



## TROUBLESHOOTING GUIDE

Call Zoom-Room at (888) 211-1120 for Assistance

### **The Bed Does Not Work**

1. Check that all of the following are true:
  - a. The bed is plugged in to an electrical power source.
  - b. The outlet that the bed is plugged into has electrical power.
2. Place new batteries in the remote control.
3. Make sure there is a direct line of site between the infrared receiver (usually located on the left side near the top to the right of the headboard) and the infrared remote. Sometimes the receiver, which is attached with Velcro, shift downward, facing the floor. Place the remote near the floor and point it up to see if you can catch the signal. If that does not work, move it all around the headboard, still facing up, to see if you can get the bed to move. Once you do, you can adjust the position of the receiver.
4. If none of the above steps are successful call (888) 211-1120 for technical assistance.

### **Mechanism Is Out Of Alignment**

Some indications that your mechanism may be out of alignment are:

- One side of the footboard contacts the cabinet before the opposite side (Footboard is crooked).
- Stoppers on both sides of the mechanism do not touch at the same time.

To verify mechanism misalignment:

1. Remove the headboard so that you may observe the motor area inside the cabinet. If your headboard is not easily removable you may observe the motor area through the space between the headboard and mattress.
2. Using the remote open the bed until there is approximately 1" distance between the chain mounted and motor mounted out motion stoppers. The out motion stoppers are located on the left and right chain systems and on both the left and right motors. (See red parts in photo below)

3. Compare the distance between the chain mounted stoppers and the motor mounted stoppers on the left and right motors. The distance should be within  $\frac{1}{4}$ " of each other. If the gaps between the left and right stoppers differ by more than  $\frac{1}{4}$ ", then the Chain System must be realigned.

#### The Way to Realign the Mechanism is:

1. Detach the Straps and remove them from the dowel on the Carriage System.
2. Remove the Motor Mounted Stoppers. **Do not remove the stoppers attached to the Chains.**
3. Using the remote move the bed out until the chains disengage from the motors.
4. Insert the top of the chain system into the bottom of the Rail Guides on both sides **simultaneously**, until they engage the motor gears. Use the remote to operate the motors to initiate the mechanism being pulled in and run for approximately 8 inches. Make sure both sides of the mechanism travel in unison and evenly in the Rail Guides. *\* Note: Ensure that the left and right sides of the chain system are traveling in the rail guides within  $\frac{1}{4}$ " of each other.*
5. The left and right sides of the Chain System must be traveling in the Rail Guides within  $\frac{1}{4}$ " of each other. If the Chain System is not traveling evenly repeat Steps #3 & #4
6. When you have achieved proper alignment refasten the Motor Mounted Stoppers to the top corner of the motor nearest the track of the rail guide.
7. Reattach the Straps around the first dowel of the Accordion Frame and around the Strap Support Beam.
8. If you need clarification or continue to have problems call (888) 211-1120 for technical assistance

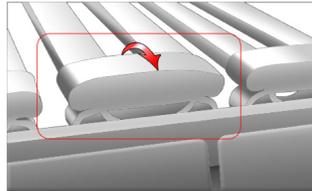
#### Mattress is causing the Footboard to Bow

If the Footboard is bowing excessively when the mechanism is closed, this is because the Mattress is applying too much pressure to it. If this is happening, follow these steps:

1. Check to make sure that the Footboard Reinforcement Beam is correctly attached with 2" wood screws centered horizontally, 2" below the top of the Footboard. See Step 12 of the Installation Manual.
2. Make sure that the Mattress Sleeves and Slats are positioned properly. See Step 13 of the Installation Manual.
3. If the Mattress is still causing the Footboard to bow excessively, you can reposition the Slats in Sleeve position B, C, and D, moving one or more to the next Slat position up, using the chart in Step 13 as a guide. For example, move Sleeve Designated Slat B from position 4 to position 3, closer to the Headboard. This will help to pull the mattress closer to the cabinet, thereby relieving the amount of pressure that the mattress applies to the Footboard.

## Removing Slats from Slat Cups

If you are making adjustments to the bed, you may find it necessary to remove Slats from the Slat Cups. To do this, firmly pull outward on the middle of the Slat Cup, and pull the Slat out of the cavity, as shown below.



## Adjust the motor circuit cutout rating:

1. Remove the 5 screws from the control unit cover.
2. Remove the circuit board and turn it over. (Use caution not to damage the wiring attaching the circuit board to the control unit.)
3. Using a small screwdriver adjust the arrows of both dials to the 3 position. (Do not turn past the 3 position as this will cause damage to the motors.)
4. Replace the circuit board and the cover.

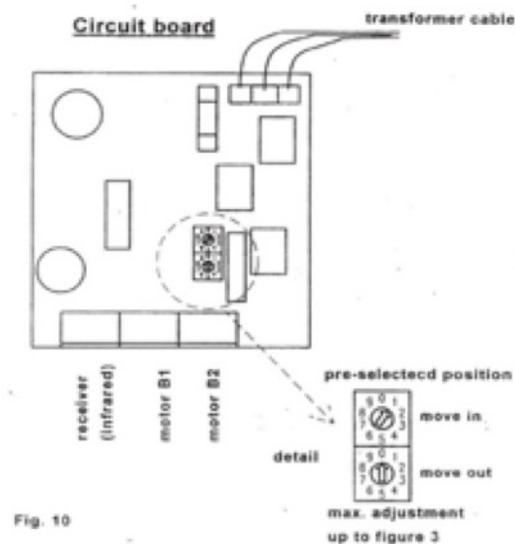


Fig. 10