



TRI-FLEX

ADJUSTABLE BED FRAME



Owner's Manual

Model Number: _____

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.

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



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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 frame from the electrical outlet before any cleaning or maintenance of the bed frame. 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 bed frame and contact the Adjustable Bed base 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 features 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.

Weight Restrictions: The recommended weight limits on our adjustable beds are:

Twin/TXL/Split QN/Split CA King: 700 lbs.

QN/Full/FXL: 850 lbs.

Locking caster feature: This Adjustable Bed may be equipped with special locking casters. For your safety, these casters will prevent bed movement when all casters are in the locked position. To lock casters, push down the safety latch on the caster. To resume product mobility, lift the safety latch up.

NOTE: If your Adjustable Bed is positioned on a hard floor surface such as hardwood or tile, it is strongly recommended that rubber caster cups or carpet squares are placed under the casters in addition to locking them in place. Casters will not roll when locked, but may slide on an uncarpeted surface.

USER-SERVICEABLE PARTS

This bed is specifically designed to have no maintenance 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.



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

Safety Precautions

RADIO FREQUENCY IS 433.92 MHZ

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 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 base vertically on its head or foot sections. This may cause injury to persons or damage to the base. Two people are required for moving this base due to its heavy weight.

SAFETY

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

The input transformer voltage is AC 120V 60HZ; the output voltage is DC24V 3A. In the case of a short circuit, a fuse on the transformer will blow to protect the electrical equipment (Fuse: 1A~1.5A). If this occurs, seek professional assistance to replace the fuse. Contact our Customer Care Center.

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

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 frame carton and verify all items in the parts list are included.



Remote control (1)



AA batteries (2)



Roller bed leg (2)



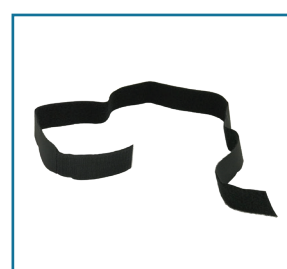
Lounger bed leg (2)



Knob screw & spring washer (2)



Retainer bracket (1)



Velcro strap (2)**



AC Electric Outlet (2)***
CAUTION: Electric plug output AC 120V. Do not exceed Max Power 500W.

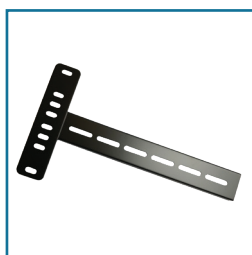
** Only available in TXL, SCK, and SQ models.

*** Part is attached to base.

Headboard bracket parts*



Inner headboard bracket (2)



Outer headboard bracket (2)



Retainer bolt (6)



Washer (12)



Nut (12)



Allen key wrench (1)



Wrench (1)

*Only included in select models. These items can be purchased separately.

Installation Guide

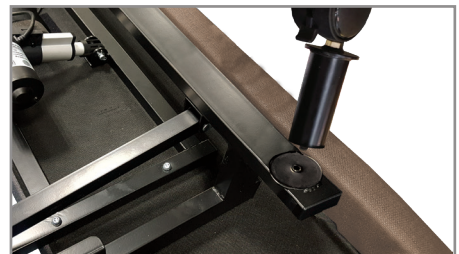
NOTE: For safety reasons, lifting of the adjustable bed frame must always be performed by two (2) people; and the unit should always be on a flat surface before opening.

Attaching the bed legs

- 1 Lift the bed frame unit out of the shipping carton carefully, and put it on a flat floor with the top side facing downward.
- 2 Remove all accessory boxes and cut the orange ties from inside the bed frame.
- 3 Take out the lounger bed legs and roller bed legs from the accessory box.
- 4 On the foot section of the bed, attach the lounger bed leg to the C-channel frame. Make sure the leg opening is facing inside the frame.
- 5 Insert a knob screw fitted with a spring washer into the pre-drilled hole on the C-channel frame and through the lounger bed leg. Tighten the knob screw in place.
- 6 Repeat steps 4 and 5 on the other lounger leg.
- 7 On the head section of the bed, thread the roller bed legs into the pre-drilled holes by turning them in a clockwise direction.
- 8 Tighten the legs securely to the frame.

NOTES:

- Do not overtighten the bed legs.
- Your bed may be equipped with special locking casters. To prevent unnecessary movement of this product, all four casters should be in the locked position.
- It is recommended that rubber caster cups or carpet squares (not included with your bed) are placed under the casters in addition to locking them. Casters will not roll when locked, but may slide on uncarpeted surfaces.



Installation Guide

Setting up the electronics

- 1 Remove and extend the power cord from the frame.
- 2 Turn the bed frame over carefully so the top side is now facing upward. Do not rest the frame on its side. The weight may damage the legs.
- 3 Plug the power cord into a grounded electrical outlet.

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

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

NOTE: If the bed does not work, see the Troubleshooting section of this manual.

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



IMPORTANT!

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

Attaching the mattress retainer bracket

- 1 Align the open ends of the retainer brackets with the "loop" retainer anchors located at the foot of the bed.
- 2 Slide the retainer bracket into the anchors allowing the ends to glide into the loop.

NOTE: It is normal for the retainer bracket to indent into the sides of the mattress when using the lift positions. This secures the mattress to the bed deck providing superior body contouring.



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

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

Installing the Velcro leg straps (optional)

To help prevent base separation when using King Size (2 TXL), Split California King Size (2 SCK), or Split Queen Size (2 SQ) beds, use the Velcro straps.*

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

* Only available in TXL, SCK, and SQ models.



Installation Guide

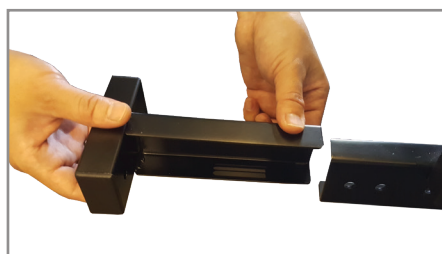
Assembling the headboard bracket (optional)

IMPORTANT!

- Failure to follow the installation steps as they appear in this guide could result in damage to your adjustable bed frame.
- For safety reasons, lifting of the adjustable bed frame 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.

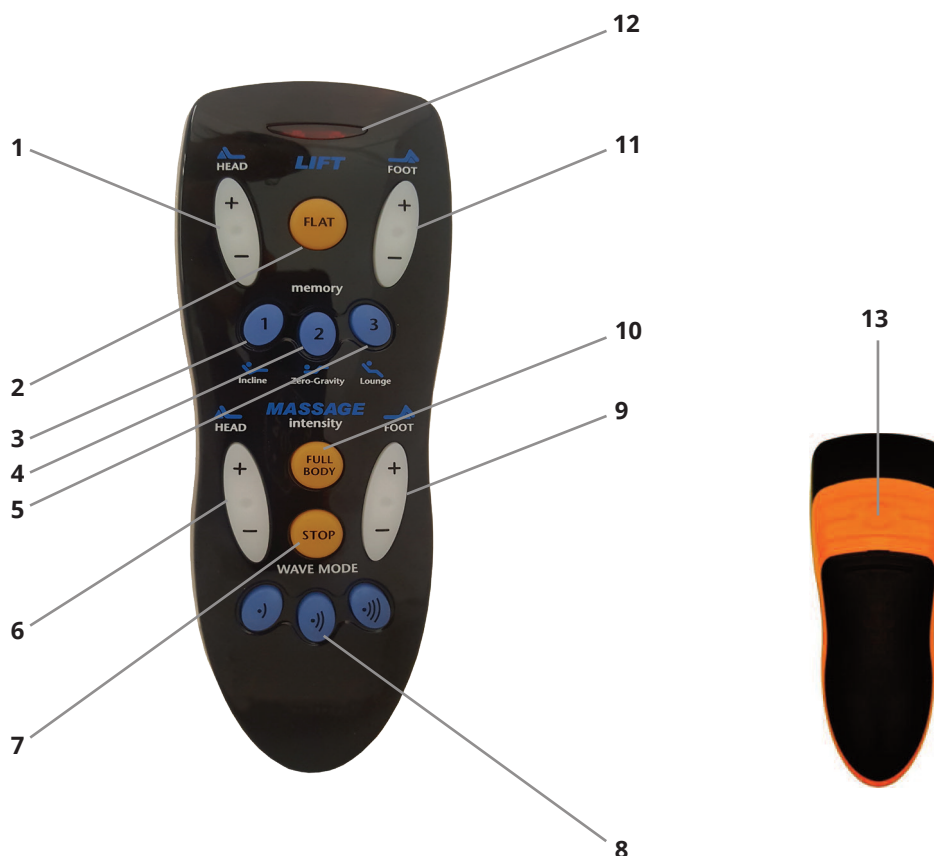
- 1** Use the remote control to raise the head section of the bed and locate the C-channel frame on one side of the bed.
- 2** Slide the inner headboard bracket into the C-channel frame. The bracket opening and the C-channel opening should face each other to create a box shape.
- 3** Insert retainer bolts fitted with washers into the two pre-drilled holes in the C-channel frame and through the inner headboard bracket. Tighten by threading washers and nuts at the end of the bolt.
- 4** Place the open side of the outer headboard bracket onto the exposed square tube of the inner headboard bracket to create a tight fit.
- 5** Insert retainer bolts fitted with washers into the outer headboard bracket and through the inner headboard bracket. Tighten by threading washers and nuts at the end of the bolt.
- 6** Repeat steps 2 to 5 to install the inner and outer headboards on the other side of the head section of the bed frame.
- 7** When assembling the headboard brackets, 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 base and the headboard brackets.
- 8** Securely fasten the headboard bolts (not included in your parts box) to the end of the headboard bracket assembly.
- 9** If you need to adjust the headboard brackets, unscrew the bolts holding the brackets and move them the necessary distance. Reinstall the bolts and tighten.

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



Remote Control Guide

Using your remote control



Head and Foot Position Adjustments (1, 11)

Press the UP (+) or DOWN (-) button to raise or lower the head and foot sections of your adjustable bed. The premium "Wall Glide" feature automatically synchronizes with all head and foot adjustments.

NOTE: Pressing the FOOT DOWN (-) button allows you to lower the foot section to a lounge position.

Flat (2)

Press and hold this button for 2 seconds to return the bed to a flat position.

Memory

Incline (3)

Press this button to raise the head section to an ideal position for watching TV, reading, or using a laptop.

Zero Gravity (4)

Press this button to elevate the foot section slightly higher than the chest, in effect, allowing the blood to flow back to the heart to help reduce stress and fatigue.

Lounge (5)

Press this button to gently raise the head and lower the foot into a relaxing chaise lounge position.

Head and Foot Massage Adjustments (6, 9)

Press the UP (+) or DOWN (-) button to activate the massage feature on the head and foot of the bed (starting at intensity 4 of 8). Increase or decrease the intensity of the massage vibration by pressing the appropriate button.

Remote Control Guide

NOTES:

- The lowest setting of each massage automatically turns off the respective vibration.
- The massage feature is programmed with an Auto Shut-off Timer that automatically turns the massage off after 15 minutes of continuous use.

Massage Stop (7)

Press and hold this button for 2 seconds to stop any active massage.

NOTE: Make sure to stop any active massage before alternating between massage functions.

Wave Mode (8)

Press these buttons to activate both massage and select from different massage feels.

NOTE: Stop the massage before activating another mode.

Full Body Massage (10)

Press this button to activate both head and foot massage at the same time.

LED Signature Light (12)

This light indicates when the remote is in use, ie. during pairing mode, etc.

Underbed Light (13)

Press this button to turn the underbed light on or off.

Understanding the remote control features

- The adjustable bed uses RF (radio frequency) remote control system.
- The buttons are backlit when pressed to aid in the visibility of the remote control in low-light environments.
- It is not necessary to face the receiver when operating the remote control. Remote signal is best transmitted within 9 feet (3 meters) of the bed.

NOTE: The bed may show minor intermittent performance because of typical radio frequency interference. This is normal in the operation of the bed, not a defect.

Pairing the remote control to your adjustable bed

NOTE: This pairing procedure is only applicable for replacement remote controls.

PAIRING ONE REMOTE CONTROL TO ONE BED

- 1 Insert batteries into the remote control.
- 2 Make sure your adjustable bed is plugged into a working and grounded electrical outlet or surge protector.



Remote Control Guide

PAIRING ONE REMOTE CONTROL TO ONE BED (continued)

- 3 On the control box, press and hold the LEARN button for three (3) seconds.

The LED light on the control box will light up. This means the control box is in learning mode.

The LED signature light on the remote control will also light up. This means the RF code setting has been activated.



- 4 Press any button on the remote control.

When the LED light on the control box flashes and then remains lit, the learning process is complete.



PAIRING ONE REMOTE CONTROL TO TWO BEDS

- 1 Do steps 1 to 4 to pair the remote control to the first bed.
- 2 Repeat the same steps on the second bed using the same remote control.

Activating the emergency power down feature

The power supply unit on your adjustable bed frame supports the emergency power down feature if a power failure occurs while the head and/or foot sections are raised.

- 1 Locate and remove the cover on the 9V battery compartment on the control box.
- 2 Install two (2) alkaline 9V batteries (not included with the adjustable bed).
- 3 Replace the battery cover.
- 4 When the 9V batteries are installed and a power failure occurs, press and hold the FLAT button on the remote control until the bed returns to a flat position.

NOTE: The two (2) 9V batteries are for single use only. After lowering the bed frame once during a power failure, replace with a new set of batteries.



Troubleshooting

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

SYMPTOM	SOLUTIONS
The adjustable bed frame does not respond when the remote is used. Remote control led illuminates and appears to be normal.	<ul style="list-style-type: none">• Make sure the remote control is paired with the bed frame.• Check that the power cord is plugged into a working and grounded electrical outlet. Unplug the power cord from the outlet. After 30 seconds, plug it back in. Press any button on the remote control and hold until light on the remote control illuminates.
No features or function of the adjustable bed frame activates.	<ul style="list-style-type: none">• Make sure the remote control is paired with the bed frame.• Check that the power cord is plugged into a working and grounded electrical outlet. Unplug the power cord from the outlet. After 30 seconds, plug it back in. Press any button on the remote control and hold until light on the remote control illuminates.• 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 bed frame but does not return to flat position.	<ul style="list-style-type: none">• Your bed frame 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

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

SYMPTOM	SOLUTIONS
Head or foot lift function has minor interference during operation.	<ul style="list-style-type: none">• 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.	<ol style="list-style-type: none">1. Remove nuts, bolts, and white bushings.2. Lubricate them by applying the grease with a Q-tip. (Lubrication can be obtained by contacting Customatic's Customer Care Center).3. When placing lubricated nuts, bolts, and white bushings back onto the adjustable base, make sure there is a looser tightening on the nut.4. Additional solution: After completing these steps, spray the nuts, bolts, and white bushings with a lubricant (WD-40).

Troubleshooting

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

SYMPTOM	SOLUTIONS
The adjustable bed stutters when in motion.	<ol style="list-style-type: none">1. Clear any clutter or obstructions under and around the adjustable base. 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 firmly and accurately.
Split base system is out of sync. Only one of the two bases raises or both bases raise but one side is higher than the other.	Pair one remote to both bed frames. For more information, see "Pairing the remote control to your adjustable bed."
Massage motors seem excessively loud during operation.	<ul style="list-style-type: none">• Hard surface flooring may cause added vibration. To correct, place carpet pieces or rubber furniture cups under each leg or caster of the bed.• Elevate the head or foot section a short distance (using the remote control) to realign the lift/lower mechanisms with the bed support platform.• Check that the bed is not in direct contact with a wall, nightstand, or other object that may cause vibration or noise.• If the adjustable base is installed on top of a bed frame, check that the massage motors are not causing bed frame (or bed frame components) to vibrate or rattle.• Check that the headboard attachment hardware is tightened firmly (if used).

Warranty

5-Year Limited Warranty For Adjustable Bed Frames

PPJ, LLC ("CUSTOMATIC") WARRANTS THAT IT WILL, AT CUSTOMATIC'S OPTION, REPLACE OR REPAIR PURCHASER'S CUSTOMATIC™ SYSTEM IF IT IS DEFECTIVE DUE TO FAULTY WORKMANSHIP OR MATERIALS, SUBJECT TO THE LIMITATIONS DESCRIBED IN THIS WARRANTY. CUSTOMATIC UNDERTAKES NO RESPONSIBILITY FOR THE QUALITY OF THE GOODS EXCEPT AS OTHERWISE PROVIDED IN THIS CONTRACT. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE THEREOF.

THIS WARRANTY APPLIES ONLY TO THE MODELS OF THE CUSTOMATIC® CUSTOMATIC™ SYSTEM LINE. THESE MODELS MAY BE IDENTIFIED BY REFERENCE TO THE SERIAL NUMBER ON THE PRODUCT

YEARS 1 THROUGH 5: FULL COVERAGE OF PARTS AND LABOR

CUSTOMATIC models are warranted against defects in the workmanship or materials for a period of five (5) years from the warranty commencement date. During these first five years of the warranty, the entire product is so covered, including factory supplied electronics, electrical components, drive motors, Wi-Fi module, power supply and power supply cords, and massage motors. Upon notice during the first through fifth year from the warranty commencement date, CUSTOMATIC will send replacement parts to the Purchaser, at no cost, in order to replace any such defective part. In addition, CUSTOMATIC will pay all authorized labor and transportation costs associated with the repair or replacement of any parts which CUSTOMATIC determines to be defective. This five (5) year warranty shall not apply if the Purchaser does not return any and all defective parts to CUSTOMATIC within 15 days of Purchaser's receipt of such replacement parts furnished. Return of the frame, however, should it need to be replaced, may be required.

In no instance will this warranty cover any damage attributable to misuse or to normal wear and tear or to excessive weight placed upon the product. Nor will this warranty cover any purchaser other than the original purchaser nor will it cover product purchased from an unauthorized third party. If you are not the original purchaser of this product, you take "as is" and "with all faults." Purchases of "Floor Models" are regarded "as is" products & subject to the terms thereof. If you did not purchase this CUSTOMATIC™ System directly from CUSTOMATIC or any of its approved authorized distributor/retailer dealers, we will require proof of purchase from you demonstrating that you are the original purchaser and are eligible to make a valid claim under this Warranty.

FRAME ONLY—LIFETIME WARRANTY

Notwithstanding the above, CUSTOMATIC extends a LIFETIME WARRANTY on the frame itself used in this product. Specifically, CUSTOMATIC warrants that for a full 20 years, the estimated life of the frame, any defect in the workmanship or the materials used in the frame itself shall be covered. The 20-year time span will be dated from the commencement of this warranty. For purposes of this Lifetime Warranty, the frame consists of the

metal structure of the base and specifically excludes its cover, its side rails, decking and legs, actuator lift motors, massage motors, control box, remote controls, Wi-Fi modules, power supply, and any power supply cords. Return of the frame should it need to be replaced, is not required.

ADDITIONAL TERMS AND CONDITIONS

In no instance will this warranty cover any damage attributable to misuse or to normal wear and tear or to excessive weight placed upon the product. Nor will this warranty cover any purchaser other than the original purchaser nor will it cover product purchased from an unauthorized third party. If you are not the original purchaser of this product, you take "as is" and "with all faults." If you did not purchase this CUSTOMATIC® System directly from CUSTOMATIC or an Authorized Dealer, we will require proof of purchase from you demonstrating that you are the original purchaser and eligible to make a valid claim under this Warranty.

This warranty does not include coverage for 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 CUSTOMATIC.

Nor does it include coverage if the product has been repaired or modified by the Purchaser or by an unauthorized third 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, as defined below. 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 educating the consumer about the unit or finding an unsatisfactory power connection. In addition, if the recommended weight restrictions are not followed (Twin, Twin Long, Double, Queen, Split/Dual Queen, and Split/Dual CA King bases – up to 850 lbs. each.), this warranty is void.

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

Except for the Lifetime Warranty provided for the frame of this product, there is no warranty at all after five years, dating from commencement of this Limited Warranty.

Additional Limitations on Warranty Coverage

In the event a warranty claim is filed and a warranty replacement is deemed necessary, Purchaser will be required to surrender the original product, including any components, to CUSTOMATIC at the time of the replacement. Return of the frame, however, should it need to be replaced, may be required.



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®
Customer Care Center
550 Crescent Blvd., Gloucester City, NJ 08030

You can also register online at www.customaticbeds.com.

Repairs to or replacement of the CUSTOMATIC® System 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.

If you did not purchase this CUSTOMATIC™ System directly from CUSTOMATIC or an Authorized Dealer, proof of purchase will be required to demonstrate that you are the original purchaser and eligible to make a valid claim under this Warranty. If original proof of purchase is not provided by the Purchaser, CUSTOMATIC reserves the right to determine if the unit is covered, or is not covered, by this warranty and may use the manufacturing date as the warranty commencement date.

The decision to repair or to replace defective parts under this Limited Warranty shall be made by CUSTOMATIC at its option and at its sole discretion. Except for the Lifetime Warranty provided for the frame of this product, there is no warranty at all after five years, dating from commencement of this Limited Warranty.

CUSTOMATIC 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 to every purchaser. 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, the Purchaser, experience any problem with your CUSTOMATIC™ System during the warranty period, please consult the troubleshooting section of your Owner's Manual. If problem persists, please contact CUSTOMATIC's Customer Service Department by calling the telephone number located in your manual.



IF YOU EXPERIENCE ANY TROUBLE WITH YOUR BED FRAME WITHIN THE WARRANTY PERIOD, PLEASE CONSULT THE TROUBLESHOOTING GUIDE PROVIDED WITH YOUR FRAME 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.

THANK YOU AND ENJOY YOUR ADJUSTABLE BED FRAME!