RENANIM

MADE FOR RESTFUL SLEEP

ADJUSTABLE BED MANUAL

TWIN XL / FULL / QUEEN / KING / CAL KING

MODEL #: SERENITYFLEX

SCAN QR CODE

Renanim
Adjustable Bed
Installation Guide

Video Assembly Tutorial

You may also access the Installation Guide video through this link: https://tinyurl.com/57vztytm

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1. Press the FLAT button to flatten the bed.

2. Adjust the bed to your preferred position by pressing head and foot up/down button.

3. Press and hold the setting button M1/M2/TV/LOUNGE/ZG, and let go after hearing the “didi” sound, which indicates the setting has been successfully programmed.

4. Repeat the process for a second set.

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1. Press the head down and the foot up buttons at the same time, the blue backlight starts flashing to indicate that the remote the controller has been successfully locked.

NOTE: This is to prevent children’s disoperation.

2. Repeat the process to unlock the remote controller.

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If you temporarily cannot reach the remote controller, press the little button at the side of the control box or the little button on the extension wire to return the bed to the flat position.

Restart the bed by unplugging it from power and plugging it back in after an hour or more. This can fix any electronic issues that prevent some features from working.

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6WHS

Scan the QR code as follows and you will be redirected to the browser and let you download

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If you are an Android user, you will be redirected to the interface shown below.

Note:

For those who are in China, please click "安卓(中国 ´to download;

For those who are outside China, please click $QGURLG *to download.

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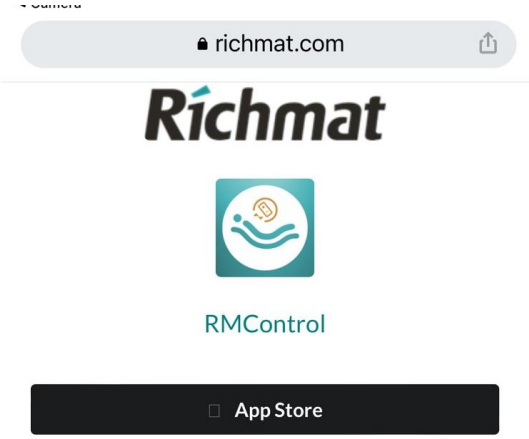
If you are an IPhone user, you will be redirected to the interface shown below.



6WHS

Open the RMControl software. Click the link "QRRMXXXXXX" with 10 digit.

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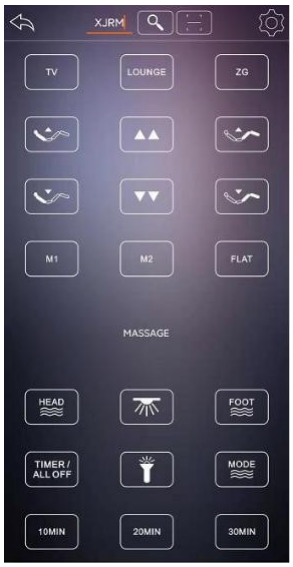
Scan the QR code, upon clicking the 10 digit device.

6 W H S

You will be redirected to the interface shown.

Enter "XJRM", click search, and the operation interface will appear.

At this time, the mobile phone can control the operation of the motor .



Weight Limits

7KH UHFRPPHQGHG ZHLJKW UHVWULFWLRQ IRU WKH DGMXVWDEOH EDVH L WKH ZHLJKW RI WKH PDWWUHVV

To calculate the weight limit, subtract the weight of the mattress from 1000 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 base in the raised position; always return the bed to a flat position prior.

If the weight limit is exceeded on the head or foot mechanism, the master controller may stop all functions. Exceeding the recommended weight limit restrictions could damage the bed and void the warranty.

Operating Noises

This adjustable bed comes with a massage feature. The massage function emits a noticeable tone during operation. As the massage intensity level increases, 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

If you experience problems with your adjustable bed, please follow these steps for corresponding issues:

Issue/Problem	Solution
♦ Bed doesn't move smoothly? ♦ Bed stutters when in motion?	- Bed mechanism may be obstructed. Elevate bed and check for obstruction. Remove obstruction and other debris. - Check the motor underneath. If the motor is worn out (due to overheat), it may cause the bed to move slowly. Kindly unplug the bed and let it rest for an hour to reset the electronic components. - Press the lift buttons firmly and accurately.
♦ Noisy motor? Grinding Sound? (Massage motors seem excessively loud during operation?)	- If the noise is only occasional or very faint, check for any loose screws or parts in the bed frame. Tighten any that are found. - If the noise persists and louder, it could be an issue with the motor itself. Do not hesitate to message us. - In either case, place a piece of foam, carpet or other material between the bed and the floor. Adjust the bed, so it is not in direct contact with the floor. - If base is located on hard surface flooring, place carpet pieces or rubber caster cups under each leg or caster of the base.
♦ One or more of the 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. - Ensure the LED lights are illuminated on the control box. If there is no light, verify that the input and power cords are properly connected. - Check the remote control batteries if its worn out. Replace with new ones if needed.
♦ Split or tandem system is out of sync. Only one of the two adjustable bed raises or both beds raise but one side is higher than the other?	- Reset the system by doing Emergency reset (Please see Page 10) and by unplugging and plugging the power supply back for an hour or more. Then sync the remote to both adjustable beds again. Please see Page 7, Installation Guide Step 6.
♦ Bed head or foot level stuck?	- Please reset the bed by doing the emergency reset. Please see Page 10: Emergency Reset
♦ There is no power coming from the main controller/ control box?	- Double-check the power connections. Ensure that all the cables and connections on the control box and the power supply are secure and properly connected. - Check that the power indicator or green LED light on the power supply that usually indicates it is receiving power - Verify the power source: Confirm that the power supply receives power from the outlet.

TROUBLESHOOTING

Issue/Problem	Solution
♦ Head or foot section elevates adjustable bed but does not return to flat position?	- Your adjustable bed may be obstructed preventing smooth operation. Remove obstructions from around and under the bed. - If a headboard is installed, check that it is not too close to the edge of the mattress. Make sure there is enough distance between the headboard bracket and the mattress. - Emergency Reset (please see page 10)
♦ Remote not working?	- Press any button on the remote controller to see whether the blue backlight is bright. If it is dim or does not light, check the battery. -Make sure the batteries are installed correctly. - Check for dirt or debris blocking the sensors. - Emergency Reset (please see page 10)
♦ Remote Not Working (One or More Functions Not Working)?	For example, the head raise/lower buttons might work, but the feet do not. Or, the massage on one side of the bed works, but not the other. - Check under the bed and make sure each component is fully plugged into the control box - Bed's control box is where all the different motors are plugged into. If one of these connections has come loose, plugging it back in can fix the non-working components
♦ Mattress keeps slipping?	- make sure the mattress retention bar is properly installed and is gripping the front of the mattress well
♦ Not satisfied with the factory settings positions?	- Please see Page 10
♦ Remote pairing?	- Please see Page 7, Installation Guide Step 6.
♦ Fixing Sync Issues: How to Enable Independent Control for Split King Beds	Here are the steps to let your split king bed function independently after being initially synchronized: **CHECKING SYNCING THE REMOTE WITH THE BED** - Start by checking the syncing of one bed with its remote. Perform a simple head up or down operation to ensure the bed is responsive. - Press and hold any button on the remote control to see if the two beds are synchronized. **REMOVE CODE PROCESS:** - Ensure the power supply remains connected; do not unplug the bed during the process. - Remove the batteries from the remote. - Press and simultaneously hold the "Head Up" and "Foot Up" buttons on the remote. While holding these buttons, reinsert the batteries.

	- Continue holding the "Head Up" and "Foot Up" buttons until the backlight on the remote flashes, indicating that the matching code has been released. You can now release the buttons. **RE-PAIR PROCESS:** - Please refer to page 7, installation guide step 6 Matching code. - Once this process is complete, repeat the same procedure for the second bed frame and remote.

If your issue is not resolved by following the instructions above or if you need assistance, please message us on our online store page where you purchase the bed or at service@renanim.org. You may also message us at (302) 309-0757.

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WARRANTY
10-YEAR LIMITED WARRANTY INFORMATION

This warranty applies to Renanim Adjustable Base and is extended only to the consumer who makes the original purchase. This warranty is not transferrable. The "adjustable base" does not include the mattress. "Warranty Commencement Date" means the date the purchaser purchased a new and unused Renanim Adjustable base. Renanim warrants this adjustable base to the purchaser on the terms and over the reducing periods of time set out below. All warranty claims require notice from the purchaser to be given to Renanim in the manner set out below and to be received by Renanim within the applicable warranty period.

LIMITED WARRANTIES

Limited Warranties are non-transferable. The following Limited Warranties are given to the original retail purchaser of the following Renanim Adjustable Bed Base Product.

YEAR 1 THROUGH 10 –STEEL BED BASE ONLY

Your Renanim Steel Bed Base is warranted against defects in the workmanship or materials for ten years from the warranty commencement date.

YEAR 1 THROUGH 3 - FULL COVERAGE OF BED BASE PARTS

Head motor, foot motor, power supply cables and control box are included in this warranty. Upon written notice, Renanim will send the purchaser replacement parts for defective parts. This three (3) year's warranty shall only apply if the purchaser returns all defective parts to our warehouse/s within seven days of the purchaser's receipt of the replacement part. Purchaser shall bear all service and labor costs related to the defective part's delivery and replacement.

YEAR ONE—REMOTE CONTROL ONLY

WARRANTY LIMITATIONS EXCLUSIONS:

This warranty does not apply; (a) to any damage caused by the purchaser; (b) if there has been any repair or replacement of adjustable base parts by an unauthorized person; (c) if the adjustable base has been mishandled (whether in transit or by other means), subjected to physical or electrical abuse or misuse, or otherwise operated in any manner inconsistent with the operation and maintenance procedures outlined in the Owner's Manual and this warranty; (d) to damage to mattresses, fabric, cables, electrical; (e) if there has been any modification of the adjustable base without prior written consent by Renanim or (f) to costs for unnecessary service calls, including costs for in-home service calls solely to educate the purchaser about the adjustable base or find a satisfactory power connection.

Any repairs to or replacement to the purchaser's adjustable base or its components under the terms of this limited warranty does not extend the applicable warranty from the Warranty Commencement Date. The decision to repair or to replace defective parts under this warranty shall be made, or cause to be made, by Renanim at its option and in its sole discretion. Repair or replacement shall be the sole remedy of the purchaser. There shall be no liability on the part of Renanim for any special, indirect, incidental, or consequential damages or any other damage, claim, or loss not expressly covered by the terms of this warranty.

This limited warranty does not include reimbursement for inconvenience, removal, installation, setup time, loss of use, shipping, or any other costs or expenses. This warranty applies under normal household use conditions and does not apply to defects resulting from negligence, misuse, accidental, or commercial rental usage. All implied warranties, including those of merchantability and fitness for a particular purpose, are limited to the duration of the express warranties on this product.

All warranties apply to the original consumer purchaser only and do not apply to commercial and non-residential users.

HOW TO GET SERVICE:
Please message us on our Store page or at service@renanim.org to submit your warranty claim. Attach your Full name, Order ID, and Order details with the warranty subject to use for confirmation.