

GHOSTBED[®]

POWER ADJUSTABLE BASE

OWNER'S MANUAL

Installation & Operation



Scan for assembly video.

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Safety & Warranty Warnings

READ THE FOLLOWING INFORMATION CAREFULLY BEFORE USING THIS PRODUCT

If unable to understand warnings, cautions, and/or instructions, contact the dealer or technical personnel before attempting to use the equipment. Otherwise, injury or damage may result.

SAFETY WARNINGS:

For optimal safety and operation, plug bed base into a surge protector (not included). The bed base should only be plugged directly into a wall outlet or surge protector (strongly recommended). Always unplug the base from the electrical outlet before servicing any part of the base. To reduce risk of electric shock, unplug the base before cleaning. To safely disconnect, ensure the base is in a flat position with all motors off, and unplug from power source. Keep the power cord away from heated surfaces.

Discontinue use of the bed base and contact a qualified service center if it has a damaged cord or plug, it is not working properly, or it has been exposed to water. Use caution when having liquids in or around the bed to ensure no spilling occurs. Only use this bed base for its intended use as described in this manual. Do not use accessories attachments that are not recommended by the manufacturer. Close supervision is required when the bed base is used by or near children, convalescents, disabled persons or pets. Improper connection of the equipment can result in the risk of electrical shock, electrical fire or faulty operation of this bed base. If the plug does not fit your outlet, contact a qualified electrician to install a suitable outlet. Unauthorized modification or failure to use a wall outlet or surge protector could void the electrical portion of your warranty. Tampering with control box, motors, internal components, or remote (with the exception of battery compartments) will also void your warranty.

CHILDREN AND PETS:

Immediately dispose of all packing materials as they may pose a smothering risk to small children and pets. To avoid injury, do not allow children and small pets to play on or under the bed. Children should not operate the bed base without adult supervision. This appliance is also not intended for use by persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instructions concerning use of the appliance by a person responsible for their safety.

PACEMAKERS:

Some products contain Neodymium MAGNETS which may interfere with devices such as pacemakers, ICDs and any other device sensitive to magnetic fields. It is STRONGLY recommended that owners of such medical devices consult their physician prior to using products that contain Neodymium MAGNETS. It is also possible that some pacemakers may falsely interpret the optional massage feature vibrations as movement/exercise. This is a common occurrence with any product that creates a vibrating movement and may affect the pacemaker. Please consult your physician before using the massage feature.

IN-HOME USE AND HOSPITAL STANDARDS:

This power foundation is designed for residential use only. It is not approved for hospital use and does not comply with hospital standards. Do not use this base with TENT TYPE oxygen therapy equipment or near explosive gasses. Using bed with oxygen-administering equipment other than the nasal masked type creates a possible fire hazard.

SAFETY FEATURES:

- Manual operation – If something gets caught in the platform when flattened, you can manually raise the platform up by lifting at both the head and foot to relieve pressure and allow for release.
- Child Lock – This remote control is programmed with a child-lock safety feature. Information can be found on the remote control pages.
- Emergency stop – Stop the motion of the platform by pressing any button on the remote control.
- Power outage – Use the “Emergency Battery Backup Strap” as a temporary power source to get the base to a desired position. Instructions on how to operate the Battery Backup Strap are on the Emergency Battery Backup page(s).

LIFTING/LOWERING MECHANISMS:

The lift/lower feature will emit a minimal humming sound during operation. This is normal. During operation, the lift arm wheels make contact with the platform support of the base. This contact may result in metal-on-metal or metal-on-plastic noises. This applies slight tension on the moving components and resonance is reduced to a minimum level. If excessive noise or vibration is experienced, reverse the movement action (up or down) of the base with the remote control. This should realign the base's activating mechanisms to the proper operational position. In normal base operation, the wheels which allow the bed to maintain its distance from the wall will make contact with the steel platform supports of the base creating a contact noise. When entering, exiting or shifting weight on the base, this contact noise may be audible as the wheels make contact. This is normal.

MASSAGE OPERATION AND LOCATION ENVIRONMENT:

The massage feature will emit a tone during operation. This is normal. The tone will intensify as the massage intensity level increases. The volume of this tone is directly related to the location environment. For example, when demonstrated in a showroom, the surrounding environmental noise will cover some of the massage noise. However, when installed in a home setting with wooden floors, carpeted or not, the massage volume will be more noticeable. To minimize this resonance, place a piece of carpet, or rubber caster cups, under each leg or caster of the base. It is possible to experience vibration or noise from the exterior bed frame, headboard brackets, headboards or footboards if mounting bolts are not firmly tightened.

Levels 1-3 of massage intensity represent the revolutions of the motor per minute. Level 3 provides the maximum number of RPMs. However, this does not mean that the feeling of vibration is the strongest. Depending on the mattress material, thickness, and positioning of the user, the feeling of vibrations will differ. We encourage the user to find the massage intensity setting that suits them best. It is important to understand the physics of vibrations. Just as an engine may run rough during idle, as the RPMs increase, the vibrations change concurrently.

Safety & Warranty Warnings

TOLERANCE:

The base is designed and manufactured to perform and function within designated quality control parameters. Bases are subject to meticulous and rigorous inspections during the quality control process to ensure bases will operate within these standards during normal operating use.

“NEW PRODUCT” SMELL:

Some people notice a slight odor to their new adjustable base—this can come from our material manufacturing process. This smell is normal and usually disappears before the product reaches you. Sometimes, however, this smell may still be noticeable. It usually disappears after a few weeks, providing adequate ventilation of the product and the environment.

BREAK-IN PERIOD:

You can speed up the break-in period by simply spending time in the adjustable bed through activities such as reading and watching TV. The extra movement will help the adjustable base respond to weight and temperature changes. Some of the materials used in the platform, frame and components are sensitive to moisture content and temperature and may make sounds in colder environments.

PAIRED OPERATION:

When operating a “paired” split base setup there may be a time latency up to 1.5 seconds between each base’s articulation.

FABRIC CARE:

To prolong the life of your fabric, protect from direct sunlight whenever possible. For spot cleaning, wipe area with a light damp sponge or vacuum with a soft brush attachment to remove particles. Keep at a minimum of 30cm (12 inches) away from direct heat sources. For a deeper cleaning, blot liquid spills with a clean dry cloth. A soft bristle brush may be used to remove ingrained soil. Avoid scratching. Wipe with a clean cloth dampened with warm water to remove residues. Do not wet excessively. Dry in shade away from direct heat. If persistent marks remain visible after cleaning, seek professional advice.

PRODUCT RATINGS:

The lift motors are not designed to operate continuously for more than [2] minutes in an [18] minute time period or approximately 10% duty cycle. Attempting to circumvent or exceed this rating will shorten the life expectancy of the product and may void the warranty. The massage motors are not designed to operate continuously for more than 30 minutes at a time. Please allow the massaging system to rest for 30 minutes after automatic massage shut off before restarting.



WARNING

DO NOT USE THIS BED IF WEIGHT LIMITATION IS EXCEEDED

RADIO FREQUENCY: 2.4 GHZ

FCC COMPLIANCE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: • Reorient or relocate the receiving antenna. • Increase the separation between the equipment and receiver. • Connect the equipment to an outlet on a circuit different from that to which the receiver is connected. • Consult the dealer or an experienced radio/TV technician for help.

WEIGHT LIMITS:

This product is not rated to support weights in excess of 750 pounds inclusive of the mattress and bedding. The bed will structurally support this weight, provided it is evenly distributed across the foundation. The power foundation is not designed to support or lift this amount in the head or foot sections alone. Exceeding this weight restriction could damage the bed and/or cause injury and will void the warranty.

IMPORTANT DO'S AND DON'TS

DO:

- After assembly is completed, operate remote control to ensure proper functions.
- Evenly distribute weight when sleeping in a split setup. Uneven distribution of weight can cause the base to raise unevenly.
- Keep moving parts free of obstruction during bed operation (including sheets, clothing, tubing, wiring, and products using electric power cords).
- Call Customer Service for any technical issues. Do not try to force the base down. This can damage the motors or frame.
- Keep in mind that adjustable bases are recommended to be used with adjustable-friendly mattresses.
- Lower to the flat (horizontal) position after use and in between presets.
- Enter or exit your adjustable in the flat (horizontal) position.
- During bed operation, make sure your body is positioned within the confines of the bed.

DON'T:









- Sit on corners/edges of base. This may warp the frame, struts or foam.
- Tilt the base on its side. This can damage the legs and/or leg screws.
- Stand or jump on the adjustable base at any time. This can damage the frame and Motors.
- Drag the base to move it. Dragging the base could damage the frame, strip the nut/bolts or break the legs. Purchase castors if you plan on moving your base.
- Routinely enter and exit the adjustable base with the head and/or foot in the articulated position.
- Do not use bed outdoors.
- Do not use bed near explosives.
- When using nasal or masked type administering equipment, route and secure oxygen or air tubing properly to ensure that it does not become entangled or damaged during normal operation of the bed.
- Do not place extremities over the sides of the bed when operating bed functions.

Want added peace of mind? An Extended Warranty is available for purchase within 60 days of your original purchase date:

US: ghostbed.com/products/adjustable-base-extended-warranty

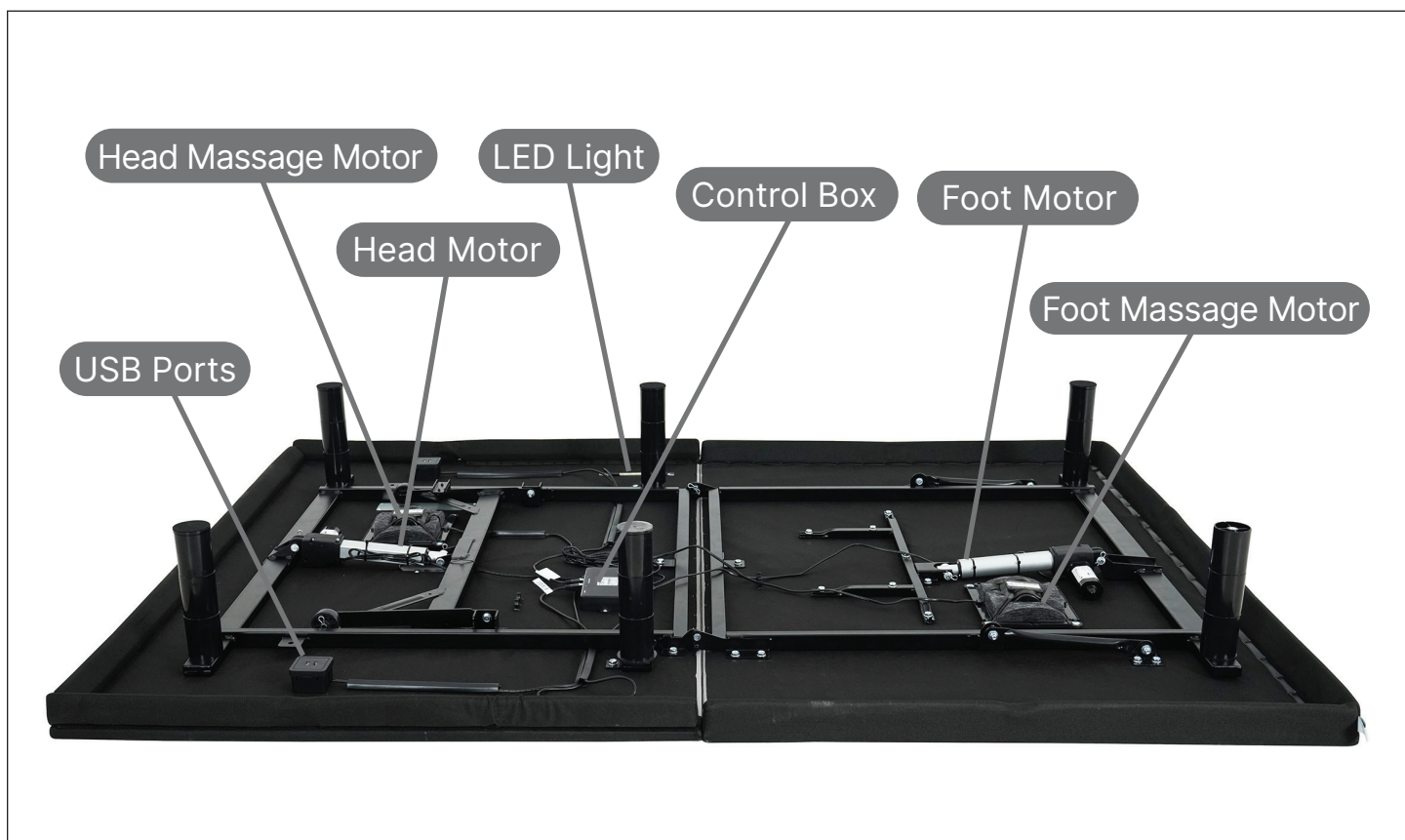
Parts List

All electronics and components that need to be installed are located in boxes under the foundation or attached to the frame. Before discarding the packing materials, ensure that all the parts are accounted for.

<p>A</p>  <p>AAA Batteries (2)</p>	<p>B</p>  <p>3-Piece 12" Adjustable Legs (6)</p>	<p>C</p>  <p>Power Supply with Battery Backup Strap (1)</p>
<p>D</p>  <p>Remote Control (1)</p>	<p>E</p>  <p>Power Cord (1)</p>	<p>F</p>  <p>Mattress Retainer Bracket (1)</p>
<p>G</p>  <p>Sync Cable (1)*</p>	<p>H</p>  <p>Bed Leg Strap (1)*</p>	

*Included with Twin XL bases only

Electronics Overview



Installation Guide

Note: The base is heavy, so we recommend enlisting a friend for help during setup. For safety reasons, keep the base in a flat position before opening.



STEP 1

Carefully lift the folded base out of the shipping carton and put it flat on the floor.



STEP 2

Unfold the base so the top side is facing down. You'll notice the two side rails folded back along the head section of the base.



STEP 3

Take the end of the side rail and unfold it, pulling it toward the end of the base.

Installation Guide



STEP 4

Position the fabric section (without the foam) alongside the USB hub.



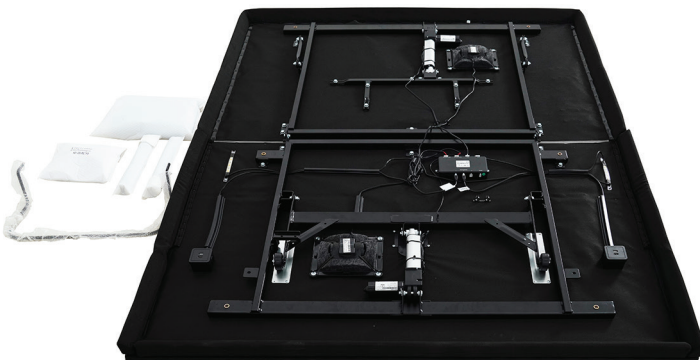
STEP 5

Press the rail down firmly so it's smooth and straight. Repeat with the other side rail.



STEP 6

Find the top rail, which will be laying on its side. Turn it vertical and press it against the edge firmly so it's smooth and upright.



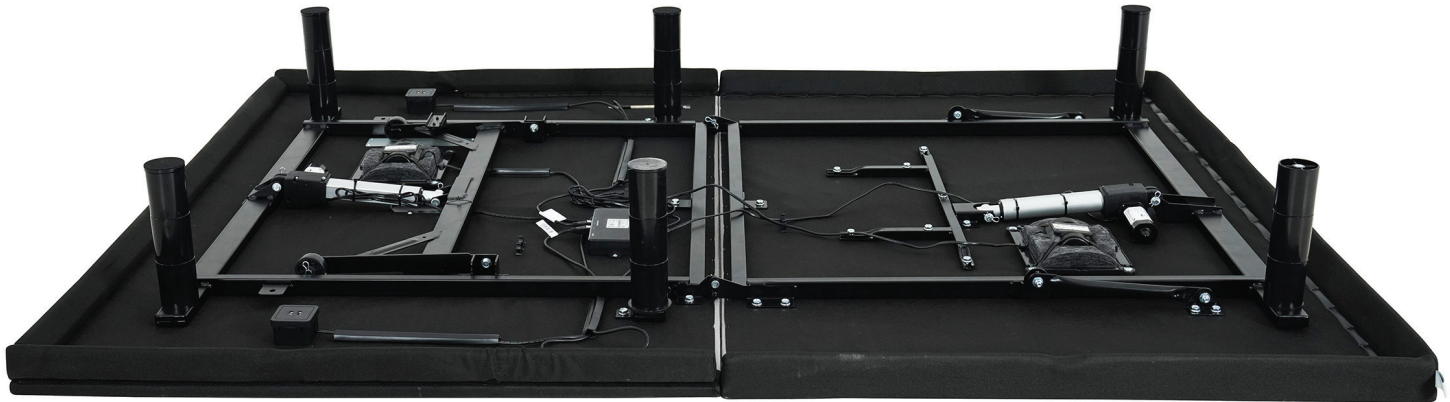
STEP 7

Remove the accessory boxes, desiccant bag and retainer bar, which you'll see attached to the base.

Installation Guide

Attaching the bed legs

Remove the six (6) bed legs from the accessory box. Hand-tighten the legs by threading them clockwise into the pre-threaded holes on the bed frame.



NOTE: The legs are 3 pieces, each 4" long. The legs can be separated and attached to the base using 1, 2 or all 3 parts (12" total).

Installing the retainer bar



STEP 1

Turn the bed frame over carefully, top side up.

STEP 2

Insert the ends of the retainer bar into the quick-connect brackets located at the foot of the bed. Press down firmly to ensure the bar is in place.

Installation Guide

Setting up the electronics



STEP 1

Find the power supply and power cord in your accessory boxes.

STEP 2

Connect the power supply to the input power cord.



STEP 3

Connect the power cord to the power supply.



STEP 4

Plug the power cord into a working electrical outlet. The LED lights under the base will flash for 10 seconds.



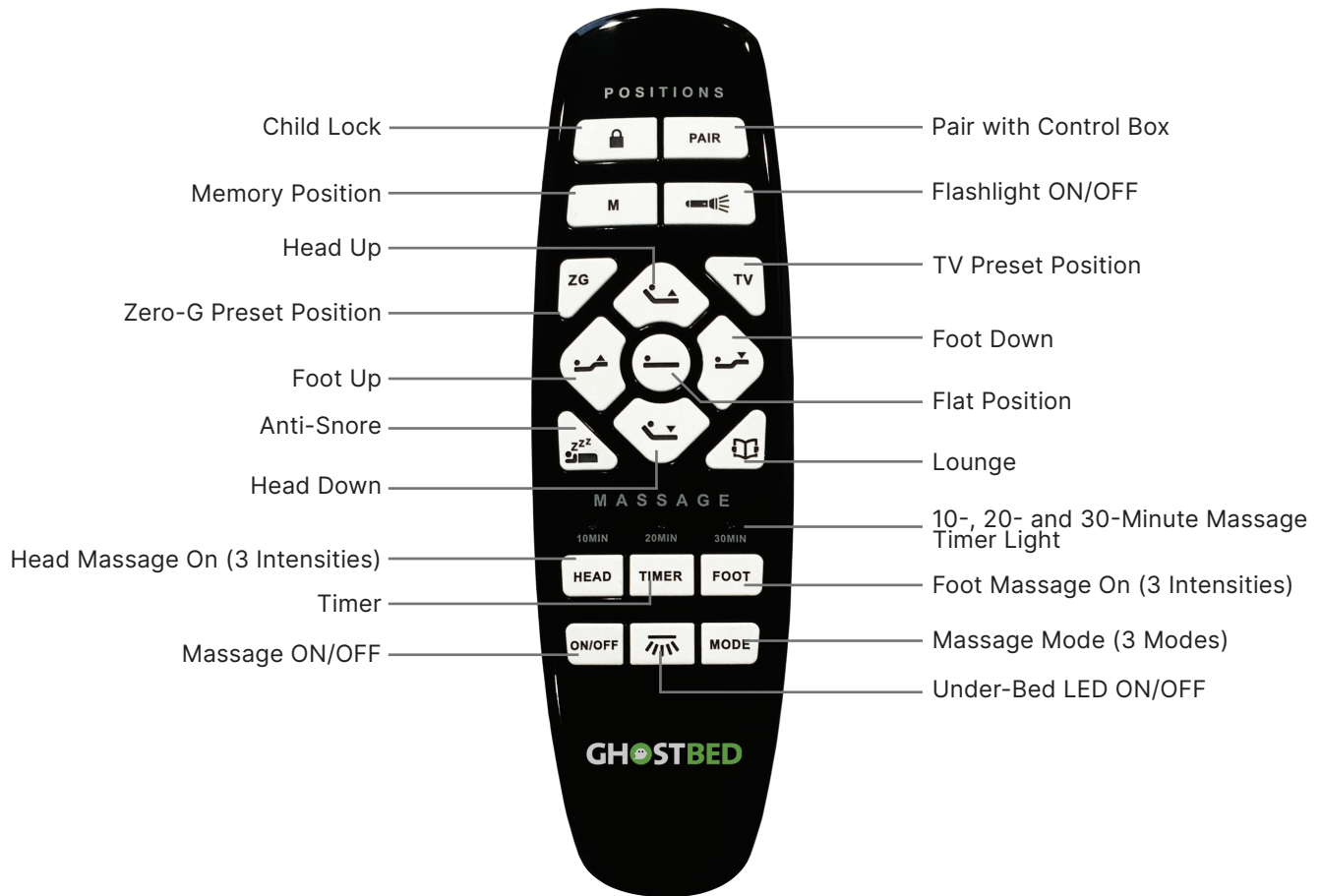
STEP 5

Install the two (2) AAA batteries into the remote control.

STEP 6

Confirm the remote control works by pressing the lift buttons. Installation for single or independent operation of the bed frame is now complete.

Remote Control Overview



ADJUST

- Adjust HEAD up and down
- Adjust FOOT up and down
- Press and hold the button to turn the flashlight on

ONE TOUCH BUTTONS

- TV preset position
- Lounge preset position
- Zero-gravity preset position
- Lie flat preset position
- Programmable preset position
- Under-bed LED light (on/off)
- Anti-snore preset position
- Press to lock / hold 5 seconds to unlock

MESSAGE FEATURE

- Turn on head massage
- Turn on foot massage
- Choose between 3 massage settings
- Turn massage on/off
- Indicates the 10-, 20- or 30-minute timer setting

Setting Programmable Positions and Pairing Remote

SAVING A SETTING TO MEMORY

Save your favorite custom position to memory with a few easy steps.

STEP 1

Adjust the head and/or foot to your desired position.



STEP 2

Press and hold the “Memory” button .

The lights on the remote will begin flashing. The position is then saved as your “Memory” position.








STEP 3

To adjust your saved position, repeat steps 1 and 2.

CUSTOMIZING A PRESET POSITION

STEP 1

Starting in the preset position of your choice (e.g. TV , Anti-Snore , or Lounge ), manually adjust the head and/or foot.

To restore the preset to its original positioning, hold the Flat button  and Zero Gravity button  simultaneously for at least 5 seconds.

STEP 2

Press and hold the preset button that you'd like to customize. The lights on the remote will flash twice. Your customized preset is now saved.

PAIRING REMOTE

The original remote that comes in the box is already paired to the foundation. No further action is required. In the event that the remote is not paired with the foundation, follow the steps below.

STEP 1

Double-check that your batteries work. Replace if needed.




STEP 2

Unplug the power cord and then plug it back in.



STEP 3

Press and hold the “PAIR” button until you see the lights flash. Your remote is now paired.

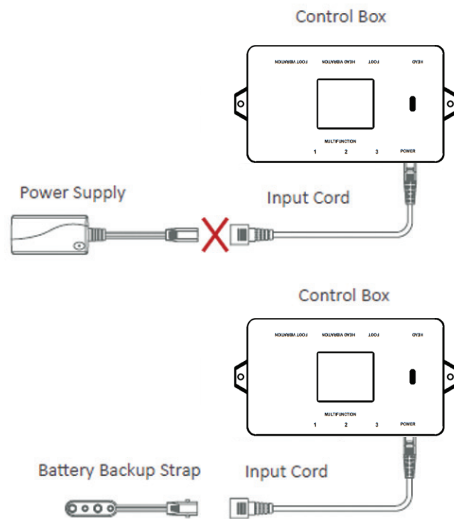
Note: The remote will not pair if the Child Lock feature is on. To deactivate, press and hold the lock button  for about 5 seconds, until you see the blue backlight flicker rapidly.



Special Functions

Emergency Battery Backup

Your adjustable bed frame comes with a power supply that, when powered with two new 9V batteries, supports the emergency power down feature. If a power failure occurs while the head and/or foot sections are raised, do the following:



STEP 1

Disconnect the power supply from the input power cord.

STEP 2

Connect the Battery Backup Strap to the two 9V alkaline batteries. Do not mix brand name batteries.

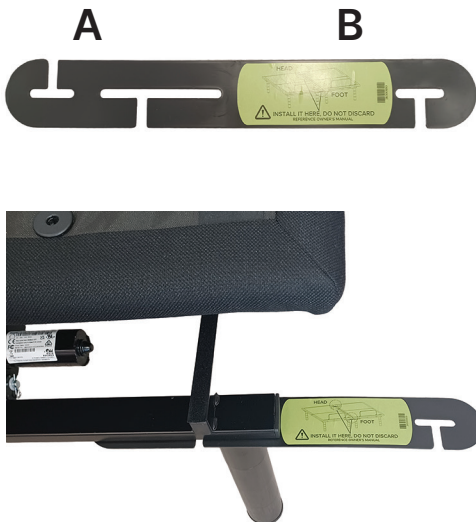
STEP 3

Use the remote to return the base to a flat position.

Note: Detach the Battery Backup Strap and reconnect the power supply after the emergency is over, as the system will continue to draw power from the batteries even if not in use.

Using the bed leg straps (Optional)

To help prevent bed separation when using two adjustable bases together, we recommend using bed leg straps. Twin XL Adjustable Bases come with 1 bed leg strap in each box. These are optional to use.



STEP 1

Loosen legs enough so that you can easily access the inner bolt—the strap will fit between the leg washer and frame.

STEP 2

Slide side (a) of the strap onto leg bolt. Connect side (b) to the other leg bolt. Secure the strap by shifting to the left.

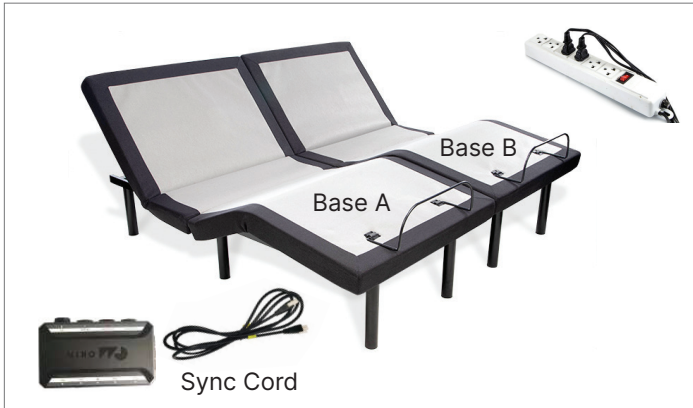
STEP 3

Re-tighten the legs. Do not over-tighten. Use the remaining strap to repeat on the other end of the base.

Synchronizing Two Twin XL Bases

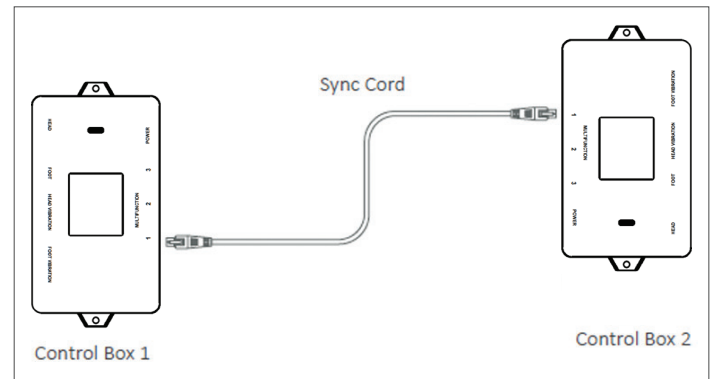
STEP 1

Unplug the bases from the power source.



STEP 2

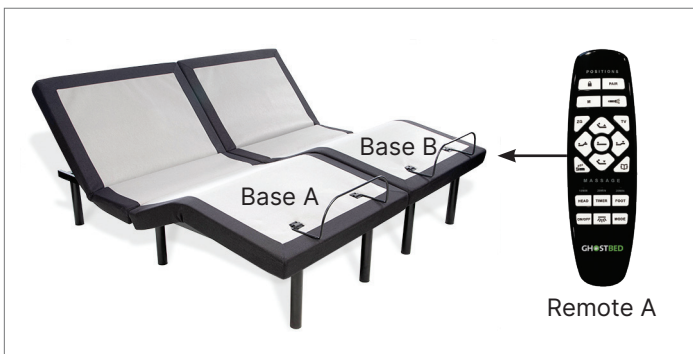
Plug the synchronizing cable into the 2 control boxes of your 2 bases.



STEP 3

Plug the bases back into the power source.

The system is now linked. Both bases will respond simultaneously by either remote.



Note: Sync cord is included with Twin XL bases only. If you don't want to synchronize, simply set aside the cable—you won't need it!

Optional Accessories - Headboard Brackets

Parts List:

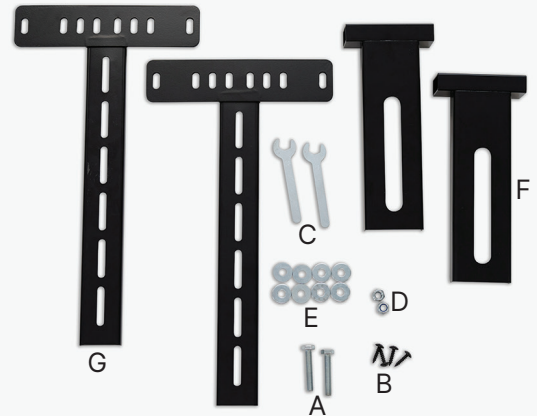
Scan for assembly video



- A - 2" Bolts (2)
- B - Wood Screws* (4)
- C - Wrenches (2)
- D - Nuts (2)
- E - Washers (8)
- F - Mounting Brackets (2)
- G - T-Plates (2)

*optional for using with wood headboards

Bolt & Nut Size: M8-1.25



Assembly Instructions:

Start with your base top-side down.

STEP 1:

Align the mounting bracket (F) so the slot lines up perpendicular with the leg hole and the end extends past the top edge of your base.

STEP 2:

Screw the leg in to hold the mounting bracket (F) in place. Repeat Steps 1 and 2 on the other side.

STEP 3:

Screw in the remaining legs (see page 7), and flip base so it's top-side up.

STEP 4:

Align the T-Plate (G) against the mounting bracket (F), based on where your headboard lines up.

STEP 5:

Insert a bolt (A) with 1 washer (E) inward through the T-Plate (G). Add a nut (D) and washer (E) on the other side to hold the bolt in place, and then tighten using the wrench (C).

Repeat on the other side. Attach your headboard to the brackets, and then add your retainer bar (see page 7).



Troubleshooting

In the event that the power foundation fails to operate, assess the symptoms and possible solutions provided in the chart below.

SYMPTOMS	SOLUTIONS
Remote control illuminates and appears to be operable, but will not activate bed.	<ol style="list-style-type: none"> 1. Verify that the power cord is plugged into a working, grounded electrical outlet. Test the outlet by plugging in another working appliance. 2. Make sure the Child Lock feature is off. To check this, try pressing the Flashlight button. If the flashlight doesn't work, your Child Lock is probably on. <p>To deactivate the Child Lock, press and hold the lock button for about 5 seconds, until the blue backlight flickers rapidly.</p> <p>If it's still not functioning properly, reset the remote to its default factory settings. To do this, press and hold the "ZG" button AND the "Flat Position" button simultaneously until the backlight flashes. This may take up to 10 full seconds.</p> <p>Tip: You can try restoring the factory settings anytime the base isn't functioning as it's supposed to.</p>
No features of the power foundation will activate.	<p>Program the remote control (see the Setting Programmable Positions and Pairing Remote section of this manual for programming procedures).</p> <p>Unplug the power cord, wait 30 seconds and plug back to reset electronic components.</p> <p>The surge protection device or the electrical outlet may be defective. Test the outlet by plugging in another working appliance.</p> <p>Verify that the connector on the wired remote control is securely attached to the control box.</p> <p>Check the power supply and the control box; you should see green lights on both. If not, please call us at 1-888-921-0043 for further troubleshooting.</p>
Wireless remote will not illuminate.	<p>Replace the batteries in the wireless remote</p> <p>Double check that the "LOCK" feature is not activated</p>
Remote control is unresponsive.	<ol style="list-style-type: none"> 1. Sync the Remote - Unplug the base from the electrical outlet. Then, hold down the PAIR button as you plug it back in. The lights will flash under the base. When the lights stop flashing, release the hold on the PAIR button. The remote is now paired. 2. Check the Child Lock - When the Child Lock is on, your remote will appear to be "dead," even after changing the batteries. To turn Child Lock off, press and hold the lock button for about 5 seconds, until the blue backlight flickers rapidly. 3. Restore the factory settings - Press and hold the "ZG" button AND the "Flat Position" button simultaneously for 5 seconds until the backlight flashes. This will clear all customized settings and return the adjustable base to factory default settings. <p>Note: An easy way to double-check your Child Lock feature is to test your Flashlight button. If your base isn't working and the Flashlight won't turn on either, the Child Lock is likely on.</p>

Troubleshooting

SYMPTOMS	SOLUTIONS
Base is stuck in one position.	<ol style="list-style-type: none"> 1. Check for obstructions (wall, toys, books, etc.) 2. See the “Emergency Power Down” instructions on page 11.
Head or foot section will elevate, but will not return to the horizontal (flat) position.	<p>Elevate the bed and check for any obstructions underneath. Remove obstructions.</p> <p>Your head section may be too close to the wall. Adjust as needed.</p> <p>Your headboard may be too close to the edge of the mattress. Check that there is enough distance between the headboard brackets and mattress, and adjust as needed.</p>
Head or foot lift functions have minor interference during operation.	Wireless remote may be experiencing radio frequency interference from other radio transmitting devices. Wait several seconds, and then try again. See the FCC Compliance Statement on page 1 of this guide for more information.
A clicking noise is heard under the bed when raising or lowering.	<p>A soft clicking noise from the lift motor is normal. No action is required.</p> <p>You can also check the following:</p> <ul style="list-style-type: none"> • Using the wireless remote control, elevate the head and/or foot section to realign the lift/lower mechanisms with the bed support platform. • Verify that your base isn't positioned against a wall, nightstand or other object that might cause the vibration or noise. • If your Adjustable Base is installed over a bed frame, verify that the massage motors are not causing the bed frame (or bed frame components) to vibrate. • Verify that the headboard attachment hardware is properly tightened (if used).
Remote is not pairing.	<p>If your remote isn't pairing, it's very possible that your Child Lock is on. An easy way to check this is to test your Flashlight button. If the Flashlight doesn't turn on, the Child Lock is likely on.</p> <p>To deactivate the Child Lock, press and hold the lock button for about 5 seconds, until the blue backlight flickers rapidly.</p>

THANK YOU FOR PURCHASING

GHOSTBED®

By Nature's Sleep®

POWER ADJUSTABLE BASE

If you have questions about your Adjustable Base, please call 1-888-921-0043 and we'll be happy to help!

For all other GhostBed product inquiries, please call (954) 371-2004.

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