## Adjustable Base Customer Service

Phone	1800 763 498
	NZ Phone and Fax: 0800 443 292
Fax	1800 767 493
Email	info@ergomotion.us
Web	www.tempur.com

# Tempur Mattress Customer Service

Phone	1300 306 062
	NZ: 0800 483 6787
Email	info@tempur.com.au
Web	www.tempur.com

Serial Number:

+ +

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**ZERO-G** Lifestyle Series Owner's Manual



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# safety precautions and usage statements

# **Attention: Important Safety Disclaimers**

To reduce the risk of shock, burns, fire or injury: Always unplug the base from the electrical outlet before servicing any part of the base. To reduce risk of electric shock, unplug the base before cleaning. To safely disconnect, ensure the base is in a flat position with all motors off, and unplug from power source. Keep the power cord away from heated surfaces. Never operate the base when the air openings are blocked. Keep air openings free of lint, hair and the like. Do not drop or insert any object into any opening.

Discontinue use of the bed base and contact a qualified service center if: it has a damaged cord or plug, if it is not working properly, or it has been dropped into water.

Only use this bed base for its intended use as described in this manual. Do not use accessories/attachments that are not recommended by the manufacturer.

Close supervision is required when the bed base is used by or near children, convalescents or disabled persons.

### **Outlet Safety:**

For optimal safety and operation, plug bed base into a surge **protector (not included).** The bed base should only be plugged directly into a wall outlet or surge protector (recommended). Improper connection of the equipment can result in the risk of electrical shock, electrical fire or faulty operation of this bed base. Unauthorized

Read all instructions before using your adjustable base. Save these instructions.

modification or failure to use a wall outlet or surge protector could void the electrical portion of your warranty.

### Warranty Warning:

Do not open or tamper with control box, motors, or remote (with the exception of battery compartments). The warranty will be void if the internal workings of these components are tampered with. For complete warranty information visit www.tempur.com or refer to the warranty card included with the base. Do not sit on the head or foot sections while in the raised position. Do not attempt to move or service the base while it is occupied. Exceeding the recommended weight restrictions could damage your bed base and void your warranty.

### In-Home Use and Hospital Disclaimer:

Ergomotion adjustable bed bases are designed solely for in-home use. This base was not designed as a hospital bed and is not designed to meet hospital standards. Do not use this base with TENT TYPE oxygen therapy equipment or near explosive gases.

### Pets and Small Children:

Immediately dispose of all packing materials as it may pose a smothering risk to small children and pets. To avoid injury, it is not advised to allow children and small pets to play on or under the bed. Children should not operate the bed base without adult supervision.

### Safety Features:

Free release head and foot motors are designed to lower the mattress by retracting only with gravity, never pulling downwards, which minimises pinch points.

### Product Ratings:

The lift motors are not designed to operate continuously for more than [2] minutes in an [18] minute time period or approximately 10% duty cycle. Attempting to circumvent or exceed this rating will shorten the life expectancy of the product and may void the warranty.

### Weight Restrictions:

The recommended weight restrictions for the Ergomotion adjustable base are as follows and include the weight of the mattress: Single, NZ Split King: 182 kg, Queen: 227 kg.

The bed base will support the recommended weight limits if distributed evenly across the base. This product is not designed to support or lift this amount in the head or foot sections alone. Consumers should not enter or exit the bed with any portion in the raised position. Do not sit on the head or foot sections while in the raised position. Do not attempt to move or service the base while it is occupied. Exceeding the recommended weight restrictions could damage your bed base and void your warranty.

### Acoustics:

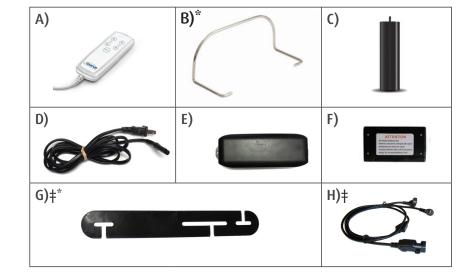
In normal base operation, the wheels which allow the bed to maintain its distance from the wall, will make contact with the steel platform supports of the base creating a contact noise. When entering, exiting or shifting weight on the base, this contact noise may be audible as the wheels make contact. This is normal.

## SAVE THESE INSTRUCTIONS.

All electronics and components that need to be installed are located in boxes under the base or attached to the frame.

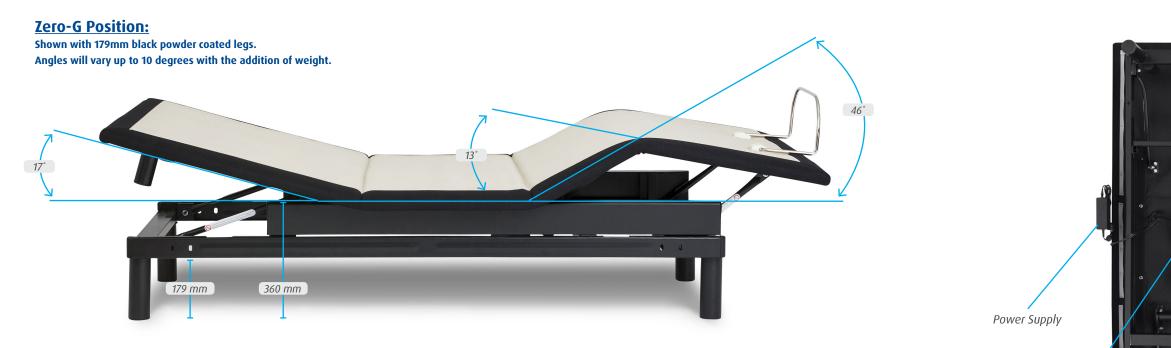
- A) Wired Remote Control (1)
- B) Mattress Retainer Bar (1)\*
- **C**) Legs (4)
- D) Power Cord (1)
- E) Power Supply (1)
- F) Battery Backup Box (9 volt batteries not included)
- G) Connecting Strap  $\ddagger^*$
- H) **Y-Cord ‡**
- These items are attached to the base for shipping purposes. Carefully remove from base and set aside.
- Only included in Single Long, and NZ Split King bases.

### Before discarding the packing materials- ensure all the parts are accounted for.



# base and remote overview

# base and remote overview



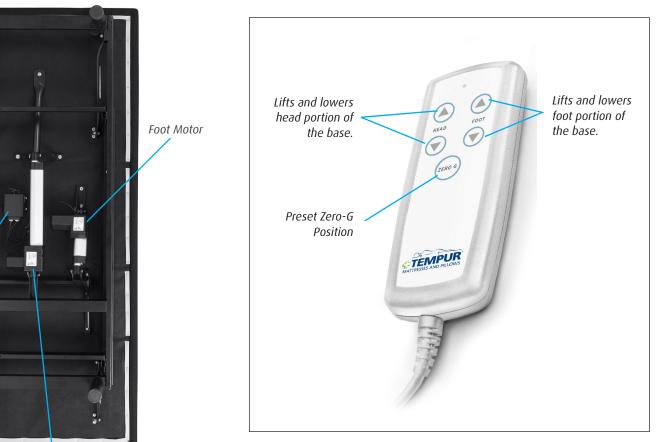
### Dimensions:

Measurements listed are of the base without legs.

SIZE	<b>DIMENSIONS</b> LxW (mm)
Single Long	2030 x 910
Queen	2030 x 1520
NZ Split King <sup>*</sup>	2030 x 825

\*Available in NZ Only.

Control Box



Head Motor

# installation guide

## Always use two people when setting up the base.

### **STEP 1**

Place the bed base box in a desired location with the bottom of the box facing up.

Remove the binding straps and packing materials, making sure not to puncture the box with any sharp objects.

### STEP 2

Remove the bed base from the box keeping the bottom of the base facing upwards.

### **STEP 3**

To install headboard brackets (sold separately) see instructions on page 11.

To install the legs, thread the washer over the bolt of the leg with the recessed side facing the leg, and tighten by hand. **Do** not over tighten.

### **STEP 4**

### If installing a split unit - see pages 9-10.

Locate the Backup Battery Pack and install (4) 9 Volt batteries (not included).

Store the battery pack in a convenient location for emergency use. *For operating* instructions see page 8.

### **STEP 5**

Uncoil input cord (connected to control box's power port) and plug into Power Supply.





#### STEP 6

Uncoil the Power Cord and connect to the Power Supply. Place Power Supply on the ground and extend from the base. Ensure that the Power Supply and all attached cords are directed toward the desired surge protector.



### **STEP 7**

Carefully flip the base over on to its legs. Important: Two people are required to move the bed base. Do not drag across the floor. Do not rest frame on its side, excessive pressure may damage the legs.

### **STEP 8**

Plug the power cord into a power source. A surge protector is recommended.

### STEP 9

Ensure batteries are correctly installed in the back of the remote.

Quickly test functions to verify proper setup before placing mattress on base. Return the base to a flat position before placing the mattress on top.

### **STEP 10**

Slide the left side of the mattress retainer bar into the bracket. Pull the retainer bar to the opposite bracket and secure the right side.

Setup is now complete! Test all functions on remote.







# connecting strap (optional)

### Connecting straps are secured to the base frame upon delivery.

#### **OVERVIEW**

If a split setup is being installed, plastic connecting straps are provided (one per base) to secure the bases together. Use both straps to secure the head and foot portions together.



### STEP 1

With the bases in their desired location, slightly loosen both legs to allow the strap to fit on the leg bolt, between the leg washer and frame.

#### STEP 2

Slide side (a) of the connecting strap onto leg bolt. Swing the strap and connect side (b) to the leg bolt. Secure the strap by shifting to the left.



**STEP 3** 

Re-tighten legs. Do not over tighten. Use the remaining strap and repeat on other end of the base.

## A Y-Cord is included with the base. Not available on Queen. The Y-Cord connects the two control boxes to a single remote for the synchronization of two bases.

### **STEP 1**

Unplug bases from power source.

### STEP 2

Locate the control box underneath the base. Plug end of y-cord into wired remote port on the control box. Repeat for other end of cord and second control box.



STEP 3

### Plug remote into Y-Cord

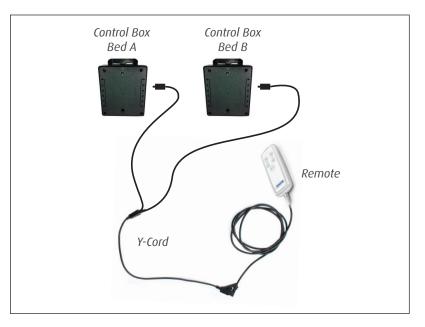


# syncing two bases (optional)

### STEP 4

Once the remote has been connected to the control box with the y-cord, plug bases into power outlet and test all functions.





# emergency battery backup pack

## Store the battery pack in a convenient location for emergency use. (4) 9 Volt batteries are required to operate the power down feature and are NOT included.

#### **OVERVIEW**

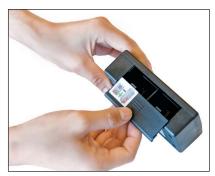
### For emergency use only, in case of a power outage.

In the event that the base is stuck in an articulated position during a power outage- the Battery Backup Pack will return the base to a flat position. Batteries are not to be used for normal operation of the base.

Remove the battery pack after the emergency is over, as the system will continue to draw power from the batteries, even if not in use.

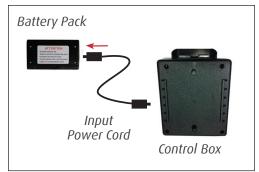
### **STEP 1**

Install the 9 volt batteries into the provided battery pack. Do not mix brand name batteries.



### STEP 2

Connect battery pack to input power cord attached to control box.



If the base is in the upright position use the remote to return to a flat position.



### STEP 1

- force may cause the leg to spin freely.
- bracket. Make sure the bolt is tight.



# headboard bracket installation guide (optional)

## Headboard Brackets are an optional accessory and are not included. A 9/16" & 1/2" socket and crescent wrench are necessary to complete installation.

### **STEP 2**

a.) Align the hole in the bracket to the brass sleeve into which the leg threads. Hold the bracket in place and screw the leg into the base until it is snug. DO NOT OVERTIGHTEN. Too much

b) Align the tab with the hole in the frame (located towards the foot of the base) and use a short bolt and nut to secure the

Attach the plastic spacer and T-Bracket.

- a.) Measure the distance between the mounting holes on the headboard and install the spacer and attachment plate to accommodate the headboard.
- b.) To install the plastic spacer and attachment plate, you will need (2) long bolts and (2) nuts. Place the spacer and attachment plate in the desired location and slip the bolts through the holes with the head of the bolt facing outward. Position the bolts diagonally on the spacer. Use the 9/16" socket and wrench to tighten the bolts.



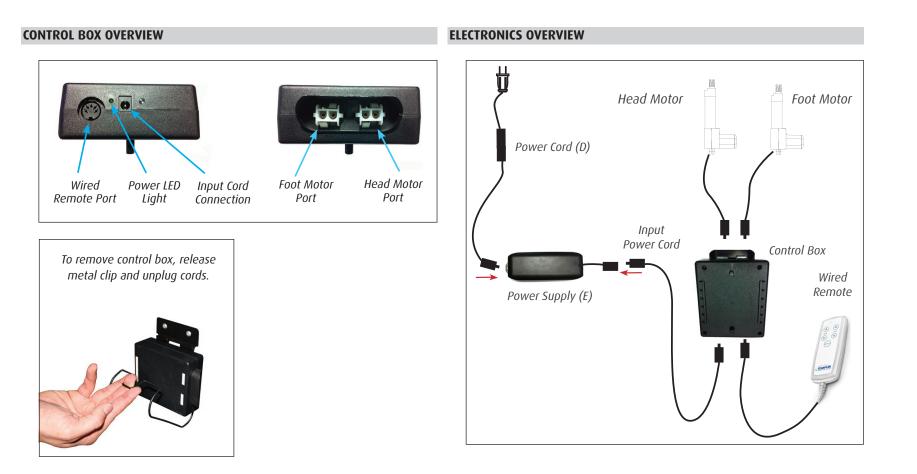


### **STEP 3**

You may now connect your headboard to the attachment plates using the remaining short bolts and nuts to secure it to the brackets. The heads of the bolts will face outward. Use a 9/16" socket and 1/2" wrench to tighten the bolts.

# quick reference quide

## Not to scale. For illustration purposes only. Read all instructions before beginning installation.



- movement of the base.
- properly connected.
- protector is recommended).

If issue is not resolved by following the instructions above, locate serial number on warranty card or back of remote and call

## If one or more functions on the bed base have stopped operating:

Check under the bed base to verify that the wired connections are secure and that there are no cords or bedding obstructing the

Check to ensure the green LED light is illuminated on the control box. If there is no light, verify that the input and power cords are

Unplug the base for 1 hour to reset the electronic components.

Plug bed base into a different electrical outlet, or test current outlet with another working appliance (a grounded, electrical surge

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