



Model 500 Adjustable Base User's Manual



P/N: SS500-XX

**THIS MANUAL CONTAINS IMPORTANT SAFETY INFORMATION.
PLEASE READ AND KEEP FOR FUTURE REFERENCE**

Serial Number:

REV: 071219

TABLE OF CONTENTS

1. Cover
2. Table of Contents
3. Limited Warranty
4. Features of the Adjustable Base
5. Important Safety Information
6. Quick Assembly Guide
7. Quick Assembly Guide (continued)
8. Components for Assembly and Operation
9. Power Cord Setup with Master Control Box
10. Attaching Adjustable Legs
11. Joining Two Adjustable Bases
12. Mattress Retainer Bar
13. Remote Control Frequency Set-up
14. Synchronizing Two Adjustable Bases
15. Remote Control Features
16. Test All Functions/ Downloading the Remote Phone Application
17. Emergency Battery Back Up
18. Weight Recommendations and Limits
19. Operating Noises
20. Troubleshooting Guide
21. Troubleshooting Component Guide

10 Year Limited Warranty

FULL 1-YEAR WARRANTY: The SS500 Adjustable Base is warranted against defects in materials or workmanship for a period of one year from the date of purchase to the original purchaser. During the first year, South Bay International will repair or replace, at no cost to the original purchaser, any defective part. This includes all authorized labor and transportation costs incurred with the repair or replacement of any parts found to be defective.

2 YEAR MOTOR WARRANTY: The SS500 Adjustable Base has a two year, full replacement warranty, parts, labor and transportation; on the motor should the motor(s) fail during the first two years of this warranty from the original purchase date.

5 YEAR WARRANTY : During year 2 through year 5, from the original purchase date, South Bay International will replace any bed part, to the original purchaser, found to be defective. The part must be returned within fourteen (14) days of receipt of the replacement part(s) or purchaser may be subject to charges for said part(s) to include, but not limited to freight charges. Liability of South Bay International is limited to the replacement of the defective part or parts ONLY with purchaser responsible for all service, installation and transportation costs of said part(s).

10 YEAR LIMITED WARRANTY: During year 6 through year 10 from the original purchase date, South Bay International will replace, per the terms and conditions set forth in this paragraph, any bed part found to be defective. Purchaser shall pay 1/180 of the current replacement cost of the defective part multiplied by the number of months, after the fifth (5th) year, from the original purchase date. This warranty applies only to replacement part(s). Purchaser may be subject to charges for said part(s) to include, but not limited to, freight charges. Liability of South Bay International shall be limited to the replacement of the defective part(s) only with purchaser responsible for all service, installation and freight costs of said part(s).

ADDITIONAL TERMS AND CONDITIONS: Warranty does not include reimbursement for inconvenience, removal, installation, set up, loss of use, shipping, or any other costs or expenses not expressly covered in this warranty. This warranty does not apply:

- To damage resulting from misuse or abuse caused by the purchaser.
- To damage caused by the repairs or parts replacement by an authorized person.
- If the SS500 Adjustable Base has been mishandled (including during shipping), subject to physical abuse or an improper power supply, or otherwise operated in a manner inconsistent with procedures outlined in the owner's manual and warranty.
- To damage to mattresses, bedding, cables, electrical cords, or accessories supplied by dealers.
- To modification of the SS500 Adjustable Base without prior written consent by South Bay International.
- To costs for unauthorized service calls for the purpose of educating the consumer about the SS500 Adjustable Base or locating properly functioning power outlets.
- If the recommended weight restrictions are exceeded
- If used in any environment or a commercial setting for which it was not intended.

Some states do not allow the exclusion of incidental or consequential damages; therefore the above limitation or exclusion may not apply. This warranty gives the purchaser specific legal rights. The Purchaser may have the other rights, which may vary from state to state. This warranty is valid in the 48 continuous states.

WORKING WEIGHT LIMITS: Although your SS500 Adjustable Base has been rigorously tested within the recommended limits in this publication, to maintain the highest quality standards, exceeding the recommended weight limits may void your warranty. The recommended weight restriction is 750 lbs, and is calculated to include the weight of the mattress.

If for any reason at all you have any questions with regards to your product or limited warranty, please don't hesitate to call us at 877-622-6550.

Features of the SS500 Adjustable Base

- Wall glide feature
- Head and foot up/down positions (head up to 60 degrees, foot up to 35 degrees)
- Head and foot massage at 3 intensities with 10 minute auto shut-off
- USB charging ports
- 14 button wireless remote control
- Under bed lighting
- Pre-programmed positions: anti-snore, zero gravity, and flat position
- Programmable positions: I, II and III
- Six legs with customizable heights & scratch resistant felt caps
- Undercarriage is made with reinforced steel components for strength and durability
- Emergency backup battery box
- Mattress foot retainer bar
- Amazon Alexa WiFi dongle for voice control
- Black non-skid fabric

Contact customer service to purchase accessories:

- Head and footboard brackets

Note: This base is designed to fit within a standard bedframe.

All 6 legs must be installed & resting evenly on the floor. The legs must be a minimum of 6" to maintain articulating clearance and must not exceed 12"; anything taller is considered unstable. Violating any of the safety guidelines may result in damage or injury, void the warranty for improper use and may cause damage to the floor.

Important Safety Information

PLEASE READ ALL INSTRUCTIONS AND SAFETY INFORMATION CAREFULLY BEFORE USE AND ASSEMBLY

Safety Information:

Only use the adjustable bed base for its intended use as described in this manual. Follow the guidelines below for your safety, the safety of others and to avoid risk of electrical shock, fire, burns or injury:

- Avoid fingers in pinch-points.
- Two or more adults is strongly recommended for moving and assembling of the adjustable bed base.
- Plug adjustable bed base into a surge protector (not included) or directly into a suitable wall outlet.
- If the plug does not fit your outlet, contact a qualified electrician to install a suitable outlet. Unauthorized modification or failure to use a proper power source or surge protector will void the electrical portion of your warranty.
- Keep power cords away from heated surfaces.
- To safely disconnect, ensure the base is in a flat position with all motors off, and unplug from power source.
- Always unplug the base from the electrical outlet before cleaning or servicing.
- Discontinue use of the bed base and contact a qualified service center if: it has a damaged cord or plug, is not working properly, or has been dropped into water.
- Do not place the adjustable bed base or any of its components near or in water.
- Do not drop or insert objects into any opening. Never operate the base when there is an obstruction between the moving parts of the adjustable base and the metal frame.
- Replacing parts on the adjustable base is allowed to be done by consumer, however tampering with internal components will void the warranty.
- Do not use accessories/attachments that are not recommended by the manufacturer.
- Exceeding this weight restriction could damage the bed and/or cause injury and will void the warranty.
- Do not operate the adjustable bed base when a person or animal is underneath the adjustable bed base.
- Mattresses may move or shift on bases – use caution.
- Do not apply excessive weight to any one side of the base, may cause adjustable base to tip.

VIOLATING ANY OF THE SAFETY INFORMATION WILL VOID THE WARRANTY AND MAY RESULT IN INJURY

In-Home Use:

The adjustable base is designed solely for in-home use. This base was not designed as a hospital bed and is not designed to meet hospital standards. Do not use this base with TENT TYPE oxygen therapy equipment or near explosive gases.

Operation and Supervision:

Close supervision is required when the bed base is used by or near children, animals, convalescents or disabled persons. Immediately dispose of all packing materials as they may pose a risk to small children and pets. To avoid injury, do not allow children or small pets to play on or under the adjustable bed base.

Pacemakers:

As with any product that produces a vibrating motion, it is possible that some pacemakers may interpret this motion as a false sense of movement and/or exercise. This may or may not affect your pacemaker. If you have any concerns, please consult your physician.

Quick Assembly Guide

NO TOOLS REQUIRED FOR ASSEMBLY

STEP 1: Unpack the adjustable base by carefully cutting the plastic bag to remove the adjustable base. Unfold the base carefully as the parts for assembly may have shifted during shipping. Remove the silver retainer bar and cardboard boxes attached to the base. See *Components for Assembly and Operation* on Page 8.

STEP 2a: CAREFULLY turn the adjustable bed base on its side (it may require two people to do this) and ensure that all wires are connected. They might have become disconnected during shipment, See *Power Cord Setup with Master Control Box* on Page 9. NOTE: Only put batteries into the Emergency Back-Up battery box during an electrical outage and after the power cord is unplugged from the wall.

STEP 2b: If using a Split Base, locate the Connector Straps and refer to the instructions for *Joining Two Adjustable Bases* on Page 11 for installation.

STEP 3: Locate the legs and choose one of the three heights of the leg, See Figure A on page 8. Make sure the leg with the felt cap is touching the floor. Screw the six legs into the pre-drilled holes by hand, See *Attaching Adjustable Legs* on Page 10. The legs must be installed onto the adjustable base; the base will not operate properly without them.

Quick Assembly Guide

STEP 4a: Locate the wireless remote control and insert 3 AAA batteries (included). The remote control is pre-programmed to work with the adjustable bed. If you have more than one adjustable bed, each remote control and adjustable bed set should be pre-programmed to work separately. This will prevent both beds from being controlled by one wireless remote control. See *Remote Control Frequency Setup* on Page 13 if you have more than one wireless remote control/base combination.

STEP 4b: If you would like to synchronize a split base together See *Synchronizing Two Adjustable Bases* on Page 14.

STEP 5: Install the mattress retainer bar, refer to the instructions for the *Mattress Retainer Bar* on Page 12.

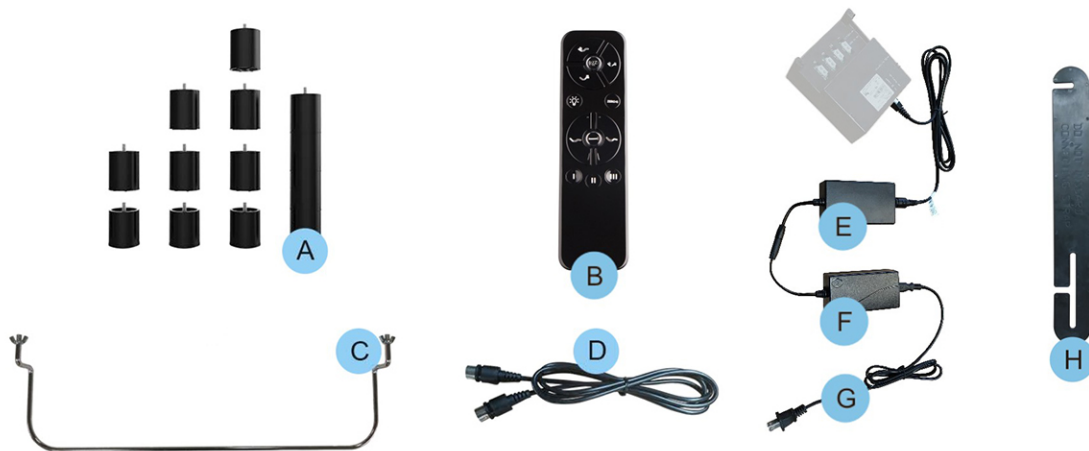
STEP 6: CAREFULLY place the bed back on all six legs and plug the base into a power outlet

STEP 7: Test all functions instructions on Page 16. If the bed fails to work once plugged in, reset the remote control frequency using the instructions on Page 14.

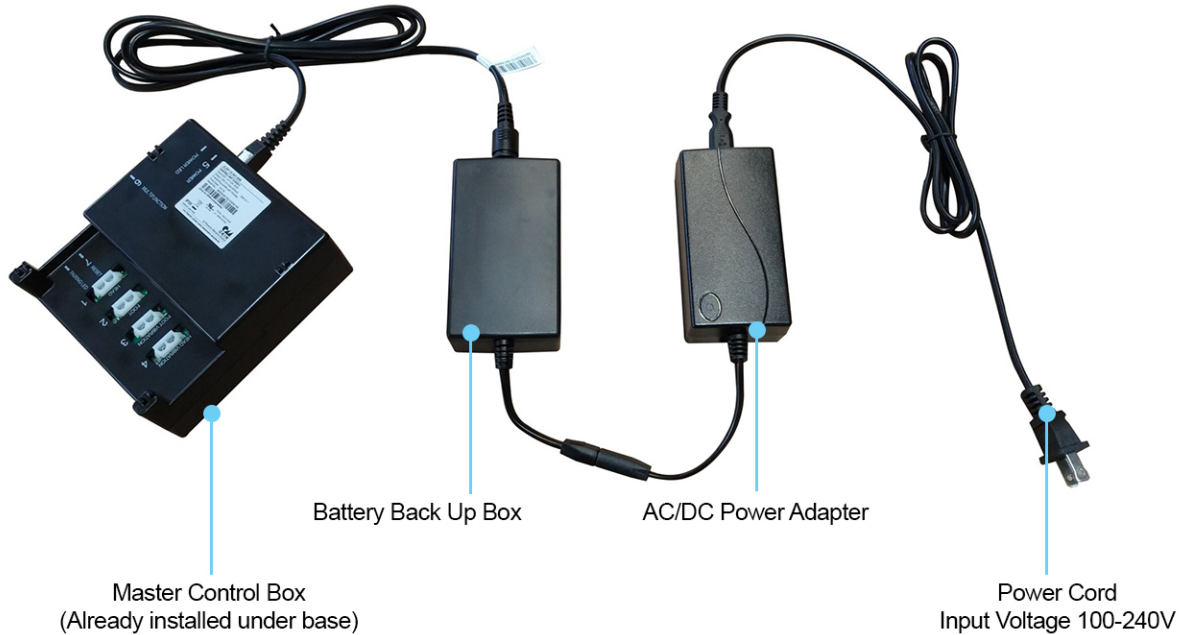
STEP 8: Place a mattress on the adjustable base once the bed is plugged in and functioning correctly. NOTE: Use a memory foam, latex or acceptable hybrid at least 8" inches in height.

Components for Assembly and Operation

- A: (6) Four-piece adjustable legs
- B: (1) Wireless back-lit remote with (3) AAA batteries included per base
- C: (1) Foot retainer bar with (2) wing-nuts per base
- D: (1) Simultaneous Synchronization Cable (Only included with Twin XL/CKS bases)
- E: (1) Back-up battery pack
- F: (1) AC/DC power adapter per base
- G: (1) Power cord: Input voltage 100-240V per base
- H: (1) Split Adj Base Sets Connecting Strap (Only included with Twin XL/CKS bases)



Power Cord Setup with Master Control Box



Attaching Adjustable Legs



All 6 legs must be installed & resting evenly on the floor. The legs must be a minimum of 6" to maintain articulating clearance and must not exceed 12"; anything taller is considered unstable. Violating any of the safety guidelines may result in damage or injury, void the warranty for improper use and may cause damage to the floor.

Joining Two Adjustable Bases

If any split setup is being installed, plastic connecting straps are provided (one per base) to secure the bases together. Use both straps to secure the head and foot portions together.

STEP 1

With the bases in their desired location, slightly loosen both legs to allow the strap to fit on the leg bolt, between the leg washer and frame.



STEP 2

Slide side (a) of the connecting strap onto leg bolt. Swing the strap and connect side (b) to the leg bolt. Secure the strap by shifting to the left.



STEP 3

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

Mattress Retainer Bar

To Install the mattress retainer bars:

STEP 1: Locate the chrome mattress retainer bar in the packaging.

STEP 2: At the foot of the base, there are two openings to insert the mattress retainer bar. Slide the large retainer bar into the opening at the foot of the bed.

STEP 3: Secure the retainer bar with the included wing-nuts. This will hold the mattress retainer bar in place. See Figure 1 and Figure 2 below.

Figure 1



Figure 2



Remote Control Frequency Set-up

This process is used when the remote control is not communicating with the bed (the base is not responding by moving when the remote control is activated).

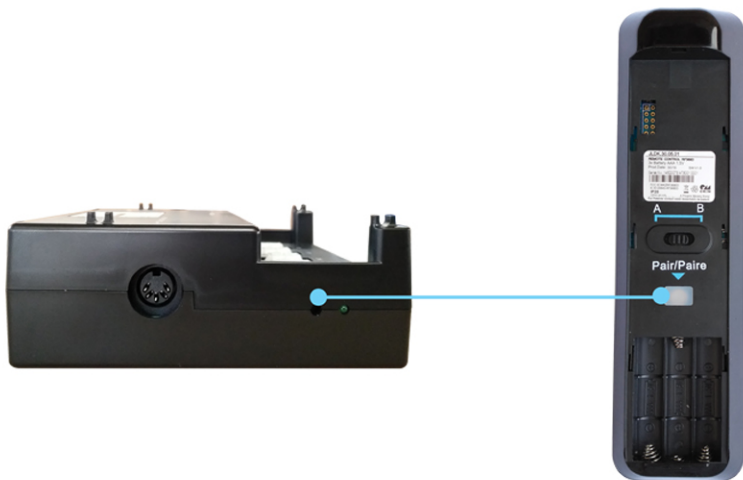
STEP 1: Unplug the adjustable base that is not being programmed.

STEP 2: While the bed that is being programmed is plugged in, remove the battery cover on the back of the remote control.

STEP 3: Double click the switch on the control box. At this time, the light will illuminate. LED Underbed lights will also flash.

STEP 4: Press and hold button on the back of the remote. The light will begin to flash.

STEP 5: Both lights on the Control Box and Remote will be continuous, then simultaneously turn off - pairing is complete.



FCC Compliance:

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 undesired operation.

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.

Radio Frequency: 2.4 GHz

Synchronizing Two Adjustable Bases

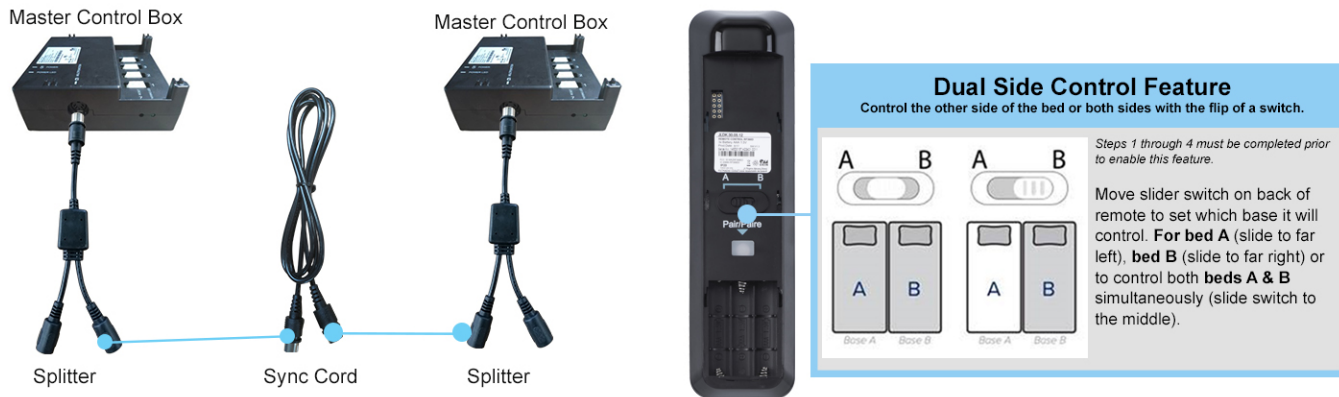
This process programs two adjustable bases to be controlled at the same time by either remote control. This allows for synchronized control of the two bases.

STEP 1: Unplug base from power source.

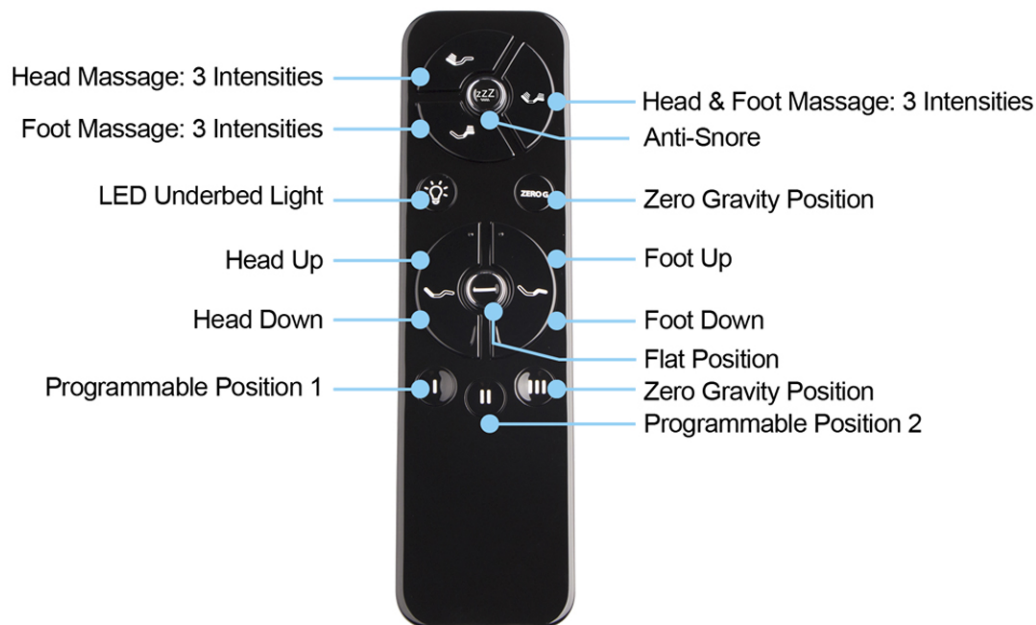
STEP 2: Connect the male end of the simultaneous synchronization cable into the splitter for each control box, use any open slot on the splitter. Do not disconnect any other cords connected to the splitter, this will cause other features on the base to malfunction. Only one sync cord is needed.

STEP 3: Plug base back into the power source.

STEP 4: Check to ensure all cords are securely attached. Both remotes will now operate both bases simultaneously.



Remote Control Features



Programming button I, II, or III: Get into desired adjustable base position, hold button for 5 seconds.
This customized position is now saved.

Test All Functions

- Head & foot up/down positions
- Head & foot massage at three intensities
- USB charging ports for power
- Pre-programmed positions: anti-snore, zero gravity, and flat position
- Programmable positions: I, II, and III buttons
- Under Bed Lighting

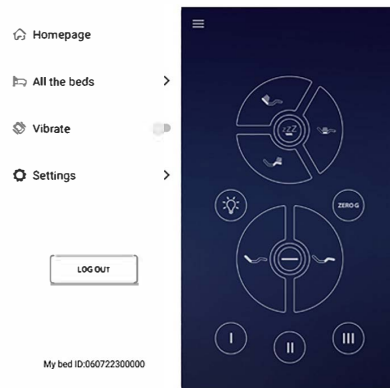
Downloading the Remote Phone Application

Download the "Sapphire WiFi" application from your phone's application store.



This remote application will have the same features as the remote on page 15.

App requires account set-up and a 2.4GHz WiFi connection (non 5GHz connection). Follow the first half of the "Alexa Setup Guide" instructions, included separately with the base, to set a smartphone as a remote for the base. Complete the 2nd half of the instructions to enable voice command (Alexa device required for this step).



Emergency Battery Back Up

In Case of a power failure, the SS500 Adjustable Base features an emergency backup feature that allows you to return the bed to the flat position without power.

Step 1: Unplug the adjustable base.

Step 2: Locate the Emergency Battery Back Up Box that is attached to the power cord.

Step 3: Insert four 9 Volt alkaline batteries (not included) into the battery box.

Step 4: Press and hold the reset button on the body of the control box to flatten the bed. (Reset button is inset, this step can only be completed with a pen-tip or an object with a similar shape)

Step 5: Immediately remove the four 9-volt batteries after the base is returned to the flat position. The four 9-volt batteries must be removed before power is restored to the adjustable bed base.

NOTE: Leaving in the 9 Volt batteries in the Emergency Battery Back Up Box after power has been restored will cause the electrical components to short out and damage the master controller.

Weight Recommendations and Limits

The recommended weight restriction for the SS500 Adjustable Base is 750 pounds, which is calculated to include the weight of the mattress. In order to calculate the weight limit subtract the weight of the mattress from 750 pounds. The bed will support the recommended weight limits if distributed evenly across the base. This product is not designed to support or lift the total maximum weight limit by the head or the foot section only. Consumers should not enter or exit the bed with any portion of the adjustable bed base in the raised position, always return the bed to flat prior. Do not sit on the head or foot section of the bed while the bed is in a raised position. If the weight limit is exceeded on the head or foot mechanism, the master controller will stop all functions. Exceeding the recommended weight restrictions could damage the bed and void the warranty.

Operating Noises

The SS500 Adjustable Base comes with a massage feature. The massage function emits a noticeable tone during operation. As the massage intensity level is increased, the tone will intensify. The noise will be less audible on a carpeted floor and a bit more noticeable when on a hard floor surface.

During typical operation, the wheels, which allow the bed to articulate, 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 with the steel platform supports of the base. This is normal. Depending on the incline of the base, the noise levels can also potentially increase.

Troubleshooting Guide

If one or more functions on the base have stopped operating:

- Check under the bed base to verify that the wired connections are secure and that there are no cords or bedding obstructing the movement of the base.
- Check that the power cord is assembled properly and that the connections are secure.
- Check if green LED is on (power supply).

If the lights on your remote control no longer illuminate and will not operate your adjustable bed base:

- Make sure the batteries are installed correctly.
- Install (3) new AAA batteries in the remote control.

If all of the remote control buttons illuminate, however nothing on your adjustable bed base will operate:

- Unplug the base for 5 minutes to reset the electronic components.
- Plug the adjustable base into a different electrical outlet, or test current outlet with another working appliance (a grounded, electrical surge protector is recommended.)
- Complete the "Remote Control Frequency Set Up" on page 13 as the frequency on the bed may have been lost.

If the head or foot mechanisms will elevate but will not return to the flat position:

- Check the undercarriage for obstructions. Remove any obstructions away from the head and foot mechanisms and return the base to its flat position.

If you have any questions regarding this product or if you need assistance with set up and troubleshooting, please call Customer Service: 1-877-622-6550.

Troubleshooting Component Guide

