



Adjustable Bed Owners Manual



Buckingham, Mayfair & Mayfair 3

Technology that Works

Introduction

Congratulations on your investment in one of the most advanced sleep systems available today. With this investment we hope that you have taken a major step towards a new level of relaxation and comfort coupled with a more restful night's sleep.

We have taken great care in the design, the engineering and the materials that have gone into your new sleep system. We are therefore confident that your sleep system will provide you with many years of trouble free service.

How To Use This Manual

We at Comfomatic want you to get the maximum benefit from using your new sleep system. This manual will describe the features and functions of your new sleep system. It also contains important safety information as well as instructions on how to adjust your new sleep system. We recommend that you read this manual carefully before using your sleep system.

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For the Rest of Your Life

Using Your Remote Control

Use button (A) to select adjustments for either the bed position or the massage system.

- OFF (MODE 1)– switches the bed off, preventing accidental operation
- BED ADJUST (MODE 2) – Allows the bed to be adjusted.
- MASSAGE (MODE 3) – Activates the deluxe variable speed massage system.

1. OFF (MODE 1) Some handsets feature a safety lock-out to prevent accidental use. This setting can be used in all modes.

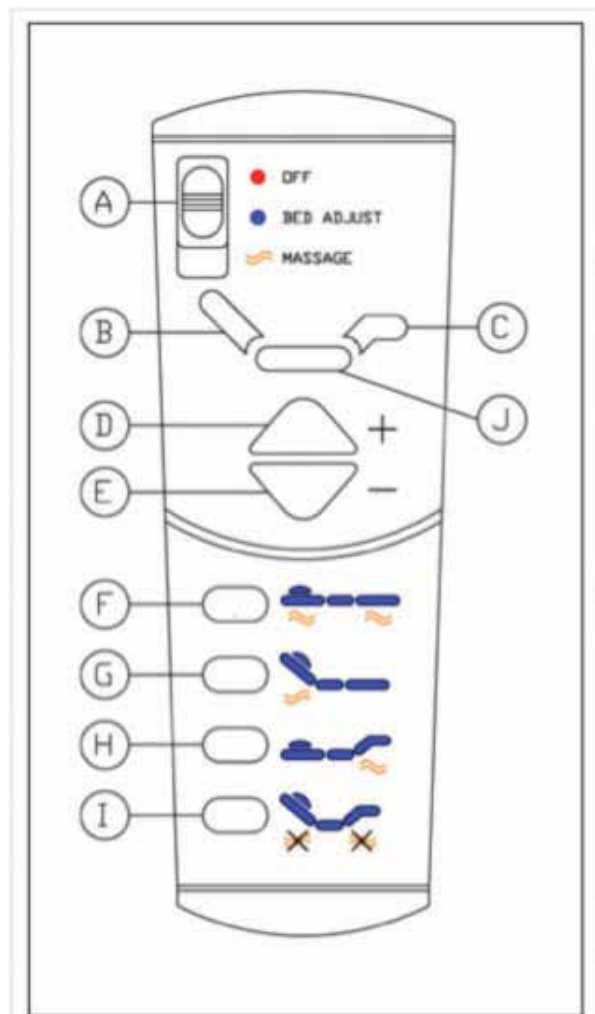
- To activate this mode and disable the bed press button "J" for 4 seconds.
- To disable this mode and to activate the bed press button "J" for 4 seconds.

2. BED ADJUST (MODE 2)

- When this mode is selected the buttons glow blue.
- Use buttons "B" and "C" to select the section of the bed to be adjusted (Head or Foot).
- Press button "D" to raise the selected section and button "E" to lower the selected section.
- Alternatively select one of the 4 preset position buttons (F, G, H, I).
- Keep buttons pressed down until the desired position has been reached.

3. MASSAGE (MODE 3)

- When this mode is selected the buttons glow orange.
- Use one of the preset buttons (F, G, H) to select the combination of head/foot massage that you require.
- The massage will start at the medium intensity level.
- Press button "D" to increase the massage intensity and button "E" to reduce the massage intensity.
- Press the button "D" to activate the wave effect massage.
- Press button "I" to stop the massage.
- Note; buttons "B" and "C" are disabled in the massage mode and cannot be used to select the combination of head/foot massage.



Just Press The Buttons Until You Feel Comfortable!

Meeting your changing needs

In addition to being, what we believe is, one of the most comfortable sleep systems on the market, our range of sleep systems have been specifically designed to assist customers who are, or become, chronically sick or disabled. To assist meet your changing needs we have included the following features:-

Height Adjustable Legs

Subject to a minimum height of 23 inches, the height of your new sleep system, can be adjusted to a level which may make it easier to get on and off your sleep system. The height will be set by our delivery team at the time of delivery but it can be changed at a later date on request, a charge may apply. The height can also be adjusted to permit the use of some hoists. The height of the sleep system can also be set to accommodate most free standing lifting poles and hoists. Please note that as an additional safety feature, if the height of the sleep system is raised to accommodate these eventualities, the system is lifted off its castors so that it will not move.

Remote Control Handset

The Handset can be used as a wireless remote control. To engage the wireless option you must follow the following procedure.

1. Ensure that you have installed 2 x AA type batteries into your handset.
2. Ensure the handset is connected via the control cable to the sleep system that you wish to control remotely (this allows the controller to "pair" to the sleep system).
3. Unplug the control cable.
4. Your controller should now work as a wireless control. Operate the hand controller as normal.

Bed Rails

If there is a risk of the user falling out of bed, the Buckingham and Mayfair sleep systems are designed to incorporate bed rails without further adaptation. Please contact our customer service team and they will arrange for the fitting of the rails, an extra charge will apply.

Troubleshooting Guide

Your sleep system has been designed and manufactured to be reliable, dependable and to minimise any problems encountered by its users. However we appreciate that there may be occasions when the sleep system may not appear to function as intended. We have included some tips to assist you:

If The Sleep System Fails To Elevate And/Or The Massage Unit Fails To Work:

- Check that all cables are plugged in.
- Check that there is power to the socket (power supply)
- Check that the handset is not locked (see page 3).

If The Handset Fails To Illuminate And Operate.

- Check that the handset is plugged in correctly and that the plug is firmly pushed in.
- Check that the handset is not locked (see page 3)
- If you are using the handset as a wireless remote control, replace the batteries and pair the remote control as described on page 4 of this manual

Battery Backup

In the event of a local power failure the sleep system is fitted with an emergency lowering system. For this system to function correctly, three (3) 9v (PP3) alkaline batteries are required. These batteries should be connected to the control box using the connectors provided. Please note that depending on the sleep system model, the backup batteries do not fit inside the control box. The emergency lowering system is designed to lower the sleep system to the horizontal position in the event of a local power failure – it is not designed to lift any section of the sleep system or to operate the massage motors. After the emergency lowering has been completed the batteries should be replaced with three (3) new 9v (PP3) alkaline batteries.

To replace the batteries you need to locate the control box and backup batteries, replace all 3 batteries with new batteries of the same type.



Warranty

Your Comfomatic sleep system is protected by a fully comprehensive three year Premier Care Warranty. The Premier Care Warranty is an insurance backed warranty that covers product failure due to faulty workmanship, materials and certain accidental damage. Like all insurance policies, your Premier Care Warranty is subject to the standard terms, conditions and exclusions of the policy. You have agreed to be bound by those terms, conditions and exclusions. The warranty commences on the date of the delivery of your sleep system. You will receive your policy and certificate of insurance within 30 days of delivery. In the event that you do not receive your policy by that date please contact our customer service team, on 0151 559 1140 who will be happy to assist. The Premier Care Warranty does not limit your statutory rights. In the unlikely event of a manufacturing defect occurring during the warranty period you should contact our Customer Service Dept on 0151 559 1140. Alternatively you can email consumer@comfomatic.com or write to us at:

CUSTOMER SERVICES DEPARTMENT

Comfomatic Ltd
Unit 15 Turnstone Business Park,
Mulberry Avenue, Widnes,
Cheshire, WA8 0WN

If we need to repair or replace your Comfomatic sleep system under this warranty, provided you live within the United Kingdom, we will visit your home and repair the system free of charge. Where your Comfomatic sleep system is to be replaced under this warranty, provided you live within the United Kingdom, we will deliver the new system to you free of charge. Whether your Comfomatic sleep system is repaired or replaced will be at our sole discretion. Before agreeing to replace or repair your Comfomatic sleep system under this warranty, we reserve the right, in certain circumstances, to require that it is returned to us at our cost. Where a product or part of a product is replaced under the warranty, the new product or part has a warranty period of 12 months or the remaining period of the original product warranty **whichever is the greater**.

We reserve the right to refuse to replace or repair your Comfomatic sleep system:-

- if the defect is due to causes other than faulty materials or workmanship such as fair wear and tear, wilful damage, accident, negligence by you or a third party, use other than recommended by us, failure to follow any instructions given by us or any alteration or repair carried out without our approval; or
- if it is soiled or in an unsanitary condition

In the event that we respond to a call out and either there is no fault or the work and/or parts required are not covered by this warranty, we reserve the right to charge for the call out, any time spent delivering the services and all parts supplied.

This warranty applies to the original consumer(s) and may not be transferred.

This warranty does not affect your statutory rights as a Consumer

This warranty will be governed by English Law

Obtaining Assistance

In the unlikely event of a manufacturing defect occurring during the warranty period you should contact our Customer Service Dept.

Telephone:- 0151 559 1140

**Address:- Customer Services department
Comfomatic Ltd
Unit 15 Turnstone Business Park,
Mulberry Avenue,
Widnes,
Cheshire, WA8 0WN**

Email:- consumer@comfomatic.com

We welcome any comments or feedback that you may wish to give us and we would be pleased to hear from you using any of the contact details shown above.

Getting Used To Your New System

Your sleep system may seem a bit strange at first, after all how many years did you spend sleeping on a bed that was flat? Much like getting used to a new pair of shoes it always takes time to settle into a new bed. So please allow your new sleep system the opportunity to get used to you and more importantly for you to get used to it. Remember that the best advice we can give you, is to press the buttons until you feel comfortable.

Adjustability & Mattress Movement

As your sleep system adjusts, you may notice that there is some movement in the position of your mattress. This is a perfectly normal occurrence and there is no need for concern, indeed the system could not adjust without this occurring.

There are a number of design features that minimise the movement of the mattress, these features include

Retainer Bar/Foot Board

Situated at the foot end of the bed, these provide a physical barrier to restrict the movement of the mattress. It is perfectly normal for the mattress to press or rub against these during the adjustment of the bed.

Anti Slip Surface

This is a special material incorporated into the base of the sleep system and the underside of the mattresses. If your sleep system is fitted with this feature you may notice a slight sound as you adjust the bed, this is perfectly normal and there is no need for concern.

Depending on the model, your sleep system may have either or both of these features fitted.

Adjusting Your Bed

Your bed and mattress are designed to work with the weight of a person lay on the bed. The bed will not lower properly and the mattress may move or snag on the footboard or the headboard if you adjust the bed without a person lying on the bed.

Care and Maintenance Guide

Your Comfomatic sleep system has been designed with minimum maintenance in mind. There are no parts for you to oil or service and, by following the few simple steps below you can enjoy your new sleep system for many years to come.

- Where possible refrain from using proprietary chemical cleaners; where use is unavoidable please test an inconspicuous area first and follow the manufacturer's instructions.
- Do not oil or grease any component or bearings – these are designed to be maintenance-free.



CAUTION

There are no user serviceable components in your Comfomatic sleep system. You should not attempt to repair or service any mechanical or electrical feature of this sleep system as you may cause injury to yourself or others, damage the system and invalidate the warranty. If you encounter any problem not covered by the Troubleshooting Guide then you should contact Comfomatic using the contact details on page 7 of this manual.

As your new sleep system is handcrafted, some small variations in standard sizes may occur.

Our fillings are especially sumptuous – therefore body indentations in the mattress caused by body weight compressing the fillings are a normal characteristic of the mattress.

It is important that you rotate your “Comfomatic Comfort” non-turn mattress regularly to aid even filling settlement and to prolong the mattress life. We recommend that you rotate your non turn mattress from end to end weekly for the first four months and once a month thereafter.

We recommend that you seek assistance to rotate the mattress. Apart from the risk of injury to yourself, you also risk damaging the springs should you bang, bend or roll the mattress.

Occasionally due to the high quality fillings we use in certain mattresses such as silk, lamb's wool and cashmere, there may be some migration of the fillings to the surface of the mattress due to their natural fineness, if this should occur, lightly brush them away, do not vacuum your mattress.

Our bodies generate over a pint of moisture during the night. It is important to let your bed breathe to allow that moisture to dissipate. Simply turning down your bed clothes in the morning will allow the bed to air.

We advise that you protect your mattress with a suitable natural fibre mattress protector cover. This will help to protect the surface of your mattress from contact with moisture and the risk of staining. A mattress cover will keep your mattress looking pristine for years to come.

Safety Tips

Note:  Warning denotes a risk of personal injury or damage to your bed

1.  Caution – Entrapment Hazard.

Please note that your new sleep system contains moving parts. It is therefore important that you pay particular attention when operating the system. It is important to ensure that there are no obstructions surrounding or under the sleep system and that small children and pets are clear of the sleep system prior to its operation.

- Care should be taken to ensure that objects/limbs/cables are clear of the sleep system before lowering.
- Never allow children to play with the sleep system or its controls or be in the vicinity of the sleep system whilst it is being activated.

2.  Caution – Electrical Hazard.

To minimise the risk of damage or injury the electrical system has been designed to operate on 24 volts. This lower voltage is supplied by the transformer provided.

- In the event of any cable becoming worn, frayed or otherwise damaged you must stop using the system immediately and disconnect it from the mains. Please contact our Customer Service Department.

3.  Caution – Using the Massage unit (optional)

- It should be noted that the use of a massage unit is not recommended for users who have a pacemaker fitted. If in any doubt consult your doctor.

Technical Data

Plug:	
Compliance	Conforms to BS 1363A
Type	Type "G"
Transformer:	
Input	220V – 240V@50Hz
Output	26V 1.2A
Duty Cycle	10%, max 2 mins/18mins
Actuator:	
Duty Cycle	10%, max 2 mins/18mins
Power output (per actuator)	6000N
Voltage input	24V



Comfomatic

for the *rest* of your life



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