



**Owner's manual**

# Up

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**Adjustable bed**





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SERIAL NUMBER: \_\_\_\_\_

(Place your serial number here for ready reference)

# Safety precautions

## Attention!

IMPORTANT SAFETY NOTES: PLEASE READ BEFORE USING THIS PRODUCT.

### **Electrical safety**

Always unplug the adjustable bed from the electrical outlet before any cleaning or maintenance. Keep the cord away from heated surfaces. Keep the air openings free of lint, hair, and other debris. Never operate when air openings are blocked. Do not insert any object into any opening. For indoor use only.

Cease use of this bed and contact the repair technicians if: The bed has a damaged cord or plug, is not working properly, has been dropped or damaged, or has been dropped in water.

### **Grounding safety**

This adjustable bed features a polarized plug meant to be used only with a grounded electrical outlet. This type of plug reduces the risk of electric shock, fire, and operational faults. You may need to contact a qualified electrician to install a properly grounded outlet if this plug doesn't fit into your home outlets. Failure to use a properly grounded outlet will compromise the bed's safety. Using adapters is not recommended unless the outlet is checked by a qualified electrician to ensure that the adapter is properly grounded.

NOTE: Unauthorized changes or modifications to this product could void your warranty.

### **Warranty warning**

This bed is specifically designed to require no regular maintenance. Opening or tampering with the control box, motors, or hand controls (except the battery compartment) will void the warranty. Only an authorized repair technician may conduct repairs or parts replacements on your Rize adjustable bed. Unauthorized modifications to this product could void your warranty.

### **In-home use only**

This adjustable bed was designed exclusively for in-home use. It is NOT designed for hospital use, and therefore is NOT designed to meet hospital standards. Do not use this bed with tent type oxygen therapy equipment or use near explosive gases.

### **Additional safety features**

Weight fail safe: In the case that a weight overload 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.

Weight restrictions: The recommended weight limit on our adjustable beds is 850 pounds for all sizes. Exceeding the

recommended weight restrictions could damage your adjustable bed and void your warranty.

### **Radio frequency is 2.4 ghz**

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

Any change to the antenna or the device could result in the device exceeding the RF exposure requirements and void user's right to operate the device.

### **Product ratings**

Lift motor restrictions: The lift motor in this bed is not designed to operate continuously for more than three minutes over a thirty minute time period. Exceeding these limits will shorten the life expectancy of the product and may void the warranty.

The bed will support the recommended weight when it is 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, get in and out of bed with the adjustable bed in the flat position.



### **Small children and pets warning**

Dispose of all packing materials immediately to avoid a smother risk to small children and pets. Do not allow children to operate this bed without adult supervision. Do not allow children or pets to play under the bed.

### **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 the adjustable base vertically on its head or foot sections as this may cause injury or damage the base. Due to the heavy weight, two people should always be used to move the bed.

### **Safety**

When too much 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 the excess weight is removed.



FOR OPTIMAL SAFETY, YOUR ADJUSTABLE BED SHOULD BE PLUGGED INTO A SURGE PROTECTOR (not included).

SAVE THESE INSTRUCTIONS. Proper operation of your adjustable bed is necessary to ensure the long life of the bed. The manufacturer has tested and inspected this product prior to shipment.

## Parts list

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Check the adjustable bed carton and verify that all items on the parts list are included before throwing the packaging away.



**Wired remote control (1)**



**Mattress retainer bar (1)**



**Power adapter (1)**



**Post bed legs (6)**



**Pairing cable (1) \***



**Bed leg strap (1) \***

\* Included in Twin XL bases. Used when connecting two bases together.

# Installation guide

## Setting up your adjustable bed

For all sizes.

- 1 Carefully lift the bed base out of the shipping carton and place it flat on the floor with the top side facing downward.
- 2 Remove the plastic bag and unfold the base. Keep the top side facing down.
- 3 Remove the mattress retainer bar and leg box from the base.
- 4 Open the accessories box and take out all six legs. Attach the legs to the threaded holes in the frame by turning the legs clockwise. Tighten the legs securely so that there is no space between the leg and the frame.
- 5 With two people, turn the bed over so that the legs are on the floor. Do not rest the bed on the legs while flipping it over, as that can cause damage.
- 6 Unwind the power cord and wired remote from the base. Extend both cords under the bed. Make sure the cords do not interfere with operation of the bed.
- 7 Insert the mattress retainer bar into the two holes at the foot end of the bed.
- 8 Plug the power cord into a grounded electrical outlet. A surge protector (not included) is recommended.
- 9 Verify that the bed is operational by using each function on the remote. Then return the bed to a flat position and place your mattress and bedding on top. Your adjustable bed is now ready to use.



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

# Installation guide

## Assembling the headboard bracket (optional)

Note: headboard bracket kit is sold separately (order as SKU 2310014).

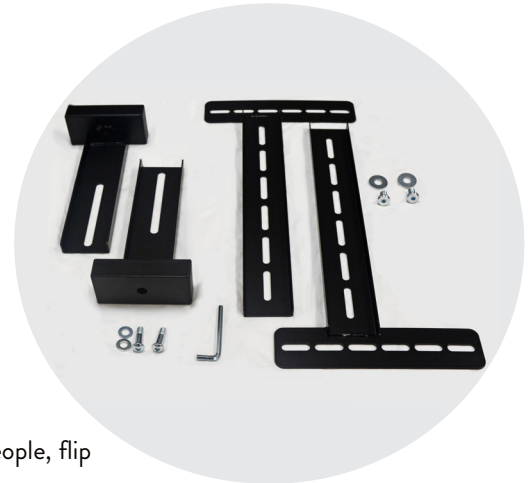
### Parts included in headboard bracket kit:

- Inner headboard brackets (small) (2)
- Outer headboard brackets (large) (2)
- Small screws (for inner headboard bracket) (2)
- Large screws (for outer headboard bracket) (2)
- Small washers (for inner headboard bracket) (2)
- Large washers (for outer headboard bracket) (2)

Hardware to attach headboard to brackets is not included.

- 1 If the bed is in use, remove all bedding and the retainer bar. With two people, flip the adjustable bed over so that the top side faces the floor.
- 2 Remove both of the legs from the head section of the bed by turning them in a counterclockwise direction.
- 3 Slide the short, inner headboard bracket over the round panel where the leg was. Make sure the bracket opening is on the outside of the bed. Then, re-attach the leg to the bed by putting the screw in the leg through the bracket and into the hole in the round panel. Turn the leg clockwise to secure.
- 4 Place the open side of the large, outer headboard bracket over the inner headboard bracket end piece. The long slots on the outer headboard bracket should line up with the screw hole of the inner headboard bracket. The vertical part of the outer bracket should be on the outside of the bed, as shown.
- 5 Secure the outer headboard bracket to the inner headboard bracket using a large screw and washer. The width of the outer headboard bracket should align to the width of your headboard. Repeat on the other side. Once both brackets are aligned properly, tighten the screw with an Allen wrench (included with the headboard bracket kit).
- 6 Attach the legs of your headboard to the vertical sections of the outer headboard brackets using the headboard attachment hardware. Any necessary hardware should be included with your headboard and is not included with the headboard bracket kit.

*The headboard brackets can be adjusted for optimal distance between the headboard and your adjustable bed. We recommend leaving a distance of 1.5" to 2" between the bed base and the headboard bracket.*



**NOTE:** The slots of the vertical end of the outer headboard brackets should align with the slots on the leg of your headboard. If the slots are not aligning, adjust the width by unscrewing the outer headboard bracket to realign with your headboard's slots.

## Remote control guide

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### Head position adjustment (1 & 2)

Press the "head up" or "head down" buttons to raise or lower the head section of your adjustable bed.

### Attached cord (3)

Your bed includes an attached remote. Functions of the bed cannot be used if the remote is disconnected.



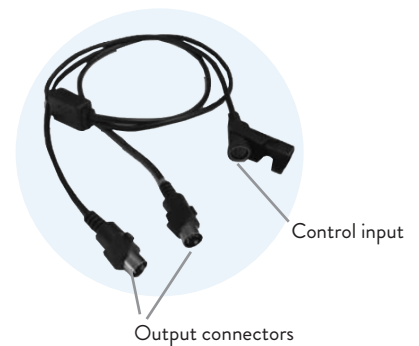
# Remote control guide

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## Using two bases with one remote

To operate two Twin XL bases together as one bed.

- 1 Set up both bases and position them next to each other.
- 2 Raise the heads of both beds to access the control systems under the beds.
- 3 Carefully unplug both wired remote controls from the control boxes on the undersides of the beds. Place one of the remotes aside, as you will only need one remote to operate both beds.
- 4 Remove one of the pairing cables from one of the bases and extend the cord. Make sure it does not interfere with any bed operations.
- 5 Plug in one of the round output connectors of the pairing cord into the control port on one of the bases. Repeat with the other output connector into the control port on the other base.
- 6 Plug the remote control cord into the control input side of the pairing cord.
- 7 Before using the adjustable base, move the remote and the cord to the preferred side of the bed. Make sure that the cord doesn't interfere with any of the bed's operations.
- 8 Both bases should now operate as one bed.



# Warranty



## 5-Year Limited Warranty - Up Adjustable Bed

RIZE® WARRANTS THAT IT WILL, AT THEIR OPTION, REPLACE OR REPAIR THE PURCHASER'S ADJUSTABLE BED PARTS IF THEY ARE DEFECTIVE DUE TO FAULTY WORKMANSHIP OR MATERIALS, SUBJECT TO THE LIMITATIONS DESCRIBED IN THIS WARRANTY.

THIS WARRANTY APPLIES ONLY TO THE UP MODEL OF ADJUSTABLE BED. THE MODEL MAY BE IDENTIFIED BY REFERENCE TO THE SERIAL NUMBER ON THE PRODUCT.

### YEAR 1: FULL COVERAGE OF PARTS

The Rize Up model is warranted against defects in the workmanship or materials for a period of one (1) year from the date of purchase. During the first year of the warranty, the coverage includes: factory-supplied electronics, electrical components, drive motors, power supply, and power supply cords. Upon notice during the first year from the warranty commencement date, Rize will send free replacement parts to the Purchaser. The Purchaser shall bear all service, transportation, labor, and shipping costs associated with the repair or replacement of the defective part(s).

### YEARS 2-5: PARTIAL COVERAGE OF PARTS

During years two through five, Rize will offer a prorated warranty on the frame. The frame consists of the metal structure of the adjustable bed, and specifically excludes the cover, side rails, decking, legs, motors, control box, remote control, power supply, and power supply cords. The warranty will be reduced by one-fourth for each year beyond the first year. During this period, Rize shall bear the remainder of the cost of the frame, if needed. The purchaser shall bear all service, transportation, labor, and shipping costs associated with the repair or replacement of the defective part(s) during the entire warranty period. At the sole discretion and direction of the manufacturer, parts demonstrated to be defective must be returned. Return of the frame may be required.

### ADDITIONAL TERMS AND CONDITIONS

In no situation will this warranty cover any damage caused by misuse or normal wear, or by excessive weight placed upon the bed. This warranty does not cover any purchaser other than the original Purchaser, and it will not cover any product purchased from an unauthorized third party. If you are not the original purchaser, you accept the adjustable bed "as is" and "with all faults." Any purchases of "floor models" are considered to be "as

is" products and are subject to the terms thereof.

If you did not purchase this bed from an authorized distributor/retailer, we will require a proof of purchase demonstrating that you are the original Purchaser and are eligible to make a valid claim under this warranty. If original proof of purchase is not provided by the Purchaser, Rize reserves the right to determine whether or not the unit is covered by this warranty, and may designate the manufacturing date as the warranty commencement date.

This warranty does not include coverage for any damage caused by the Purchaser or by other users, if the product has been used in a manner inconsistent with the operation and maintenance procedures outlined in the owner's manual, this warranty, or any other applicable document published or approved by Rize.

Nor does it include coverage if the product has been repaired or modified by the Purchaser or by any unauthorized party, or if the product has been damaged in transit.

This warranty does not apply to damage to mattresses, fabric, cables, electrical cords, or items supplied by resellers. Contact the reseller or other appropriate party for warranty information on these items. Nor does this warranty apply to any unnecessary service calls, including costs for in-home service calls solely for the purpose of education about the unit or finding an unsatisfactory power connection. In addition, if the recommended weight restrictions are not followed (up to 850 lb. per base), this warranty is void.

Replacement parts may be provided new or reconditioned at Rize's discretion.

There is no warranty at all after five years, dating from commencement of this Limited Warranty.

### ADDITIONAL LIMITATIONS ON WARRANTY COVERAGE

Repairs to or replacement of the Rize bed or its components under the terms of this Limited Warranty will apply to the original warranty period and will not serve to extend such period. This warranty begins on the "warranty commencement date," which is the date of purchase for new, unused products.

The decision to repair or to replace defective parts under this Limited Warranty shall be made by Rize at its sole discretion.

# Registration



## Warranty Registration Form

Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Street address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_  
Email address: \_\_\_\_\_  
Store where purchased: \_\_\_\_\_  
Serial no: \_\_\_\_\_ Invoice no: \_\_\_\_\_ Model no: \_\_\_\_\_

### Survey

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:

RIZE®  
Customer Service  
31050 Diamond Parkway  
Solon, OH 44139

You can also register your bed  
online at [www.rizebeds.com](http://www.rizebeds.com).

RIZE SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. THE EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY SHALL BE REPLACEMENT OR CREDIT TOWARDS REPLACEMENT AS SET FORTH HEREIN. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THE WARRANTY DESCRIBED ON THE FACE OF THIS LIMITED WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply. This warranty gives the Purchaser specific legal rights, and the purchaser may also have other legal rights, which may vary from state to state. This warranty is valid in all 50 states, Puerto Rico, and Canada.

If you experience any problem with your Rize bed during the warranty period, please contact Rize Customer Service by calling the telephone number located on the back cover of this manual.



IF YOU EXPERIENCE ANY TROUBLE WITH YOUR BED PLEASE CALL CUSTOMER  
SERVICE AT THE FOLLOWING TOLL FREE NUMBER:

1-800-444-8444

Or email [warranty@rizebeds.com](mailto:warranty@rizebeds.com). Please have your receipt ready and available.

Thank you and enjoy your adjustable bed!