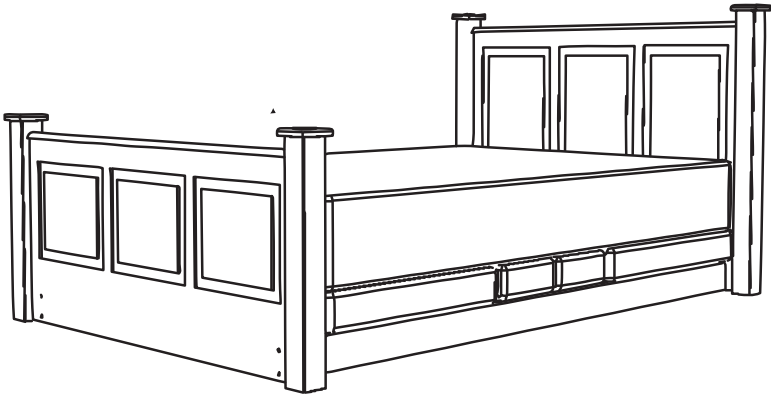


PRODUCT & USER GUIDE

Assured Comfort® Beds

HI-LOW ADJUSTABLE FOUNDATIONS

PLATFORM SERIES



AssuredComfortBed.com | 866.852.2337

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This guide is available as a PDF. Contact us at 866.852.2337 for more information.

Intended Use

The Assured Comfort® Hi-Low Adjustable Bed's intended use is outlined in this documentation.

- The Assured Comfort® Hi-Low Adjustable Bed has an electrically controlled bed base. It is operated by remote control. It is designed for indoor use with interior environmental conditions only.

- This bed is NOT designed for hospital use or to meet their corresponding hospital safety standards.

- Do not use with TENT TYPE oxygen therapy equipment or use near explosive gases.

- This system is intended to be assembled and used by adults only. It is not designed for children or animals.

- The Assured Comfort® bed is not intended to be used without a mattress.

- This bed uses a suitable mattress. Mattresses should comply with the non-flammability ratings outlined in the Federal Register 16 CFR Part 1633. If you do not use an Assured Comfort® mattress, be sure your mattress is compatible with articulating adjustable beds.

- The recommended weight limit is tied to the weight limit of the mattress and should not exceed 500 lbs. The head and foot sections are not designed to individually support or lift this amount of weight.

- For optimal performance, consumers should enter and exit the adjustable base only when it is in flat (horizontal) position.

- Do not use remote to continuously move parts of the bed up and down.

- Do not let children or animals climb under the bed.



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Safety Information

- **ATTENTION:** Please read the following information before using this product. Failure to use a surge protection device could compromise safety or cause product malfunction and could void the electrical portion of your warranty. Electrical surges are by far the largest cause of problems with electrical circuits. In order to help protect your investment, in case of a power surge or outage, use an electrical surge protection device (not included).

- **WARNING:** Do not tamper with the control box, actuators, base, motors, or remote (except battery storage). Unauthorized modifications will void the warranty.

- **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.

- **AFTER INSTALLATION:** 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.

- **REPAIR PROTOCOL:** Discontinue the use of the bed base and contact Assured Comfort® Beds for a qualified service agent or help troubleshooting if bed is not working properly, or the remote is not functioning.

- **CONTINUOUS USE WARNING:** The hi-low lift actuators, located in the legs, or the actuators that control the head and knee elevation, are not designed for continuous use of more than 2 minutes in an 18-minute period, or approximately 10% duty cycle. Any attempt to circumvent or exceed this rating will shorten the life expectancy of the product and may void the warranty.

- **WEIGHT DISTRIBUTION:** The structure of the foundation will support the recommended 500 pound weight when distributed evenly across the bed. The head and foot sections will not individually support or lift this amount of weight. Do not sit on the head or foot sections while in the raised position, or during lift or lowering cycles.

- **FCC COMPLIANCE:** This device complies with Part 15 of the FCC Rules for residential use. Operation is subject to the following conditions: (1) device may not cause harmful interference, and (2) device must accept any interference received, including interference that may cause undesired operation. Radio Frequency: 2.4 GHz.

- **LUBRICATION AND CLEANING:** Your hi-low adjustable bed is designed to be maintenance free. The lift motors are permanently sealed and lubricated, no additional lubrication is required. Do not apply any lubricant to lift motor lead screws or any nylon nuts or the base may inadvertently creep downward from the elevated position.

- **CORDED REMOTE:** Please keep remote control cord away from the side assist rails while moving the bed foundation up and down to prevent pinching the cord.

- **IN BED USE:** During bed operation, make sure your entire body is positioned within the confines of the bed.

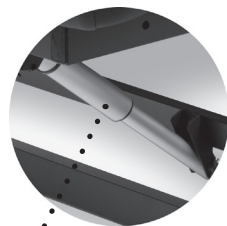
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Platform Series Bed Operation

The Assured Comfort® Platform Series uses a scissoring lift system for raising and lowering the bed. The foundation goes up and down 10".

To raise and lower the bed, a scissor mechanism operates by remote control. The head section can elevate to 70°.

The knee section can elevate to 40°.



CLOSE UP of the scissor mechanism as it lifts the bed foundation of the Platform Series.

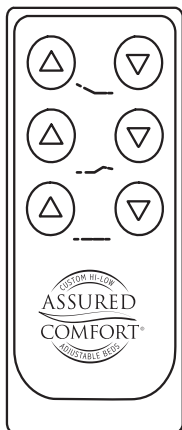
CORDLESS

CORDED

TOP: Raises and lowers head section up to 70 degrees.

MIDDLE: Raises and lowers knee section up to 40 degrees.

BOTTOM: Raises and lowers bed foundation a total of 10 inches.



TOP: Raises and lowers bed foundation a total of 10 inches.

LEFT: Raises and lowers head section up to 70 degrees.

RIGHT: Raises and lowers knee section up to 40 degrees.

RESETTING THE REMOTE: Currently we have several remote control configurations depending on the age of the Assured Comfort® adjustable bed model. Find out how to reset the current remotes in the Troubleshooting section of this product guide.

NOTE: It is best to unplug and replug the power cord before resetting the remote. If you have any difficulty, please call us toll-free at 866-852-2337.



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3 General Maintenance Checklist

- Check tightness of all frame fasteners for stability and safety.**

Use provided Torx or Allen wrenches to hand tighten. Avoid power tools.

- Cleaning the various bed surfaces.**

Vinyl: Use cloth towel with mild detergent. Rinse and clean up any streaks.

Wooden: Use mild detergent on microfiber towel. Gently wipe clean and dry.

Metal: Use mild detergent on cloth towel. Do not spray apply. Wipe clean and dry.

Fabric: Use a common spray fabric cleaner. Test your application beforehand.

- Cleaning the electrical components.**

The electrical components should be cleaned just like the Metal surfaces, but with subtle differences. There is grease that helps the pistons of the actuators move in and out allowing the Head section, Foot section, and the Hi-Low operation, to function properly. Be sure that if cleaning this part of the electrical components is needed, only clean the parts that are affected, leaving some grease left on the piston.

4 Customer Service/Technical Support

Bed Serial # _____

Installation Date _____

Assured Comfort® Bed Support

Hours: 8 AM to 5 PM / M-F / EST

Toll Free: 866.852.2337

Local: 276.627.0088

Fax: 276.627.0234

Web: AssuredComfortBed.com

*In case of an EMERGENCY after hours,
please call 866-852-2337 to access
the on-call help desk.*

DME Provider Support (If Applicable)

DME: _____

Contact: _____

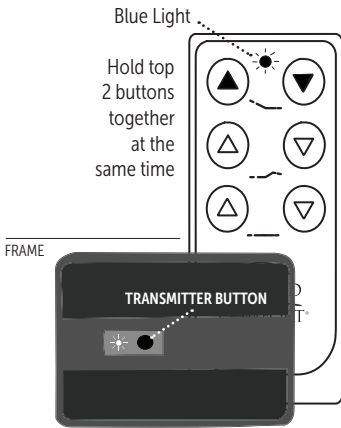
Phone: _____

Email: _____

Web: _____

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Troubleshooting your Bed

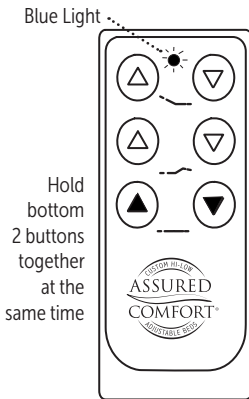


I lost the connection to the bed with my cordless remote. How do I “pair” it with the bed?

Raise the head section with the corded remote to get access to the black transmitter box located on the inside of the front frame. For pairing the bed, use the cordless remote, holding it about a foot from the transmitter box.

1. Hold the top 2 buttons of the remote simultaneously.
2. The remote’s blue light will flash for 5 seconds.
3. The remote’s blue light will turn solid.
4. Push the button on the black transmitter box until the remote and transmitter box lights flash together.

The bed and remote are now paired.

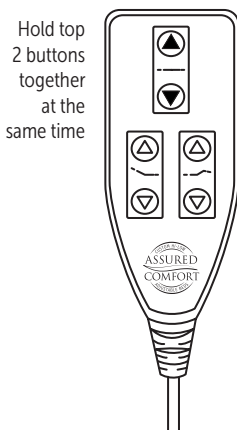


How do I reset my bed with the cordless remote?

For resetting the bed when cordless remote is not responding to commands, but is paired properly.

1. Hold the bottom 2 buttons of the remote simultaneously.
2. The remote’s blue light will flash for 5 seconds.
3. The control box will beep.
4. Let go of the buttons.

The bed is now reset for operation.



How do I reset my bed with the corded remote?

For resetting the bed when the corded remote is not responding to commands.

1. Hold the top 2 buttons of the remote simultaneously.
2. Hold for 5 seconds. (The remote will light up)
3. The remote will beep.
4. Let go of the buttons.

The remote is now reset for operation.

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Bed/Mattress Warranty

Full One-Year Assured Comfort® BED WARRANTY

The Assured Comfort® Bed is warranted against defects in workmanship or materials for a period of one year from the date of purchase. Assured Comfort® Beds, Inc. will repair or replace any defective part at no cost to the purchaser if the shipping of the part is within the continental United States.

Where an item on the bed develops a fault within the warranty period, the Customer should notify us in writing with full details and photographs. We may request to inspect the item before acknowledging that the item is faulty. If the fault is covered under warranty, we will arrange for it to be repaired or returned. When deemed the repair will not provide a satisfactory solution, we will agree to an exchange.

Limited Five Year Assured Comfort® Bed Warranty

During the second through fifth years from the date of purchase, Assured Comfort® Beds, Inc. will replace any part found to be defective. Purchaser shall pay all service and shipping costs related to the replacement of the defective part.

Terms and Conditions for Assured Comfort® Bed Warranty

This warranty applies to normal use and does not cover any damage caused by excessive wear, abuse, misuse, mishandling or modification of the product.

Assured Comfort® MATTRESS WARRANTY

If a mattress is ordered with your bed, Assured Comfort® Bed models are shipped with a memory foam mattress with gel infused technology. Memory foam infused with gel polymers is designed for patient comfort as well as clinical superiority.

Full One-Year Warranty for Assured Comfort® Mattress

Full one year warranty from date of purchase. Assured Comfort® Beds, Inc. will replace the mattress, due to a defect in the materials and workmanship, at no cost to the purchaser.

Limited Five Year Warranty for Assured Comfort® Mattress

During the second to fifth year, Assured Comfort® Beds, LLC will replace the mattress, due to a defect in the materials or workmanship, with the shipping costs to be paid by purchaser.

Terms and Conditions for Assured Comfort® Mattress Warranty

Any deterioration of the product caused by factors other than a defect in the materials and workmanship of the mattress, such as exceeding the 350 lb. weight limit recommendations or repeated exposures to bodily fluids by incontinence, are not covered by this warranty.



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Assembly Instructions



To receive assembly instructions on all *Platform Series* configurations by Assured Comfort® Hi-Low Adjustable Beds, scan the above **QR Code** or find the instructions on our website under **DME RESOURCES**.



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