



# OWNERS MANUAL



## Lift BASIC

Model Numbers:

**LTLBAB, LFLBAB, LQUBAB, LKGBAB, LCKBAB**

Head Up, 3-1 Legs, 0-Clearance, Folded Design and Wired Remote

Scan this code to view the most recent assembly and safety instructions or visit: <https://palmetto-sleep.com/manuals>



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## Attention: Important Safety Disclaimers

Read the following information before using this product. Failure to use a surge protector may compromise safety, result in product malfunction, and void the electrical portion of your warranty.

### TO REDUCE THE RISK OF SHOCK, BURNS, FIRE OR INJURY

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. Never operate the base when the air openings are blocked. Keep air openings free of lint, hair and the like. Do not drop or insert any object into any opening. Discontinue use of the bed base and contact a qualified service center if: it has a damaged cord or plug, if it is not functioning properly or has been dropped into water. 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. Modifying the unit or failing to use a surge protector may void the electrical portion of your warranty.

### PETS AND CHILDREN

Immediately dispose of all packing materials as it may pose a smothering risk to small children and pets. To avoid injury, it is not advised to allow children and small pets to play on or under the bed. Children should not operate the bed base without adult supervision.

### PACEMAKERS

Some products contain Neodymium magnets which may interfere with devices such as pacemakers, ICD's 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 physical activity or exertion. This is a common occurrence with any product that creates a vibrating movement and may not affect the pacemaker. Please consult your physician before using the massage feature.

### IN-HOME USE AND HOSPITAL STANDARDS

Palmetto Sleep Lift adjustable bed bases are designed solely for in-home use. This base is not designed to meet hospital standards or function as a hospital bed. Do not use this base with TENT TYPE oxygen therapy equipment or near explosive gases.

### ADDITIONAL SAFETY FEATURES

Casters (optional leg accessory) are equipped with locking wheels to prevent unwanted movement. Even when locked and unable to roll, it is possible for the casters to slide. Free release head and foot motors are designed to lower the mattress by retracting only with gravity, never pulling downwards, which minimizes pinch points.

### 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 may result in metal-on-metal or metal-on-plastic contact. 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, which may create audible 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.

## MATERIALS

Palmetto Sleep Lift adjustable bases are constructed from various materials including woods, metals, plastics and fabrics. Tension, pressure or movement applied to the frame, platform or shroud through general use may create an audible sound.

## MESSAGE OPERATION AND LOCATION ENVIRONMENT

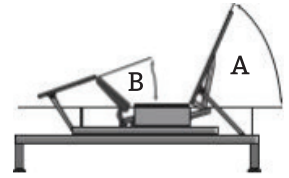
The massage feature will emit a tone during operation. This is normal. As the massage intensity level is increased, the tone will intensify. The volume of this tone is directly related to the location environment. For example, when demonstrated in a show room, the surrounding environmental noise will cover some of the massage noise. However, when installed in a home setting with wooden floors, whether 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 1-6 of massage intensity represent the revolutions of the motor per minute. Level 6 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 user, the feeling of vibrations will differ. Users are encouraged to choose the massage intensity setting that feels most comfortable. Understanding how the massage system behaves at different intensities can help optimize your comfort level. Just as an engine may run rough during idle, as the RPMs increase, the vibrations change concurrently.

## TOLERANCE

All Palmetto Sleep Lift adjustable foundations, depending on make and model, are 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. Normal operating use is defined as the following: Adjustable foundation is to be operated with a mattress and load. Testing procedures require lifetime cycle tests with up to 120kg distributed load.

The angle (designated "A" in figure 1) between the back section and the flat section for various configurations of the mattress support platform shall be  $\pm 3^\circ$ , which translates to a tolerance of up to 1 1/2".



The angle (designated "B" in figure 1) between the flat section and foot

section for various configurations of the mattress support platform shall be  $\pm 3^\circ$ , which translates to a tolerance of up to 3/4". Any adjustable foundation that meets these parameters is considered to have passed the manufacturer's quality control standards.

## THAT "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 spending time in the adjustable bed—such as reading, watching TV, or relaxing with family. These activities help the adjustable base adapt to changes in weight and temperature. Due to material sensitivity, some components 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.

## WEAR AND TEAR

Wear and tear refer to damage that occurs naturally and inevitably as a result of normal use or aging.

## 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 30 cm (12 inches) away from direct heat sources. For a deeper cleaning, blot liquid spills with a clean dry cloth. Wipe with a clean cloth dampened with warm water. Do not wet excessively. A soft bristle brush may be used to remove ingrained soil. Avoid scratching by gentle brushing. Use a clean, damp cloth to remove any residue. 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 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.

## WEIGHT LIMITS

This product is not rated to support weights in excess of 750 pounds. The base will structurally support this weight, provided it is evenly distributed across the bed base. The adjustable base 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.

## SAVE THESE INSTRUCTIONS.

### 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 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 requirement and void the user's authorization to operate the device.

Radio Frequency: 2.4 GHz

**Before discarding the packing materials - ensure all the parts are accounted for.**

All electronics and components that need to be installed are located in boxes under the base or attached to the frame.

- A) Wired Remote Control (1)
- B) Mattress Retainer Bar (1)\*
- C) Legs (6)
- D) Power Cord (1)
- E) Power Supply
- F) Y-Cord ‡



B \*



D



E



F ‡\*



## Misc Parts (not included):

- G) Connecting Strap†
- H) Surge Protector

G †



H †



## Headboard Bracket Components (Optional):

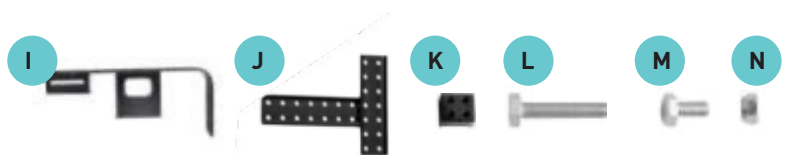
- I) Headboard Bracket (2) †
- J) T-Bracket (2) †
- K) Spacer (2) †
- L) Long Bolts (8) †
- M) Short Bolts (10) †
- N) Nuts (18)†

\* These items are attached to the base for shipping purposes. Carefully remove from base and set aside.

‡ Only included in Twin Long and Cal King Split bases.

† This is an optional item and can be purchased

## HEADBOARD BRACKET COMPONENTS (Optional)



Head Motor



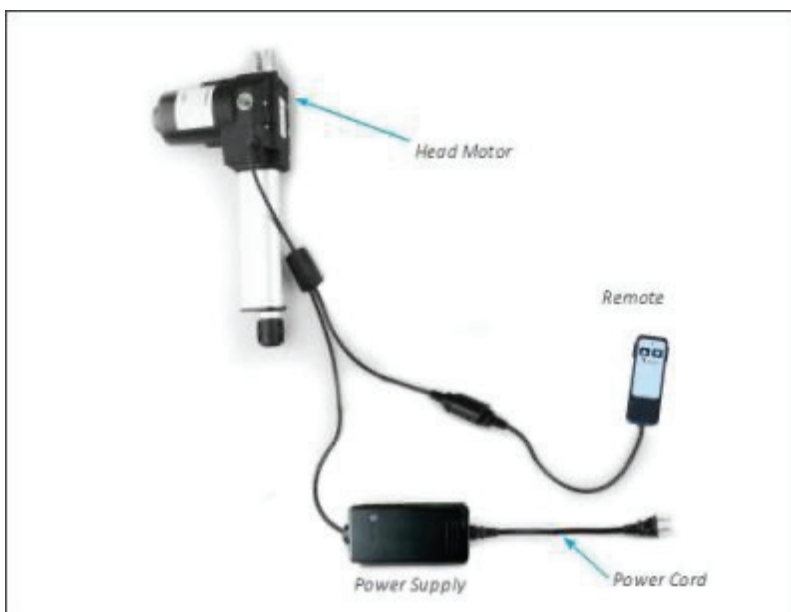
Lowers head portion of the base.

Lifts head portion of the base.

## Quick Reference Guide

Not to scale. For illustration purposes only. Read all instructions before beginning installation.

### ELECTRONICS OVERVIEW



1. Flip back this hinged retainer clip.



2. Connect to remote completely. Align arrows on connectors. No gap.



3. Close the retainer .



If installing a split unit - see pages 9-10.



**Always use two people when setting up the base.**

## Step 1

With the help of an able-bodied assistant, place the carton on the floor with the arrows pointing downwards. Remove the binding straps and packing materials, making sure not to puncture the box with any sharp objects.

## Step 2

Remove the bed base from the box keeping the bottom of the base facing upwards.

## Step 3

To install the legs, thread the washer over the bolt of the leg with the recessed side facing the leg, and tighten by hand. Do not over tighten.



10.5 inch leg

## Step 4

Uncoil power connection cord from the head actuator and plug into Power Supply.



## Step 5

Uncoil the Power Cord and connect to the Power Supply. Place Power Supply on the ground and extend from the base. Ensure that the Power Supply and all attached cords are directed toward the desired surge protector.



## Step 6

Carefully flip the base over on to its legs. Important: Two people are required to move the bed base. Do not drag across the floor. Do not rest frame on its side, excessive pressure may damage the legs.



## Step 7

Plug the power cord into a power source. A surge protector is recommended.



## Step 8

Quickly test remote functions to verify proper setup before placing mattress on base. Return the base to a flat position before placing the mattress on top.

## Step 9

Place each end of the mattress retainer bar into the inserts at the foot of the base until the retainer bar is secured in place.



**Setup is now complete! Test all functions on remote.**



If a split setup is being installed, optional plastic connecting straps can be used to help secure the bases together. To purchase optional accessories, please call 1-844-395-4587.

## 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.

# Syncing Two Bases (Optional)

A Y-Cord is included with Twin Long and Split Cal King bases only (not available on Queen, Full or Full-Long size bases). The Y-Cord connects two bases to a single remote for the synchronization of two bases.

## Step 1

Unplug bases from power source.

## Step 3

Plug remote into Y-Cord



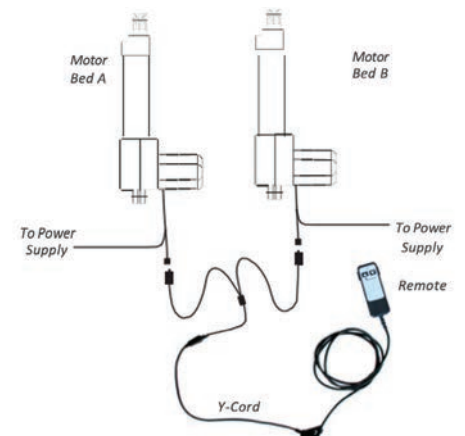
## Step 2

Locate the wired control plug (connected to the motor). Plug end of y-cord into wired control plug. Repeat for other end of cord and wired control plug from second motor.



## Step 4

Once the remote has been connected to the control box with the y-cord, plug bases into power outlet and test all functions.



**Headboard Brackets are an optional accessory.**

**A 9/16" (14 mm) & 1/2" (13 mm) socket and crescent wrench are necessary to complete installation.**

## Step 1

**a.)** Align the hole in the bracket to the brass sleeve into which the leg threads. Hold the bracket in place and screw the leg into the base until it is snug. **DO NOT OVERTIGHTEN.** Too much force may cause the leg to spin freely.

**b.)** Align the tab with the hole in the frame (located towards the foot of the base) and use a short bolt and nut to secure the bracket. Make sure the bolt is tight.



## Step 2

Attach the plastic spacer and T-Bracket.

**a.)** Measure the distance between the mounting holes on the headboard and install the spacer and attachment plate to accommodate the headboard.

**b.)** To install the plastic spacer and attachment plate, you will need (2) long bolts and (2) nuts. Place the spacer and attachment plate in the desired location and slip the bolts through the holes with the head of the bolt facing outward. Position the bolts diagonally on the spacer. Use the 9/16" socket and wrench to tighten the bolts.



## Step 3

You may now connect your headboard to the attachment plates using the remaining short bolts and nuts to secure it to the brackets. The heads of the bolts will face outward. Use a 9/16" socket and 1/2" wrench to tighten the bolts.

# Troubleshooting

**If one or more functions on the bed 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 to ensure the green LED light is illuminated on the power supply. If there is no light, verify that the input and power cords are properly connected.
- Unplug the base for 1 hour to reset the electronic components.
- Plug bed base into a different electrical outlet, or test current outlet with another working appliance (a grounded, electrical surge protector is recommended).

If issue is not resolved by following the instructions above, locate serial number on warranty card or back of remote and call.

## Palmetto Sleep Lift Advantage Ten Year Limited Warranty

Palmetto Sleep warrants to the original consumer purchaser that the motorized adjustable bed foundation, adjustable bed frame or adjustable bed (hereinafter referred to as “adjustable bed” or “adjustable beds”) are free from defects in workmanship and material as provided herein. This Limited Warranty is not transferable, and coverage terminates if the original consumer purchaser (“purchaser”) sells or otherwise transfers the product.

### If you wish to make a claim

You must contact the Palmetto Sleep dealer from whom the product was purchased, or if not available, 888-313-0758, or [palmetto\\_sleep@serveco.com](mailto:palmetto_sleep@serveco.com) within thirty days of discovery of the problem with the serial number and the original sale receipt which identifies the date of purchase. Any information or materials to be returned upon authorization should be sent to Palmetto Sleep at 418 Chandler Dr., Gaffney, SC 29340.

### What we will do

**Year 1:** Full coverage parts and labor warranty This adjustable bed is warranted against defects in the workmanship or materials for a period of up to one (1) year from the date of purchase for adjustable beds bought new and for up to one (1) year from the date of manufacture for those beds that were originally floor samples. Palmetto Sleep will send replacement parts (at no cost to the purchaser) for any defective or malfunctioning adjustable bed part to the purchaser, and Palmetto Sleep will pay all pre-authorized labor and transportation costs associated with the repair or replacement of any parts which Palmetto Sleep determines to be defective or malfunctioning. This warranty does not apply unless all defective parts are returned within 15 days.

**Years 2 and 3:** Full coverage of parts only warranty If the defect occurs in the second or third year following purchase for adjustable beds bought new and following the date of manufacture for adjustable beds that were originally floor samples, Palmetto Sleep will offer replacement parts (upon terms and conditions set forth in this paragraph) for any mechanical bed part found to be defective or malfunctioning. This limited warranty shall not apply if purchaser does not return any and all defective or malfunctioning parts to Palmetto Sleep within 15 days of the purchaser’s receipt of replacement parts. The purchaser shall bear all service, transportation, labor, shipping and handling costs related to the delivery and/or replacement of the defective or malfunctioning parts.

**Years 4 through 10:** Prorated coverage of non-electrical parts only warranty If the defect occurs in the fourth through twentieth year following purchase for adjustable beds bought new and following the date of manufacture for adjustable beds that were originally floor samples, Palmetto Sleep will offer replacement parts (upon terms and conditions set forth below) for any mechanical bed part found to be defective or malfunctioning. Electronics, electrical components, massage motors and lift motors are excluded. The purchaser shall pay 1/17th of the then-current cost of the defective part for each year past the third. Palmetto Sleep will cover the remainder. This limited warranty shall not apply if purchaser does not return any and all defective parts to Palmetto Sleep within 15 days of purchaser’s receipt of replacement parts. In those situations where this limited warranty applies, the purchaser shall bear all service, transportation, labor, shipping and handling costs related to the delivery and/or replacement of the defective or malfunctioning parts.

## **This limited warranty does not cover or apply**

This Limited Warranty does not apply: (a) to any damage caused to the adjustable bed by the purchaser; (b) if there has been any unauthorized repair or replacement of the adjustable bed or parts; (c) if the adjustable bed has been mishandled whether in transit or by other means, subjected to physical or electrical abuse or misuse, or otherwise operated in any way inconsistent with the operation and maintenance procedures outlined in the Owner's Manual, this limited warranty, and any other applicable document published or approved by Palmetto Sleep; (d) in relation to damage to mattresses, fabric, cables, electrical cords or items supplied by dealers (also known as retailers or resellers); (e) if there has been any unnecessary service calls, including costs for in-home service calls solely to educate the purchaser about bed features or connections. (f) if the recommended weight restrictions (Twin/TXL/Split QN/Split CA King: 400 pounds, Full/FXL: 500 Pounds, Queen: 600 Pounds) and guidelines for proper distribution of weight as stated in the Owner's Manual are not followed; (g) for adjustable beds used in commercial type settings, such as but not limited to dormitories, hotels and rentals.

## **Additional terms and conditions**

No reimbursement will be made to the purchaser for the inconvenience, removal, installation, setup time, lack of use, shipping, or any other costs or expenses not covered by this limited warranty. Palmetto Sleep holds no responsibility for in-home service on adjustable beds. Purchaser should contact his dealer for any terms and conditions relating to purchaser's in-home service if any.

THIS LIMITED WARRANTY REPLACES ALL OTHER WARRANTIES EXPRESSED OR IMPLIED INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PURPOSE AND NO ONE IS AUTHORIZED TO ASSUME OR UNDERTAKE FOR PALMETTO SLEEP OTHER LIABILITY IN CONNECTION WITH THE SALE OF THE PRODUCT. PALMETTO SLEEP SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INDIRECT DAMAGE OF WHATEVER KIND, INCLUDING PERSONAL INJURIES OR DAMAGE TO PROPERTY, EXCEPT AS PROVIDED HEREIN.

This warranty is made by Palmetto Sleep and is not made by or on behalf of its distributors, retailers or any other party. Some states do not allow the exclusion or limitation of incidental or consequential damages or the exclusion of implied warranties or the limitation on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.