



TRANSITIONAL

SLEEP SYSTEM
By HSM Bedding Solutions

TROUBLESHOOTING

If your Transitional Sleep Adjustable Bed fails to operate, please review the problem you are having and look for a solution below.

SYMPTOM	SOLUTION
Remote Control lights up, but is not operating the base.	<ol style="list-style-type: none">1. Check to make sure that your adjustable bed is plugged into the electrical outlet and is receiving power.2. Your remote control may not be connected securely to the motor. If loose, re-attach and try remote again.
Wireless remote control lights up, but is not operating the base.	<ol style="list-style-type: none">1. Check to make sure that your adjustable bed is plugged into the wall outlet.2. Your remote control may be un-synced from your controller. To re-sync you must press the Head Up and Foot Up button at the same time while pressing the "Reset Coding" button on the controller (underneath the bed).3. Check motor connections at controller. If loose, re-attach.
Wireless remote control does not light up.	<ol style="list-style-type: none">1. Check batteries in remote to make sure that they are installed properly.2. Replace batteries in remote.
Massage motor noise seems excessively loud.	<ol style="list-style-type: none">1. Check to make sure base is not contacting walls, furniture, etc. that would cause noise or vibration.2. If base is sitting on hard flooring (wood, tile, etc.), place pieces of carpet or furniture pads under each leg.3. If headboard bracket was installed, check to make sure that hardware has been firmly tightened.
LED lights are not working (TS 200 only)	<ol style="list-style-type: none">1. Check cable connections at LED lights and controller. If loose re-attach.