

Windsor Sleep System



Owner's Manual

Retain this Owner's Manual for future reference

Windsor Sleep System - Introduction

Congratulations on your investment in your new sleep system. 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, engineering and 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

At Comfomatic we want you to get the maximum benefit from using your new sleep system.

This manual describes the features and functions of our Windsor range of products, some of the features and functions are model specific, and may not be included on your model. This manual also contains important safety information, it is therefore vital that you read it carefully before using your sleep system.

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.



Comfomatic
for the *rest* of your life



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Using your sleep system

The Windsor sleep system provides you with the ability to adjust your sleeping position with the touch of a button. The easy to use, 6 button, remote control is designed specifically to deliver maximum adjustability with the simplest of operation. The remote is fitted with a retractable retaining hook, allowing you to store it on the side panel or to place it on the bed, floor or bedside table.



Press and hold button A and the head of the system will raise slowly into position. Release the button once you have reached the desired position.



Press and hold button B and the head of the system will lower slowly into position. Release the button once you have reached the desired position.



Press and hold button C and the foot of the system will raise slowly into position. Release the button once you have reached the desired position.



Press and hold button D and the foot of the system will lower slowly into position. Release the button once you have reached the desired position.

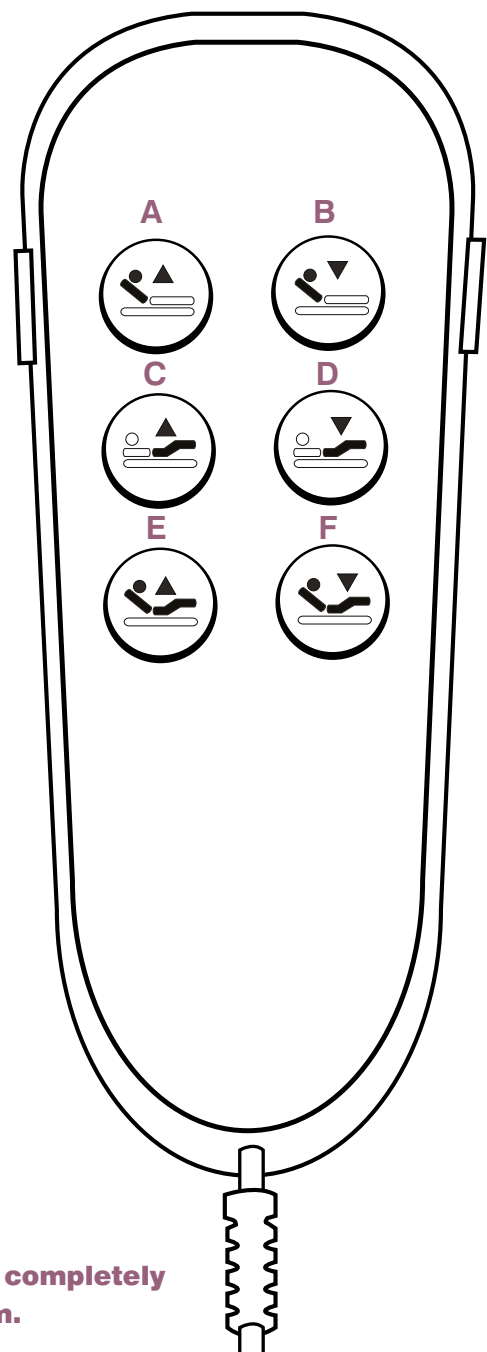


Press and hold button E and both the head and the foot of the system will raise slowly into position, release the button once you have reached the desired position.



Press and hold button F and both the head and foot of the system will lower slowly into position. Release the button once you have reached the desired position.

Please remember that you must lower the system completely before getting into or out of your new sleep system.





Adjustable Lumbar Support

Because we are not all the same, Comfomatic have incorporated an adjustable lumbar support into the Windsor range of sleep systems. This allows you to easily adjust the support your system provides in the designated lumbar area.

To adjust the lumbar support, first remove the mattress from the sleep system. You can then adjust the lumbar support by sliding the mechanism in the direction indicated on the adjuster (as shown below).



Using your optional massage syst

Some Windsor sleep systems are fitted with a deluxe massage option. The massage system is fitted with a convenient timer that will turn the massage off approximately 15 minutes after it starts. Of course, if you want to continue for longer than 15 minutes there is nothing stopping you from immediately restarting the massage. The massage is a variable speed five zone system. This means that you can adjust the intensity of the massage and also select the zone or zones of the system where you want to massage. Using massage zones also allows the system to generate a wave of massage running backwards and forwards throughout the selected zones.

Status-LED

The Status-LED lights up when any button is pressed.

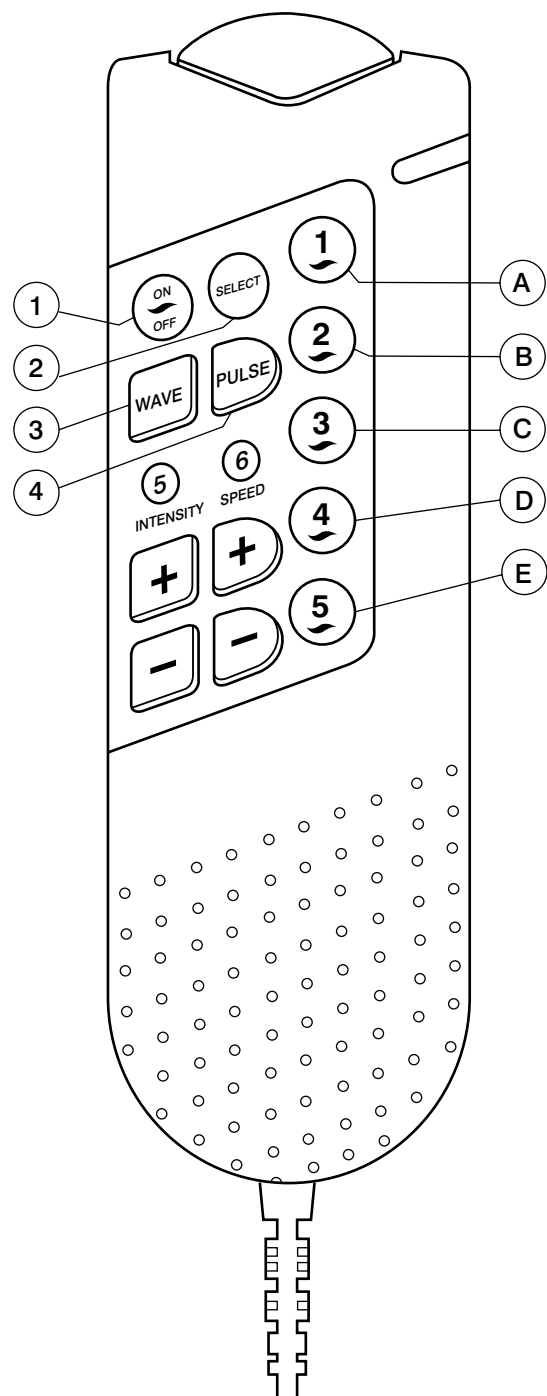
- (1) Message on / off. By pressing button (1) you activate your massage system. The message will begin with the last chosen setting. If you press button (1) again, the message is switched off.
- (2) Individual settings (SELECT). Press button (2) to select your individual message setting. In this mode you can select the individual zones for message and the intensity of message delivered in each of the individual zones.

Buttons (A) – (E) represent the five message zones on your bed. You can select the message and adjust the intensity of the message in each of these five zones.

By pressing the individual zone buttons (A) – (E) you will turn each of the zones on, off or adjust the intensity of the message within that individual zone.

By pressing each of the individual buttons (A) – (E) several times, you can step through five different intensity levels.

Please note that people with cardiac pacemakers fitted should seek medical advice before using a massage system fitted into any product.





Massage zone settings

- Press 1.** Selects the zone with massage at level 1 (MIN)
- Press 2.** Increases the massage intensity to level 2
- Press 3.** Increases the massage intensity to level 3
- Press 4.** Increases the massage intensity to level 4
- Press 5.** Increases the massage intensity to level 5 (MAX)
- Press 6.** Turns the massage off in this zone

The individual zone buttons will illuminate to indicate the zones in use. Please note you can also turn the massage off, in any zone, by pressing and holding the zone button (A – E) for two seconds.

By using the (+) or (-) buttons you can step through the five levels of massage intensity for all selected zones simultaneously.

(3) Wave message (WAVE)

The massage system has three different wave functions.

- Wave 1** runs in one direction through each of the selected zones from zone 1 – 5
- Wave 2** runs in one direction through each of the selected zones from zone 5 – 1
- Wave 3** runs backwards and forwards through each of the selected zones.

Press button (3) to start the wave massage. The button lights up green and wave massage program 1 is active.

Press button (3) again, wave massage program 2 is active.
Press button (3) again, wave massage program 3 is active.
Press button (3) again, wave massage program 1 is active again.

While the wave massage programs are active you can turn the massage on/off in each individual zone by using the buttons (A) – (E).

(4) Pulse message (PULSE)

Press button (4) to start the pulse massage. While the pulse massage program is active you can turn the massage on/off in each individual zone by using the buttons (A) – (E).

(5) Adjusting the intensity of the massage

During Wave or Pulse massage the (+) and (-) buttons allow you to change the intensity of the wave and pulse massage through 5 levels from minimum to maximum.

(6) Adjusting the speed of the Wave and Pulse massage programs

With the (+) and (-) buttons you can change the speed of the wave and pulse massage through 3 levels.

(7) Timer function

For convenience the massage system in your sleep system is fitted with a timer, this automatically turns the massage system off after approximately 15 minutes. If you wish to continue your massage after that time simply turn it back on.

The variable speed massage system within your Comfomatic bed is provided via motors that vibrate. In common with all systems that operate in this way, the motors will create noise. The noise experienced is a normal part of its operation and is affected by several factors including the floor surface, the intensity of the massage, the speed and the type of massage selected. The massage system has a timer that will automatically turn it off after a pre-determined period (maximum 30 minutes) and so is not designed to run all night long.

Meeting your changing needs

The Comfomatic range of sleep systems have been specifically designed to assist customers who may, or may become, chronically sick or disabled. To meet your changing needs we have included the following features.

Hoists and lifting poles

Your system has been designed to permit the use of some free standing lifting poles and hoists. If you need to use a free standing lifting pole or a hoist please contact our customer service team who will be happy to provide advice or information.



Pre-installed system

The system is also pre-installed with fixing points to enable our bed rails to be fitted without any further adaptation. Comfomatic can supply bed rails, with or without bumpers at an extra charge.

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.

Your sleep system is fitted with a retainer bar to minimise the movement of the mattress. The retainer bar is situated at the foot end of the sleep system, it provides a physical barrier to restrict the movement of the mattress. It is perfectly normal for the mattress to press or rub against the retainer bar during the adjustment of the system.

It is important to note that if you adjust the sleep system, without the weight of a person on the mattress, the mattress will not contour to the shape of the system and will shift position. This is perfectly normal and simple to correct. Simply reposition your mattress and ensure that you adjust the bed whilst laying on the mattress.

Safety tips

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

1. **Caution – Entrapment Hazard.**

To minimize the effects of any entrapment your Comfomatic sleep system has been designed so that the actuators (which move the sleep system) do not “pull” the sleep system down – the sleep system lowers using gravity. Any object caught between the raised sleep system and the frame will not be squashed by the actuators pulling down, but may be pinched due to the weight of the mattress and any occupants.

- 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.**

- 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 using the number provided on page 10.

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.

Trouble shooting 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).

If the handset fails to operate.

- Check that the handset is plugged in correctly and that the plug is firmly pushed in.

Technical data.

Plug:

Compliance..... Conforms to BS 1363A
Type..... Type “G”

Actuator:

Duty Cycle.....10%, max 2 mins/18mins
Power output ¹ (per actuator).... 4500N
Power output ² (per actuator).... 6500N
Voltage input..... 24V

¹ 3ft Single & Dual System Beds ² Double Beds

About our guarantee

“Peace of Mind” is a standard feature delivered with every Comfomatic product. Your Comfomatic bed is protected by our three- year guarantee. The guarantee covers product failure due to faulty workmanship and materials. Like all guarantees our guarantee is subject to terms, conditions and exclusions, please read your guarantee booklet. Our guarantee is in addition to your rights as a consumer.

Once you get used to your new Comfomatic bed, we are confident that you will soon begin to wonder how you got on without it. Because your Windsor bed is one of our premium range of products, it comes complete with a three-year manufacturer’s guarantee. This guarantee is in addition to your statutory rights and covers operational failure due to defective workmanship or materials. The guarantee does not cover damage or failure resulting from improper use, a failure to follow operational instructions or from accidental or malicious damage.

We are so confident that our premium range of products are designed to last, there is no need for you to take out expensive extended warranties. Providing you are the original customer and Comfomatic service your product on an annual basis, for which a fee will be charged, we will continue to repair or replace any mechanical or electronic parts that become defective free of charge for so long as those parts are commercially available. This extension to your guarantee does not cover damage or failure resulting from improper use, a failure to follow operational instructions or from accidental or malicious damage.

If you are entitled to this extended guarantee and we are unable to repair or replace any electronic or mechanical part because of unavailability, Comfomatic will even provide you with significant discounts against its current model ranges, please see your guarantee booklet for details.

If you need service or help with your Comfomatic bed, please call our customer service team on

0151 559 1140

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

We reserve the right to refuse to replace or repair your bed:-

- 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 guarantee, we reserve the right to charge for the call out, any time spent delivering the services and all parts supplied.

Care & Maintenance

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 will enjoy your new sleep system for many years to come.

We would remind you that if you do not adhere to the advice referred to in this guide you may invalidate the guarantee.

- 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 guarantee. If you encounter any problem not covered by the Trouble shooting Guide then you should contact Comfomatic using the contact details on page 10 of this manual.

Windsor Maximum Weight LIMITS

Bed Size	Standard Action Combined Weight		Standard Mattress Per Person Weight	
	Lbs	Stones	Lbs	Stones
90cm Single	252	18	252	18
135cm Double	252	18	252	18
150cm Dual Queen	504	36	252	18
180cm Dual King	504	36	252	18

Bed Size	Heavy Duty Action Combined Weight		Heavy Duty Mattress Per Person Weight	
	Lbs	Stones	Lbs	Stones
90cm Single	350	25	350	25
135cm Double	350	25	350	25
150cm Dual Queen	700	50	350	25
180cm Dual King	700	50	350	25

HEAVY DUTY MATTRESSES & ACTIONS WILL BE CLEARLY IDENTIFIED ON YOUR CONTRACT OF SALE

Your new sleep system is handcrafted, we therefore expect there to be some small variations in standard sizes.

Your new sleep system is not just a bed, it contains motors that are designed to reliably operate providing they are not overloaded. The chart below sets out the maximum weight loading for both the bed and the mattresses. If you exceed these maximum weight loadings you will invalidate your guarantee.

You must NOT sit on the edge of the bed when the bed is elevated. Sitting on the edge of the bed whilst it is elevated WILL cause damage to your bed and WILL invalidate your guarantee.

About your Windsor Mattress

The Windsor range of beds are supplied with a memory/reflex foam mattress, therefore indentations in the mattress caused by body weight are a normal characteristic of the mattress. The Windsor mattress does not need turning or rotating. 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. You mattress is fitted with a Coolmax® washable mattress cover. Coolmax is an advanced fabric designed, amongst other things, to assist removal of moisture and thus improve comfort. You can find the instructions for washing on the label attached to the cover.

Comfomatic

for the *rest* of your life



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Comfomatic reserves the right to change product specification in line with our policy of continued product development.

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