

**MATTRESS  
FIRM<sup>®</sup>**

Sleepys<sup>®</sup>  
SIGNATURE



Owner's Manual

**Serial Number:** \_\_\_\_\_  
(Place your serial number here for ready reference. The serial number is printed at the back of the battery compartment cover of the remote control.)

Model Name: Sleepy's Signature

Model Number: NE002SS01

This product and all our bedding products are covered by one or more of the following issued and pending U.S. patents including Nos. 9706848, 9744088, 8209801, 9795223, 8769739, 8209800, 9706848, 8769739, D663968, and other patents pending.

Photos are for illustration purposes only.

IF YOU EXPERIENCE ANY TROUBLE WITH YOUR ADJUSTABLE BASE WITHIN THE WARRANTY PERIOD, PLEASE CONSULT THE TROUBLESHOOTING GUIDE PROVIDED WITH YOUR BASE AND ONLINE, IF APPLICABLE.

IF PROBLEMS PERSIST, PLEASE CALL:

CUSTOMER CARE TOLL FREE NUMBER

**1-877-645-0155**

Please have your receipt and product serial number ready. The serial number is printed at the back of the battery compartment cover of the remote control.

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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 base from the electrical outlet before any cleaning or maintenance of the adjustable base. 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 adjustable base and contact the adjustable base Customer Care 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 base 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. NOTE: Unauthorized modifications to this product could void the electrical portion of your Warranty.

#### WARRANTY WARNING!

This base 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 base. Unauthorized modifications to this product could void the electrical portion of your Warranty.

#### IN-HOME USE ONLY

This adjustable base 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 base 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 recommended weight limitations for your adjustable base is 850 lb. on all sizes. For your adjustable base to structurally support the recommended weight, weight must be distributed evenly across the head and foot sections. The adjustable base will not and is not intended to support or lift this amount in just the head or foot section. Dependent on the size and/or model of mattress, the available weight limit may be less.

NOTE: If your adjustable base is positioned on a hard floor surface such as hardwood or tile, it is recommended that rubber cups or carpet squares are placed under the legs to prevent damaging or scratching your floor.

#### USER-SERVICEABLE PARTS

This base 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 BASE SHOULD BE PLUGGED INTO A SURGE PROTECTOR (not supplied with this adjustable base).

# Safety Precautions

## RADIO FREQUENCY IS 2.4 GHz

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.

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.



## CONSUMERS WITH PACEMAKERS

It is possible that the (optional) vibrating feature of this base 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 base 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 base will support the recommended weight when distributed evenly across the base. 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 base with the base in the flat or level position is recommended.

NOTE: Exceeding the recommended weight restrictions could damage your adjustable base 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 base. Do not allow children to operate this base 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 base vertically on its head or foot sections. This may cause injury to persons or damage to the adjustable base. Two people are required for moving this adjustable base due to its heavy weight.

## SAFETY

When 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 the excess weight is removed.

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.

## SAVE THESE INSTRUCTIONS

Proper operation of your adjustable base 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 base carton and verify all items in the parts list are included.



Remote control (1)



AAA batteries (2)



8" + 3" + 2" legs (6) \*



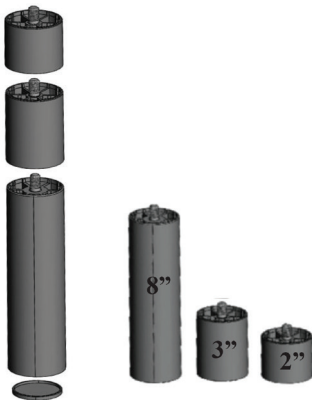
Power supply unit (1)



Mattress retainer bar (1)



Bed leg strap (1) \*\*



The bed legs with their height measurements.

## NOTES:

\* The bed legs come assembled as one whole leg with the option of removable leg extenders. For TXL, Full, Queen and Split CalKing bed sizes, the height of the base (from top panel to floor) with the whole leg assembly is 16.2 inches. For King and CalKing sizes, the height of the base (from top panel to floor) with the whole legs is 16.5 inches.

To get the desired height option, you may remove the 3-inch and 2-inch extenders.

\*\* The bed leg strap is only available with Twin XL, Split CalKing, and Split Queen beds.

# Installation Guide

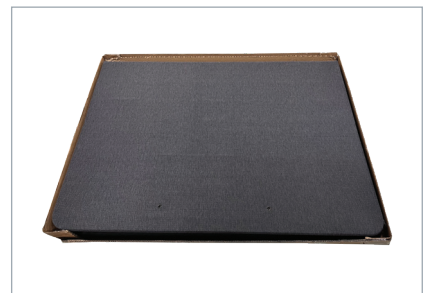
**NOTE:** For safety reasons, lifting of the adjustable base must always be performed by two (2) people; and the unit should always be on a flat surface before opening.

## Setting up your adjustable base

**1** Place the box on a flat floor, and then open the box.

**2** Unfold the adjustable base.

**NOTE:** Hold the edge of the base when unfolding it. Do not hold the metal frames to avoid potential injury.



**3** Remove any accessory boxes from inside the frame. Remove the legs, retainer bracket, and power supply attached to the adjustable base.



**4** Attach the bed legs to the adjustable base by threading them in a clockwise direction into the pre-drilled holes on the frame.

**NOTES:**

- The leg comes assembled as one whole leg with the option of removable leg extenders.
- Tighten the bed legs. After using the base for a period of time or when the base shakes unsteadily, check the legs and tighten them again if necessary.



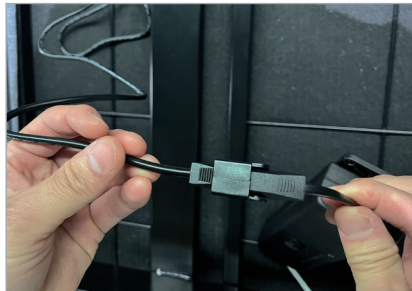
# Installation Guide

## Setting up the electronics

- 1 Take the power supply unit and attach the AC cable to the unit.



- 2 Connect the DC cable to the control box cable and close the lock to secure the connection.



- 3 Lift one side of the base and then turn it over carefully so the top side is now facing up.

### NOTES:

- When turning the base over, hold the frame and not any part of the deck to avoid damaging the adjustable base.
- Do not put stress on the base when resting on its side as this may damage the legs.



# Installation Guide

- 4 Plug the AC power cable into a working electrical outlet.

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

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

**NOTE:** If the base does not move, see the Troubleshooting section of this manual.

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

**NOTE:** Make sure your base is in a flat position before using it. Press the FLAT button on the remote control after plugging in the power cord.



**IMPORTANT!** Make sure power cords do not obstruct any adjustable base mechanisms.

## Attaching the mattress retainer bar

- 1 Align both ends of the retainer bracket with the holes located at the foot of the base.
- 2 Insert the ends into the holes.

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

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



## Installing the bed leg strap (optional)

To help prevent base separation when using two adjustable bases together, use the bed leg straps.

- 1 Line up the two adjustable bases, then use the bed leg strap to wrap the inside legs together tightly (front leg to front leg and back leg to back leg).
- 2 Fasten the strap to prevent movement & maintain stability.



# Installation Guide

## Assembling the headboard bracket (optional)

**NOTE:** Headboard bracket parts are sold separately.

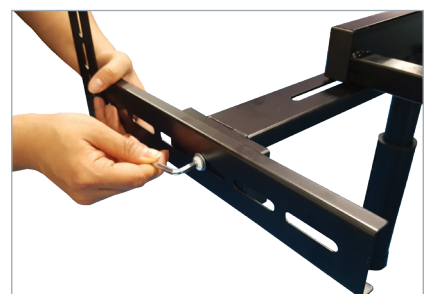
- 1 Turn the adjustable base over with the top side facing downward.
- 2 Remove the leg from the head section of the adjustable base by turning the leg in a counter-clockwise direction.
- 3 Slide the inner headboard bracket over the hole for the leg installation. (The bracket opening should face away from the adjustable base.)
- 4 Screw the leg back in by turning it clockwise. This will secure the inner headboard bracket to the adjustable base.
- 5 Place the open side of the outer headboard bracket onto the exposed square tube of the inner headboard bracket.
- 6 Insert a retainer bolt fitted with a washer through the outer headboard bracket and into the inner headboard bracket. Tighten the bolt with an Allen key wrench. Leave loose enough for adjusting.
- 7 Repeat steps 2 to 6 to install the brackets on the other side of the head section of the adjustable base.

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

- 8 Turn the adjustable base over into an upright position. Move the base and the headboard as close as possible to their final location, then install the headboard.

**NOTE:** If you need to adjust the headboard brackets, unscrew the bolts holding the outer headboard brackets and move the brackets accordingly. Reinstall the bolts and tighten securely.

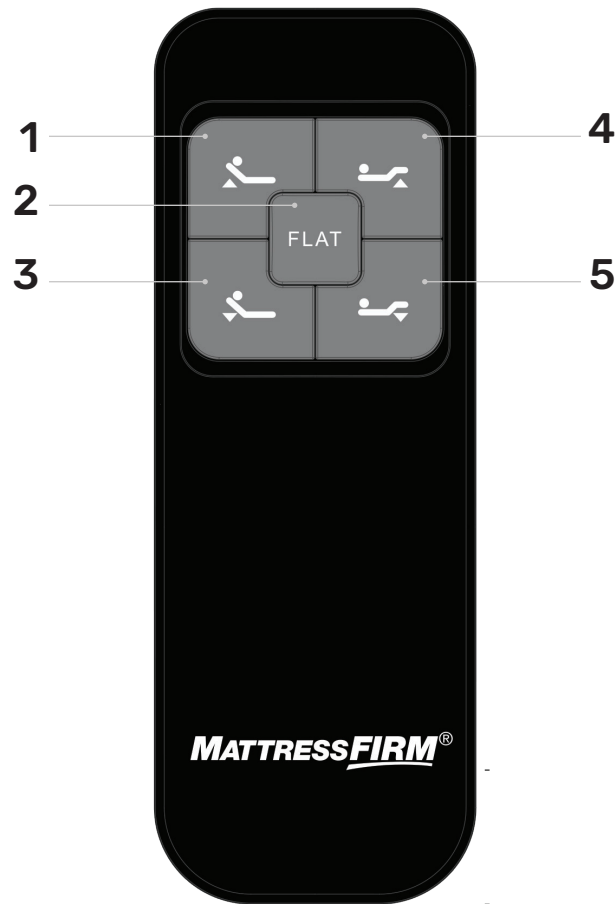
- 9 Place your mattress on the adjustable base. Your adjustable base and headboard installation is now complete.



### IMPORTANT!

- Failure to follow the installation steps as they appear in this guide could result in damage to your adjustable base.
- For safety reasons, lifting of the adjustable base 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 (76.2mm) between the headboard and the top of the mattress.

# Remote Control Guide



## **Head Position Adjustments (1, 3)**

Press and hold the Head Up or Head Down button to raise or lower the head section of your adjustable base.

## **Foot Position Adjustments (4, 5)**

Press and hold the Foot Up or Foot Down button to raise or lower the foot section of your adjustable base.

## **FLAT (2)**

Press this button to return the base to a flat position.

**NOTE:** Make sure your base is in a flat position before using it. Press the FLAT button on the remote control after plugging in the power cord.

# Remote Control Guide

## Understanding the remote control features



- The adjustable base 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 base.

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

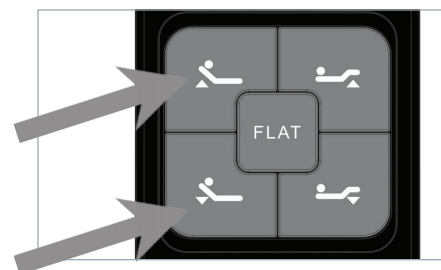
## Pairing your remote control to your adjustable base

Your adjustable base is already paired to your remote control at the factory. Manual pairing is only needed for replacement remote controls.

**NOTE:** For the pairing to be successful, make sure the distance between the control box and the remote control is not more than 2 meters.

- 1** Unplug the power cord from the electrical outlet. If installed, remove the two (2) 9V alkaline batteries intended for back-up battery power.
- 2** Plug the power cord back to a working electrical outlet. A surge protector is recommended. The LED light on the control box turns green and the control box is in remote pairing mode for 10 seconds.
- 3** On your remote control, press and hold the Head Up  and Head Down  buttons at the same time.



If the pairing is successful, the LED light on the control box turns off immediately and the remote backlight stops flashing. If pairing fails, the LED light on the control box turns off after 10 seconds in pairing mode. Repeat the steps until pairing is successful.



# Remote Control Guide

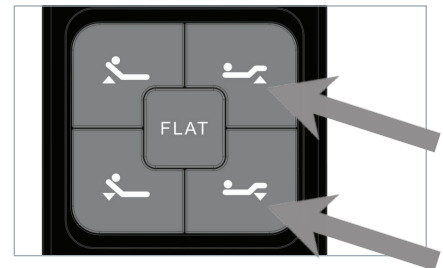
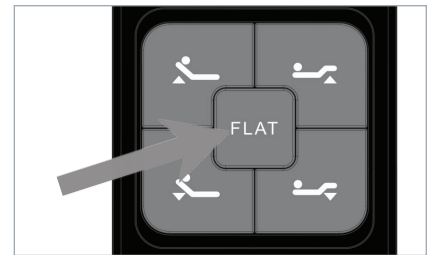
## Synchronizing two bases for tandem operation

To operate two adjustable bases simultaneously, pair both bases (Base A and Base B) to one remote control (Remote A).

- 1 Plug both Base A and Base B to working electrical outlets. A surge protector is recommended.
- 2 Press the FLAT button on Remote A and Remote B to align the bases properly in a flat position.
- 3 On Base B, unplug the power cord from the outlet and then plug it back in. The LED light on the control box turns green.
- 4 On Remote A, press and hold the Foot Up  and Foot Down  buttons at the same time. The remote backlight flashes and starts the sync process.

If sync is successful, the LED light on the control box turns to off immediately. Base A and Base B can now be operated at the same time using Remote A.

**NOTE:** When operating bases in tandem, both bases should be plugged into a working electrical outlet.



# Special Function

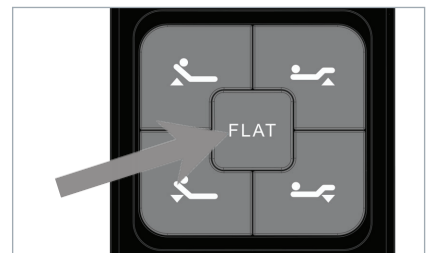
## Activating the emergency power down feature

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

NOTE: Install the 9V batteries in the power supply unit only during a power failure when the emergency power down function is needed.

- 1** Locate and remove the cover on the 9V battery compartment in the power supply unit.
- 2** Install two (2) alkaline 9V batteries (not included with the adjustable base). Replace the battery cover.
- 3** When the 9V batteries are installed and a power failure occurs, press the Flat button on the remote control for the base to return to a flat position.

NOTE: The 9V batteries are for single use only. After lowering the adjustable base once during a power failure, replace with a new set of batteries.



# Troubleshooting

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

## SYMPTOM

## SOLUTIONS

The adjustable base does not respond when the remote is used. The remote does not work.

No features or functions of the adjustable base activates.

- Make sure the remote control is paired with the adjustable base.
- Check that the power cord is plugged into a working electrical outlet. Unplug the power cord from the outlet. After 30 seconds, plug it back in. Press any button on the remote control and check if the base responds.
- Check if the control box is working properly. Make sure the control box is properly connected to the power supply unit by checking if the LED light turns on when the power cord is plugged in.
- Check the batteries in the remote control. Replace with new batteries, if necessary.
- Make sure batteries are properly installed. Follow the markings on the battery compartment.
- Remove batteries. Leave them out for 30 seconds before putting them back into the remote control.
- Scratch the terminals inside the remote's battery compartment with a coin or key.
- Check that the surge protection device or electrical outlet is not defective. Test the outlet by plugging in another working appliance.

Remote control does not work or light up.

- Check if the remote buttons light up when pressed. If not, replace the batteries.
- Remove batteries. Leave them out for 30 seconds before putting them back into the remote control.
- Scratch the terminals inside the remote's battery compartment with a coin or key
- Make sure batteries are properly installed. Follow the markings on the battery compartment.

# Troubleshooting

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

## SYMPTOM

## SOLUTIONS

The adjustable base stutters when in motion.

- Clear any clutter or obstructions under and around the adjustable base. Radio frequency interference from other remotes or electronic devices may affect normal operation.
- Check the batteries in the remote.
- Press the lift buttons firmly and accurately.

Head or foot section elevates adjustable base but does not return to flat position.

- Your adjustable base may be obstructed preventing smooth operation. Remove obstructions from around and under the base.
- 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.

Head or foot lift function has minor interference during operation.

- 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.

# Troubleshooting

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

## SYMPTOM

## SOLUTIONS

The adjustable base is squeaking.

1. Remove or loosen any pin, nut, bolt, or screw one at a time.
2. Lubricate pins, nuts, bolts, or screws by applying the grease with a cotton swab. Using a lithium or spray lubricant is recommended. (Lubrication can be obtained by contacting our Customer Care Center).
3. When placing the lubricated pin, nut, bolt, or screw back onto the adjustable base, make sure there is a looser tightening on the nut.
4. Additional solution: After completing these steps, spray the pins, nuts, bolts, and screw with a lubricant.

Split or tandem system is out of sync. Only one of the two adjustable base raises or both bases raise but one side is higher than the other.

Reset the system and then sync one remote to both adjustable bases again.

# Warranty

## Limited Warranty For Adjustable Bases

**LIMITED WARRANTY:** Subject to the terms and conditions set forth herein, the manufacturer of this product, Star Seeds Co. LTD® (“Star Seeds”) warrants to the original retail purchaser for the time periods stated herein that the adjustable base system purchased from an authorized reseller of genuine Star Seeds® products is merchantable and free of defects and materials and is fit for the purpose of residential, non-hospital bedding. Floor samples are not warranted and are purchased AS IS. This warranty applies only to genuine Star Seeds® products, and without limiting the foregoing, does not apply to power cords or other accessories supplied by the seller or other parties.

**1-Year Period for All Labor:** The above warranty will apply for 1 year for labor on the bed frame, all components, parts, including, without limitation, electronics, electrical components, drive motors, WiFi module, power supply and power cords, and massage motors.

**2-Year Period for All Components:** The above warranty will apply for 2 years for the bed frame, all components and parts, including, without limitation, electronics, electrical components, drive motors, WiFi module, power supply and power cords, and massage motors.

**10-Year Period for Bed Frame:** The above warranty will apply for 10 years prorated to the bed frame, defined as follows: the metal structure of the adjustable base system only, and specifically does not include its cover, side rails, decking or legs, or other attachments thereto, such as actuator lift motors, control box, WiFi modules, power supply, power cords, control box or other electrical or mechanical components. For year three (3) through ten (10), the warranty will be reduced by 10% for each year beyond the second year.

**Start of Warranty Period:** The warranty periods stated above will commence on the date of the first retail purchase of the adjustable base system from an authorized Star Seeds® reseller, provided that proof of purchase and warranty registration occur within the time and in the manner set forth below. In the case of

replacement parts provided by Star Seeds, the warranty will apply to the original warranty period and will not extend beyond such period.

**NO OTHER WARRANTY EXPRESS OR IMPLIED:** The foregoing express warranty is the only warranty by Star Seeds and all other express warranties or warranties implied by law or otherwise (including without limitation, any implied warranty of fitness for a particular purpose) are hereby denied and disclaimed to the full extent permitted by applicable law.

**EXCLUSIONS FROM WARRANTY:** Loss, damage, malfunctions or other defects caused in whole or in part by any one or more of the following are not covered by any warranty and neither Star Seeds nor the seller shall be responsible for them: ordinary wear and tear; damage not directly caused by a defect covered by this express warranty; failure to comply with this user Manual and/or any other user instructions issued by Star Seeds for use and maintenance, including without limitation, weight limits and operation; modifications not performed by Star Seeds; use of any parts, components, or accessories that are not supplied by Star Seeds for the specific product and installed by an authorized Star Seeds service provider; use of the product for purposes or in a manner not expressly intended by Star Seeds as described in this Manual or any other misuse or abuse; storage or use outside of home or other exposure to the elements; dampness; or transportation or other handling by anyone other than Star Seeds.

**EXCLUSIVE LIMITED REMEDY:** The sole and exclusive remedy for any item which fails to meet the express written warranty set forth above shall be, at Star Seeds’ option, either repair or replacement of the defective item. Star Seeds may require reasonable evidence of the existence of a defect, and Star Seeds customer service staff will discuss specific requirements with the purchaser based on the defects identified by the purchaser. Replacement parts will be provided at no cost to the purchaser, provided that the defective parts are delivered

# Warranty

to Star Seeds, unless Star Seeds instructs otherwise in the claims process (see below). Subject to advance approval by Star Seeds, it will also pay reasonable shipping costs for returns requested by Star Seeds and replacement parts or bedding systems.

CLAIMS PROCESS: Prior to contacting Star Seeds, please refer to the TROUBLESHOOTING section of this Manual and also ensure that use and maintenance instructions in this Manual have been followed. *The following process must be followed to initiate a warranty claim:* (1) during the applicable warranty period stated above, contact Star Seeds customer service to initiate the claim and provide proof of status as the original retail purchaser from an authorized Star Seeds® products reseller and prior timely registration of the product (see PRODUCT REGISTRATION below); (2) identification of suspected defect and compliance with Star Seeds requests for documentation or other evidence of the defect, such as return of parts to Star Seeds, the cost of which will be paid by Star Seeds if the defect is confirmed by it or inspection by an authorized Star Seeds service technician or other person approved in writing for that purpose by Star Seeds; and (3) remedy by Star Seeds as stated herein.

LIMITATION OF LIABILITY: In no event shall Star Seeds be liable for incidental or consequential damages of any kind or nature whatsoever caused by or arising out of any product defects, and the sole and exclusive remedy shall be repair or replacement of defective items within warranty to the extent and in the manner provided herein.

*All product names, brands, and trademarks are the property of their respective owners.*

IF YOU EXPERIENCE ANY TROUBLE WITH YOUR ADJUSTABLE BASE WITHIN THE WARRANTY PERIOD,  
PLEASE CONSULT THE TROUBLESHOOTING GUIDE PROVIDED WITH YOUR BASE AND ONLINE, IF APPLICABLE.

IF PROBLEMS PERSIST, PLEASE CALL:

CUSTOMER CARE TOLL FREE NUMBER

**1-877-645-0155**

Please have your receipt ready and available.

**THANK YOU AND ENJOY YOUR ADJUSTABLE BASE!**