bed is also created for platform or slatpack bed systems. Before installing on a platform or slat pack bed, apply anti-skid pads under the adjustable bed to keep it in place.

- 1 Turn your adjustable bed on its side and then locate the areas near the center brackets and corner brackets of the frame.

NOTE: For safety reasons, lifting of the adjustable bed must always be performed by two (2) people.

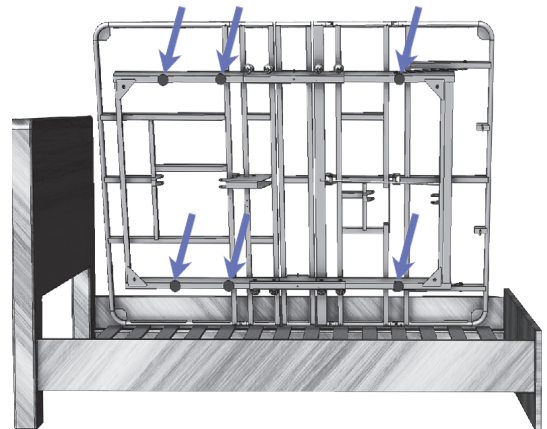


The anti-skid pads are packed inside the parts box.

- 2 Take the anti-skid pads and remove them from the adhesive backer.
- 3 Apply the anti-skid pads on each of the identified areas near the center and corner brackets as shown.

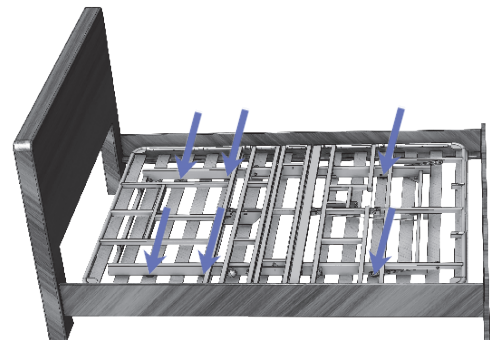
IMPORTANT!

- Make sure to align the anti-skid pads so that they will rest on one of the slats under the power base. If your bed system is a solid deck surface, there is no need to align the pads to a slat.
- For the areas near the center brackets, you may apply the anti-skid pads to either side of the center bracket. Make sure to align them with the slats.
- A total of 6 anti-skid pads must be applied to the power base to secure the frame in place and keep it from slipping.

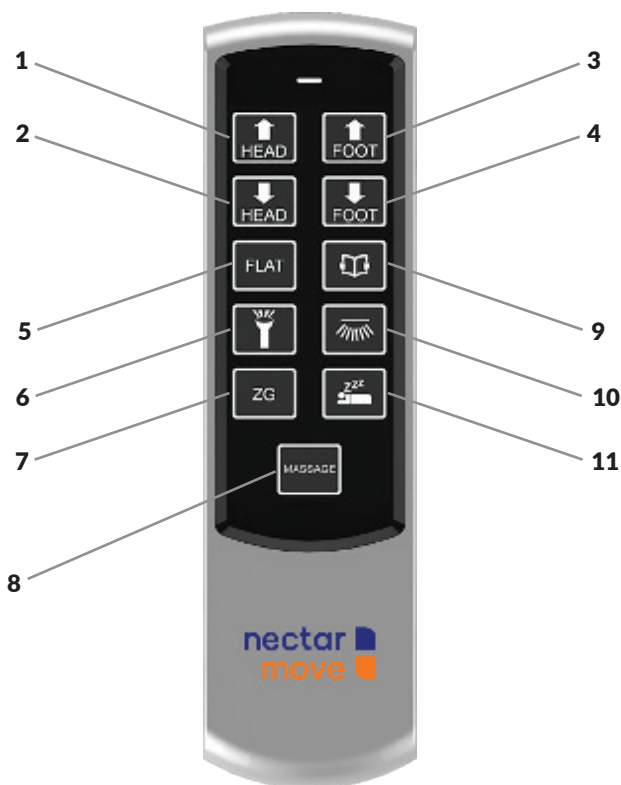


- 4 After applying all the anti-skid pads under the power base, carefully place the power base onto the platform or slats.

- 5 Continue setting up the electronics and other parts of your power base on page 9.



Remote Control Guide



Head Position Adjustments (1, 2) – Press the button to raise or lower the head section of your adjustable bed.

Foot Position Adjustments (3, 4) – Press the button to raise or lower the foot section of your adjustable bed.


Flat (5) – Press and hold this button to return the bed to a flat position.


NOTE: Make sure your bed is in a flat position before using it. Press the **FLAT** button on the remote control after plugging in the power cord.

Flashlight (6)  – Press this button to turn on the flashlight on your remote control.

ZG or Zero Gravity (7) – Press this button to elevate the legs slightly higher than the chest, in effect, allowing the blood to flow back to the heart to help reduce stress and fatigue.

Massage (8) – Press this button to turn both head and foot massage on. Press this button repeatedly to adjust the massage intensity. There are seven (7) intensity levels. Pressing the button after the highest intensity level turns massage off.

Lounge (9)  – Press this button to adjust the bed into a chaise lounge position to remove stress and tension from your lower back.

Under Bed Light (10)  – Press this button to turn the under bed light on, helping you safely navigate in and out of bed during the night. Press the button again to turn the under bed light off.

Anti Snore (11) – Press this button to gently raise the head section and allow easier air intake to help reduce snoring.

Remote Control Guide

Customizing the memory and preset buttons

You can store new head and foot positions by customizing the memory and preset buttons. For safety reasons, the Flat and Anti-Snore buttons cannot be customized.

- 1 Move the head and/or foot sections to your desired position.
- 2 Press and hold the **FLAT** button and **the preset button** that you want to customize for 5 seconds .

The new bed position is now stored in your selected preset button overriding the factory default.



Pairing the remote control to your adjustable bed

Your adjustable bed is already paired to your remote at the factory. Manual pairing is only needed for replacement remote controls.

- 1 Make sure your bed is connected to a working electrical outlet. A surge protector is recommended.
- 2 To pair your remote control to your adjustable bed, do one of the following:
 - Unplug the power cord from the outlet and then plug it back in. The LED light on the control box turns blue and the control box is in remote pairing mode for 20 seconds.
 - On the control box, press the **PAIR** button twice. The LED light on the control box turns blue and the control box is in remote pairing mode for 20 seconds.
- 3 On your remote control, press and hold the **HEAD UP** and **FOOT UP** buttons at the same time for four (4) seconds.

If the pairing is successful, the LED light on the control box turns to green immediately. If pairing fails, the LED light on the control box stays blue and turns green only after the 20-second timeout. Repeat steps 2 to 3 until pairing is successful.



Pairing method 1:
Unplug the power cord, then plug it back in.



Pairing method 2:
Press the PAIR button twice.



Remote Control Guide

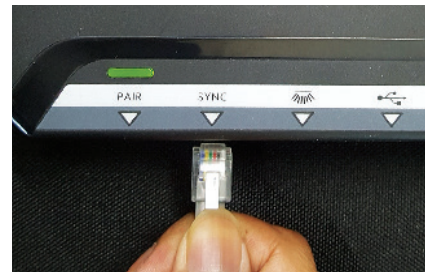
Synchronizing two beds for tandem operation

To operate two adjustable beds simultaneously, you must connect both beds using the sync cable.

- 1 Plug both Bed A and Bed B to working electrical outlets. A surge protector is recommended.
- 2 Press the FLAT button on Remote A and Remote B to align the beds properly in a flat position.
- 3 Plug one end of the sync cable to the control box on Bed A. Insert it into the port labeled "SYNC."
- 4 Plug the other end of the sync cable to the control box on Bed B. Insert it into the port labeled "SYNC"


Bed A and Bed B can now be controlled simultaneously using Remote A or Remote B.

NOTE: When operating beds in tandem, both beds should always be plugged into working electrical outlets.



Resetting your system

Resetting the system is sometimes necessary to restore any customization on the preset buttons to its factory settings.

On the remote control, press and hold the Lounge  and ZG buttons at the same time until the remote backlight flashes.

All customized settings on the remote control and control box are now cleared or returned to their factory default settings.



Special Functions

Using the mounted USB ports

The convenient USB ports located on each side of your adjustable bed provide easy access for charging your tech devices.



Special Functions

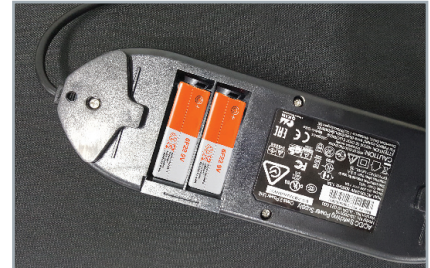
Activating the emergency power down feature

Your adjustable bed supports the emergency power down feature when a power failure occurs while the head and/or foot sections are raised.

NOTE: Install the 9V batteries in the power supply unit only during a power failure when the emergency power down function is needed.

- 1 Locate and remove the cover on the 9V battery compartment in the power supply unit.
- 2 Install two (2) alkaline 9V batteries (not included with the adjustable bed). Replace the battery cover.
- 3 When the 9V batteries are installed and a power failure occurs, press the **FLAT** button on the remote control for the bed to return to a flat position.

NOTE: The 9V batteries are for single use only. After lowering the adjustable bed once during a power failure, replace with a new set of batteries.



Connecting your bed to a smart device


Your adjustable bed is equipped with the Bluetooth technology that enables your iOS or Android smart device to interact with your bed through the Nectar Move mobile application.

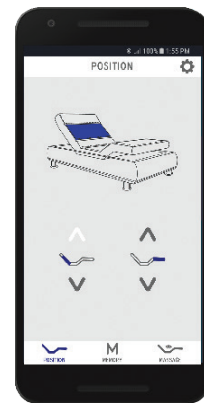
Before connecting your base to the mobile app, do the following:

- Make sure your adjustable bed is plugged into a working electrical outlet and the control box is on.
- Download and install the Nectar Move mobile app from the App Store® or the Google Play™ Store.
- For iOS users, turn on your device's Bluetooth®. For Android users, turn on your device's Bluetooth® and Location settings.

- 1 If you are connecting your bed to the mobile app for the first time, enable the mobile device pairing mode on your control box.
 - Unplug the power cord from the outlet and then plug it back in. The LED light on the control box turns blue. After 20 seconds or after being operated by a paired remote control, the LED light turns green and the control box enters mobile device pairing mode.
 - On the control box, press the **PAIR** button twice. The LED light on the control box turns blue. After 20 seconds, the LED light turns green and the control box enters mobile device pairing mode.

NOTE: The control box stays in mobile device pairing mode for 60 seconds and the name of the of your bed is now visible on the app.

- 2 From your mobile device, launch the app, and then tap the gear  icon to go to the Settings screen.
- 3 From the Devices list, select the name of your adjustable bed. The name of your bed is on the sticker on the front cover of the Owner's Manual and on the bed's control box.



Sample sticker showing the name of your adjustable bed.

NOTES:

- If your bed is not on the Devices list, make sure your bed is in mobile device pairing mode. For information, see step 1.
- You can only connect one smart device to one adjustable bed at a time.
- For more information on using the mobile app to control your adjustable bed, see the Nectar Move App Guide.

Troubleshooting Guide

In the event the adjustable bed fails to operate, investigate the symptoms and possible solutions below.

SYMPTOM

The adjustable bed does not respond when the remote is used. The remote does not work.

SOLUTIONS

- Check that the power cord is plugged into a working electrical outlet. Unplug the power cord from the outlet. After 30 seconds, plug it back in. Press any button on the remote control and check if the bed responds.
- Check if the control box is working properly. Make sure the control box is properly connected to the power supply unit by checking if the LED light turns on when the power cord is plugged in.
- Check the batteries in the remote control. Replace with new batteries, if necessary.
- Make sure batteries are properly installed. Follow the markings on the battery compartment.
- Remove batteries. Leave them out for 30 seconds before putting them back into the remote control.
- Scratch the terminals inside the remote's battery compartment with a coin or key.
- Check that the surge protection device or electrical outlet is not defective. Test the outlet by plugging in another working appliance.

No features or function of the adjustable bed activates.

- Make sure the remote control is paired with the adjustable bed.
- Check that the power cord is plugged into a working electrical outlet. Unplug the power cord from the outlet. After 30 seconds, plug it back in. Press any button on the remote control and check if the bed responds.
- Check that the surge protection device or electrical outlet is not defective. Test the outlet by plugging in another working appliance.

Head or foot section elevates adjustable bed but does not return to flat position.

- Your adjustable bed may be obstructed preventing smooth operation. Remove obstructions from around and under the bed.
- Check that the head section is not too close to the wall.
- If a headboard is installed, check that it is not too close to the edge of the mattress. Make sure there is enough distance between the headboard bracket and the mattress.

Troubleshooting Guide

In the event the adjustable bed fails to operate, investigate the symptoms and possible solutions below.

SYMPTOM

Head or foot lift function has minor interference during operation.

SOLUTIONS

- Check the batteries in the remote control. Replace with new batteries, if necessary.
- Make sure that you are following the duty cycle of the motors. Do not operate for more than two minutes over a 20-minute period or approximately 10% duty cycle.
- Press the lift buttons firmly 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 lift buttons again.

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

This is normal. The lift motors click when they are engaged. No action is required.

The adjustable bed is squeaking.

1. Remove any pin, nut, bolt, or white bushing one at a time.
2. Lubricate it by applying the grease with a cotton swab. Using a lithium or spray lubricant is recommended. (Lubrication can be obtained by contacting Customatic's Customer Care Center).
3. When placing the lubricated pin, nut, bolt, or white bushing back onto the adjustable bed, make sure there is a looser tightening on the nut.
4. Additional solution: After completing these steps, spray the pins, nuts, bolts, and white bushings with a lubricant.

The adjustable bed stutters when in motion.

1. Clear any clutter or obstructions under and around the adjustable bed. Radio frequency interference from other remotes or electronic devices may affect normal operation.
2. Check the batteries in the remote.
3. Press the lift buttons on the remote control firmly and accurately.

Split or tandem system is out of sync. Only one of the two adjustable bed raises or both beds raise but one side is higher than the other.

Sync one remote to both adjustable beds. For more information, see "Synchronizing two beds for tandem operation" on page 13.

Warranty

Limited Warranty For Adjustable Beds

LIMITED WARRANTY: Subject to the terms and conditions set forth herein, the manufacturer of this product, PPJ, LLC (“Customatic®”) warrants to the original retail purchaser for the time periods stated herein that the adjustable bed system purchased from an authorized reseller of genuine Customatic® products is merchantable and free of defects and materials and is fit for the purpose of residential, non-hospital bedding. Floor samples are not warranted and are purchased AS IS. This warranty applies only to genuine Customatic® products, and without limiting the foregoing, does not apply to power cords or other accessories supplied by the seller or other parties.

2-Year Period for All Labor: The above warranty will apply for 2 years for labor on the bed frame, all components, parts, including, without limitation, electronics, electrical components, drive motors, WiFi module, power supply and power cords, and massage motors.

5-Year Period for All Components: The above warranty will apply for 5 years for the bed frame, all components and parts, including, without limitation, electronics, electrical components, drive motors, WiFi module, power supply and power cords, and massage motors.

20-Year Period for Bed Frame: The above warranty will apply for 20 Years prorated to the bed frame, defined as follows: the metal structure of the adjustable bed system only, and specifically does not include its cover, side rails, decking or legs, or other attachments thereto, such as actuator lift motors, control box, WiFi modules, power supply, power cords, control box or other electrical or mechanical components. For years 6 through 20 the warranty will be reduced by one-fifteenth (1/15) for each year beyond the fifth year.

Start of Warranty Period: The warranty periods stated above will commence on the date of the first retail purchase of the adjustable bed system from an authorized Customatic® reseller, provided that proof of purchase and warranty registration occur within the time and in the manner set forth below. In the case of replacement parts provided by Customatic, the warranty will apply to the original warranty period and will not extend beyond such period.

NO OTHER WARRANTY EXPRESS OR IMPLIED: The foregoing

express warranty is the only warranty by Customatic and all other express warranties or warranties implied by law or otherwise (including without limitation, any implied warranty of fitness for a particular purpose) are hereby denied and disclaimed to the full extent permitted by applicable law.

EXCLUSIONS FROM WARRANTY: Loss, damage, malfunctions or other defects caused in whole or in part by any one or more of the following are not covered by any warranty and neither Customatic nor the seller shall be responsible for them: ordinary wear and tear; damage not directly caused by a defect covered by this express warranty; failure to comply with this user Manual and/or any other user instructions issued by Customatic for use and maintenance, including without limitation, weight limits and operation; modifications not performed by Customatic; use of any parts, components, or accessories that are not supplied by Customatic for the specific product and installed by an authorized Customatic service provider; use of the product for purposes or in a manner not expressly intended by Customatic as described in this Manual or any other misuse or abuse; storage or use outside of home or other exposure to the elements; dampness; or transportation or other handling by anyone other than Customatic.

EXCLUSIVE LIMITED REMEDY: The sole and exclusive remedy for any item which fails to meet the express written warranty set forth above shall be, at Customatic's option, either repair or replacement of the defective item. Customatic may require reasonable evidence of the existence of a defect, and Customatic customer service staff will discuss specific requirements with the purchaser based on the defects identified by the purchaser. Replacement parts will be provided at no cost to the purchaser, provided that the defective parts are delivered to Customatic, unless Customatic instructs otherwise in the claims process (see below). Subject to advance approval by Customatic, it will also pay reasonable shipping costs for returns requested by Customatic and replacement parts or bedding systems.

CLAIMS PROCESS: Prior to contacting Customatic, please refer to the TROUBLESHOOTING section of this Manual and also ensure that use and maintenance instructions in this Manual



WARRANTY REGISTRATION FORM

NAME _____
PHONE _____
ADDRESS _____
CITY _____
STATE _____ ZIP CODE _____
EMAIL ADDRESS _____
STORE WHERE PURCHASED _____
SERIAL NO. _____
INVOICE NO. _____
MODEL NO. _____

SURVEY

GENDER: M F
AGE: 18-30 31-40 41-50
 51-60 61-70 71 & up
Reason for purchasing an adjustable bed:
 Health Comfort Other
How did you find out about our beds?
 Advertising A friend
 Store Article
 Internet Other

Please mail to:
CUSTOMATIC® TECHNOLOGIES™
Customer Care Center
19 Smiley Ingram Rd., Cartersville, GA 30121

have been followed. **The following process must be followed to initiate a warranty claim:** (1) during the applicable warranty period stated above, contact Customatic customer service to initiate the claim and provide proof of status as the original retail purchaser from an authorized Customatic® products reseller and prior timely registration of the product (see PRODUCT REGISTRATION below); (2) identification of suspected defect and compliance with Customatic requests for documentation or other evidence of the defect, such as return of parts to Customatic, the cost of which will be paid by Customatic if the defect is confirmed by it or inspection by

an authorized Customatic service technician or other person approved in writing for that purpose by Customatic; and (3) remedy by Customatic as stated herein.

LIMITATION OF LIABILITY: In no event shall Customatic be liable for incidental or consequential damages of any kind or nature whatsoever caused by or arising out of any product defects, and the sole and exclusive remedy shall be repair or replacement of defective items within warranty to the extent and in the manner provided herein.

CUSTOMATIC® is a registered trademark of PPJ, LLC; d.b.a. Customatic Technologies and Customatic Adjustable Bedz. All other product names, brands, and trademarks are the property of their respective owners.



IF YOU EXPERIENCE ANY TROUBLE WITH YOUR ADJUSTABLE BED WITHIN THE WARRANTY PERIOD, PLEASE CONSULT THE TROUBLESHOOTING GUIDE PROVIDED WITH YOUR BED AND ONLINE, IF APPLICABLE. IF PROBLEMS PERSIST, PLEASE CALL:

CUSTOMER SERVICE NUMBER

1-720-458-5955

Please have your receipt ready and available.

THANK YOU AND ENJOY YOUR ADJUSTABLE BED!