TEMPUR-Ergo™ Premier

Complete Reference Guide

Patents pending

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10003-PC-A143-01 Rev 5

TEMPUR-Ergo™ Premier

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Conforms to UL Standard 962.

Certified to CSA Standard
C22.2 No. 68.

CUSTOMER SERVICE: 1–800–821–6621

Safety Precautions

WARNING!

IMPORTANT SAFETY INSTRUCTIONS.

PLEASE READ THESE INSTRUCTIONS THOROUGHLY BEFORE USING YOUR TEMPUR-ERGO™ PREMIER.

SAVE THESE INSTRUCTIONS!

Your TEMPUR-Ergo™ Premier system has been designed to provide you with the reliable operation and durability you expect. This product has been inspected and tested prior to shipment.

When using an electrical furnishing, basic precautions should always be followed, including the following: **READ ALL INSTRUCTIONS BEFORE USING YOUR TEMPUR-ERGO PREMIER.**

DANGER

To reduce the risk of electric shock:

- Always unplug this furnishing from the electrical outlet before cleaning.

WARNING!

To reduce the risk of burns, fire, electric shock or injury to persons:

- Unplug from outlet before putting on or taking off parts.
- Close supervision is necessary when this furnishing is used by or near children, invalids or disabled persons.
- Use this furnishing only for its intended use as described in these instructions. Do not use attachments not recommended by the manufacturer.
- Never operate this furnishing if it is not working properly, has a damaged cord or plug, has been dropped, damaged or dropped in water. Return the furnishing to a service center for examination and repair.
- Keep the cord away from heated surfaces.
- Never operate the furnishing with the air openings blocked and keep the air openings free of lint, hair and the like.
- Never drop or insert any object into any opening.
- Do not use outdoors.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- To disconnect, turn all controls to the off position then remove plug from outlet.

WARNING!

Risk of Injury — keep children away from extended foot support (or other similar parts).

WARNING!

Risk of electric shock — connect this furnishing to a properly grounded outlet only. See grounding instructions.

GROUNDING INSTRUCTIONS

This product must be grounded. If it should malfunction or breakdown grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

DANGER

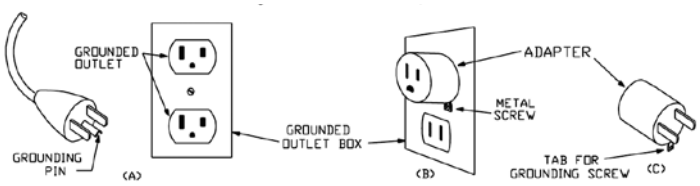
Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product. If it will not fit the outlet, have a proper outlet installed by a qualified electrician.

SAVE THESE INSTRUCTIONS!

GROUNDING SAFETY

This product is for use on a nominal 120-volt circuit, and has a grounding plug that looks like the plug illustrated in sketch A (see figure at right). A temporary adapter, as illustrated in sketches B and C, is able to be used to connect this plug to a 2-pole receptacle as shown in sketch B if a properly grounded outlet is not available. The temporary adapter should be used only until a properly grounded outlet (shown in sketch A) can be installed by a qualified electrician. The green colored rigid ear, lug or the like extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box cover. Whenever the adapter is used, it must be held in place by a metal screw.

Unauthorized modifications could void the electrical portion of your warranty. Failure to use a properly grounded outlet for this product or modification of the plug will compromise this important grounding safety feature and may result in electric shock, electrical fire or faulty operation of the product.



FOR BEST RESULTS, YOUR TEMPUR-ERGO™ PREMIER SHOULD BE PLUGGED INTO A SURGE PROTECTOR (not included).

WARRANTY PRECAUTION!

Do not open control box, motors or wireless remote control (with the exception of the battery compartments). The warranty is **void** if these units are tampered with. Any repair or replacement of TEMPUR-Ergo Premier parts must be performed by an authorized service person.

IN-HOME USE AND HOSPITAL DISCLAIMER

Your TEMPUR-Ergo Premier is strictly designed for **in-home use only**. It is NOT designed for hospital use and is NOT designed to meet hospital standards. DO NOT USE this bed with TENT TYPE oxygen therapy equipment or near explosive gases.

WARNING!

DO NOT USE NEAR PEOPLE USING OR WEARING MEDICAL DEVICES. FOR HOUSEHOLD / RESIDENTIAL USE ONLY. DO NOT USE OUTDOORS.

IMPORTANT SAFETY FEATURES

Use this furnishing only for its intended use as described in these instructions. Do not use attachments not recommended by the manufacturer.

If there is an overload weight condition on the head or foot mechanism, the control unit will automatically stop the corresponding functions. Once the excess weight is removed, the control unit will automatically allow all functions to resume.

Locking casters are available for aftermarket purchase. In order to prevent the movement of this product with casters, all four casters should be in the locked position. This can be accomplished by pushing down the locking latch on the caster. To resume mobility of the product, lift the locking latch up. You are strongly encouraged to place rubber caster cups or carpet squares under the casters in addition to locking them in place if the product is positioned on a hard surface floor such as hardwood, tile or linoleum. Although the casters are locked and will not roll, they may slide.

CONSUMERS WITH PACEMAKERS

As with any product that produces a vibrating motion (optional), it is possible that some pacemakers may interpret this motion as a false sense of movement and/or exercise. This may or may not affect your pacemaker. If you have any concerns, please consult your physician. For information on disabling the vibrating motors, please contact customer service by calling 1-800-821-6621.

USER-SERVICEABLE PARTS

This product is specifically designed to be maintenance-free for the user. Therefore, you are encouraged not to open any motors, alter the wiring or adjust, modify or change the structure of the product, as it will void the warranty.

POWER RATINGS:
MODEL NO: TES200, TES300
INPUT: AC 120V VAC, 60 HZ, 2.5 A MAX
OUTPUT: DC 29V – 2.5A

SMALL CHILDREN AND PETS WARNING

After your TEMPUR-Ergo Premier has been unboxed, immediately dispose of packaging as it can smother small children and pets. To avoid injury, children and pets should not be allowed to play on or under the bed. Children should not operate this product without adult supervision. Close supervision is necessary when this furnishing is used by or near children, invalids or disabled persons.

SAVE THESE INSTRUCTIONS!

Your TEMPUR-Ergo Premier has been designed to provide you with the reliable operation and durability you expect. This product has been inspected and tested prior to shipment.

SERVICE REQUIREMENTS

Service technicians are not responsible for moving furniture, removing headboards and footboards or any items required to perform maintenance on your adjustable bed. In the event the technician is unable to perform service due to lack of accessibility, the service call will be billed to the purchaser and the service will be re-scheduled.

RADIO FREQUENCY IS 433 MHZ.

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 compliance 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 requirements and void user's authority to operate the device.

PRODUCT RATINGS

The lift motors in your TEMPUR-Ergo™ Premier are **NOT** designed for continuous use. Reliable operation and full life expectancy will be attained as long as the lift motors do not operate more than two (2) minutes over an 20-minute period, or approximately 10% duty cycle. Any attempt to circumvent or exceed this rating will shorten the life expectancy of this product and may void the warranty. The recommended weight restrictions on our TEMPUR-Ergo Premier systems are as follows: Twin, Twin Long, Double, Queen, Split/Dual Queen, and Split/Dual CA King bases – up to 650 lbs. each. This TEMPUR-Ergo Premier will structurally support the recommended weight distributed evenly across the head and foot sections. This product is not designed to support or lift this amount of weight in the head or foot sections alone.

NOTE: Exceeding the recommended weight restrictions could damage your TEMPUR-Ergo Premier and void your warranty.

For best performance, you should enter and exit the TEMPUR-Ergo Premier while it is in the flat or fully lowered position.

INTENDED USAGE

The electric adjustable bed should be installed with the Headboard Bracket and/or the head of the frame should be positioned close to a wall.

Commonly asked Questions and Answers

WHAT IS THE HEIGHT OF THE TEMPUR-ERGO™ PREMIER ADJUSTABLE BASE?

The overall height ranges from 9 to 19.75 inches floor to the bottom of the mattress. See chart on page 9 for available options.

DOES THE TEMPUR-ERGO PREMIER COME WITH HEADBOARD ATTACHMENTS?

No. A headboard bracket kit is available and sold separately.

DOES THE TEMPUR-ERGO PREMIER COME WITH FOOTBOARD ATTACHMENTS?

No, you cannot attach a footboard directly to the TEMPUR-Ergo Premier. However, you can use a "freestanding" bed including headboard, footboard and side rails by placing the complete TEMPUR-Ergo Premier within the assembled bed. It may be easiest to assemble the bed around the adjustable base. You should measure the inside dimensions of the assembled bed to be sure the adjustable base will fit. One of our riser leg sets may be required in some cases.

WILL THE TEMPUR-ERGO PREMIER FIT INSIDE EXISTING FURNITURE?

The TEMPUR-Ergo Premier is designed to fit into most "freestanding" beds. We always recommend you measure the inside dimensions of the assembled bed to be sure the TEMPUR-Ergo Premier will fit. Please refer to the specifications on page 9 for dimensions of the base. One of our riser leg sets may be required in some cases.

The adjustable base should not be used in conjunction with bed slats. The weight of the base can cause slats to break. Slats should be removed or the base height should be adjusted such that the base stands above the slats and the slats bear no weight. A clearance of 1.5 to 2 inches is highly recommended.

WHERE IS THE SERIAL NUMBER ON THE TEMPUR-ERGO PREMIER?

The serial number can be found on the law tag attached to the cover, the power supply under the base and on the frame right below the foot end of the base. It may be easier to see by lifting the foot slightly if possible. The serial number is also located on a sticker on the back cover of this Complete Reference Guide (owner's manual) shipped with the base.

DOES THE UNIT HAVE AC OR DC MOTORS?

The lift motors used on the TEMPUR-Ergo Premier are DC motors. The base's power supply converts the AC power from the wall outlet to DC power.

WHO DO I CALL FOR SERVICE OR SUPPORT IF NEEDED?

Service and technical support is available by calling our dedicated customer service group at 1-800-821-6621. An owner's manual is included with each base including other information for making claims.

IS AN EXTENDED WARRANTY AVAILABLE?

No.

DO I GET A FULL WARRANTY IF I PURCHASE A FLOOR MODEL?

Yes. However, your warranty start date is the date of manufacture which is clearly marked on the law tag attached to the base (not your actual purchase date).

WHAT ARE THE ELECTRICAL REQUIREMENTS OF THE TEMPUR-ERGO PREMIER?

During normal operation, the base can draw up to 2.5A of electricity from a normal AC wall outlet.

WHAT IS THE WI-FI MODULE?

The Wi-Fi Module is a device included with TEMPUR-Ergo Premier and TEMPUR-Ergo™ Grand adjustable bases that allows you to control the system with a supported smart device.

WHICH SMART DEVICES ARE SUPPORTED?

- Mobile phones and tablet computers running Android™ operating system version 2.3 or higher and with Wi-Fi capabilities (specifically 802.11 b/g at 2.4GHz).
- Apple® iPhone®, iPod touch®, iPad®, and iPad® mini devices running iOS 5.0 and higher.
- Kindle™ Fire HD and HDX

I'M NOT SURE WHETHER MY SMART DEVICE IS COMPATIBLE WITH THE WI-FI MODULE AND APP.

Contact the manufacturer of your device for confirmation.

WHAT IS THE DIFFERENCE BETWEEN HOME NETWORK MODE AND DIRECT MODE? WHICH ONE SHOULD I USE?

The **direct mode** makes a connection between your smart device and the adjustable base's included Wi-Fi Module. This is the quickest way to make a connection, but it doesn't allow you to access your home network, which may prevent you from using Internet-based functions on your smart device while controlling your bed.

The **home network mode** integrates the Wi-Fi Module into your home wireless network. This means that your smart device can control your adjustable base, but it can also continue to access the Internet or other devices on your home network.

Most owners with a home wireless network will want to use **home network mode**.

WHICH WIRELESS ROUTERS ARE SUPPORTED?

Wireless routers must have the following specifications:

- 802.11 b/g on 2.4GHz
- UDP Port 50007 and TCP Port 2000 must be open
- Must support one of the following encryption modes: none, WPA PSK, WPA2 PSK
- The character "^" must not be used in the SSID (network name) or in the network's encryption password
- The router must have sufficient range to comfortably reach the Wi-Fi Module of the adjustable base as well as the smart device

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Android™ is a trademark of Google Inc., Mountain View, CA.

Kindle™ is a trademark of Amazon.com Inc., Seattle, WA.

Specifications

Bed Type	A. Frame Width	B. Base Width	C. Base Length	Weight
Twin	24 3/4"	37 1/2"	74 1/4"	169 lb
Twin Long	24 3/4"	37 1/2"	79"	173 lb
Double	39 1/2"	53 1/4"	75"	219 lb
Queen	39 1/2"	58 1/4"	79"	235 lb
Split Queen	24 3/4"	29 1/2"	79"	127 lb
Split CA King	24 3/4"	35 3/4"	82 3/4"	160 lb

Appearance may vary depending upon model.
Measurements are approximate.

	Option	Option	Option	Option	Standard (Grey Upholstery)	Option	Standard (Brown Oxford)	Option
	NO LEG (RESTS ON RUBBER FOOT)	CASTER ONLY	4.5" LEG	4.5" LEG WITH CASTER	6.5" LEG	6.5" LEG WITH CASTER	9" LEG	9" LEG WITH CASTER
Total height: Legs + Base	9"	11.50"	12.75"	15.25"	14.75"	17.25"	17.25"	19.75"

Installation Instructions

Before discarding any packing materials, check your TEMPUR-Ergo™ Premier carton and verify the following items in the parts list are included:

PARTS LIST

A. Wireless Remote Control (1) and AA Batteries (2)

B. Mattress Retainer Bar (1)*

C. Retainer Bar Bolt (4)*

D. Retainer Bar Plate (2)*

E. Legs (4)

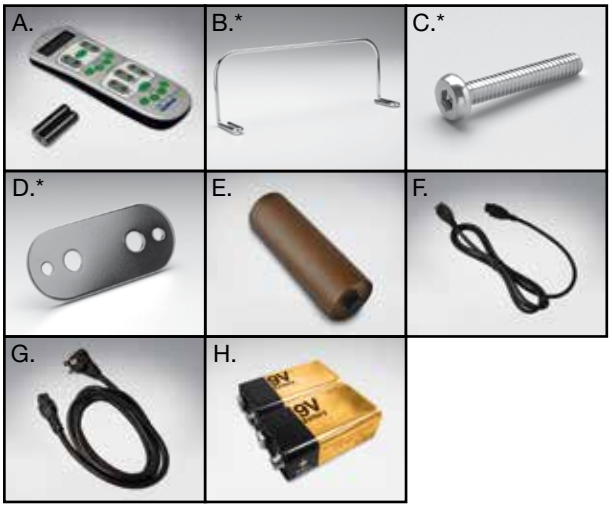
F. Connection Cable (1) - (Only on Twin Long, Split King, Split Queen and Split CA King)

G. Power Cord (1)

H. 9-Volt Batteries (2)

*Attached to base for shipping.

Appearance of some parts may differ from photos.
Headboard brackets not included.



Pre-Delivery Procedure

STEP 1

Lift carton top off box to reveal the bottom of the base.

STEP 2

Remove power cord from accessory pack and plug into power supply. Using a power extension cord to reach the base, plug in the base's power cord.

NOTE: Do not uncoil the base power cord which is packaged for shipment.

STEP 3

Remove the remote control and (2) AA batteries from the accessory pack, remove the cover from the remote control's battery compartment and install the batteries.

NOTE: Do not mix old and new batteries.

STEP 4

Power Test Procedure:

Press each of the following buttons long enough to illuminate the green LED signature light on the remote control and watch/listen for the base to activate. This ensures you will be delivering a base that is fully functional. Test the base by pressing the buttons in the following sequence.

1. Head Lift
2. Leg Lift
3. Head Massage
4. Lumbar Massage
5. Leg Massage
6. Stop
7. Flat

NOTE: Only press each button long enough to hear or see the function activate on the base.

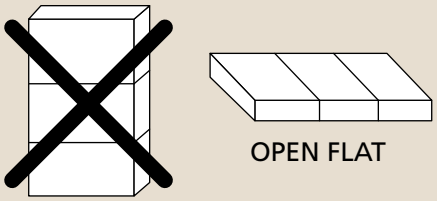
STEP 5

Once the warehouse test is successful and complete:

- Unplug the power extension cord
- Remove the batteries from the remote control and return both to the accessory pack
- Remove the power cord and return it to the accessory pack
- Place the lid back on the outer carton and secure for delivery

NOTE: Always keep the Ergo base in a flat, horizontal position during transportation and delivery.

NOTE: To avoid damage to the TEMPUR-Ergo Premier, always open the carton while the bed is in the flat position.



Delivery Procedure

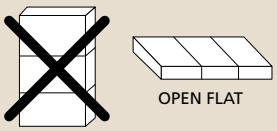
NOTE: Always keep the TEMPUR-Ergo™ Premier in a flat, horizontal position during transportation and delivery. Always open the box in the flat position.

STEP 1

Carefully take base, in the carton, to the bedroom and place next to where the customer wants it set up.

STEP 2

Carefully lift the TEMPUR-Ergo Premier out of the shipping carton keeping the unit topside down. For safety reasons this should be performed by two people.



NOTE: To avoid damage to the adjustable base, always open the carton while the bed is in the flat position.

STEP 3

The products come packed in a cardboard box. Some components are also sealed in plastic film. To unpack, proceed as follows:

STEP 3A

Remove the cardboard and plastic film from the components.

STEP 3B

Check the package contents.

STEP 3C

Dispose of the packaging materials.

STEP 3D

Keep the user manual at hand for the operators.

STEP 4

Remove the remote control and (2) AA batteries from the accessory pack, remove the cover from the remote control's battery compartment and install the (2) AA batteries into the remote.

Cut power supply free from its attachment to the frame. Install (2) 9-Volt batteries into the battery compartment of the power supply.

Remove power cord from accessory pack and plug into power supply.

NOTE: Do not mix old and new batteries.

STEP 5

Thread the power cable through the strain-relief hooks on the power supply.

Snap in the power cord to the hooks

The purpose of the hooks is to relieve the cable connector and protects the power cord from damage.

NOTE: Ensure the cables are not under tension.

Uncoil power supply and place on the floor. Connect the power lead from the power supply to the surge protector (not included).

STEP 6

Attach TEMPUR-Ergo™ Premier Legs: Open the accessories box, take out the (4) legs and thread them in a clockwise direction into the pre-threaded holes in the frame.

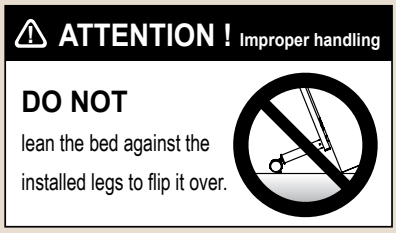
NOTE: Hand tighten the legs securely to the frame. DO NOT over tighten. Make sure the legs are screwed completely into the frame. Legs that are not securely attached may become unsafe. DO NOT unscrew a leg to compensate for an uneven floor.

NOTE: Locking casters are available for aftermarket purchase. In order to prevent the movement of this product, all four casters should be in the locked position.

STEP 7

Carefully flip the TEMPUR-Ergo Premier over to the topside up position.

NOTE: Make sure to lift the adjustable base off the ground before flipping over. DO NOT use legs as a leverage point to ensure they do not break.



STEP 8

Remove retainer bar and install in upright position using a standard screw driver or hex head driver (not provided).

STEP 9

If this delivery involves dual bases and/or split mattresses, program accordingly. (Program remote control(s) per the instructions contained in the Complete Reference Guide.)

STEP 10

Place the mattress(es) on the base(s).

STEP 11

Ensure the power switch on the surge protector is in the “on” position and that it is plugged into the wall outlet. Check the system for functionality with this mattress in place.

NOTE: If the system does not respond, follow the Setup Procedure on page 14 to ensure the base and remote control are communicating.

Wireless Remote Control Programming

SETUP PROCEDURE — SINGLE BASE OR TWO BASES OPERATING INDEPENDENTLY

NOTE: The remote control included with the TEMPUR-Ergo™ Premier adjustable base will already be programmed to operate the accompanying base without any additional setup.

Follow these steps if you replace your remote control or if your base does not function out of box.

STEP 1

Ensure two (2) AA batteries have been inserted into the wireless remote control.

NOTE: Do not mix old and new batteries.

STEP 2

Ensure the TEMPUR-Ergo Premier is disconnected from power.

STEP 3

Press and hold the **FLAT** and **STOP** buttons simultaneously for at least 10-15 seconds. The current RF channel number will be shown on the LCD screen.

STEP 4

Press the **FLAT** button to confirm the RF channel number. The RF channel number will flash for 30 seconds.

STEP 5

Within 30 seconds, reconnect the TEMPUR-Ergo Premier power supply to a working outlet. You will hear two “double-clicks” when the set-up is successfully completed. You may use the remote when the RF channel stops flashing. Alternately, you can press the **STOP** button to stop the RF channel from flashing.

NOTE: Pressing the STOP button prematurely will cause the set-up process to fail and require you to repeat Steps 1–5.

SETUP PROCEDURE — TWO BASES OPERATING IN TANDEM BY A SINGLE REMOTE

Follow these simple steps to set up a tandem system.

STEP 1

Ensure two (2) AA batteries have been inserted into one wireless remote control. Store extra remote for future use.

NOTE: Do not mix old and new batteries.

STEP 2

Ensure both TEMPUR-Ergo Premier bases are disconnected from power.

STEP 3

Install connection cable by inserting one connector into each control box, pairing together both bases.

STEP 4

Press and hold the **FLAT** and **STOP** buttons simultaneously on the remote control for 10-15 seconds. The current RF channel number will be shown on the LCD screen.

STEP 5

Press the **FLAT** button to confirm the RF channel number. The RF channel number will flash for 30 seconds. Within this 30 seconds, reconnect the first base into the power outlet. You will hear two "double clicks". Then reconnect the second base to a working outlet (within the same 30 seconds). You will again hear two "double-clicks".

STEP 6

Perform System Reset: Press and hold the **FLAT** button. After 15 seconds, the LCD changes from ***FLAT to RST.***

NOTE: Do not release the FLAT button!

Continue holding the **FLAT** button for an additional 30–60 seconds as the bed moves forward and backward. The reset process is complete when no audible clicks or movement occurs for a minimum of 10 seconds.

SETUP PROCEDURE — TWO BASES OPERATING IN TANDEM BY TWO REMOTES

Follow these instructions to set up a tandem system which can be operated by either remote.

STEP 1

Ensure two (2) AA batteries have been inserted into each wireless remote control.

NOTE: Do not mix old and new batteries.

STEP 2

Ensure both TEMPUR-Ergo™ Premier bases are disconnected from power.

STEP 3

Install connection cable by inserting one connector into each control box, pairing together both bases.

STEP 4

The following buttons are used to set the first and second part of the RF channel number:

1: Memory 1
2: Memory 2
3: Memory 3
4: Memory 4
5: Head Up
6: Head Down
7: Leg Up
8: Leg Down

Please pre-select two digits and make a note of selection for the following steps.

STEP 5

Press and hold the **FLAT** and **STOP** buttons simultaneously on the first remote for 10–15 seconds. The current RF channel number will be shown on the LCD screen. Enter the first and then the second pre-selected digits from Step 4. Then press the **FLAT** button on the first remote to confirm the RF channel. The RF channel number will flash for 30 seconds.

STEP 6

Within 30 seconds, reconnect the first base into the power outlet. You will hear two "double clicks".

STEP 7

To program second remote, repeat Steps 5–6.

STEP 8

Perform System Reset: Press and hold the **FLAT** button. After 15 seconds, the LCD changes from ***FLAT to RST.***

NOTE: Do not release the FLAT button!

Continue holding the **FLAT** button for an additional 30–60 seconds as the bed moves forward and backward. The reset process is complete when no audible clicks or movement occurs for a minimum of 10 seconds.

Headboard Installation

NOTE: Headboard Bracket Kit sold separately.

Before discarding any packing materials, check your Headboard Bracket Kit and verify the following items in the parts list are included:

PARTS LIST

A. Inner Headboard Bracket (2)

B. Outer Headboard Bracket (2)

C. Frame Bolt (4)

D. Lock Washer (12)

E. Bracket Bolt (8)

F. Locking Nut (12)

TOOLS REQUIRED

Flat Head Screwdriver

Wrench (7/16")

NOTE: This step is needed if using a headboard ONLY; not headboard, footboard and side rails.

NOTE: Failure to follow the proper headboard bracket installation instructions may result in damage to your TEMPUR-Ergo™ Premier.

WARNING: The bottom of the headboard cross member must be positioned so that there is no more than 3 inches between the bottom of the headboard and the top of the mattress. Failure to follow this instruction could result in serious injury or death to a person or pet caught between the mattress and the headboard.

STEP 1

Assemble the Headboard Bracket:

STEP 1A

Use the wireless remote to raise the head of the bed in order to gain access to the TEMPUR-Ergo Premier frame.

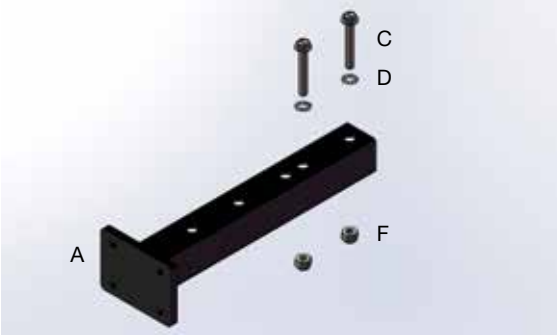
STEP 1B

Place the Inner Headboard Bracket (A) over the square tube frame making sure the open side of the channel is facing outboard.

Align two (2) holes from the pattern of the Inner Headboard Bracket (A) with the two (2) holes of the square tube frame such that a distance of approximately 1.5 inches to 2 inches exists between the edge of the TEMPUR-Ergo Premier adjustable base and the Headboard Bracket assemblies.

The exterior setting is for Split CA King. The middle setting is for Twin Long, Queen, and Split Queen. The interior setting is for Twin and Double.

Place the two (2) Frame Bolts (C) with two (2) Lock Washers (D) through the holes and fasten with Locking Nuts (F).

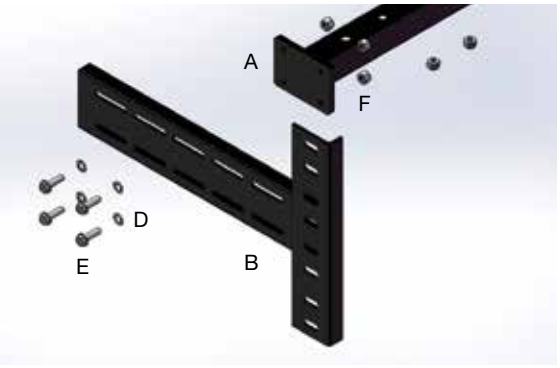


Hand tighten the Frame Bolt (C) and Locking Nut (F) in place using a flat head screwdriver and a crescent wrench.

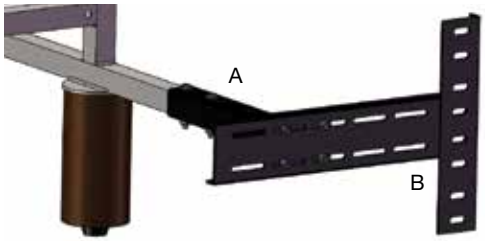
Repeat on other side of the frame.

STEP 1C

Place the open side of the Outer Headboard Bracket (B) over the rectangular plate of the Inner Headboard Bracket (A).



Place four (4) Bracket Bolts (E) with four (4) Lock Washers (D) through the slots of the Outer Headboard Bracket (B) and into the holes of the Inner Headboard Bracket (A). Use four (4) Locking Nuts (F) to secure the brackets in place, but loose enough to allow adjustment.



Repeat on other side of the frame.

STEP 2

Attach your headboard to the Headboard Brackets following the steps below:

STEP 2A

Measure the center-to-center distance of the mounting holes in your headboard.

STEP 2B

Measure the center-to-center distance of the mounting holes in the Headboard Bracket assemblies.

STEP 2C

If the Headboard Brackets require adjustment, loosen the bolts that are holding the Outer Headboard Brackets and move them so that the mounting holes on the Outer Headboard Bracket align with the mounting holes on your headboard. Reinstall the bolts on the Outer Headboard Bracket and firmly tighten.

STEP 2D

Place your headboard bolts through the mounting holes on both the Outer Headboard Bracket and your headboard. Firmly tighten.

STEP 3

Place your Tempur-Pedic® mattress on top of your TEMPUR-Ergo™ Premier.

WARNING: Verify the space between the headboard cross member and the top of the mattress is no more than 3 inches.

Your TEMPUR-Ergo Premier installation is now complete. Refer to the Wireless Remote Control Guide on the following pages or the supplied Quick Reference Guide for additional usage instructions.

Wi-Fi Module and TEMPUR-Ergo™ Smart Control Device Setup

Before you begin your smart device setup, make sure your adjustable base is connected to a power source.

INSTALLING THE TEMPUR-ERGO™ SMART CONTROL APP

Follow the instructions in this section to install the TEMPUR-Ergo Smart Control App on your smartphone or tablet and pair the Wi-Fi Module on the bed to the app. These steps contain instructions for use with either an Apple® iOS or an Android™ smartphone or tablet and the example screens shown include those for an Apple® iOS device and an Android™ device.

STEP 1

Download the TEMPUR-Ergo Smart Control App from the App Store, Play Store or Amazon.

STEP 2

Install the app to your smart device. The TEMPUR-Ergo™ icon displays on your device.

ERGO

MAKING A DIRECT CONNECTION TO THE BASE

STEP 1

Before opening the app, first select the Wi-Fi network settings of your smart device. If you have already opened the app, you may need to close it before continuing.

STEP 2

Connect to the network of your adjustable base. The proper network name begins with “WM” followed by a combination of 6 alpha-numeric characters and is printed on the type plate of your Wi-Fi Module. SSIDs do not include the letter “O” but may contain the numeric digit zero, or “0”. The TEMPUR-Ergo Smart App should be used in close proximity to the adjustable base to ensure the wireless connection is not interrupted. Once your Wi-Fi Module is located by your smart device, a check mark appears to the right of the SSID.

Apple® iOS device

Android™ device

NOTE: A tandem system contains two Wi-Fi Modules. Such a tandem system can only be operated by one of the two Wi-Fi Modules. You may need to try both modules to determine the one that controls the system.

STEP 3

Select the app on your smart device to start the TEMPUR-Ergo Smart Control App. The app looks for the Wi-Fi Module and displays a list of all modules found.

Apple® iOS device

Android™ device

NOTE: When the smart device is removed from the network and returned, there may be a slight delay as it reconnects with the network.

Apple® iOS device

Android™ device

If you experience a delay, due to the smart device being removed and then returned to the network, follow Steps 3A and 3B to resolve.

STEP 3A

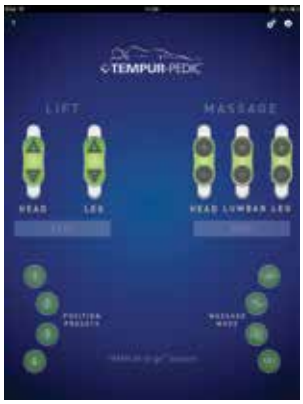
Select the correct Wi-Fi network in the **Settings** screen of your smart device and restart the app.

STEP 3B

Check the distance between your smart device and the Wi-Fi Module.

STEP 4

Identify the correct module, select it and the system is ready to operate. Your smart device displays a screen similar to the one shown here with all of the applicable controls for your bed.



NOTE: If you wish to use your smart device to access the Internet through your home network, follow the instructions in the next section, "Using the TEMPUR-Ergo™ Smart Control App with Your Home Network."

USING THE TEMPUR-ERGO™ SMART CONTROL APP WITH YOUR HOME NETWORK

Your router for your home network uses either DHCP or static IP settings. Most routers use the DHCP mode.

INTEGRATING WITH A DHCP HOME NETWORK

Follow these instructions to use the app with most home networks.

STEP 1

Make sure your smart device is connected to the adjustable base's Wi-Fi network as described in Step 2 of "Making a Direct Connection to the Base."

STEP 2

Tap the **Setting** icon on the TEMPUR-Ergo Smart Control App on your smart device.

STEP 3

Tap the (next to the appropriate Wi-Fi Module).

NOTE: If your home network utilizes "MAC Address Filtering" as a security feature you MUST do this prior to Step 4.

Tap on "Show App and Wi-Fi Module Information" and an information screen will appear.

Write down the information on the line labelled "MAC Address of Module" — it (the MAC address) will be a string of 8 groups, of 2 characters each — with each group separated by a colon. You will need to add this MAC address to your home networks Filtering list so that your home network will allow the Ergo bed module to communicate with it. Once this is complete, continue to Step 4 in the App.

STEP 4

Set the home network setting to **ON**.

Apple® iOS device	Android™ device

STEP 5

Select the SSID/Wi-Fi Network Name of your home network:

STEP 5A

For Apple® iOS devices or if your SSID/Wi-Fi Network Name is not shown in the list on your Android™ device, enter your Router SSID in the Enter SSID Network Name field. (The SSID for your SSID/Wi-Fi Network Name can usually be found on the type plate of your router.)

STEP 5B

For Android™ devices, select the SSID/Wi-Fi Network Name from the list.

STEP 6

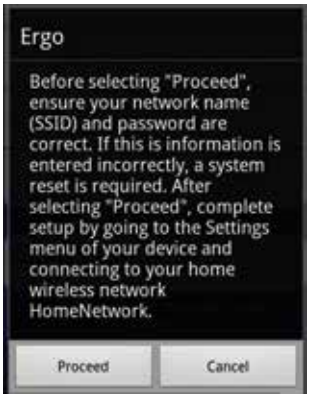
Enter your password in the Password field on both Apple® iOS and Android™ devices. For some routers, this can also be called the Web Key.

STEP 7

Tap **Save**. This message informs you that the next step can only be undone by performing a factory reset at the Wi-Fi Module. Take care to ensure your network name and password are correct before proceeding.

Apple® iOS device

Android™ device



WARNING: Check to be sure your SSID/Wi-Fi Network Name and password are correct before proceeding.

NOTE: For best performance, your router should be in close proximity to the bed.

STEP 8

Tap **Proceed**. The following message appears:

Apple® iOS device

Android™ device

STEP 9

Tap **OK**.

STEP 10

Select the appropriate SSID/Wi-Fi Network Name in the **Settings** screen of your device.

STEP 11

Start the TEMPUR-Ergo™ Smart Control App. The app should locate the corresponding Wi-Fi Module and be ready to operate.

INTEGRATING WITH A STATIC IP SETTING HOME NETWORK

If your router uses a Static IP setting, follow these instructions to integrate your Home Network.

STEP 1

Perform Step 1 through Step 6 in the “Integrating with a DHCP Home Network” section.

STEP 2

Change the Static IP (Expert Mode) to **ON**.

Apple® iOS device	Android™ device

STEP 3

Enter the IP Address and the Subnet Mask for your Home Network.

STEP 4

Perform Step 7 through Step 11 in the “Integrating with a DHCP Home Network” section.

USING THE SETTINGS SCREEN IN THE TEMPUR-ERGO™ SMART CONTROL APP

The **Settings** screen in the TEMPUR-Ergo Smart Control App allows you to turn sound effects on and off and change the name of the Wi-Fi Module.

CONTROLLING SOUND EFFECTS

STEP 1

Launch the TEMPUR-Ergo Smart Control App.

STEP 2

Tap the **Settings** icon in the TEMPUR-Ergo Smart Control App.

STEP 3

Change Sound effects to **ON**.

Apple® iOS device	Android™ device

CHANGING THE NAME OF THE WI-FI MODULE

STEP 1

Launch the TEMPUR-Ergo Smart Control App.

STEP 2

Tap the **Settings** icon in TEMPUR-Ergo Smart Control App.

STEP 3

Select the corresponding Wi-Fi Module by tapping the or the for Apple® iOS or Android™, respectively.

STEP 4

Enter the new name for the Wi-Fi Module in the **Name** field.

Apple® iOS device	Android™ device

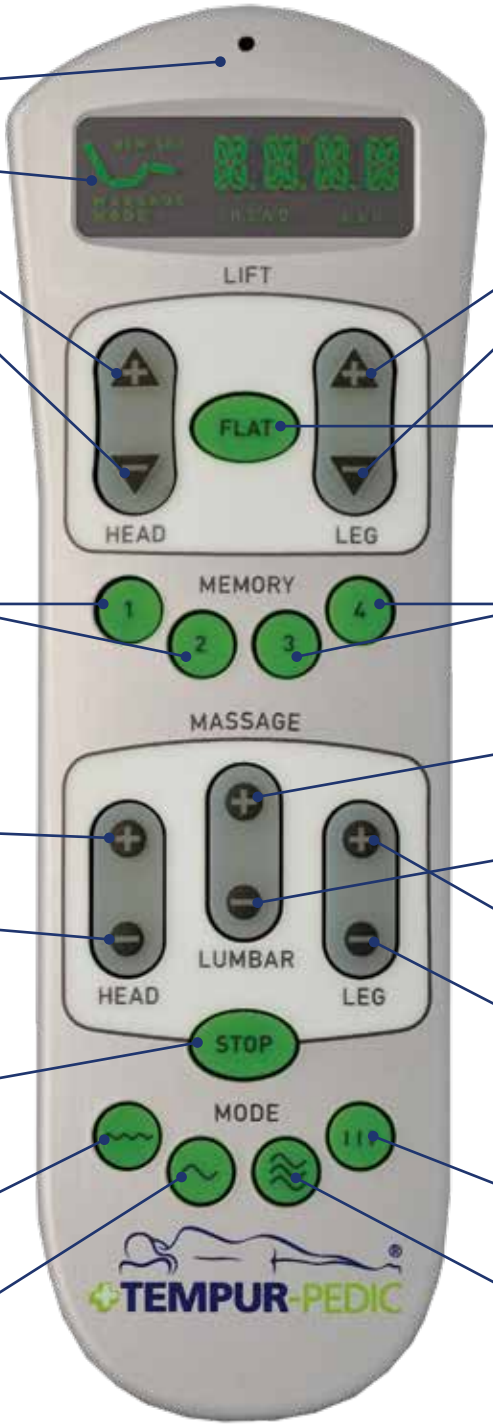
STEP 5

Tap **Save**.

NOTE: See TEMPUR-Ergo Smart Control Operating Instructions on page 27.

Wireless Remote Control Features

READ ADVISORY INFORMATION IN THE SAFETY PRECAUTIONS SECTION OF THIS GUIDE CAREFULLY BEFORE USING THIS PRODUCT. THE POTENTIAL FOR ELECTRIC SHOCK EXISTS IF ELECTRICAL COMPONENTS ARE NOT INSTALLED OR OPERATED PROPERLY.



1. STATUS LED
2. LCD
3. HEAD UP (HU)
4. HEAD DOWN (HD)
5. LEG UP (LU)
6. LEG DOWN (LD)
7. FLAT (F)
8. MEMORY 1 AND 2 (M1 AND M2)
9. MEMORY 3 AND 4 (M3 AND M4)
10. HEAD MASSAGE INTENSITY + (HM+)
11. HEAD MASSAGE INTENSITY – (HM-)
12. LUMBAR MASSAGE INTENSITY + (LUM+)
13. LUMBAR MASSAGE INTENSITY – (LUM-)
14. LEG MASSAGE INTENSITY + (LM+)
15. LEG MASSAGE INTENSITY – (LM-)
16. STOP MASSAGE (S)
17. MASSAGE MODE 1: CONSTANT
18. MASSAGE MODE 2: WAVE
19. MASSAGE MODE 3: SIMULTANEOUS WAVE
20. MASSAGE MODE 4: PULSE

Operating Instructions

To ensure safe operation of the system, please observe the following safety instructions:

CAUTION: Keep children away from electrically adjustable beds and control units. There is risk of injury and electric shock.

CAUTION: Unplug the power cord during a thunderstorm or if you do not intend to use the system for an extended period of time.

NOTE: Do not put the remote control button-side down. The LCD display must be facing upward.

NOTE: If the LCD is not readable any more, you may need to change the batteries.

NOTE: Do not mix old and new batteries.

NOTE: The actuators will continue moving until you release button or the maximum height is reached.

MANUAL ADJUSTMENT OF HEAD AND FOOT

Head (3,4)

This function adjusts the Head section to the desired position.

Press the **HEAD UP** button (3).

Keep pressing the button until the desired height is reached. The LCD will show the following segments:

Press the **HEAD DOWN** button (4).

Keep pressing the button until the desired height is reached. The LCD will show the following segments:

Leg (5,6)

This function adjusts the Leg section to the desired position.

Press the **LEG UP** button (5).

Keep pressing the button until the desired height is reached. The LCD will show the following segments:

Press the **LEG DOWN** button (6).

Keep pressing the button until the desired height is reached. The LCD will show the following segments:

Flat (7)

Press the **FLAT** button (7) and the bed frame will automatically move to its complete flat position. The LCD will show the following segments:

NOTE: Ensure all obstructions are clear of the base's undercarriage when lifting or lowering the base's head and leg sections to avoid risk of pinching or damage.

NOTE: When the movement to the flat position is active it is possible to interrupt the movement with any of the movement buttons 3-9, at any time during movement for safety reasons.

MEMORY

Store a memory position (8, 9)

The system is able to store up to four (4) memory positions **Memory 1** to **Memory 4**.

First, move the head and leg sections to the desired position. Then press one of the **MEMORY 1** to **MEMORY 4** buttons (8, 9) for more than 3 seconds. The corresponding memory position will be stored.

After a position has been stored, the backlight and the LED signature light on the remote flash three times.

The following segments are flashing on the LCD:

Recall a memory position (8, 9)

Press one of the **Memory 1** to **Memory 4** buttons (8, 9), for less than 3 seconds. The base will move to the corresponding memory position.

The LCD will show the following segments, by pressing the button **MEMORY 1**, button (8):

NOTE: When the new position of the head is higher than the current position of the head, first the head section and then the leg section move to the corresponding memory position.

NOTE: If the new position of the head is equal or lower than the current position of the head, first the leg section and then the head section move to the corresponding memory position.

NOTE: When the movement to a memory position is active it is possible to interrupt the movement with any of the movement buttons 3-9, at any time during movement for safety reasons.

MANUAL MASSAGE

The bed frame is equipped with three (3) massage motors (head, lumbar and leg). The system offers manual massage and four (4) predefined massage modes.

NOTE: Once a massage is switched on it automatically switches off completely after 30 minutes or when the STOP button (16) on the remote control is pressed.

NOTE: Whenever any massage function is on and the user operates one of the lift buttons, the massage switches off as long as the base is moving. After the movement is finished, the massage switches on with the same settings it had before the stop.

NOTE: Each massage zone is adjustable in 10% increments.

NOTE: Whenever the massage motor is on and the manual massage button "+" or "–" is pressed, the massage motor intensity increases or decreases by one level. This can be repeated until the intensity reaches the maximum or minimum value.

Head massage (10, 11)

Press the **HEAD Massage Intensity +** button (10), the head massage switches on at 10% intensity.

The corresponding level of the intensity of the massage is shown on the display (**L0** to **L10**).

Press the +/- buttons (10-11) to adjust the intensity accordingly. The following segments are flashing on the LCD:

Lumbar massage (12, 13)

Press the **LUMBAR Massage Intensity +** button (12), the lower back massage switches on at 10% intensity.

The corresponding level of the intensity of the massage is shown on the display (**L0** to **L10**).

Press the +/- buttons (12-13) to adjust the intensity accordingly. The following segments are flashing on the LCD:

Leg massage (14, 15)

Press the **LEG Massage Intensity +** button (14), the leg massage switches on at 10% intensity.

The corresponding level of the intensity of the massage is shown on the display (**L0** to **L10**).

Press the +/- buttons (14-15) to adjust the intensity accordingly. The following segments are flashing on the LCD:

MASSAGE MODES

A massage mode is a program which changes intensity and speed of one or more massage zones. In doing so, each of the massage motors runs automatically through a predefined sequence.

The system offers the following four (4) predefined massage modes:

- Constant
- Wave
- Simultaneous Wave
- Pulse

The intensity of each motor zone can be changed while the program is running.

Press one of the Massage buttons (**Head Massage +/-** (10-11), **Lumbar Massage +/-** (12-13) or **Leg Massage +/-** (14-15), the intensity of the corresponding massage motor will change.

NOTE: If you change the massage mode or change from massage mode to manual massage, it will take approximately 2 seconds before the new massage program will start.

Massage Program 1: Constant (17)

In this massage mode all three massage motors run at a constant intensity.

Press **Massage Mode 1** button (17), and massage mode 1 will start at 50% intensity at all three motors. The LCD will show the following segments:

Massage Program 2: Wave (18)

In this massage mode the three massage motors are switched on one after another in a wave.

Press **Massage Mode 2** button (18), and massage mode 2 will start at 50% intensity at all three motors. The LCD will show the following segments:

Massage Program 3: Simultaneous Wave (19)

In this massage mode all three massage motors simultaneously follow a wave.

Press **Massage Mode 3** button (19), and massage mode 3 will start at 50% intensity at all three motors. The LCD will show the following segments:

Massage Program 4: Pulse (20)

In this massage mode the three massage motors are switched on one after another in a pulse.

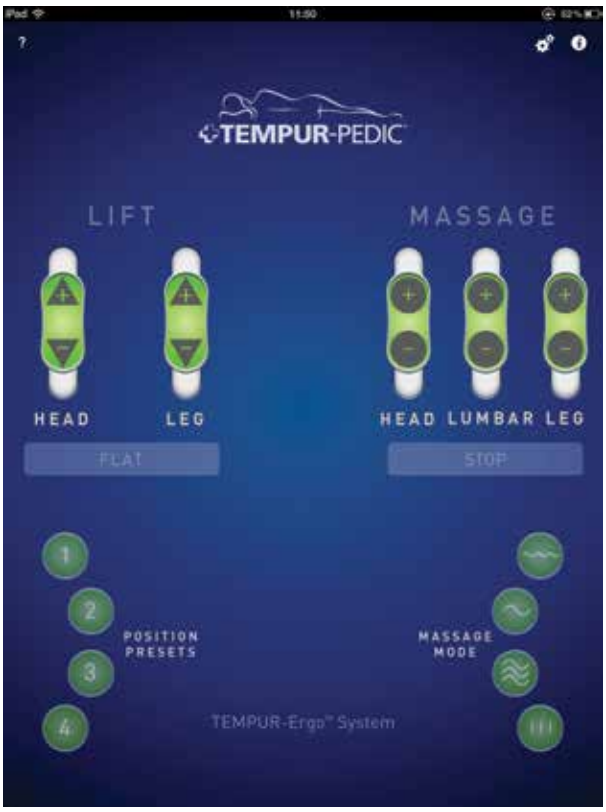
Press **Massage Mode 4** button (20), and massage mode 4 will start at 50% intensity at all three motors. The LCD will show the following segments:

STOP MASSAGE

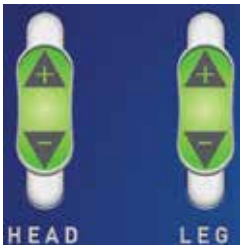
Press the **Stop Massage** button (16), all massage motors stop running. The LCD will show the following segments:

TEMPUR-Ergo™ Smart Control Operating Instructions

Once your Wi-Fi Module is installed, you can operate your bed from your smartphone or tablet. This section identifies all of the adjustments and settings you can control from your device.



USING THE HEAD AND LEG LIFT CONTROLS



Tap and slide* the **+/-** button for either the **Head** or **Leg** sliders until the desired height is reached.

Press the **FLAT** button and the bed frame automatically moves to its complete flat position.

SAVING AND RECALLING MEMORY POSITIONS

To save a position on the bed, tap and hold one of the numbered memory positions for 3 seconds.

To recall a memory position, tap the numbered memory button.

USING MASSAGE FEATURES

Tap and slide* the **+/-** button for the **Head**, **Lumbar**, or **Leg** to adjust the massage intensity.

When the massage motor is in operation, the text below the slider, which indicates the active zone, is green.

Tap one of these buttons to select the desired massage mode.

Tap the **STOP** button to stop the massage.

***NOTE: Sliders are the default setting. If you prefer push buttons you may select this option in the App Settings.**

Advanced Remote Control Programming

The control box and the wireless remote control need to be able to communicate via different RF channel numbers in order to avoid interference with other wireless remote controls or other remote control equipment used near the system.

For this case the system offers ways to set up or change the RF channel number.

LEARN PROCEDURE – WITH RF CHANNEL NUMBER CHANGE (HOME MODE)

This channel setup procedure changes the RF channel number from the factory setting. The new RF channel number will be chosen automatically by the system.

NOTE: Use this procedure to avoid interference with other wireless remote controls or other remote control equipment (e.g. remote controlled toys, garage door openers…) which are used near the system.

STEP 1

Disconnect the power cord (G) from wall outlet.

STEP 2

Press and hold both **FLAT** button (7) and **STOP** button (16) for at least 10 seconds. The current RF channel number will be shown on the display (e.g. “2875”) for 10 seconds.

STEP 3

Press one of the massage buttons (10-15), (17-20) to select a new random RF channel number. The LCD shows the new random RF channel number on the display.

STEP 4

Press the **FLAT** button (7) to confirm the RF channel number and the wireless remote control sends its current RF channel number for 30 seconds. The LED signature light and the backlight of the buttons are flashing during this time. During this time also the LCD still shows the RF channel number.

STEP 5

Re-connect the power cord (G) to the wall outlet within 30 seconds of Step 4.

You will hear two “double-clicks”. Then press the **STOP** button (16).

NOTE: If the 30 seconds of RF channel number transmission expire before the system is re-connected to the power, the control box and the wireless remote control will not work together. In this case the procedure must be repeated.

NOTE: If the new RF channel number is not confirmed with the FLAT button (7), the RF channel number will remain unchanged and the steps must be repeated.

LEARN PROCEDURE – WITH RF CHANNEL NUMBER CHANGE (SHOWROOM MODE)

In contrast to the home mode, the RF channel number can be chosen yourself.

The advantage of this procedure is that you can use up to eight systems in one showroom without interrupting each other.

The following steps must be performed:

STEP 1

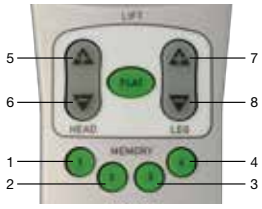
Disconnect the power cord (G) from wall outlet.

STEP 2

Press and hold both the **FLAT** button (7) and the **STOP** button (16) for at least 10 seconds. The current RF channel number will be shown on the display (e.g. “2875”) for 10 seconds.

STEP 3

Press one of the **memory** buttons (1-4) or one of the **manual movement** buttons (5-8) to select the first part of the RF channel number. Select a unique number for each base. The LCD shows the first selection as a number, from 1 to 8, for 10 seconds.



The RF channel number which will be shown depends on the pressed button.

STEP 4

Press one of the **memory** buttons (1-4) or one of the **manual movement** buttons (5-8) to select the second part of the RF channel number. The LCD shows the second part of the selection, as 1 to 8, for 10 seconds (the RF channel number which will be shown depends on the pressed button).

STEP 5

Press the **FLAT** button (7) to confirm the RF channel number. The RF channel number will flash for 30 seconds.

The LCD will show the following segments for example:

NOTE: The first part of the RF channel number selects a specific frequency range whereas the second part selects a RF channel number within that frequency range. The showroom mode allows up to 64 different RF channel numbers.

NOTE: In showrooms, when several bases will operate simultaneously, it is required that the first digit of the RF channel be unique (e.g. RF channel number “12” can be used at the same time as “22” or “32”, but not necessarily at the same time with “13” or “15” etc.)

STEP 6

Re-connect the power cord (G) to the wall outlet within 30 seconds of Step 5. You will hear two “double-clicks”. Then press the **STOP** button (16).

NOTE: If the 30 seconds of RF-channel number transmission expire before the system is re-connected to the power, the control box and the wireless remote control will not work together. In this case the procedure must be repeated.

Special Functions

SYSTEM RESET

This function resets the system to the zero position.

A reset is required in the following cases:

- One of the components is removed
- The bases don't work synchronously in tandem operation
- After a power outage (only for tandem operation)
- System error

RESET PROCEDURE

Press and hold the **FLAT** button (7). After 15 seconds, the LCD changes from ***FLAT to RST.***

NOTE: Do not release the FLAT button!

Continue holding the **FLAT** button (7) for an additional 30–60 seconds as the bed moves forward and backward. The reset process is complete when no audible clicks or movement occurs for a minimum of 10 seconds.

Emergency Power-Down

The power-down button on the power supply gives the user the possibility to move the bed to a flat position during power failure.

SINGLE SYSTEM

Press the **power-down** button on the power supply until the bed arrives at the flat position. After this procedure the two (2) 9-Volt batteries must be changed.

DANGER: Risk of pinching!

NOTE: During the emergency power-down procedure the lowering speed will be reduced.

NOTE: Do not mix old and new batteries.

TANDEM OPERATION

Each base must be moved to the flat position separately by following the single system instructions.

After this procedure the two (2) 9-Volt batteries of both power supplies must be changed.

Once power returns the user must perform a system reset to connect both systems with each other (see **System Reset** on page 30).

NOTE: Do not mix old and new batteries.

NOTE: After emergency power-down in a tandem system, a system reset must be performed (see System Reset on page 30).

Change from a Tandem System to a Single System

STEP 1

Disconnect both bases from wall outlet.

STEP 2

Remove connection cable from each control box.

STEP 3

Learn Remote 1 to Base 1 following **Learn Procedure** on page 28.

STEP 4

Perform **System Reset** on page 30 for Remote 1 and Base 1.

STEP 5

Repeat Steps 3-4 using Remote 2 and Base 2.

Using Factory Reset for the Wi-Fi Module

If you have your Wi-Fi Module integrated into your Home Network and want to make the Wi-Fi Module directly accessible again via its own Wi-Fi network, you must first perform a Factory Reset to reset the Wi-Fi Module.

PERFORM A RESET ON THE HARDWARE

Press and hold the button on the Wi-Fi Module for approximately 5 seconds.

PERFORM A RESET ON THE APP

You can only perform a reset on your app if the Wi-Fi Module is integrated into your Home Network and there is an active connection to it. To perform a reset, follow these instructions:

STEP 1

Tap the **Settings** screen icon on the TEMPUR-Ergo™ Smart Control App screen.

STEP 2

Select the corresponding Wi-Fi Module by tapping either the or the on your Apple® iOS or Android™ device, respectively.

STEP 3

Tap **Reset to Factory Settings**.

Apple® iOS device

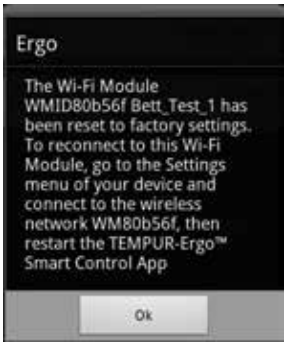
Android™ device

STEP 4

Tap **OK**.

Apple® iOS device

Android™ device



Troubleshooting

In the event that your TEMPUR-Ergo™ Premier fails to operate properly, investigate the symptoms and possible solutions provided in the chart below:

SYMPTOM	SOLUTION
Wireless Remote Control LED Signature Light illuminates and appears to be operable but will not activate the TEMPUR-Ergo Premier.	• Verify that the power cord is plugged into a working, grounded electrical outlet. *A grounded, electrical surge protection device is recommended.* Test the outlet by plugging in another working appliance. • Verify that the power cord is plugged into power supply. • Verify the control box is learned to the remote by following the **Setup Procedure** on page 14.
No features of the TEMPUR-Ergo Premier will activate.	• Verify the green LED light on the power supply is lit – if not the unit is not receiving power. • Program the Wireless Remote Control (see the *Wireless Remote Control Guide*, included with this product, for programming procedures). Make certain the Power Down Box is easily accessible. Relocate the Power Down Box if necessary. • Unplug the power cord, wait 60 seconds and plug the power cord back in to reset the electronic components. • Your surge protection device and/or electrical circuit breaker may be tripped. Check both to verify. • Your surge protection device and/or electrical outlet may be defective. Test the outlet by plugging in another working appliance.
Wireless Remote Control LED Signature Light will not illuminate.	• Replace the batteries in the Wireless Remote Control. The unit requires two (2) AA batteries. **NOTE: Do not mix old and new batteries.** • Ensure the batteries are installed correctly.
Head and/or Leg section will elevate but will not return to the horizontal (Flat) position.	• The TEMPUR-Ergo Premier may be obstructed. Elevate and check for an obstruction. Remove the obstruction. • The head section may be too close to the wall. • The headboard may be too close to the edge of the mattress. Verify that a 1.5" (38.1mm) to 2" (50.8 mm) distance is between the headboard brackets and the mattress. Adjust if required.

SYMPTOM	SOLUTION
Head and/or Leg lift function has minor interference during operation.	• Check batteries in Wireless Remote Control, replace with two (2) new AA batteries if necessary. **NOTE: Do not mix old and new batteries.** • Make sure that you are following the duty cycle of the motors (do not operate more than 2 minutes over a 20-minute period, or approximately 10% duty cycle). • Press the lift buttons squarely and accurately. • Wireless Remote Control may be experiencing common Radio Frequency Interference from other radio transmitting devices. Wait several seconds, and then try pressing appropriate button again. See **FCC Compliance Statement** on page 6 of this guide.
Excessive massage motor noise.	• If the bed is located on hard surface flooring, place carpet pieces or rubber pieces (not included) under each leg or caster of your TEMPUR-Ergo™ Premier. • Using the Wireless Remote Control, elevate the head or leg section a short distance to realign the lift/lower mechanisms with the bed support platform. • Verify that your TEMPUR-Ergo Premier is not positioned against a wall, night stand or other object that may cause the vibration or noise. • If the TEMPUR-Ergo Premier is installed over a bed frame, verify that the massage motors are not causing the bed frame (or bed frame components) to vibrate. • Verify that the headboard attachment hardware is properly tightened (if used).
A clicking noise is heard under the bed when raising or lowering.	• This is normal. The lift motor relays “click” when they are engaged. No action is required.
Massage motor overheats or stops.	• If the vibration motor overheats, the thermal protection will turn the motor off. Wait 30 minutes, turn the massage back on. If it does not come on, turn it off and report the situation to customer service.

SYMPTOM	SOLUTION
Unable to connect to the Wi-Fi Module in direct mode.	• Ensure the smart device is not set to a static IP address. • Ensure the adjustable base and Wi-Fi Module is in close proximity to your smart device so it can receive a strong signal. • Ensure there is not a high level of wireless network traffic. Multiple networks in the same area or streaming of audio and video can clutter up a network and interfere with proper signal reception. • If using a tandem bed system (two adjustable bases) ensure you are connected to the primary bed's Wi-Fi Module. This may require connecting to both modules to determine which is controlling the system.
Cannot use the system in the home network mode.	• Ensure the router is powered on and functional. • Be sure you entered the login data correctly (network name, password, type of security) in order to connect your Wi-Fi Module to your home network router. • Be sure that the IP settings of the wireless router, smart device and Wi-Fi Module are compatible with one another. • If not using expert mode on the smart device's app, be sure that DHCP is active on the router. • Be sure that your router does not use WEP encryption, which is outdated and unsupported. • Be sure that UDP Port 50007 and TCP Port 2000 are not blocked on your router. • Ensure that the bed is in close proximity to the router, preferably in the same room or next room, and not on a different floor of the home. • Ensure that the smart device is receiving strong signal from the home network wireless router. • Ensure that no other smart device is operating the same bed at the same time. • Ensure that high network traffic on your wireless network isn't influencing the Wi-Fi connection. A high number of connected devices or audio and video streaming are common examples.
Cannot access the Internet on my smart device while connected to the Wi-Fi Module.	Your smart device can only connect to one network at a time. If you would like to use the Tempur-Pedic® App and surf the Internet, integrate the Wi-Fi Module into the home network following the instructions in the owner's manual.

SYMPTOM	SOLUTION
Unable to control the adjustable base with my smart device after changing my router settings or password.	The settings in the app will have to be updated to accommodate the change to your home network. Perform a factory reset on the Wi-Fi Module by pressing the button on the module until the red LED lights up and then releasing the button. Go through the home network setup again, this time using the new settings.
Unable to correct my password/ network name/encryption mode.	Perform a factory reset on the Wi-Fi Module by pressing the button on the module until the red LED lights up and then releasing the button. Go through the home network setup again, this time using the correct settings.
Unable to use my home network even though the settings are all correct.	• Ensure that your router is compatible with the Wi-Fi Module (review the question “supported routers”). • The character “^” must not be used in the network name (SSID) or encryption password. • WEP security is not supported by the Wi-Fi Module – select another type of security supported by the Wi-Fi Module (see question “Which wireless routers are supported?”).
App does not work from my smart device.	If the app doesn’t find a Wi-Fi Module to connect to, it may be in Demo Mode. Close the app, connect the smart device to the Wi-Fi Module in your device’s Wi-Fi settings menu and start the app again.
Unable to install the app on my smart device.	• Ensure that your Internet connection and your restrictions/ settings on the smart device allow downloading and installation of apps from the App Store, Play Store or Amazon. • Be sure to use a supported device, listed in the supported devices section.
Unable to get my new router to work with my smart device to control the adjustable base.	The settings in the app will have to be updated to accommodate the change to your home network. Perform a factory reset on the Wi-Fi Module by pressing the button on the module until the red LED lights up and then releasing the button. Go through the home network setup again, this time using the new settings.

Serial Number:

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