



OWNER'S MANUAL

The **NOVA**

*Wireless Adjustable Bed
with Bluetooth Sound System*



Model Number: RI-ABN-A18-WWM-V-H-S

Serial 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.

(Place your serial number here for ready reference)

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The **NOVA**

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Table of Contents

Safety Precautions.....	1
Parts List.....	3
Installation Guide.....	4
Emergency Power Down Operation Guide	6
Advance Highlight Features.....	7
Wireless Hand Control Operation Guide	8
Activating Bluetooth Sound System	11
Troubleshooting	12
Warranty & Registration	14

Model Number: RI-ABN-A18-WWM-V-H-S





The **NOVA**
Wireless Adjustable Bed
with Bluetooth Sound System

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. Please note: Unauthorized modifications to this product could void the electrical portion of your warranty.

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

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.

IN-HOME USE ONLY

This Adjustable Bed is designed exclusively for in-home use.

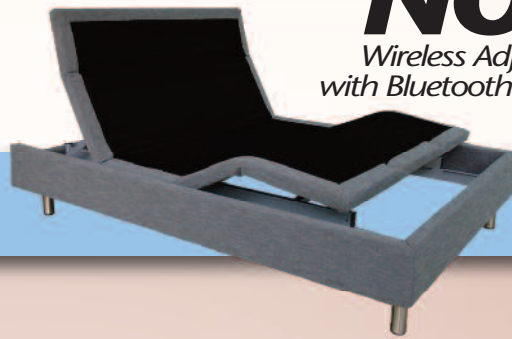
HOSPITAL DISCLAIMER: It is **NOT** designed for hospital use and is **NOT** designed to meet hospital standards. Do not use this bed with **TENT TYPE** oxygen therapy equipment or use near explosive gases.

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 **NOVA**
Wireless Adjustable Bed
with Bluetooth Sound System



Safety Precautions

CONSUMERS WITH PACEMAKERS

It is possible that the (optional) vibrating feature of this bed may be interpreted falsely 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.

RADIO FREQUENCY IS 433.92 MHZ.

FCC compliance 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.

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.

The input transformer voltage is AC120V 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 of the device (Fuse: 1A~1.5A.). Should this occur, you should seek professional assistance to fix the problem, and call Customer Care at: 1-877-826-8757

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.

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.

Weight Restrictions: The recommended weight limits on our adjustable beds are:
Twin/TXL/Split QN/Split CA King: 575 Pounds, Full/FXL: 600 Pounds, Queen: 650 Pounds.

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**.

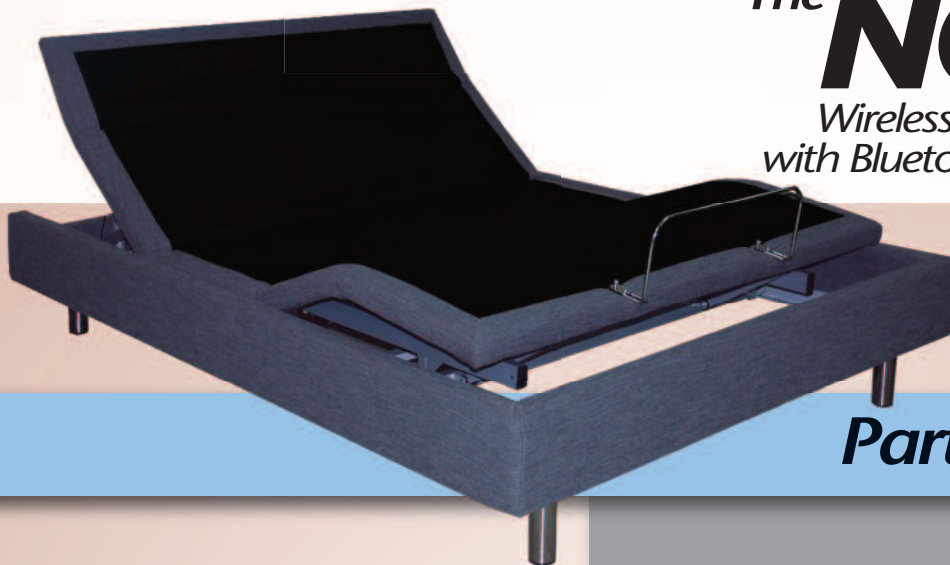
SMALL CHILDREN AND PETS WARNING

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.



The **NOVA**

Wireless Adjustable Bed
with Bluetooth Sound System



Parts List

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

- A. Wireless Remote Control (1)
- B. Mattress Retainer Bracket (1)†
- C. 6.5" Brush Steel Post Leg Supports (4)
- D. Inner Headboard Bracket (2)
- E. Outer Headboard Bracket (2)
- F. Retainer Bolt (4)†
- G. Headboard Bracket Bolt (6)
- H. 1/4 Inch Retainer Washer (2)†
- I. 5/16 Inch Washer (12)
- J. 5/16 Inch Nut (6)
- K. Allen Key Wrench (1)
- L. Wrench (1)

† Indicates Part is attached to Base for shipping purposes





The NOVA

Wireless Adjustable Bed with Bluetooth Sound System

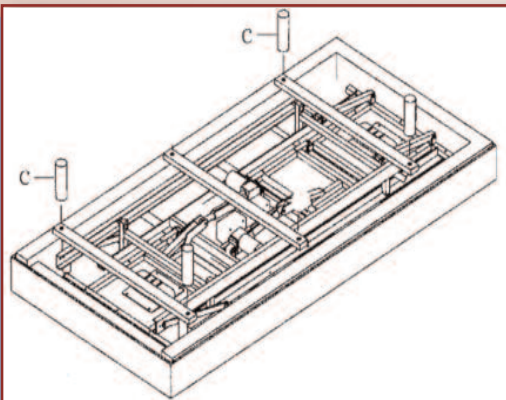
Installation Guide

STEP 1.

For safety reasons, the following should be performed by 2 people. Carefully lift the bed frame unit out of the shipping carton with the top side facing downward.

STEP 2. Assembling Bed Legs

For this step, you will need 4 bed legs (C), which can be found in the Accessories box. Turn each bed leg (C) in a clockwise direction into the threaded holes on the frame as shown. Repeat the bed leg assembly for all 4 legs (C) provided.



DO NOT OVERTIGHTEN THE BED LEGS.

STEP 3.

Remove and extend the power cord from the frame.

Important!

MAKE SURE POWER CORDS DO NOT OBSTRUCT ANY ADJUSTABLE BED MECHANISMS.

STEP 4.

Take plastic wrapping off the base frame.

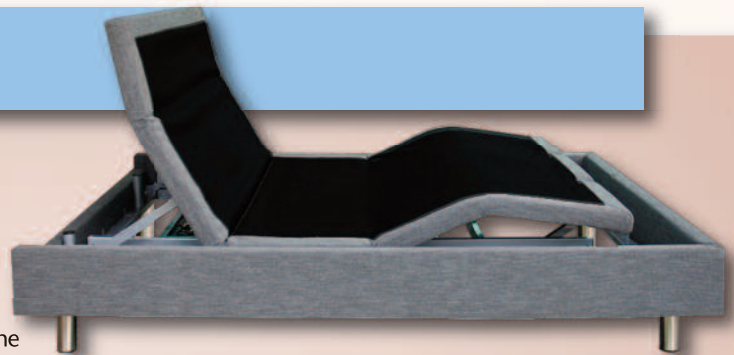
STEP 5.

Carefully rotate the base frame so the top side is facing upward. Be careful not to rest the frame on its side. The weight may damage the legs.

STEP 6.

Plug the power cord into a grounded electrical outlet.

NOTE: For optimal safety, a surge protector should be used (not supplied with this Adjustable Bed).



STEP 7.

Install batteries in hand unit.

Try all functions on the hand control to ensure all features are operational.

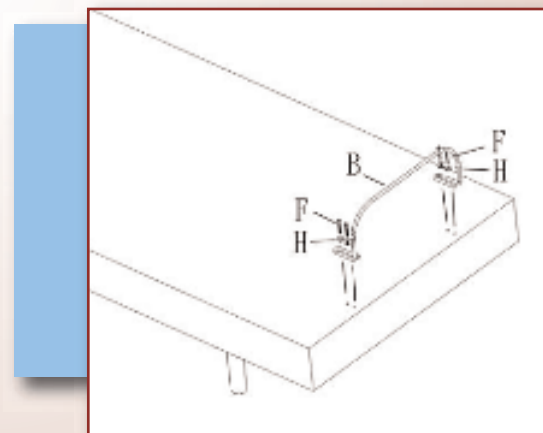
If the bed does not work, refer to Troubleshooting on p.14.

STEP 8.

Return bed to flat or level position.

STEP 9. Assembling The Mattress Retainer Bracket

Fasten the mattress retainer bracket (B) to the front of the bed frame using the retainer bolts (F) and 1/4 inch Retainer washers (H), as shown in the diagram below.



NOTE: Use **ONLY** the allen wrench to fasten the retainer bolts. **DO NOT** use a power screwdriver as it may over tighten the bolts. Mattress retainer hardware must **NOT** be over tightened.

If the adjustable frame is to be set up without a headboard, simply install a mattress on the frame. Installation is now complete. If a headboard is to be installed, proceed to step 10 on next page.



The **NOVA**
Wireless Adjustable Bed
with Bluetooth Sound System

Installation Guide



IMPORTANT NOTES:

Failure to follow the installation steps as they appear in this guide could result in damage to your adjustable bed frame.

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.

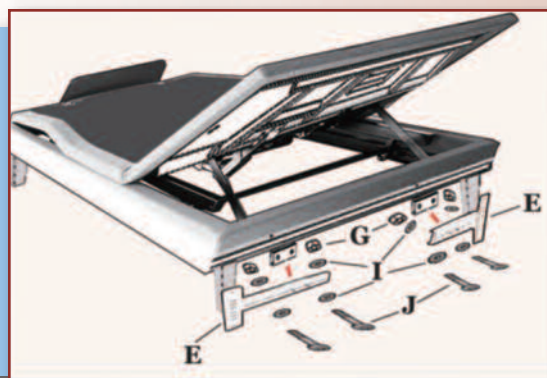
STEP 10. Assemble the Headboard Bracket

i. Use the hand control to elevate the head of the bed so the bed base frame is reachable.

ii. Slide the inner headboard bracket (D) horizontally with the "C" opening facing down under the Crossbar. Position the Bracket (D) in the guide peg on the bottom of the Crossbar. Insert a headboard bolt (G) fitted with a 5/16 inch washer (I) thru the pre-drilled hole in the Crossbar & into the pre-drilled slotted hole in the "C" channel Inner Headboard Bracket. Tighten in place with a 5/16 inch washer (I) and 5/16 inch nut (J). Repeat on the other side.



iii. Place the open side of the outer headboard bracket (E) onto the exposed square tube of the inner headboard bracket (D) to create a tight fit between (D) and (E). Insert a retainer bolt (G) fitted with a 5/16 inch washer (I) into the outer headboard bracket (E) and through the inner headboard bracket (D). Hand tighten using a 5/16 inch washer (I) and a 5/16 inch nut (J). (Leave loose enough for adjusting.) Repeat on the other side.



iv. When headboard brackets are assembled, make sure there is a space of 1.5 (38.1 mm) to 2 inches (50.8 mm) between the edge of the bed base and the headboard brackets.

v. Securely fasten the headboard bolts (not included with your adjustable bed) to the end of the headboard bracket assembly.

vi. Measure the distance from the center of one mounting hole in the headboard to the center of the other.

vii. Measure the distance from the center of one mounting hole in the headboard bracket assembly to the center of the other.

viii. If you need to adjust the headboard brackets, unscrew the bolts holding the outer headboard brackets and move them the necessary distance. Reinstall the bolts and securely tighten.

STEP 11.

Place your mattress on the adjustable bed frame surface. Your adjustable bed and headboard installation is now complete. If the bed comes with a programming option, turn to the Wireless Hand Control Operation Guide to proceed.



The **NOVA**

Wireless Adjustable Bed
with Bluetooth Sound System

Wireless Emergency Power Down Feature



Your adjustable base is equipped with an emergency lowering feature. Follow the steps below in the event that your base is in the raised position during a power outage.

1. Locate and remove the 9 volt battery cover.

Figure 5: 9 volt battery cover



2. Install two (2) Alkaline 9 volt batteries. (Not Included)

Figure 6: Install the 9 volt batteries



3. Replace the battery cover.

Figure 7: Replace battery cover



4. Press either the "Flat" button (F) or the individual lowering buttons (B, D) to lower your bed to the level position.

Figure 8: Lower the bed using the 9 volt battery backup system



NOTE:

THE TWO (2) 9 VOLT BATTERIES ARE ONLY RATED FOR SINGLE USE. AFTER THE EMERGENCY LOWERING, REPLACE WITH NEW ALKALINE BATTERIES.



The **NOVA**

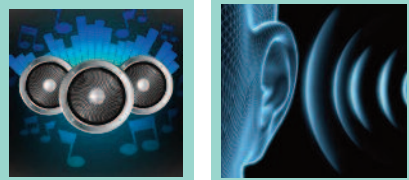
Wireless Adjustable Bed
with Bluetooth Sound System

Advanced Feature Highlights

This Adjustable Bed combines style with innovation that introduces Bluetooth technology. A listing of special features are shown below that will surely heighten anyone's sleep experience..

"The **FIRST** Adjustable Bed with Bluetooth Speaker Sound Technology for the Ultimate "Lifestyle" Experience

Revolutionary Wireless Speakers with Surround Sound excitement for listening to music or enhancing game effects.



Bed in Deck Platform Design

The Bed in deck design gives a sleek appearance with advanced flexibility & support.



"Flex-Foam" Frame Design

The soft foam perimeter framing eliminates any chance of injury or harm.



Underbed LED Lighting

Safely navigate your way in & out of bed by simply activating the Underbed "Night Light" from your remote. The softly illuminating LED Lamps create a 'Halo' effect around your bed so you can avoid hidden obstacles.

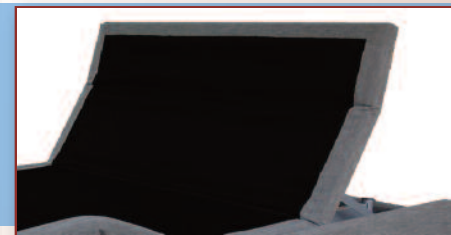
Advanced "Ultra-Frequency" Operating System

The superior "UF" wireless radio system provides a stronger direct signal for better performance & response of key operating functions. The "Auto-Jump" signal switch automatically selects the best frequency for assured feature response.



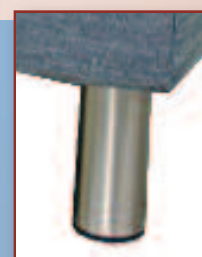
Auto "Head Tilt" Feature

This unique feature tilts the head panel slightly inward before the upper body lifting occurs, creating an adjustment effect that cradles & contours perfectly with the natural arch of your back providing greater head, neck and shoulder support and comfort.



Modern Brushed Steel Post Legs

The Satin-Finish steel support legs add a modern flair that will accent any bedroom decor.





The **NOVA**

Wireless Adjustable Bed
with Bluetooth Sound System

Wireless Hand Remote Operation



LED Signal Light

A. Raises the Head of the Bed

B. Lowers the Head of the Bed

F. Returns Head & Foot to **FLAT** Position (hold 3 seconds)

H. Increases the Intensity of Vibration (Head)

I. Decreases the Intensity of Vibration (Head)

N. Turns on Massage Wave 1, 2 or 3

C. Raises the Foot of the Bed

D. Lowers the Foot of the Bed

G. Pre-Programmed Memory Positions

M. Full Body Massage

J. Increases the Intensity of Vibration (Foot)

K. Decreases the Intensity of Vibration (Foot)

L. Stops Massage

O. Under Bed Light



Head and Foot Position Adjustments (A, B, C, D)

- Use to raise or lower the head and foot sections of your adjustable bed. The premium "Wall-Glide" feature will automatically synchronize with all Head & Foot adjustments.

Bed "Flat" Button (F)

- Press down and hold for 3 seconds to return bed to the flat position.

Head and Foot Massage Adjustments (H, I, J, K)

- Use to activate the massage feature on the head and foot of the bed (starting at intensity 4 of 8). Gradually increase or decrease intensity of massage vibration by pressing the appropriate button. The lowest setting on each massage unit will turn off the respective vibration. The massage feature is programmed with an Auto Shut-Off Timer that will automatically turn off the massage after 15 minutes of continuous use. A 5 minute cool down is required before initiating an additional massage sequence.



**Contouring
"Head Tilt"
Feature Included!**

FOR YOUR SAFETY, READ THE OWNER'S MANUAL CAREFULLY AND COMPLETELY BEFORE OPERATING THIS PRODUCT. ELECTRIC SHOCK MAY OCCUR IF ELECTRICAL COMPONENTS ARE NOT INSTALLED OR OPERATED ACCORDING TO THESE GUIDELINES.



The **NOVA**
Wireless Adjustable Bed
with Bluetooth Sound System

Wireless Hand Remote Operation

Continued



Wave Massage Adjustments (N)

- Activates both units to wave mode massage. **NOTE:** You must stop the massage in order to activate another massage setting such as full body or another wave massage.

Full Body Massage (M)

- Press to activate both the head and foot massages at the same time.

Pre-Programmed Memory Position (G)

- These 3 program function keys allow you to select the most popular positions with one touch.

Stop Button (L)

- Hold down for 2 seconds to stop massage.

REMEMBER: YOU MUST STOP MASSAGE BEFORE ALTERNATING BETWEEN MASSAGE FUNCTIONS.

Under Bed Light (O)

- Press the button to turn on or off the under bed light. (Button on back of Hand Wand)

Remote Features

- The Wall-Glide Adjustable Bed uses a RF (Radio Frequency) hand control system.

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

- The buttons are backlit, when a button is pressed, to aid in the visibility of the remote in low light environments.
- It is not necessary to face the receiver to operate the remote control. Remote signal is best transmitted within 9 feet (3 meters) of the receiver.

Safety

- 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.
- 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 AC120V 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.). Should this occur, you **MUST** seek professional assistance to replace the fuse. **Call Customer Care at: 1-877-826-8757**

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 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.

THIS 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 UNDESIRABLE OPERATION.



The **NOVA**

Wireless Adjustable Bed
with Bluetooth Sound System

Wireless Hand Remote Programing (1 Hand Control and 1 Bed)



Note: Programming by the user is only needed on replacement remotes.

1. Insert batteries into the Hand remote control (2xAA batteries).
2. Make sure your adjustable bed is plugged into a working grounded outlet or surge protector.
3. Hold down the learn button for 3 seconds.

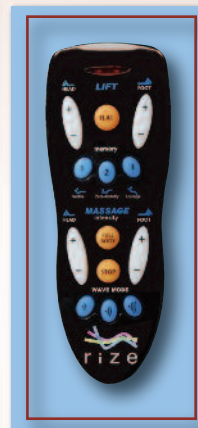


Figure 1:
Press the
"Learn Button"
to initiate the
RF learning
mode.

4. The LED signature light will illuminate.
This means the RF frequency code setting
function has been activated.



Figure 2:
The red LED
will light up
when the
control box
is in the
learning
mode.



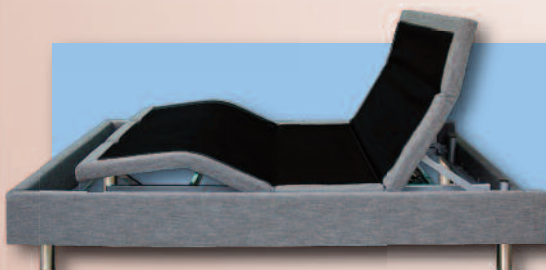
5. Press any button
on the remote
control

Figure 3:
Hand held
remote control

6. When the receiver light flashes, the RF
frequency code learning process is complete.



Figure 4:
A flashing red
LED indicates
the control
box has
received
the remote
control
frequency



The **NOVA**

Wireless Hand Remote Programing
(1 Hand Control and 2 Beds)

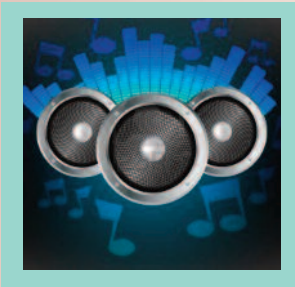
1. Follow steps 1 through 6 above for 1 hand control and 1 bed.
2. Repeat the steps for the other bed using the same hand control.



The **NOVA**
Wireless Adjustable Bed with Bluetooth Sound System

Bluetooth Sound System Speaker Activation

*Congratulations! You are the first to experience & enjoy the latest advancement in Adjustable Bed technology. The **NEW** Bluetooth Sound System innovation offers you the most advanced bedroom enhancement ever developed for the best sleep & relaxation experience possible.*



Imagine being able to synchronize your Bluetooth Device with the Sound Speaker System that delivers "Surround-Sound" like acoustics from behind the head panel of your new Adjustable Bed. Play your favorite music, elevate your gaming experience with action sounds that surround you. Set your Device for Alarm Clock settings with any wake-up tone you desire or engage in Spa-Like relaxation with nature sounds from dozens of free Apps. The audio possibilities are endless...

Simply Follow the Instructions Below to Activate Your Bluetooth Sound System.

- 1) Open your Bluetooth device & enter the "**SETTINGS**" application menu.
- 2) Scroll & Click on the "**BLUETOOTH**" Menu item to view the application screen.
- 3) In this section you will see a listing of local Bluetooth signal devices. Click on the "**ADJUSTABLE**" listing to pair your device with the Sound System.
- 4) Now, you can activate your music library or game applications and experience quality sound for your listening or gaming enjoyment.



The **NOVA**
Wireless Adjustable Bed
with Bluetooth Sound System



Troubleshooting

In the event the adjustable bed fails to operate, investigate the symptoms and possible solutions provided in the chart below:

SYMPTOM

SOLUTION

Hand Remote LED illuminates and appears Normal, but will not operate bed.

- 1) Is the power cord plugged into a working & grounded electrical outlet?
• **NOTE:** A grounded, electrical surge protection device is recommended (not supplied)
- 2) Test outlet by plugging in an appliance you know works properly.
- 3) Check low amp fuse on the Control Box under bed. Replace Fuse if blown.

None of the Functions on the Adjustable Bed will Operate

- 1) Re-Program the hand control (as indicated in the Manual provided with this product, for programming procedures).
- 2) Unplug the power cord. After 45 seconds, plug in to electrical outlet. This should reset the electronic components.
- 3) The Home Electrical circuit breaker may have been tripped. Reset circuit breaker if needed.
- 4) Check surge protection device or electrical outlet to insure working order. Test outlet by plugging in a known working appliance.
- 5) Check low amp fuse on Control Box under bed. Replace Fuse if blown.

Hand Remote Function Keys will not illuminate..

- 1) Replace batteries in the hand remote.
- 2) Check that batteries are installed properly.

Head or foot section Function Key will elevate bed, but will not return to the horizontal (Flat) position.

- 1) Your Bed may be obstructed preventing smooth operation. Remove obstructions from around & under the bed.
- 2) Check that Head section has clearance from headboard or wall.
- 3) Headboard may be too close the edge of the mattresses. Verify a 1.5" (38.1mm) to 2" (50.8mm) distance between headboard brackets and mattress. Adjust if required.



The **NOVA**
Wireless Adjustable Bed
with Bluetooth Sound System

Troubleshooting *Continued*



In the event the adjustable bed fails to operate, investigate the symptoms and possible solutions provided in the chart below:

SYMPTOM

SOLUTION

Activating Head or Foot Lift Function causes "pulsing" or "stuttering" when operating feature.

- 1) Check batteries and installation in Hand Remote.
- 2) Assure that the Function Key is pressed Directly & Firmly.
- 3) Radio Frequency Interference from other remotes or electronic devices may be affecting normal operation.

Massage Motors seem excessively loud during operation.

- 1) Hard surface flooring may cause added vibration. To correct, place carpet pieces or rubber Furniture Cups under each leg or caster of the bed.
- 2) Elevate the head or foot section a short distance (with the hand control) to realign the lift/lower mechanisms with the bed support platform.
- 3) Check that the bed is not in direct contact with a wall, nightstand, or other object that may cause vibration or noise.
- 4) If Adjustable Bed 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.
- 5) Check that the headboard attachment hardware is tightened firmly (if used).

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:

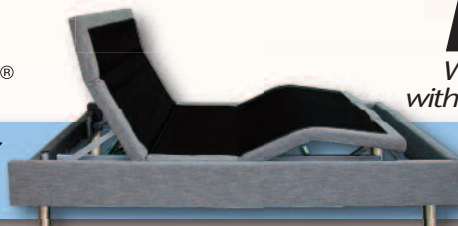
CUSTOMER SERVICE TOLL FREE NUMBER

1-877-826-8757

Please Have Your Receipt Ready And Available

THANK YOU AND ENJOY YOUR ADJUSTABLE BED FRAME!

WARRANTY



20-Year Premium Limited Warranty for Adjustable Bed Frames

CUSTOMATIC ADJUSTABLE BEDZ®, (CUSTOMATIC ADJUSTABLE BEDZ®) warrants this adjustable bed to the consumer who is the original purchaser (the "purchaser," subject to the terms and conditions set forth herein). This warranty begins on the "warranty commencement date," or the purchase date for new and unused adjustable beds. For adjustable beds that have been used either as floor or display models, the "warranty commencement date" is the date the bed was manufactured. So, a floor or display model bed is covered by a portion of the limited 20-year warranty. The purchaser must show original proof of purchase for warranty to be valid. If proof of purchase is not presented, CUSTOMATIC ADJUSTABLE BEDZ® holds full right to determine whether the adjustable bed is covered by the warranty. In so doing, CUSTOMATIC ADJUSTABLE BEDZ® has the right to use the manufacturing date as the warranty commencement date. The 20-Year Limited Warranty is extended solely to the original purchaser. This warranty is not transferrable.

FULL 3-YEAR WARRANTY (Parts)

This adjustable bed is warranted against defects in the workmanship or materials for a period of three years from the warranty commencement date. Upon notice during the first three years after the warranty commencement date, CUSTOMATIC ADJUSTABLE BEDZ® will replace any defective adjustable bed part based on the criteria listed below.

YEAR 1: Full Coverage of Parts & Labor

This adjustable bed is warranted against workmanship and craftsmanship defects or defective materials for up to one (1) year from the warranty commencement date. When notified by purchaser within the first year, CUSTOMATIC ADJUSTABLE BEDZ® will supply replacements (at no cost to the purchaser) for any defective or malfunctioning adjustable bed part. CUSTOMATIC ADJUSTABLE BEDZ® must authorize that the part is defective or malfunctioning before replacement parts are supplied to purchaser or any labor costs are absorbed. Once CUSTOMATIC ADJUSTABLE BEDZ® approves the part is defective or malfunctioning, they will absorb the costs for pre-authorized labor and any transportation costs associated with the repair/replacement of any parts. For this one (1) year warranty to be valid, any and all defective or malfunctioning parts must be returned by the original purchaser (or by an authorized CUSTOMATIC ADJUSTABLE BEDZ® in-home technician or agent) to CUSTOMATIC ADJUSTABLE BEDZ's® Customer Care Center within 15 days of purchaser receiving replacement parts.

YEARS 2 And 3: Full Coverage of Parts Only.

After the first year from the warranty commencement date, and up to three (3) years from the warranty commencement date, CUSTOMATIC ADJUSTABLE BEDZ® will provide replacement parts for any defective or malfunctioning adjustable bed part upon receiving written notice from the original purchaser. This two (2) year warranty is only valid once any and all defective or malfunctioning parts are returned by the original purchaser to CUSTOMATIC ADJUSTABLE BEDZ's® Customer Care Center within 15 days of purchaser receiving replacement parts. The original purchaser is responsible for all service, transportation, labor and shipping & handling costs related to the delivery and/or replacement of the defective or malfunctioning part(s).

YEARS 4 Through 20: Prorated Coverage of Non Electrical Parts Only.

After the third year of the warranty commencement date, and up to twenty (20) years from the warranty commencement date, CUSTOMATIC ADJUSTABLE BEDZ® will issue replacements (upon terms and conditions described below) for any mechanical bed part found to be defective or malfunctioning upon receiving written notice from the original purchaser. This does not apply to electronics, electrical components, massage motors and lift motors. Purchaser will be required to pay 1/17th of the (then) current replacement cost of the part multiplied by the number of years past the third year from the warranty commencement date. CUSTOMATIC ADJUSTABLE BEDZ® will take responsibility for the remaining cost of the replacement part. This seventeen (17) year warranty is only valid once any and all defective or malfunctioning parts are returned by the original purchaser to CUSTOMATIC ADJUSTABLE BEDZ's® Customer Care Center within 15 days of purchaser receiving replacement parts. Purchaser holds responsibility for all labor and transportation costs related to the replacement of the defective part up to twenty (20) years after the commencement date. After the twentieth year, purchaser will be responsible for the entire cost of repair and replacement of all defective parts and materials, including service and transportation costs associated with the repair or part replacement.

ADDITIONAL TERMS AND CONDITIONS

This warranty is considered void: 1) if any damage to the adjustable bed is caused by the purchaser; 2) if any unauthorized repair or replacement of parts has taken place; 3) if the adjustable bed has been handled incorrectly in transit or otherwise, subjected to physical or electrical abuse or misuse, or otherwise operated in a way that does not adhere to the guidelines for proper operation and maintenance outlined in the Owner's Manual, this warranty, and any other applicable text published or approved by CUSTOMATIC ADJUSTABLE BEDZ®; 4) in relation to any damage to mattresses, fabric, cables, electrical cords or items supplied by dealers. Contact the dealer or relevant party for warranty information on these items; 5) if any unnecessary service calls have taken place, including fees for in-home service calls solely for the consumer's educational purposes or for finding an unsatisfactory power connection; 6) if the recommended weight restrictions (Twin/TXL/Split QN/Split CA King: 575 Pounds, Full/FXL: 600 Pounds, Queen: 650 Pounds) and guidelines for proper distribution of weight outlined in the Owner's Manual are not followed.

Repairs to or replacement of the adjustable 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.

The decision for the repair or replacement of defective parts under this warranty is at the option and sole discretion of CUSTOMATIC ADJUSTABLE BEDZ®.

REPAIR OR REPLACEMENT OF ADJUSTABLE BED PARTS WILL BE THE SOLE REMEDY OF THE PURCHASER. CUSTOMATIC ADJUSTABLE BEDZ®, AND THEIR PARENTS, SUBSIDIARIES, DIVISIONS, AFFILIATES OR AGENTS HOLD ABSOLUTELY NO OR ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OR FOR ANY OTHER DAMAGE, CLAIM, OR LOSS NOT EXPRESSLY COVERED BY THE TERMS OF THIS WARRANTY.



The **NOVA**
Wireless Adjustable Bed
with Bluetooth Sound System

WARRANTY



No reimbursement will be made to the purchaser for inconvenience, removal, installation, setup time, lack of use, shipping, or any other costs or expenses not covered by this warranty. CUSTOMATIC ADJUSTABLE BEDZ® does not hold responsibility for in-home service on adjustable beds. You must contact your dealer or party that sold the adjustable bed for any terms and conditions relating to their in-home service, should any exist.

CUSTOMATIC ADJUSTABLE BEDZ®, AND THEIR PARENTS, SUBSIDIARIES, DIVISIONS, AFFILIATES OR AGENTS MAKE NO OTHER WARRANTY WHATSOEVER, EXPRESS OR IMPLIED. ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED BY NAME AND EXCLUDED FROM THIS AGREEMENT.

The above limitation or exclusion may not apply to every purchaser as some states disallow exclusions or limitations of incidental or consequential damages. This warranty allows the purchaser specific legal rights. The purchaser may also have other rights, which can vary from state to state. This warranty is valid in the contiguous United States, and includes Alaska, Puerto Rico and Canada.

WARRANTY REGISTRATION FORM



Name _____
Phone _____
Address _____
Address _____
City _____
State _____ Zip _____
Email _____
Store where purchased _____
Bed Serial No. _____
Invoice No. _____

SURVEY

Gender: ☐ M ☐ F
Age: ☐ 20-30 ☐ 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 CUSTOMATIC Bedz:
☐ Advertising ☐ A friend ☐ Store
☐ Article/Review ☐ Internet ☐ Other

PLEASE MAIL TO:
CUSTOMATIC Adjustable Bedz®
Customer Care Center
1700 Palm Lakes Blvd., Suite 1100
West Palm Beach, FL 33401 USA



The **NOVA**
*Wireless Adjustable Bed
with Bluetooth Sound System*

**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
1-877-826-8757**

Please Have Your Receipt Ready And Available

THANK YOU AND ENJOY YOUR ADJUSTABLE BED FRAME!