Flexabed

Operations Manual
FOR WIRELESS PREMIER BEDS

www.Flexabed.com

CONGRATULATIONS ON THE PURCHASE OF YOUR NEW FLEXABED!

Your Flexabed was custom built by skilled craftsmen in Lafayette, GA using the same principles of quality that we have built our reputation on since 1969. Our beds provide multilevel support in literally thousands of positions for sleeping, watching television, reading or simply relaxing.

Should you ever experience technical problems with your Flexabed, simply call our customer service department at 1-800-648-1256 and we will make sure you are resting comfortably again in no time!

Please take notice of your bed's serial number below. If you ever need to call our customer service department, this serial number will allow us to diagnose your issue accurately and efficiently. Your serial number is the number on the first line of the label below.

Remove any items attached to the bed for shipping purposes.

First remove the hardware carton that is stapled to the underside of the bed (Fig. 1). The hardware carton contains your hand control, casters and/or leg pads, leg extensions (if ordered), and bed literature. Next, remove the wooden leg pads that are inserted into each bed leg. Finally, if you ordered safety rails, remove the rails from the frame. Each safety rail is zip tied to the bed frame.

Install your casters or leg pads in to each bed leg.

If installing casters, insert the caster into the threaded insert on each bed leg. Next, using your fingers, thread the caster into the bed leg by rotating the hex nut (Fig. 2a). Once you can no longer use your finger to tighten the caster, use a ½″ wrench to finish tightening the caster in to the bed leg (Fig. 2b). FAILURE TO FULLY THREAD AND TIGHTEN CASTERS WILL RESULT IN DAMAGE TO THE CAST- ERS THAT IS NOT COVERED UNDER WARRANTY! Once the bed is turned upright, you can lock each caster by depressing the locking lever on each caster (Fig. 2c).

If you ordered leg pads instead of casters, insert each leg pad into the threaded insert on each bed leg. Hand tighten the leg cap in the bed leg until it is flush with the hex nut (Fig. 3). You can adjust each leg pad as needed to level the bed.
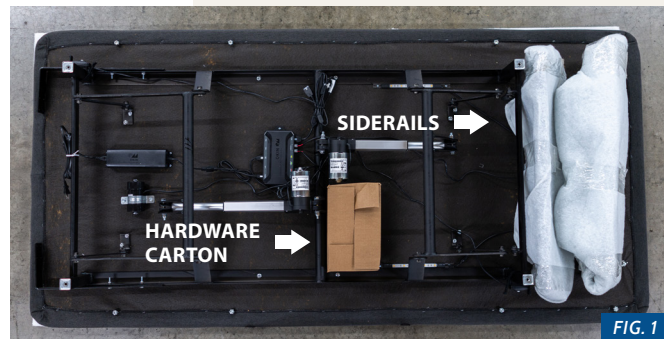

SIDERAILS

HARDWARE CARTON

FIG. 1

CASTER INSTALL

FIG. 2A

CASTER INSTALL

FIG. 2B

CASTER INSTALL
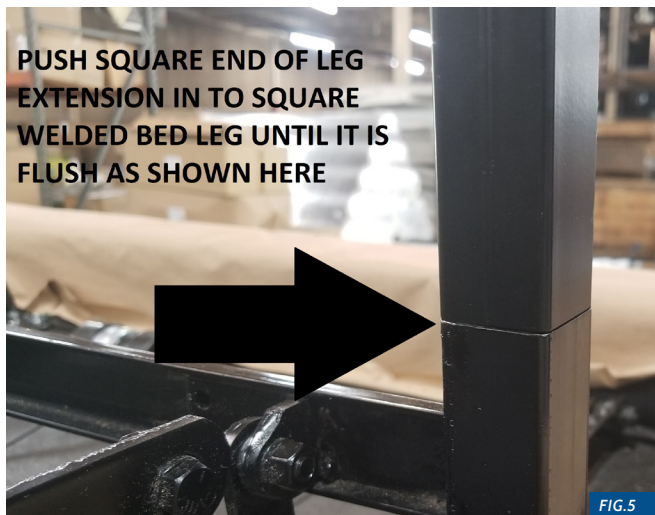
FIG. 2C

LEG CAP INSTALL

FIG. 3

PLACE ROUNDED END OF LEG EXTENSION INTO SQUARE WELDED BED LEG

FIG. 4

PUSH SQUARE END OF LEG EXTENSION IN TO SQUARE WELDED BED LEG UNTIL IT IS FLUSH AS SHOWN HERE

FIG.5

Install Your Optional Leg Extensions.

Leg extensions are available in one inch increments from 2" to 7" which allows you to raise the overall height of the bed. Leg extensions are an optional accessory item.

If you ordered leg extensions that are 5" or less in length, they will be located inside the hardware carton that is stapled to the underside of the bed. If you ordered 6" or 7" leg extensions they will be attached to the top side of the hardware carton.

To install the leg extensions, make sure the bed is either in an upside down position or propped on its side. The four (six if reinforced) legs that are welded to the bed frame will be hollow inside. The leg extensions have one end that is rounded. Insert the rounded end of the leg extension into the hollow square welded legs on the bed frame as seen in Fig 4. While adding pressure, slide the leg extension into the hollow square frame leg until the square section of the leg extension is flush with the welded leg as seen in Fig 5.

Once all of your leg extensions are fully inserted into the welded legs, you can proceed to step 3 and install your leg pads or casters into the threaded insert of the leg extension.

Plug in power supply and check all cable connections.

Your bed's power supply is mounted to the head platform section underneath the bed. Insert the electrical plug from the power supply (Fig. 6) in to a standard 110/120 volt household electrical outlet. The power supply has a small indicator light that will illuminate green if it is properly receiving electrical power. If you have plugged the power supply in to a wall receptacle and the indicator light does not illuminate green, you will need to check your cable connections and your wall receptacle. All electrical and motor cables should already be connected to their appropriate sources when the bed is shipped from the factory. In the event that your bed is not operating properly, refer to "Cable Connections" in this owner's manual to diagnose possible issues with your bed .

We **strongly** recommend that that you plug your bed into a surge protector to prevent damage to the bed's electronic components in the event of a power surge in your home's electrical system. Flexabed's warranty does not cover damages to the bed as a result of a power surge.
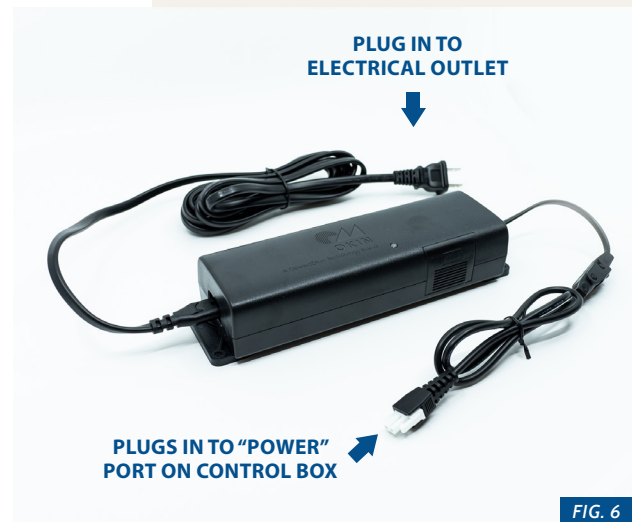

PLUG IN TO ELECTRICAL OUTLET

PLUGS IN TO "POWER" PORT ON CONTROL BOX

FIG. 6

FIG. 7

FIG. 8

FIG. 9

Install mattress retainer bar (if necessary).

If you ordered a foundation with a standard-sized mattress this step is not necessary as the mattress retainer bar is installed at the factory. **HOWEVER, if you ordered a foundation only or a foundation and a low profile mattress, you will need to install the mattress retainer bar before using the bed.** The mattress retainer bar secures the mattress in place when the bed is flexed and prevents the mattress from sliding off the foundation. Raising the foot section of the bed with your hand control will make this installation easier.

Underneath the foot end of the bed, there will be 4 bolts with a wing nut attached. Unscrew the 4 wingnuts and align the holes on the mattress retainer bar with the bolts. (Fig. 7) Once the mattress retainer bar is properly aligned, hand tighten the 4 wing nuts to the bolts to secure the mattress retainer bar in place. (Fig. 8) Place the mattress retainer bar cover (found in the mattress bag) over the mattress retainer bar. (Fig. 9)

OPTIONAL
Attaching a Headboard

Your Flexabed does not require a headboard but is equipped with factory installed headboard mounting brackets should you wish to attach one for decorative purposes.

The headboard brackets have been mounted at the factory facing inward for convenient shipping as pictured in Fig 10. In order to attach a headboard, it will be necessary to remove 2 nuts and bolts per bracket and turn the brackets outward as seen in Fig 11.

There are four holes in the metal bed frame that allow you to adjust the brackets outwards to meet your individual headboard configuration. The brackets are made from mild steel so that they can be bent to accommodate customized positions for your headboard.

When attaching two twins to a king-sized headboard, it is only necessary to prepare the outside brackets for use.
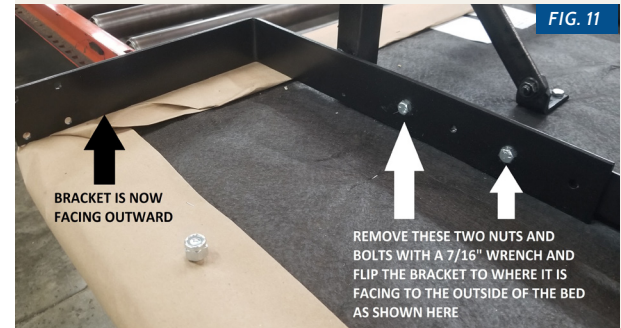

HEADBOARD BRACKETS SHIPPED FACING INWARD

FIG. 10

FIG. 11

BRACKET IS NOW FACING OUTWARD

REMOVE THESE TWO NUTS AND BOLTS WITH A 7/16" WRENCH AND FLIP THE BRACKET TO WHERE IT IS FACING TO THE OUTSIDE OF THE BED AS SHOWN HERE

FIG. 12

FIG. 13

FIG. 14

Install Safety Rails (if ordered).

All Flexabed Premier models ordered with safety rails (except 30" Split beds) come factory equipped with a plate mounting system that facilitates a quick and sturdy installation of your Flexabed safety rails. The only tool needed to complete a safety rail installation is a 9/16" wrench.

1. Raise the head section of the bed to the most upright position using your hand control. If installing safety rails at the foot section, then also raise the foot section to the most upright position. **ON TWIN BEDS, FAILING TO RAISE THE HEAD AND/OR FOOT SECTIONS OF THE BED BEFORE INSTALLING SAFETY RAILS CAN CAUSE SERIOUS DAMAGE TO YOUR BED AND DAMAGES CAUSED BY IMPROPER SAFETY RAIL INSTALLATION ARE NOT COVERED UNDER WARRANTY!**

2. Locate the 2 bolts and nuts on the underside of the foundation approximately 1" from the edge of the bed. (Fig. 12)

3. Completely remove the nuts from the bolts using a 9/16th socket wrench.

4. Whether installing safety rails at the head-end of the bed or the foot-end of the bed, place the hole in the middle of the "L" shaped bracket on the bolts making sure that the label on the safety rail with an arrow is pointing towards the center of the bed. (Fig. 13)

5. Replace the nuts removed in step c and tighten them down with a 9/16"
   wrench. (Fig. 14)

REMEMBER...your Flex-A-Bed side rail can be lowered to allow for easy entry to
and from the bed. Simply pull UP on the side rail and swivel the side rail to the
lowered position. (Fig. 15 & 16)

When installing safety rails on a twin sized Hi-Low bed, the brackets will contact
the metal bed frame when in the lowered position. This is normal and does not
void your warranty.

If you ordered safety rail covers, you can install the cover with the pocket facing
inward or outward depending on your preference. (Fig. 17). Pull the safety rail
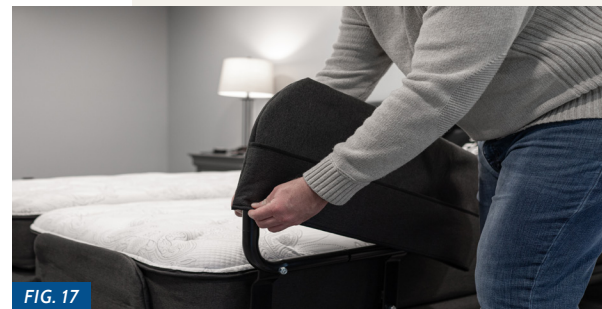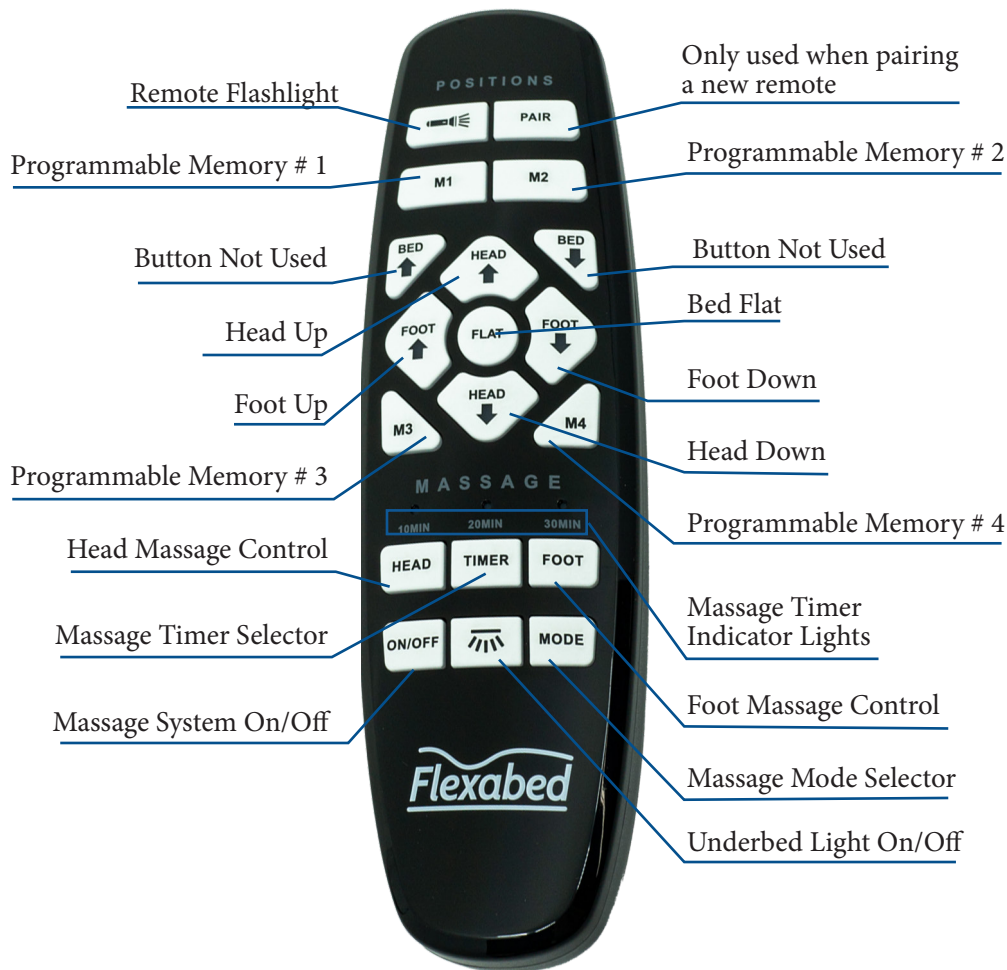over the safety rail by stretching the cover slightly.

FIG. 15

FIG. 16

FIG. 17

Remote Flashlight

Programmable Memory # 1

Button Not Used

Head Up

Foot Up

Programmable Memory # 3

Head Massage Control

Massage Timer Selector

Massage System On/Off

Only used when pairing a new remote

Programmable Memory # 2

Button Not Used

Bed Flat

Foot Down

Head Down

Programmable Memory # 4

Massage Timer Indicator Lights

Foot Massage Control

Massage Mode Selector

Underbed Light On/Off

POSITIONS

MASSAGE

Flexabed

TO PROGRAM A PROGRAMMABLE MEMORY BUTTON

Adjust the bed to your desired position. Once desired position is reached, press and hold the programmable memory button for 5-7 seconds until all buttons on the remote flash rapidly then release.

MASSAGE SYSTEM CONTROL

For beds equipped with massage, the massage system can be turned on/off by pressing the "On/Off " button. Choose between a constant or pulsating mode by pressing the "Mode" button.

MASSAGE TIMER CONTROL

When activated, the massage system will automatically shut off after a specified period of time. The system can be programmed to shut off after 10, 20 or 30 minutes by pressing the timer button

FLAT BUTTON

Press and release the "Flat" button to return all motors on the bed to the flat and level position

UNDERBED LIGHT CONTROL

For beds equipped with an underbed LED lighting system, press the underbed light button to turn the light system on or off.

PREMIER HAND COTROL

FLASHLIGHT:

Press and hold the flashlight button and your remote instantly becomes an LED flashlight! To turn the flashlight off simply release the button.

MASSAGE SYSTEM (if equipped):

All Flexabed Premier remotes come with massage operation buttons whether your bed was ordered with massage or not. If you did not order a massage option when you purchased your bed then all of the massage-related buttons will not be operable. If desired, you can order a massage system from your Flexabed dealer.

To activate the massage system, press the "ON/OFF" BUTTON. This will activate both head and foot massage motors in the "constant" mode.

Once engaged, your Flexabed massage system will operate on a

timer system where the massage motors will automatically turn off after a specified time. The massage system can be programmed to turn off automatically after 10, 20 or 30 minutes. To change the timer duration, press the "Timer" button to move the blue light above the different timer durations on the remote.

Both the head and foot massage motors have three intensity settings: low, medium and high. You can adjust the intensity setting on either massage motor by pressing the "Head" or "Foot" button one time for each level of intensity you want to adjust. You can turn either of the massage motors off by continuing to press the "Head" or "Foot" button for the motor that you want to deactivate.

To activate the pulse massage mode, press the "Mode" button. The pulse massage has three different speeds. Press the "Mode" button one time to change the speed of the pulse massage mode.

UNDERBED LIGHTING (if equipped):

All Flexabed Premier remotes come with an underbed lighting control button whether your bed was ordered with underbed lighting or not. If you did not order underbed lighting when you purchased your bed the underbed lighting control button will not be operable. If desired, you can order an underbed lighting system from your Flexabed dealer. If your bed is equipped with an underbed lighting system, two motion sensors come pre-installed from the factory that will automatically turn the underbed lights on if motion is detected. The motion detectors come installed diagonally across from each other on two bed legs but can be moved to accommodate your specific needs.

MEMORY POSITIONS:

Your Flexabed allows you to store 4 of your own custom memory positions. To program your custom memory position you will need to do the following:

• Adjust the bed to the position you want to save to memory

• Press and hold one of the four programmable memory buttons (M1, M2, M3 or M4) for 5-7 seconds

• After holding the memory button for 5-7 seconds, all of the buttons on the remote should flash rapidly. Once the buttons flash, release the memory button to complete the programming process.

FIG. 18

SYNC BUTTON

PAIR/SYNC BUTTON

HAND CONTROL SYNCING
(wireless remote only):

If your bed is equipped with a wireless remote, the remote is automatically synced to your bed at the factory during the manufacturing process. In the event that you order a new replacement remote or a new control box in the future, you will have to sync the wireless remote to your control box. To sync a wireless remote to your control box:

- Press the "Pair" button twice on the control box underneath the bed. (Fig. 18) After pressing the "Pair" button twice, the light should change from green to blue.

- Once the pairing light has changed from green to blue, press and hold the "Pair" button on your remote control for 3-5 seconds. The lights on the remote should blink rapidly and the pairing light on the control box should change from blue to green indicating your remote has been successfully paired.

Backup battery power:

Each Flexabed power supply is equipped to supply emergency bed lowering capability via battery power. EMERGENCY BATTERY POWER IS OPTIONAL – THE BED WILL FUNCTION PROPERLY WITH OR WITHOUT BATTERIES IN THE POWER SUPPLY.

In order to use backup battery power, you will need to install two 9V batteries (not included) into the emergency battery compartment (Fig. 19) These batteries should be replaced periodically to insure proper operation in the event of loss of electrical power to the bed. The emergency battery compartment is located on the side of the power supply. (Fig. 19)

In the event of a loss of electrical power, the emergency battery power will allow you to LOWER the bed to a flat position. Battery backup power DOES NOT PROVIDE SUFFICIENT POWER TO RAISE THE BED. If you desire to have the capability to raise the bed in the event of a loss of electrical power, you will need an alternative power source such as a generator.

TWO 9V BATTERIES

FIG. 19

CABLE CONNECTIONS

As stated earlier in this manual, all cables are set up and connected at the factory when your Flexabed is built.

However, those cables can become disconnected during the shipping and delivery process. Also, there may be a point in time during the life of your Flexabed where you need to replace a component of the motor system. The purpose of these instructions is to help you properly connect all cables and connections on your bed to ensure proper operation.

If your bed is not working, the most common problem we find in our customer service department is that the bed is not receiving electrical power. Before you check the connections on the bed, always check the following:

• Make sure the power cord from the bed is plugged in properly to a wall receptacle or a power strip/surge protector.

• Check to make sure the electrical outlet that you are using to supply power to your bed and/or power strip is in working order. It is a good idea to plug a known working electrical device (i.e. lamp, radio, etc) into the outlet to test whether the outlet is providing electrical power. If not, check to make sure the breaker is not tripped for the outlet's electrical circuit.

• Flexabed recommends plugging your bed(s) into a UL-approved power strip or surge protector. However, if you are doing this, make sure that your power strip/surge protector does not have too many devices plugged in that exceeds the manufacturer's specifications. If your bed is plugged in to a power strip/surge protector and is not receiving power, it is always a good idea to plug the bed directly into a wall receptacle. If the bed works while plugged into a wall receptacle but now when plugged into a power strip/surge protector, the problem lies within your power strip/surge protector and not the bed.

1. Power Supply Connections.

The first place to check your wiring connections is at the power supply. Your bed's power supply is attached to the bed's platform on the underside of the head section of the bed. The power supply is a small black box that plugs in to your home's wall receptacle to supply electrical power to the bed. The power supply has a small indicator light that will illuminate green if there is power being supplied. If the indicator light is not illuminated, check the following two connections that are located on opposite ends of the power supply: (Fig 6)

- Power cord connection – this is the cable that plugs directly in to your wall receptacle. Check and make sure the cable is plugged in securely to the power supply.

- Extension cable connection – This cable runs from the power supply to the bed's control box on the underside of the bed. Check to make sure the cable is plugged in securely to the power supply and the control box. There is a port labeled "Power" on the control box. The extension cable should be plugged into the "Power" port on the control box.

PLUG IN TO ELECTRICAL OUTLET

PLUGS IN TO "POWER" PORT ON CONTROL BOX

FIG. 6

17

2. Control Box Connections.

The control box is the "brain" of your Flexabed which allows the hand control to communicate with all of the motors on your bed. If any motor or accessory item on your bed is not working, check all of the ports on the control box to make sure that connections are configured properly. (Fig. 20)

FIG. 20

CONTROL BOX PORTS

• Head – the head motor should be plugged into this port

• Foot – the foot motor should be plugged into this port

• Lumbar – nothing should be plugged into this port

• Tilt – nothing should be plugged into this port

• Massage 1 – the head massage motor should be plugged into this port

• Massage 2 – the foot massage motor should be plugged into this port

• MFP2 – any accessory items such as the voice control module or the underbed light motion sensor will plug into the port. If you have not ordered any of these items, nothing will be plugged into this port.

• Sync – only used if you have ordered a sync cable to synchronize two separate beds

• Underbed light – this port is only used if you have ordered an underbed lighting system

• MFP1 – this port is not used

• Power – the extension cable coming from the power supply should ALWAYS be plugged into this port

• Pair Button – this is only used to sync a new remote to your bed. All remotes are automatically synced at the factory. This button should only be used to sync a replacement remote with your bed.

VOICE ACTUATION CONTROL

The voice control module (VCM) allows a bed user to control all of the functions on their Flexabed without the use of a traditional hand-held remote control. The voice control module should be placed on a nightstand or other flat surface that is in close proximity to your Flexabed. The VCM needs to have a clear path to the bed user so that verbal commands from the user can be clearly heard and understood by the VCM.

The VCM has a male and female voice pro-grammed to receive voice commands from the bed user. The male voice is "Max" and the female voice is "Susan". You can select the voice that is most preferable in your situation.

In addition to voice actuation control, the VCM also has the ability to charge your mobile devices via a wired and wireless connection. There is a standard USB-A port and a USB-C port on the face of the VCM for wired charging of your mobile device. You can also place your mobile device on the lightning bolt logo on top of the VCM for fast wireless charging!

The VCM is automatically programmed to "Max" at the factory.

To give the VCM a verbal command, you must:

Step 1: "**wake**" the VCM by saying, "**Hello Max**" or "**Hello Susan**". The VCM will illuminate with a blue ring at the top of the module to indicate that it is awake.

Step 2: Once the VCM is awake, you can speak any of the following voice commands:

Remember, the VCM must be "awake" before it can accept any voice command. If you are speaking the command and the bed does not respond, simply wake the VCM up by saying "Hello Max" or "Hello Susan".

VOICE COMMANDS (words in parentheses are for instruction only - they are not spoken)

Head Up	Save Position 2	Timer 10 (to set massage timer to 10 mins)
Head Down	Save Position 3	Timer 20 (to set masssage timer to 20 mins)
Foot Up	Save Position 4	Timer 30 (to set massage timer to 30 mins)
Foot Down	Massage Start	Lights On
Stop All (stops all motors)	Massage Stop	Lights Off
Flat Position	Wave 1 (massage wave intensity level 1)	Toggle Light
Position 1	Wave 2 (massage wave intensity level 2)	Volume Up (controls the volume of Max/Susan voice)
Position 2	Wave 3 (massage wave intensity level 3)	Volume Down (controls the volume of Max/Susan voice)
Position 3	Wave 4 (massage wave intensity level 4)	Max Volume
Position 4	Level 1 (massage intensity level 1)	Minimum Volume
Save Position 1	Level 2 (massage intensity level 2)	Silent Mode (turns off Max/Susan's voice)
	Level 3 (massage intensity level 3)	Switch Name To Susan (if current voice is Max)
	Level 4 (massage intensity level 4)	Switch Name To Max (if current voice is Susan)

BLUETOOTH CONNECTION MANUAL OF SMARTBED APP

1. Installation Instruction

Download the SmartBed app by scanning the following QR code, or search OKIN SmartBed in App store: IOS (App store),Android(Google play/Huawei app store).


ios

Android

App Store

Huawei App

Goggle Play

BLUETOOTH CONNECTIVY:

Your Flex-A-Bed can be controlled with any Bluetooth enabled Android or Iphone device by downloading the Okin SmartBed app. To download the SmartBed app, scan the following QR code or search "Okin SmartBed" in your phone's App store.

Once the SmartBed app has been downloaded, open the app and perform the following steps:

• You will first need to create an online account with Okin. Follow the prompts on the app to create your account

• Enable Bluetooth connectivity on your phone/device

FIG. 21

FIG. 22

FIG. 23
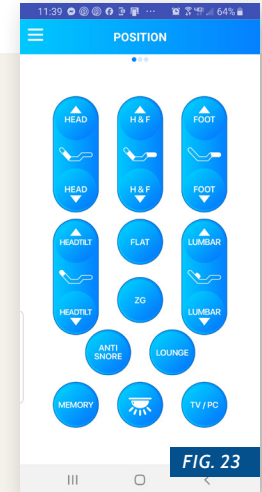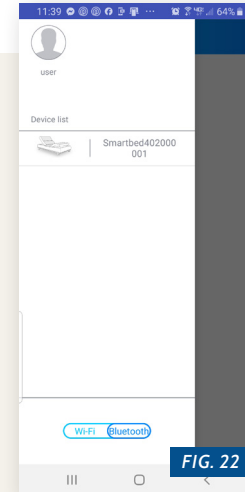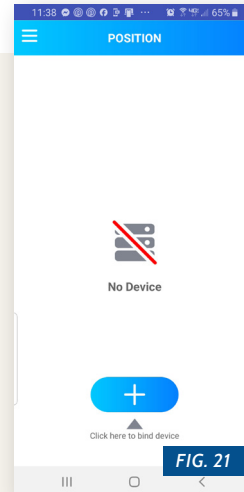
• Navigate to the screen titled "POSITION" (Figure 21)

• Click on the 3 horizontal bars in the upper left corner of the screen

• At the bottom of the screen, select the "Bluetooth" option (22)

• You should see a device named "SmartBed" in the device list. Click on the Smart Bed device to pair your device with your bed. If the "SmartBed" is not found in the device list, press the back button to return to the "Position" screen and then re-enter the device screen by clicking on the three horizontal bars.

 • Once connected, there are three screens you can side swipe to explore. The screens are titled:

   • "Position" (Figure 23) – this menu contains all of the various controls for changing the position of your bed

   • "Massage" (Figure 24) – this menu contains all of the control functions for your bed's massage system

   • "Alarm" (Figure 25)– in this menu you can set alarms to automatically wake you by using a control function on the bed such as a moving to a memory position or activating the massage system

FIG. 24

FIG. 25
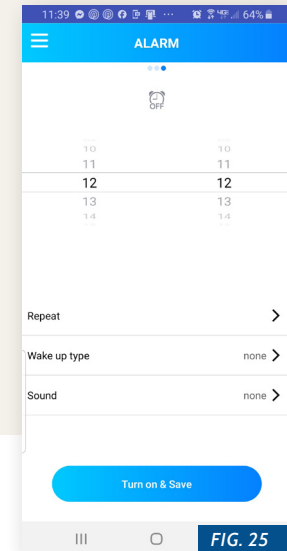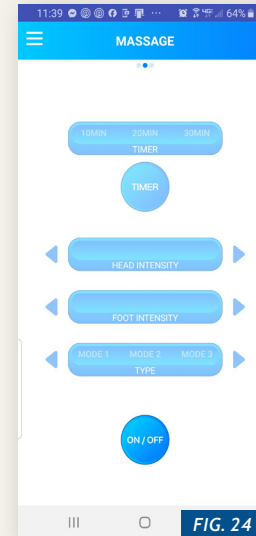
POSITION SCREEN.

The position screen is similar to the layout on your remote control with a few exceptions.

BUTTON	FUNCTION
Head Up	Move head motor up
Head Down	Move head motor down
H&F Up	Move head & foot motor up
H&F Down	Move head & foot motor down
Foot Up	Move foot motor up
Foot Down	Move foot motor down
Head Tilt Up	Not used
Head Tilt Down	Not used
Lumbar Up	Not Used
Lumbar Down	Not Used
Flat	Return all motors to flat position
ZG	M1 Memory Position
Lounge	M2 Memory Position
TV / PC	M3 Memory Position
Anti-Snore	M4 Memory Position
Memory	Extra Programmable Memory Position (app only)
Light	Turn underbed light system on/off

Your regular remote only has four programmable memory buttons (M1, M2, M3, M4). When using the Smart Remote app, you get a fifth programmable memory button titled "Memory". This position is not available on your regular remote.

To program any of the memory positions within the Smart Remote app, perform the following steps:

- Adjust your bed to the desired position
- Press and hold any of the five programmable memory buttons for 5-7 seconds until you see a message on the screen that says "Memory Save Success". Once you see the message "Memory Save Success" you can release the button and the position is saved.

If you press a programmable memory button and the bed does not go to the exact position that you programmed, press the programmable memory button a second time and the bed should continue to the programmed position. It is common for the bed to sometimes stop short of the programmed position if there is electrical interference with the communication system.

MASSAGE SCREEN

This screen allows you to change the settings on your bed's massage system using the Smart Remote app. (Figure 24)

- Press the **ON/OFF** button turn the massage system on or off. If the massage system is off, the timer, intensity, and type functions cannot be adjusted.
- Press the left or right arrows on the **HEAD INTENSITY** meter to adjust the intensity of the head massage motor. There are three different intensity settings to choose from and will be indicated by a green status bar.
- Press the left or right arrows on the **FOOT INTENSITY** meter to adjust the intensity of the foot massage motor. There are three different intensity settings to choose from and will be indicated by a green status bar.
- Press the left or right arrows on the **TYPE** meter to choose between the three different pulse massage modes which will be indicated by a green status bar:
  - º Mode 1 = Slow Pulse
  - º Mode 2 = Fast Pulse
  - º Mode 3 = Faster Pulse

ALARM SCREEN

The alarm screen allows you set an alarm for a specified time and day(s) of the week that will wake you by using one the bed's functions such as moving the bed to a memory position, activating the massage system or turning on the bed's underbed light system. (Figure 25)

To set an alarm:

- Make sure the blue button on the bottom of the screen says "Turn on & Save". If the blue button says "Turn off & Edit" you must press the blue button again until the button reads "Turn on & Save" in order to edit the alarm settings.
- First set the time of day you want the alarm to wake you. The clock is set in a 24 hour format with the hours on the left and the minutes on the right. For example, to set an alarm for 2:30 pm, set the hours to 14 and the minutes to 30. You can change the hours and minutes by scrolling the desired time with your finger on the screen.
- For the **Repeat** setting, choose the day(s) of the week you would like the alarm to wake you

MASSAGE SCREEN (Continued)

- For the **Wake up type** setting, choose which of the bed's functions you would like to wake up to. You can only choose one function. For instance, if you want the bed to wake you up by moving the bed to the M2 memory button setting, select the "Lounge" option. If you want the massage motors to come on to wake you, select the "Massage" option.
- For the Sound setting, choose which alarm sound, if any, you wish for your mobile device to play when the alarm goes off. The alarm sounds are short ringtones played by your device to gently wake you at the desired time.
- When you are finished editing your alarm settings, press the blue button at the bottom of the screen that says "Turn on & Save". Once you press the "Turn on & Save" button, the small alarm clock icon at the top of the screen will illuminate green to indicate the alarm is set and ready.

PREMIER WIRELESS BED
Limited Lifetime Warranty

Because Flexabed builds every bed by hand, we stand behind our product with a great warranty.

This warranty covers the entire bed—each and every component and design feature (even the mattress!), without exception.

BEST OF ALL

Our warranty is even transferable. It's not limited to the person who purchases the bed. So if you sell or give the bed to someone else, it remains under warranty.

This warranty does not apply to any product subjected to customer misuse, electrical surges, damage in transit or handling by the delivering agent unless the customer signs the bill of lading with damages noted, or which, in the opinion of Flexabed, has been altered or repaired by an unauthorized representative in any way that affects the reliability or detracts from the performance of the product. Replacement parts are warranted for the unexpired balance of the original warranty period. This warranty does not include responsibility for transportation or handling expenses except those specified. The foregoing is in lieu of all other warranties, expressed, implied, or statutory. Flexabed neither assumes nor authorizes any person to assume for it any other obligation or liability in connection with the sale of this

product. In the unlikely event that critical repair components become impossible to acquire after the 5th year and a repair cannot be made, Flexabed will offer an "in-lieu of" discount of 33% off the MSRP that is in effect at that time toward the purchase of a new mattress or articulating base unit.

In order to prove a defect in materials or workmanship, the customer will be expected to provide pictures and/or video as prescribed by Flexabed service personnel in order to prove the defect is not normal wear and tear on the product.

If you experience any problem with your Flexabed at any time regardless of the stage of your warranty, please contact us and we will make every effort to help you.

MOTORS AND LIFTING MECHANISM

- During the first 12 months after purchase, Flexabed will provide in-home parts and labor at no charge. All parts will be shipped via UPS ground. Any expedited charges must be paid by the customer.

- After the first year, any part may be purchased from the factory or sent to the factory freight prepaid by the customer for repair, reconditioning or replacement at the factory's option for a $100.00 fee plus any shipping charges incurred to ship the part back to the customer.

MATTRESS AND UPHOLSTERED BASE

- During the first 12 months after purchase, Flexabed will provide in home repairs or replacement at the factory's option at no charge provided the defect is demonstrated to be a defect in materials or workmanship and is more than normal wear and tear.

- After the first year of purchase, the mattress and or the upholstered base may be sent to the factory freight prepaid by the customer for repair, reconditioning or replacement at the factory's option for a $100.00 fee and will be returned freight collect at the customer's expense.

Note – If the mattress shows unmistakable signs of abuse or wetting the warranty is void and you will have the option to have it returned to you as-is freight collect or discarded.