

# CARILOHA



## CARILOHA CLASSIC COMFORT BASE™

USER'S MANUAL

# TABLE OF CONTENTS

- Introduction .....1
- Features of the Cariloha Classic Comfort Base .....1
- Important Safety Information .....2
- Quick Set-up Guide.....3-4
- Power Cord Set-up with Master Controller.....5
- Joining Two Twin XL Adjustable Bases.....6
- Zero Clearance Base Connection Steps .....7
- Mattress Retainer Bar .....8
- Component Guide.....9
- Wireless Remote Control Frequency Set-up..... 10
- Simultaneous Synchronization ..... 11
- Remote Control Features..... 12
- Test All Functions ..... 13
- Emergency Battery Back Up ..... 14
- Weight Recommendations and Limits..... 15
- Troubleshooting Guide..... 16
- FAQ ..... 17
- 10 Year Limited Warranty..... 18

## INTRODUCTION

Thank you for purchasing the Cariloha Classic Comfort Base™. We're confident that you will enjoy your new Comfort Base adjustable bed for years to come. If you have any questions, please don't hesitate to contact our customer service team at 800-884-5815. Our goal is to provide you with an excellent product and superior service.

## FEATURES OF THE CARILOHA CLASSIC COMFORT BASE ADJUSTABLE BED

- Enjoy a seamless integration of comfort and stability between the Mattress and the Comfort Base for a more restful night's sleep.
- 'Silent' Motor System - this super quiet motor allows you to position your adjustable bed with minimal operational noise.
- Undercarriage is made with reinforced steel components for strength and durability.
- Wireless remote control with simplified design for ease of use.
- Emergency backup battery box in case of an electricity outage.
- The adjustable bed base fits easily into most bed frames.

## PLEASE READ ALL INSTRUCTIONS AND SAFETY INFORMATION CAREFULLY BEFORE USE AND ASSEMBLY.

- Safety Information: Only use the adjustable bed base for its intended use as described in this manual. Follow the guidelines below for your safety, the safety of others and to avoid risk of electrical shock, fire, burns or injury:
- Avoid fingers in pinch-points.
- Two or more adults is strongly recommended for moving and assembling of the adjustable bed base.
- Plug adjustable bed base into a surge protector (not included) or directly into a suitable wall outlet.
- If the plug does not fit your outlet, contact a qualified electrician to install a suitable outlet. Unauthorized modification or failure to use a proper power source or surge protector will void the electrical portion of your warranty.
- Keep power cords away from heated surfaces. To safely disconnect, ensure the base is in a flat position with all motors off, and unplug from power source.
- Always unplug the base from the electrical outlet before cleaning or servicing. Discontinue use of the bed base and contact a qualified service center if: it has a damaged cord or plug, is not working properly, or has been dropped into water.
- Do not place the adjustable bed base or any of its components near or in water.

- Do not drop or insert objects into any opening. Never operate the base when there is an obstruction between the moving parts of the adjustable base and the metal frame.
- Replacing parts on the adjustable base is allowed to be done by consumer, however tampering with internal components will void the warranty.
- Do not use accessories/attachments that are not recommended by the manufacturer.
- Exceeding the weight restriction (see page 14) could damage the bed and/or cause injury and will void the warranty.
- Do not operate the adjustable bed base when a person or animal is underneath the adjustable bed base.
- Mattresses may move or shift on bases – use caution.
- If utilized, all 6 legs must be installed and resting evenly on the floor.

### VIOLATING ANY OF THE SAFETY INFORMATION WILL VOID THE WARRANTY AND MAY RESULT IN INJURY OR DAMAGE TO FLOOR

- In-Home Use: The adjustable base is designed solely for in-home use. This base was not designed as a hospital bed and is not designed to meet hospital standards. Do not use this base with TENT TYPE oxygen therapy equipment or near explosive gases.
- Operation and Supervision: Close supervision is required when the bed base is used by or near children, animals, convalescents or disabled persons. Immediately dispose of all packing materials as they may pose a risk to small children and pets. To avoid injury, do not allow children or small pets to play on or under the adjustable bed base.

## QUICK SET-UP GUIDE

The Cariloha Comfort Base is delivered as a complete unit. The only loose items in the box should be the following:

- One Wireless Remote Control (3 AAA Batteries Included).
- Six legs with customizable heights.
- One Foot Mattress Retaining Bar.
- Power Cord (4 pieces - AC/DC Power Adapter, Power Cord Plug, Master Controller Cable and Emergency Back up Battery Box).
- Split King Base Connector Straps (Only included with Twin XL bases).
- Simultaneous Synchronization Cable (Only included with Twin XL bases).
- (4) Velcro Straps.

1

Unpack by carefully cutting the plastic bag to remove the adjustable bed.

2

CAREFULLY turn the bed base on its side (it may require two people to do this) and ensure that all wires are connected. They might have become disconnected during shipment. (See Power Cord Set Up with Master Controller on Page 5.)

3

If using the Split King Base with legs, locate the Connector Straps and refer to the instructions for Joining Two Twin XL Cariloha Comfort Bases on Page 6 for installation.

4

(OPTIONAL)

Locate the box with the legs and choose one of the three heights of the leg. Make sure the leg with the solid end is touching the floor. Screw six legs into the pre-drilled holes by hand. All legs must be installed and resting evenly on the floor; the base will not operate properly without them. The legs must not exceed 12"; anything taller is considered unstable.

*Continued on Page 4*

5

Assemble the Power Cord, which includes the Master Controller Cable, AC/DC Power Adapter with Power Cord Plug and the Emergency Back Up Battery Box combination as shown on Page 5.

NOTE: Only put batteries into the Emergency Back Up Battery Box during an electrical outage and after the power cord is unplugged from a power source.

6

Install the mattress retainer bar. (See instructions for the Mattress Retainer Bar on Page 7.)

7

Return the adjustable base to an upright and secure location, then plug in the power cord to an outlet.

8

Locate the wireless remote control and insert 3 AAA batteries (provided). The remote control is preprogrammed to work with your Cariloha Comfort Base. If you have more than one base, each remote control and base set should be preprogrammed to work separately. This will prevent both beds from being controlled by one wireless remote control. (See Wireless Remote Control Frequency Set-Up on Page 8 if you have more than one wireless remote control/base combination.)

9

Test the bed by following the Test All Functions instructions on Page 11. If the bed fails to work once plugged in, reset the remote control frequency using the instructions on Page 8.

10

Use the Velcro straps to fix the bottom of the Comfort Base to the wooden slats of the bed frame. Fix two Velcro straps at the head of the bed frame and two at the foot of the bed frame.

11

Place your Cariloha Mattress on adjustable bed base once the bed is plugged in and functioning correctly.

**CAUTION:** Do not place the Cariloha Comfort Base or any of its components near or in water.

## POWER CORD SET UP WITH MASTER CONTROLLER

- A** Master Controller Box  
(Already installed under base)
- B** AC/DC Power Adapter per Base
- C** Power Cord Plug  
Input Voltage 100-240V per Base



## JOINING TWO TWIN XL ADJUSTABLE BASES (WITH LEGS)

If any split setup is being installed, plastic connecting straps are provided (one per base) to secure the bases together. Use both straps to secure the head and foot portions together.

1

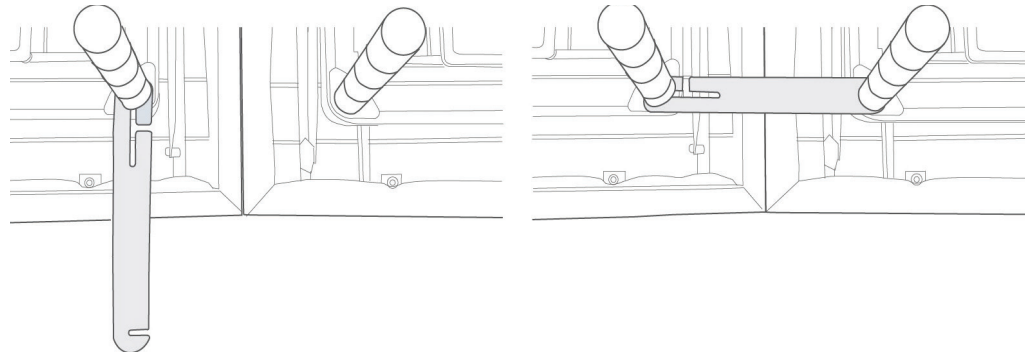
With the bases in their desired location, slightly loosen both legs to allow the strap to fit on the leg bolt, between the leg washer and frame.

2

Slide side (A) of the connecting strap onto leg bolt. Swing the strap and connect side (B) to the leg bolt. Secure the strap by shifting to the left.

3

Re-tighten legs. Do not over tighten. Use the remaining strap and repeat on other end of the base.





## ZERO CLEARANCE BASE CONNECTION STEPS

- 1 Velcro Straps
- 2 Fix the bottom of the Comfort Base to the wooden slats of the bed frame with the Velcro straps.
- 3 Fix two Velcro straps at the head of the bed frame.
- 4 Fix two Velcro straps at the foot of the bed frame.



(4) Velcro Straps



## MATTRESS RETAINER BAR

To install the mattress retainer bar:

- 1 Locate the mattress retainer bar in the packaging.
- 2 At the foot of the base, there are two openings to insert the mattress retainer bar. Slide the large retainer bar into the opening at the foot of the bed.



COMPONENT GUIDE





Pairing  
Button



## WIRELESS REMOTE CONTROL FREQUENCY SET UP

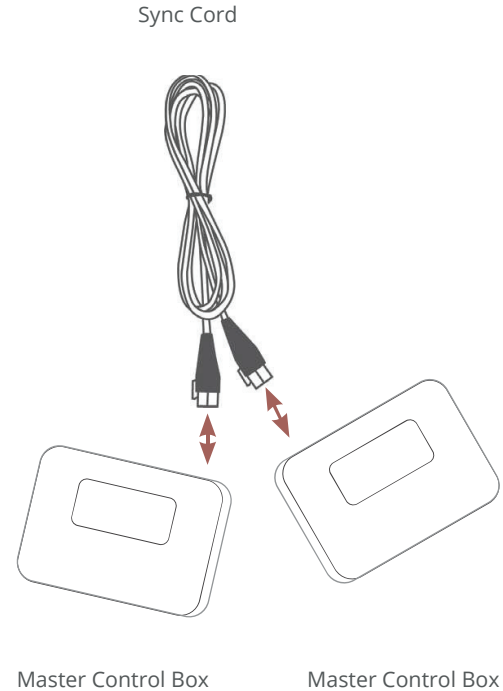
This process is used when the remote control is not communicating with the bed (the base is not responding by moving when the remote control is activated).

- 1 Check the batteries; replace if needed.
- 2 If the remote illuminates: Unplug the cord from the outlet.
- 3 Wait 5 seconds plug it back into the outlet.
- 4 Within 10 seconds of plugging the cord into the outlet: Press the “head up” and “foot down” button at the same time for 10 seconds, the adjustable base will be re-paired with the remote.

## SIMULTANEOUS SYNCHRONIZATION CABLE

This process programs two Cariloha Comfort Bases to be controlled at the same time by either remote control. This allows for synchronized control of the two bases.

- 1 Unplug base from the power source.
- 2 Connect the male end of the simultaneous synchronization cable to each Control Box, only one sync cord is required.
- 3 Plug base back into the power source.
- 4 Check to ensure all cords are securely attached. Both remotes will now operate both bases simultaneously.



## REMOTE CONTROL FEATURES

The Cariloha Comfort Base remote control includes the following functions:

-  Head: Up/Down
-  Foot: Up/Down
- FLAT** Flat Preset
- ZERO G** Zero Gravity Preset
- P1** Preset Memory Button 1
- P2** Preset Memory Button 2
- P3** Preset Memory Button 3



## 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.

Radio Frequency: 2.4 GHz

## TEST ALL FUNCTIONS

The Cariloha Comfort Base remote control includes Head Motor, Foot Motor, and Flat functions.

- A** Upholstered Base
- B** 4 Piece Adjustable Legs
- C** Wireless Remote Control
- D** Foot Retainer Bars



## EMERGENCY BATTERY BACK UP

In case of a power failure, the Cariloha Comfort Base features an emergency backup feature that allows you to return the bed to the flat position without electrical power.

- 1 Disconnect the adjustable base(s) from the power outlet.
- 2 Locate the Emergency Battery Strip and install two 9-volt batteries.
- 3 Attach the Emergency Battery Strip to the power cord.
- 4 After the electricity is restored, the Emergency Battery Strip must be removed before plugging the adjustable base back into the power outlet.

**WARNING:** Using the Emergency Battery Strip while the adjustable base is plugged into a power outlet may cause the electrical components to short out and damage the Master Control Box.



## WEIGHT RECOMMENDATIONS AND LIMITS

The recommended weight restriction for the Cariloha Comfort Base is 750 pounds, which is calculated to include the weight of the mattress. In order to calculate the weight limit, subtract the weight of the mattress from 750 pounds. The bed will support the recommended weight limits if distributed evenly across the base. This product is not designed to support or lift the total maximum weight limit by the head or foot section only.

Consumers should not enter or exit the bed with any portion of the base in the raised position. Always return the base to a flat position before entering or exiting the bed. Do not sit on the head or foot section of the bed while the bed is in a raised position. If the weight limit is exceeded on the head or foot mechanism, the master controller will stop all functions. Exceeding the recommended weight restrictions could damage the bed and void the warranty.

## TIPPING WARNING

Placing weight at the edge may cause base to tip.

## OPERATING NOISES

During typical operation, the wheels, which allow the bed to articulate, will make contact with the steel platform supports of the base creating a contact noise. When entering, exiting or shifting weight on the base, this contact noise may be audible as the wheels make contact with the steel platform supports of the base. This is normal. Depending on the incline of the base, the noise levels can also potentially increase.

## TROUBLESHOOTING GUIDE

If one or more functions on the Cariloha Comfort Base have stopped operating:

- Check under the bed base to verify that the wired connections are secure and that there are no cords or bedding obstructing the movement of the base.
- Check that the power cord is assembled properly and that the connections are secure.
- Plug the adjustable base to a different electrical outlet, or test current outlet with another working appliance (a grounded, electrical surge protector is recommended.)
- Complete the “Wireless Remote Control Frequency Set Up” on page 9 as the frequency on the bed may have been lost.

If the lights on your remote control no longer illuminate and will not operate your adjustable bed base:

- Make sure the batteries are installed correctly.
- Install (3x) new AAA batteries in the remote control.

If all of the remote control buttons illuminate, however nothing on your adjustable bed base will operate:

- Unplug the base for 5 minutes to reset the electronic components.
- Plug the adjustable base into a different electrical outlet, or test current outlet with another working appliance (a grounded, electrical surge protector is recommended).
- Complete the “Remote Assembly and Frequency Set Up” as the frequency on the bed may have been lost.

If the head or foot mechanisms will elevate but will not return to the flat position:

- Check the undercarriage for obstructions.
- Remove any obstructions away from the head and foot mechanisms and return the base to its flat position.

*If you have any questions regarding this product or if you need assistance with set up and troubleshooting, please call Cariloha Customer Service: 800-884-5815.*

## FAQ

Will the adjustable base fit inside my current bed frame?

Yes, we designed the adjustable base width and length to be ½" shorter than standard bed sizes to ensure the base fits within most bed frames. Even if you have a headboard and footboard with side rails and slats, our adjustable base will fit right in place.

### Adjustable base dimensions

Twin XL: 37.5"W x 79.5"L x 15"H

Queen: 59.5"W x 79.5"L x 15"H

Split King: (x2) 37.5"W x 79.5"L x 15"H

Cal King Split: (x2) 35.5"W x 83.5"L x 15"H

What size of sheets do I buy for a King Split adjustable base?

Split King: Split King sheet set OR (2) Twin XL sheets



# CLASSIC COMFORT BASE™ WARRANTY

## 1-YEAR FULL COVERAGE WARRANTY

The Cariloha Classic Comfort Base is warranted against defects in materials or workmanship for a period of one year from the date of purchase to the original purchaser. During the first year, Cariloha will repair or replace, at no cost to the original purchaser, any defective part. This includes all authorized labor and transportation costs incurred with the repair or replacement of any parts found to be defective.

## 2-YEAR MOTOR WARRANTY

The Cariloha Classic Comfort Base has a two-year, full-replacement warranty on parts, labor and transportation of the motor — should the motor(s) fail during the first two years of this warranty from the original purchase date.

## 10-YEAR LIMITED WARRANTY

Cariloha will replace, per the terms and conditions set forth in this paragraph, any bed part found to be defective. This warranty applies only to replacement part(s). Purchaser may be subject to charges for said part(s) to include, but not limited to, freight charges. Liability of Cariloha shall be limited to the replacement of the defective part(s) only. Purchaser is responsible for all service, installation and freight costs of said part(s).

## ADDITIONAL TERMS AND CONDITIONS

Warranty does not include reimbursement for inconvenience, removal, installation, set up, loss of use, shipping, or any other costs or expenses not expressly covered in this warranty.

This warranty does not apply:

- To damage resulting from misuse or abuse caused by the purchaser.
- To damage caused by the repairs or parts replacement by an authorized person.

- If the Cariloha Classic Comfort Base has been mishandled (including during shipping), subject to physical abuse or an improper power supply, or otherwise operated in a manner inconsistent with procedures outlined in the owner's manual and warranty.
- To costs for unauthorized service calls for the purpose of educating the consumer about the Cariloha Classic Comfort Base or locating properly functioning power outlets.
- If the recommended weight restrictions are exceeded.
- If used in any environment or a commercial setting for which it was not intended.

Some states do not allow the exclusion of incidental or consequential damages; therefore, the above limitation or exclusion may not apply. This warranty gives the purchaser specific legal rights. The purchaser may have other rights, which may vary from state to state. This warranty is valid in the 48 contiguous states.

## WORKING WEIGHT LIMITS

Although your bed has been rigorously tested within the recommended weight limits in this publication, to maintain the highest quality standards, exceeding the recommended weight limits may void your warranty. The recommended weight restriction is 750 lbs, and is calculated to include the weight of the mattress.

## CONTACT US

If you have any questions regarding this product or if you need assistance with set up and troubleshooting, please call Cariloha Customer Service: 800-884-5815.

You can find more information about Cariloha at [www.cariloha.com](http://www.cariloha.com).

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