

Self-Service Troubleshooting Steps

FOR A NON-RESPONSIVE EASE, ERGO, OR ERGO EXTEND ADJUSTABLE BASE

START HERE:

Initial Troubleshooting Checklist for a Non-Responsive Base:

- ☐ Ensure your base is plugged in to a power outlet
- ☐ Change the batteries in your remote control
- ☐ Verify the Child Lock feature is disabled (see steps below)

Steps to deactivate the Child Lock feature on your adjustable base remote:

Step 1: Identify the label on the back of your remote.

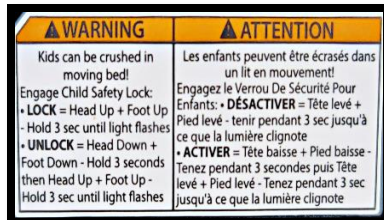


Figure 1: Orange and White Warning Label



Figure 2: Black and White Warning Label

Did you know?

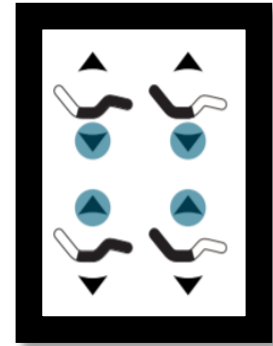
The primary reason adjustable bases unexpectedly stop functioning is because the Child Lock feature is unintentionally activated. This can happen by accidentally pressing multiple buttons at once.

Fortunately, deactivating the Child Lock is easy!

Step 2:

Option A: If you have an **Orange and White** Warning Label, follow these steps:

1. Press and hold the HEAD DOWN and FOOT DOWN buttons together for *3 seconds* and/or until you see the remote backlight flash twice.
2. Press and hold the HEAD UP and FOOT UP buttons for three seconds and the remote backlight flashes twice.



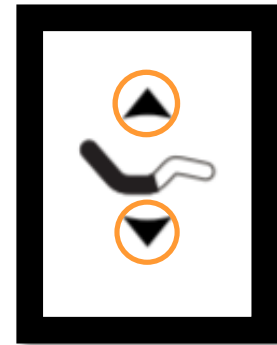
Your remote should now be out of Child Lock. At times the remote can get stuck in a limbo state between locked and unlocked and you may need to reattempt these steps.



Option B: If you have a **Black and White** Warning Label, follow these steps:

1. Press and hold the FOOT UP and FOOT DOWN buttons together for approximately 6 seconds and/or until the remote backlight flashes twice.

Your remote should now be out of Child Lock. At times the remote can get stuck in a limbo state between locked and unlocked and you may need to reattempt these steps



If you need additional assistance, please contact our Customer Service line at 1 (800) 821-6621 to speak with a representative who will be happy to help you.