



## Zero-G Platinum Elite



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# Owner's Manual

Actual product appearance and functionality may vary from photographs, illustrations and descriptions included in this manual.

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# safety precautions and usage statements

## Attention: Important Safety Disclaimers

**Read all instructions before using your adjustable base. Save these instructions.**

### **To reduce the risk of shock, burns, fire or injury:**

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 working properly, or it 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 or disabled persons.

### **Outlet Safety:**

**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). 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. Unauthorized modification or failure to use a wall outlet or surge protector could

void the electrical portion of your warranty.

### **Warranty Warning:**

Do not open or tamper with control box, motors, or remote (with the exception of battery compartments). The warranty will be void if the internal workings of these components are tampered with. For complete warranty information visit [www.ergomotion.com](http://www.ergomotion.com) or refer to the warranty card included with the base.

### **In-Home Use and Hospital Disclaimer:**

Ergomotion adjustable bed bases are 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.

### **Pacemaker Notice:**

This product contains 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 this product.

It is possible that some pacemakers may falsely interpret the optional massage feature vibrations as movement/exercise. 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.

### **Pets and Small Children:**

Immediately dispose of all packing materials as it may pose a

# safety precautions and usage statements

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.

## **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.

## **Product Ratings:**

The lift motors are not designed to operate continuously for more than [2] minutes in an [18] minute time 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.

## **Weight Limits:**

This product is not rated to support weights exceeding 750 pounds. This product is not rated to support weights in excess of 750 pounds inclusive of the mattress and bedding. 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.

## **Acoustics:**

The massage function will emit a noticeable tone during operation. 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, carpeted or not, the massage volume will be more noticeable.

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 creating a 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.

**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 user's right to operate the device.

Radio Frequency: 2.4 GHz

# parts list

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) Wireless Remote Control and (3) AAA batteries
- B) Mattress Retainer Bar (1)\* (Optional, can be purchased from Ergomotion directly)
- C) Legs (4)
- D) Power Cord (1)
- E) Power Supply (1)
- F) Power Down Box (1)\*
- G) Connecting Strap\*‡
- H) SmartSync™ Cord (1) ‡










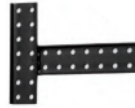






## Headboard Bracket Components:

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

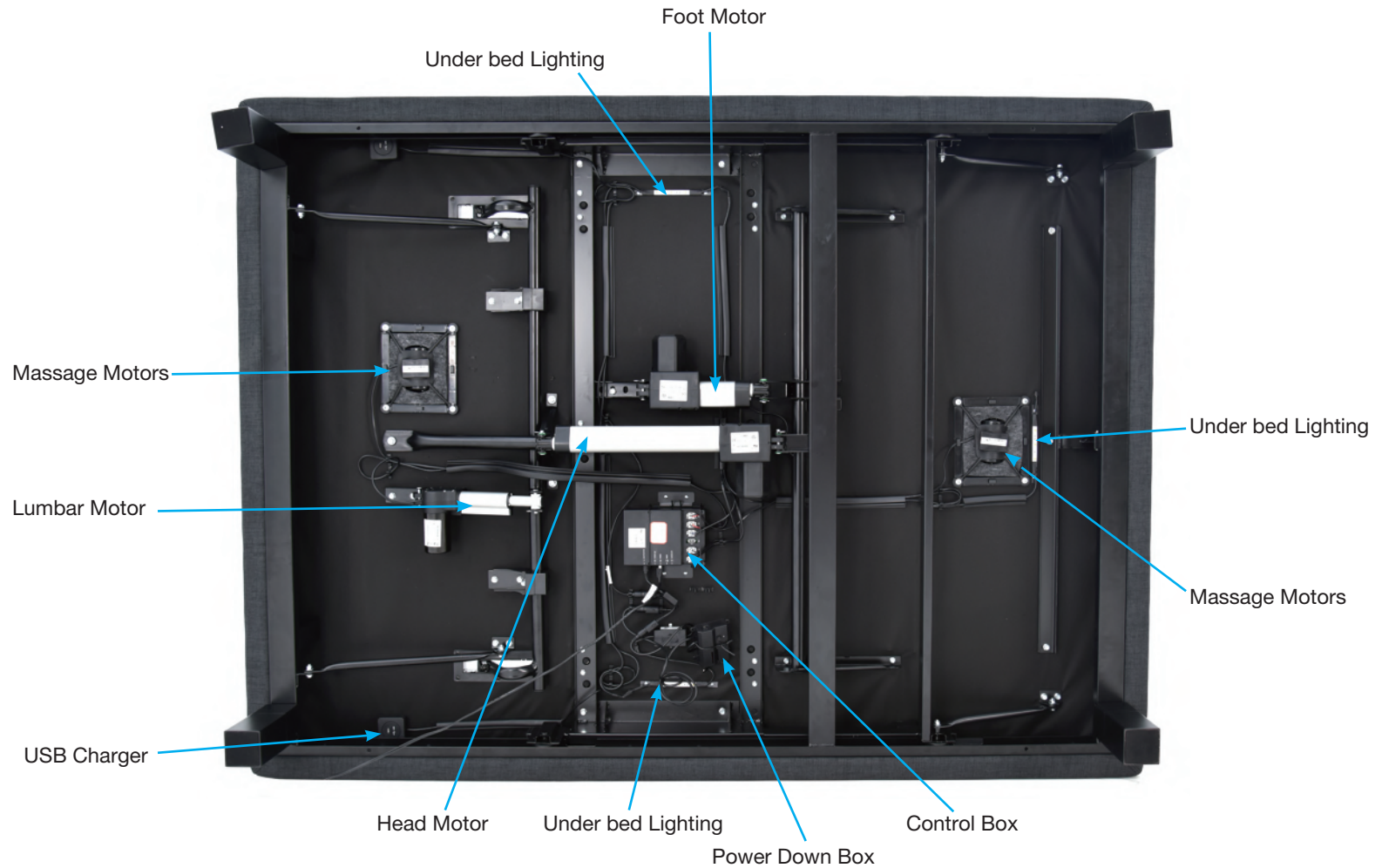
## Misc Parts (not included):

- O) Surge Protector
- P) 9 Volt Batteries (2)

- \* These items are attached to the base for shipping purposes. Carefully remove from base and set aside.
- ‡ Only included in Twin, Twin Long, Queen Split and Cal King Split bases.

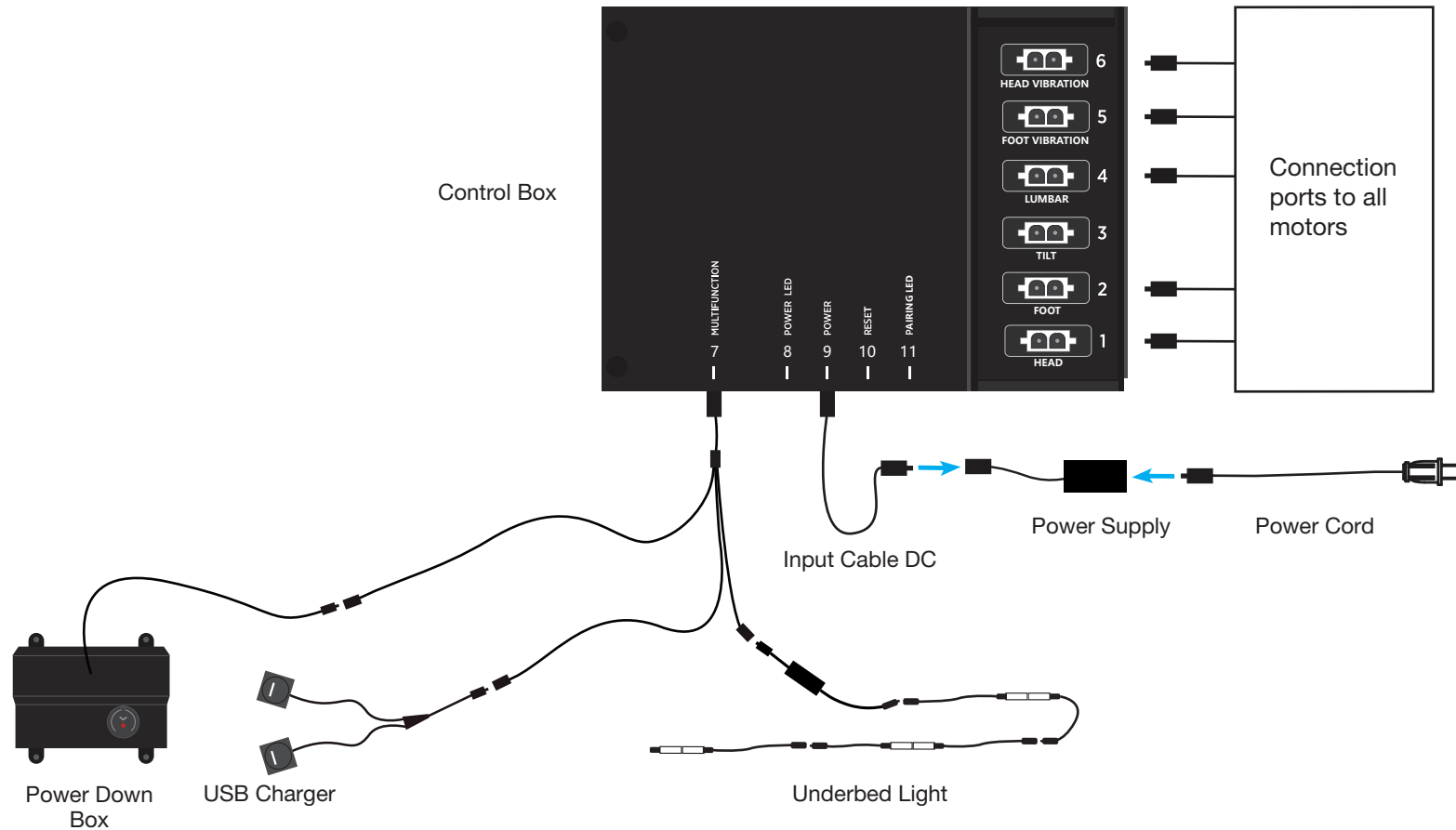
A) 	B)* 	C) 			
D) 	E) 	F)* 			
G)* ‡ 	H) ‡ 				
HEADBOARD BRACKET COMPONENTS					
I) 	J) 	K) 	L) 	M) 	N) 
MISC (NOT INCLUDED)					
O) 	P) 				

# base overview



# quick reference guide

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



# installation guide

Always use two people when setting up the base.

## STEP 1

Place the bed base box in a desired location with the bottom of the box facing up.

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. TO SETUP A DIVIDED KING SEE INSTALL GUIDE.

## STEP 3

To install headboard brackets: See detailed installation instructions on page 10-11

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.

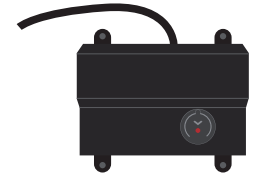


## STEP 4

To sync two bases with the SmartSync™ cord - see page 15

Uncoil the Power Down Box from the frame and install (2) 9 Volt batteries- not included.

Place box on the ground. Ensure that it is easily accessible when the base is turned to its upright position.



## STEP 5

Uncoil input cord (connected to control box's power port) and plug into Power Supply.



## STEP 6

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.





# installation guide

## STEP 7

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 8

### ⚠ WARNING

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.

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



## STEP 9

To install the mattress retainer bar, insert each end of the bar into the holes at the foot of the platform.



## STEP 9

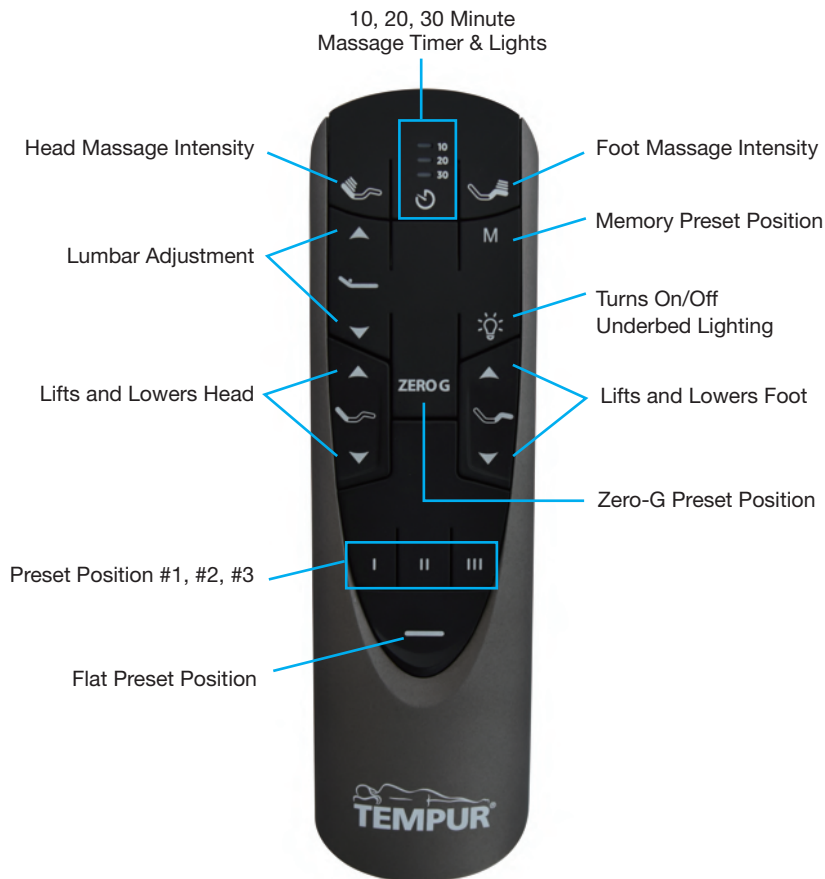
Ensure batteries are correctly installed in the back of the remote.

Quickly test functions to verify proper setup before placing mattress on base. Press FLAT to return the base to a flat position.

Basic setup is now complete! See page 8-9 for remote control operating instructions.

# remote control

## REMOTE OVERVIEW



## FUNCTIONS



The HEAD + and - buttons adjust the head massage intensities. Levels 3.



The FOOT + and - buttons adjust the foot massage intensities. Levels 3.



The TIMER/ALL OFF button selects a 10, 20 or 30 minute massage interval. Pressing a fourth time will turn off massage. The lights on the top of the remote indicates a 10, 20 or 30 minute timer setting.



The LUMBAR ▲ ▼ arrows customize the level of lumbar support.



One touch MUSIC Preset Position



One touch LIGHT button activates and turns off the safety lighting feature.



# remote control

## REMOTE FUNCTIONS



The HEAD ▲ ▼ arrows lift and lower the head section of the base.



The FOOT ▲ ▼ arrows lift and lower the foot section of the base.

ZERO G

One touch ZERO G® preset position. Zero G® adjusts your legs to a higher level than your heart helping to relieve pressure off the lower back and promote circulation.

### SAVE UP TO FOUR FAVORITE POSITIONS

To program:

Press and hold one of the **M, I, II, III** buttons for at least 5 seconds. The LED lights at top of remote will flash in succession 3 times.

Position is now saved.

### To restore the preset buttons back to their original factory settings:

Hold FLAT and ZERO-G simultaneously for at least 5 seconds. The LED lights at top of remote will flash in succession 3 times. The original presets will be restored.



## REMOTE FUNCTIONS



Anti-snore PRESET POSITION #1



Relax PRESET POSITION #2



TV PRESET POSITION #3



One touch FLAT preset position.



# headboard bracket installation guide

A 9/16" & 1/2" 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.



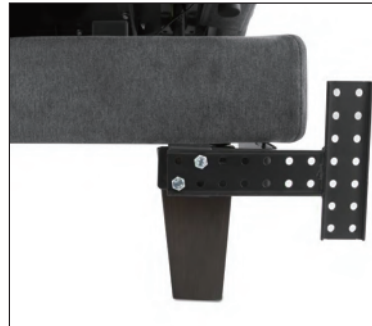
# headboard bracket installation guide

A 9/16" & 1/2" socket and crescent wrench are necessary to complete installation.

## 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.

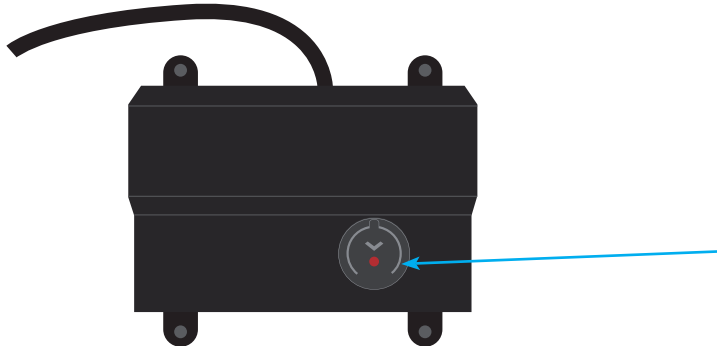
# emergency power down box

In the event that the base is stuck in an articulated position during a power outage- the Power Down Box will return the base to a flat position.

(2) 9 Volt batteries are required to operate the power down feature and are NOT included.

## STEP 1

Locate the Power Down Box under the base.



## STEP 2

Press and hold the button until the base is flat.

Note: The light will turn off after several minutes, however the button can be pressed at any time during the loss of power to bring the base flat.

For emergency use only.

The Power Down Box can only be used to bring the base to a flat position. It will not bring the base to a flat position when the base is connected to a working power source.

# pair remote

The original remote that comes in the box is already paired to the bed base.  
No further action is required.

In the event that the remote is not paired with the base, follow the steps below.

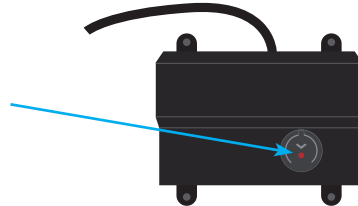
## STEP 1

Remove back cover from remote control. Remove and replace batteries.



## STEP 2

Double click the button on the Power Down Box (this will not cause the base to move). The light will illuminate.



## STEP 3

Press and hold button on the back of the remote. The light will begin to flash then become a continuous solid light.



## STEP 4

Both lights on the Power Down Box and the Remote will be continuous, then simultaneously turn off. Replace back cover of the remote.



The remote is now paired with the base.

If the Power Down Box is not available- Press Reset button on control box. Pairing LED light on control box will illuminate. Press and hold button on the back of the remote, the button will begin to blink. Both lights will become continuous and then simultaneously turn off.

# setting up two 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.



# setting up two bases

If simultaneous operation of two bases is desired, use the SmartSync™ Cord to connect the electronics of both bases together.

## STEP 1

Unplug base from power source.

## STEP 2

Disconnect the power-down box cable from each control box. Make note where the cable was plugged in.

## STEP 3

Connect the male end of the sync cord to each control box. Insert it into the same port that you disconnected the power down box from in Step 2.

## STEP 4

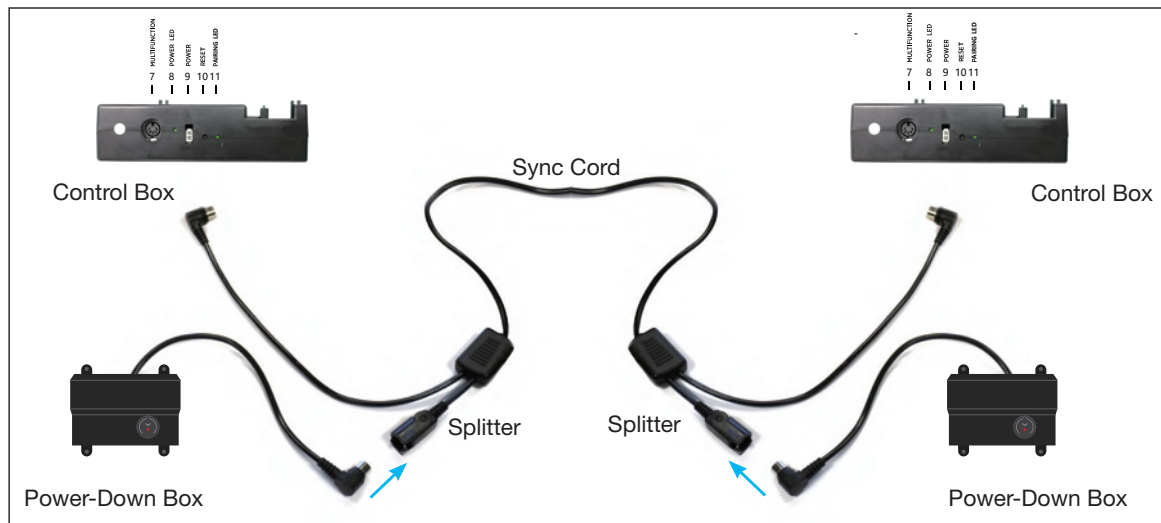
Connect each power-down box male connection to the sync cord female connection (Refer to the illustration below).

## STEP 5

Plug base back into the power source.

## STEP 6

Check to ensure all cords are securely attached. Both remotes will now operate both bases simultaneously (If the remotes become unpaired, see page 13).



## 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 control box. 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).
- Remove and replace full batteries in the remote control and re-pair the remote to the base (see page 13).

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

**Ergomotion Customer Service: US 1-888-550-3746**

# notes

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## Tempur Customer Service

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