

**COMFORT-n-MOTION**  
by W. Silver Products

**"Changing**  
*your* **life**



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*with*  
**the touch**  
**of a button"**

**OWNER'S MANUAL-SS32**

# Safety Information

**Attention! Important safety instructions. Please read this manual thoroughly before using this product.**

## Electrical Safety

Always unplug this adjustable bed frame from the electrical outlet before any maintenance or cleaning of the frame. To safely disconnect, make sure all of the controls are in the off position, and then remove the plug from the outlet. To prevent fire or shock hazard, do not expose this unit to moisture. Keep the power cord away from heated surfaces. Do not operate this adjustable bed frame and contact the manufacturer for repair if (1) it is not working properly, (2) it has a damaged cord or plug, (3) it has been dropped or damaged or (4) has been dropped into water.

## Electrical Grounding

This product is equipped with a polarized or grounded electrical power cord. The power cord will only fit into a grounded, electrical surge protection device (not included) or a grounded electrical outlet. The use of adapters is not recommended unless the outlet is checked by a qualified electrician to ensure the proper grounding of the adapter.

**For optimal safety, your adjustable bed should be plugged into a surge protector.**

## Electrical Rating

Input—100-240V, 50/60Hz, 1.6A; Output 29VDC, 2.0A

## Battery Precautions

Please follow these precautions when using batteries in this adjustable bed frame:

1. Danger of explosion if the battery is incorrectly replaced. Replace only with the 6LR61 9V batteries and LR03 AAA batteries.
2. Do not mix different types of batteries together (Alkaline, Rechargeable and Carbon-Zinc) or old batteries with new batteries.
3. Be sure to follow the correct polarity when installing new batteries as indicated in the battery compartment.
4. If the adjustable bed is not going to be used for a long period of time, remove the batteries from the battery compartment to prevent damage or injury from possible battery leakage.
5. Do not attempt to recharge a battery that is not intended to be recharged. This may result in an overheating of the battery or rupture that could result in injury.

## In Home Use & Hospital Disclaimer

Your adjustable bed frame 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.

## Lubrication and Cleaning

Your adjustable bed is designed to be maintenance free. The lift motors are permanently sealed and lubricated, no additional lubrication is required. Do not apply any lubricant to lift motor lead screws or any nylon nuts or the base may inadvertently creep downward from the elevated position.

## Warranty Warning

Please do not open any control box, motors or hand controls (with the exception of the battery compartment, if equipped). The product warranty may be void if any of these components are tampered with. Do not attempt to alter component wiring or adjust or modify the structure of the product in any way or the warranty will be void. Only WSP can authorize any repairs or replacement of parts on your adjustable bed.

## Pets and Small Children Warning

Immediately dispose of all packing materials as it may pose a smothering risk to small children and pets. To avoid injury, it is not advised to allow children and small pets to play on or under the bed. Children should not operate your adjustable bed without adult supervision.

## Consumers with Pacemakers

Your adjustable bed may be equipped with a massage motor that produces a vibrating motion. It is possible that some pacemakers may interpret this type of 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.

Your adjustable bed also contains Neodymium (magnets) which may interfere with devices such as pacemakers, ICD's and any other device sensitive to magnetic fields. It is strongly recommended that owners of such medical devices consult their physician prior to using this product.

## Product Ratings

The lift motors in your adjustable bed 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 2 minutes over an 18 minute period, or approximately 10% duty cycle. To ensure reliable functionality and full life of your adjustable bed, do not attempt to exceed these limits. **Attempting to circumvent or exceed this rating will shorten the life expectancy of your adjustable bed and may void the warranty.**

## Acoustics

Your adjustable bed may contain the optional massage motor. This massage function will emit a noticeable tone during operation. As the massage intensity level is increased, the volume of the tone will increase. The volume of the tone is directly related to the location of your adjustable bed. As an example, the surrounding environmental noise that might have been present in the showroom where you purchased your adjustable bed could have covered some of the noise from your adjustable bed massage motors. When your adjustable bed was installed in your home you might notice an increase in volume in wood floors or carpets. In some normal base operations, you might notice some noise coming from the wheels which allow your adjustable bed to maintain its distance from the wall. These wheels will make contact with the steel platform supports of your adjustable bed creating a contact noise when you enter, exit or shift weight while on the bed. This is normal.

## 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; (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 requirement and void user's authority to operate the device.

Radio Frequency is 2.4-2.48 GHz

## Weight Restrictions

The structure of your adjustable bed will support the recommended weight when distributed evenly across the bed. The adjustable bed is not designed to support or lift this amount in the head or foot sections alone. You should enter and exit your adjustable bed with the base in the flat (horizontal) position. DO NOT STAND ON THE BASE AT ANY TIME. The recommended weight limits are Twin/TwinXL/ Split Queen/Split Cal King: 450lbs., Full/FullXL: 500 lbs., and Queen 600 lbs. Exceeding this weight restriction could damage the bed and/or cause injury and will void the warranty.

## Moving After Installation

Do not place adjustable bed base vertically on its head or foot sections. This may cause injury to persons or damage to the base.

## Fabric Cleaning Information

Spot clean only with a water based shampoo or a foam upholstery cleaner. Pretest a small, inconspicuous area before proceeding. Do not over wet or use solvents to spot clean. Hot water extraction or steam cleaning is not a recommended cleaning method. To prevent overall soiling, frequent vacuuming or light brushing with a non-metallic stiff bristle brush to remove dust or grime is recommended.

**PLEASE SAVE THIS MANUAL!**

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## **User Information**

Please take a moment and write down the serial number in the space provided below, in case you need to refer to it in the future. This information can be found on the side of the power supply, on the underside of the adjustable base, on the outside of the box on the main label and on the warranty registration card.

Model # SS32

Serial Number: \_\_\_\_\_

**Customer Care**  
**Toll Free 888-846-3840**  
**Email:customersupport@wsilvermx.com**



**NOTE: BEFORE DISCARDING ANY PACKING MATERIALS, CHECK THE CARDBOARD BOX OF THE ADJUSTABLE BED AND VERIFY THE FOLLOWING ITEMS ARE INCLUDED.**

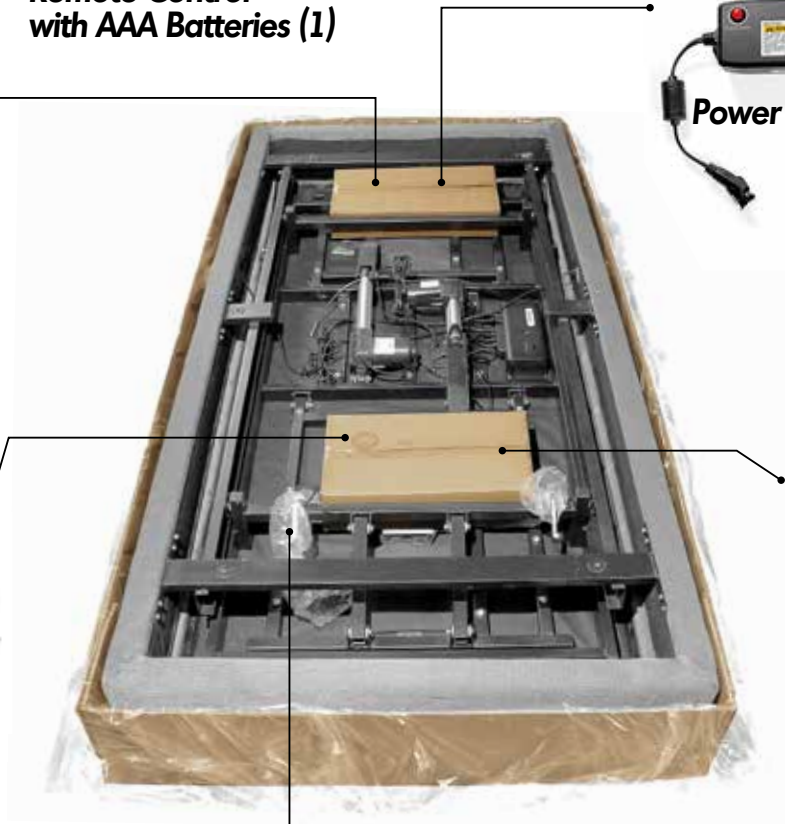
**ALL ELECTRONICS AND COMPONENTS THAT NEED TO BE INSTALLED ARE LOCATED IN BOXES UNDER THE BASE OR ATTACHED TO THE ADJUSTABLE BED FRAME.**



**Remote Control with AAA Batteries (1)**



**Power Supply (1)**



**Connecting Strap (1)  
(Available only on Twin XL)**



**8" Legs (Qty. 4)**

*Note: the 8" legs are (2) 4" legs combined. If you prefer a low profile bed you may remove the 4" top section.*



**Mattress Retainer Brackets Kit (1)**



## Tools needed

When using your own headboard:  
Plain screwdriver and a 1/4" wrench

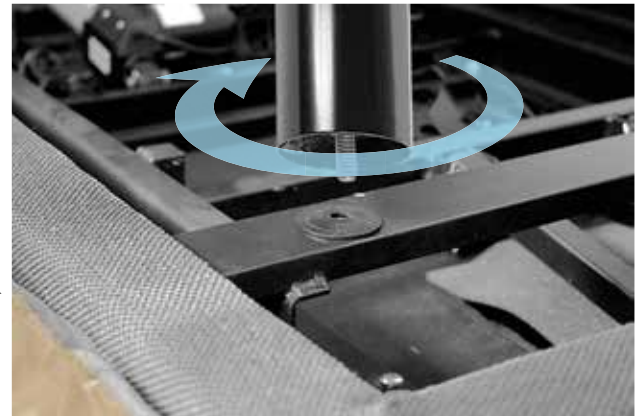


## Step 1

It is highly recommended to use two people for the installation of this product. Before assembly, place the unit in the appropriate final position to make the assembly process easier. The unit should be placed top side down on the floor according to the box instructions. Remove the 2 boxes included and untie the mattress retainer.

## Step 2

Screw in the provided legs (4) in each corner of the base rotating clockwise until tight. **DO NOT OVERTIGHTEN THE LEGS.** →



## Step 3

Remove the twist ties and release the DC cord.

+



## Step 4

Plug the two 9 volt batteries (included) in the compartment of the Power Supply and insert the cover to close.\*

+



## Step 5

Insert the AC cord into the Power Supply and lock it using the clip. **NOTE: DO NOT PLUG BASE INTO THE POWER OUTLET YET.**

**NOTE: THESE BACKUP BATTERIES WILL ALLOW THE BED TO BE LOWERED IF A POWER OUTAGE OCCURS. IT IS RECOMMENDED NOT TO DO ANYTHING EXCEPT TO LOWER THE BED AS THE BATTERY BACKUP WILL NOT ELEVATE THE BED SECTIONS.**

\*It is recommended to replace the two 9 volt batteries every 12 months. These backup batteries will allow the bed to be lowered if a power outage occurs. It is also recommended not to do anything except to lower the bed, as the battery backup will not elevate the bed section.

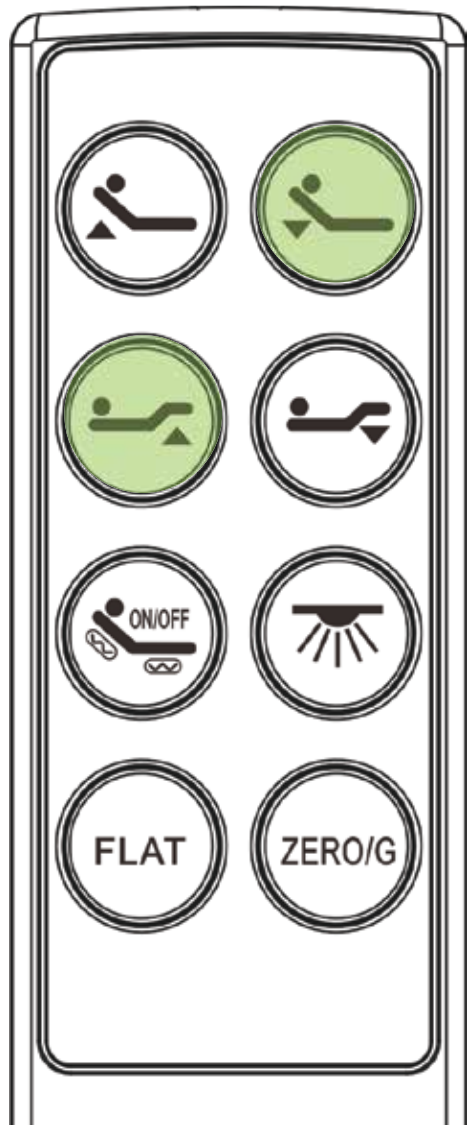
## Step 6

**If you are setting up two (2) Twin bases to use with one (1) king size mattress, if not then skip this step.**

When using one king mattress with two twin XL bases you will need to synchronize your two twin control boxes to work together. Each Twin XL base will be programmed to the control box located in the same box together. Remote #1 is already paired or programmed with Base #1, but will also need to be paired with Base #2. First, connect the power source (see Step 10 for details) to the control box of base number 1. Place base #2 beside base #1 and connect its control box to the power source also.

To program Remote #1 with Base #2, on the remote press and hold the HEAD DOWN arrow button and the FOOT UP arrow button and press the CONTROL/RESET button on the CONTROL BOX for base number 2. Hold all three buttons until you hear the “BEEP” sound that indicates the programming is complete. Some models are equipped with an orange flashing LED light to indicate when programming is complete.

Remote Base #1



Your new King Size bed should now be ready to work seamlessly with just one remote. Test to insure that both bases move together using Remote #1. Store Remote number 2 in a safe place as a backup. Please remove the batteries of Remote #2 to avoid battery leakage that might damage the remote.

Enjoy your new adjustable base.

### **Reset your Adjustable Bed to Original Factory Settings**

If you ever need or want to reset your controls to the original factory settings for any reason follow the above instructions to match remote #1 with control box #1, hold all three buttons until you hear the beep or flashing orange LED light. Do the same with remote #2 and control box #2. An example would be if you previously programmed your two control boxes to work together but now you want them to operate independently.

Control Box  
Base #2



### Step 7

If your bed has a headboard, and you purchased the optional Headboard Bracket kit to attach the base to your headboard follow these instructions for assembly. **If you do not require a headboard bracket, then you can skip this step.**

Note: Optional headboard bracket kits are sold separately.



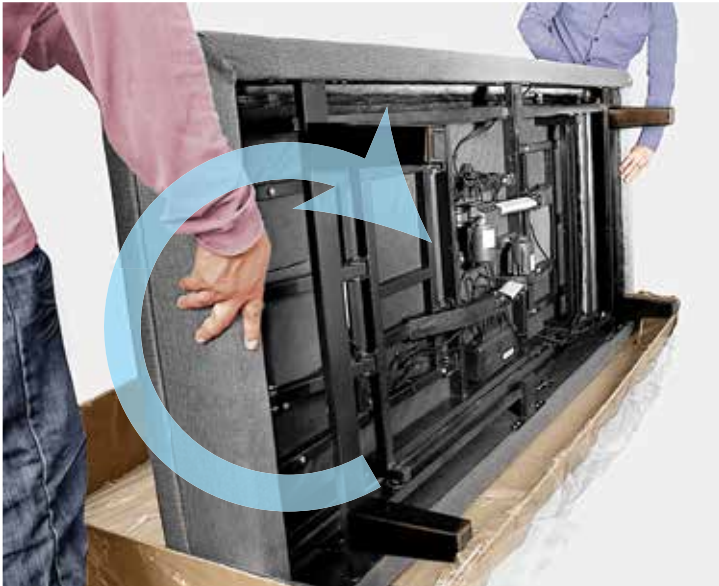
1) attach the two brackets with screws and nuts provided



2) join the new part to the bed frame as you need it



3) after finishing the assembly, you can attach the legs of the headboards to the headboard brackets using the nuts and bolts that are provided.



### Step 8

For safety reasons, the following step should be performed by 2 people. Lift and rotate the bed to its final position, holding the metal frame. **DO NOT LEAN THE BED AGAINST THE SIDE OF THE LEGS.**



### Step 9

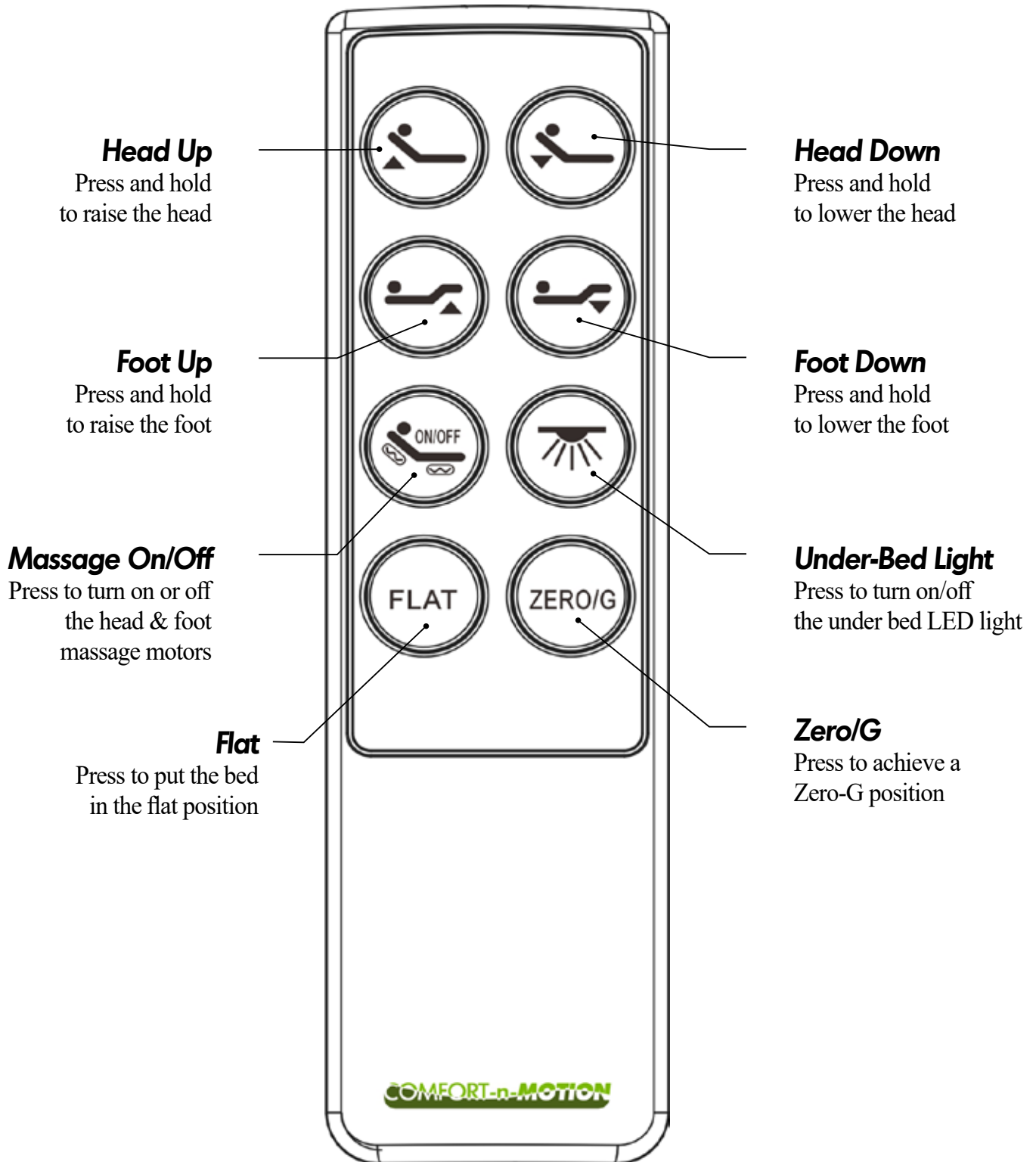
Insert the mattress retainer into the base.



### Step 10

Plug the power cord into a grounded electrical outlet. **NOTE: FOR OPTIMAL SAFETY, A SURGE PROTECTOR SHOULD BE USED (NOT SUPPLIED WITH THIS ADJUSTABLE BED)**

# Remote Control Operations





# Troubleshooting

## SYMPTOM

## SOLUTION

Remote control illuminates and appears to be working, but no features of the base will activate.

- Verify the power cord is plugged into a working grounded electrical outlet. A grounded, electrical surge protector device is recommended. Test the outlet by plugging in another appliance that you know works properly.

Remote control will not illuminate.

- Replace the batteries in the remote control.
- Verify the batteries are installed correctly in the remote control.

No features on the bed will operate

- Re-Program the remote control
- Unplug the power cord and wait 45 seconds before plugging the cord back into an electrical outlet.
- The electrical circuit breaker in your home may have been tripped. Check your electrical service breaker box and reset if necessary.
- The surge protection device or electrical outlet may be defective. Test the outlet by plugging in another working appliance.

Head or foot section will elevate, but will not return to the horizontal (flat) position.

- The base mechanism may be obstructed. Elevate the base and check for obstruction and remove the obstruction if necessary.
- The headboard may be too close to the edge of the mattress. Verify that the distance between the headboard brackets and the mattress is 1.5" (38.1mm) to 2" (50.8mm) and adjust if required.
- The head section may be too close to the wall. Adjust if necessary.

Head or foot lift function has minor interference during operation.

- Remove the battery cover on the hand remote and replace the batteries if necessary.
- Make sure you are following the duty cycle of the motor (do not operate over 2 minutes over an 18 minute period, or approximately 10% duty cycle).
- The hand remote may be experiencing common radio frequency interference from other radio transmitting devices.
- Press the lift buttons squarely and accurately.

Massage motors seem excessively loud during operation

- If the base is located on a hard surface, place rubber caster cups or carpet pieces under each leg.
- Elevate the head or foot section a short distance (with the remote control) to realign the lift/lower mechanisms with the base support.
- If the base is installed over a bed frame, then make sure the massage motors are not causing the bed frame, or it's components, to vibrate.
- Verify the headboard attachment hardware is securely fastened, if being used.

# W. Silver Products 20 Year Limited Warranty

**W. Silver Products** (“WSP”) extends this 20 Year Limited Warranty to the original consumer purchaser (hereinafter referred to as the “purchaser”) of this adjustable bed to be warranted against defects in materials or workmanship as provided herein. This Limited Warranty is not transferrable and the coverage will terminate if the purchaser sells or otherwise transfers the product. This warranty begins on the “warranty commencement date,” or the purchase date for new and unused adjustable beds. In the event your adjustable bed was used for a display model, the “warranty commencement date” is the date the adjustable bed was manufactured. Therefore, a display model is only covered by a portion of the limited warranty. The purchaser must show original proof of purchase for any warranty to be valid. If proof of purchase is not presented to WSP, then WSP shall have the final option to determine if the adjustable bed is covered by any portion of this Limited Warranty. WSP retains the option of using the manufacturing date as the warranty commencement date. This warranty is not transferrable and is extended solely to the original purchaser

## **Year 1: Full Coverage of Parts and Labor**

This adjustable bed is warranted against defects in the workmanship or materials for a period of up to (1) year for the date of purchase and for up to (1) year from the date of manufacture for those beds that were purchased as display models. When notified by the purchaser within the first year, WSP will supply replacement parts (at no cost to the purchaser) for any defective or malfunctioning adjustable bed part. WSP must approve the part is defective or malfunctioning. Once approval is granted by WSP, WSP will authorize all labor costs and transportation costs associated with the repair or replacement. All defective or malfunctioning parts must be returned to WSP within 15 days or this (1) year warranty shall not apply.

## **Years 2 & 3: Full Coverage of Parts Only**

If the defect or malfunction occurs during the second or third year from the Warranty Commencement Date, WSP will replace any defective or malfunctioning part that is not excluded by this warranty. The purchaser is responsible for all service, transportation, labor and shipping and handling costs related to the delivery and/or replacement of the defective or malfunctioning part(s). This 2 & 3 Year Parts Warranty is valid once the purchaser returns all defective or malfunctioning parts to WSP, or by an authorized WSP in-home technician or agent within 15 days.

## **Years 4 through 20: Pro-rated Coverage of Non-Electrical Parts Only**

Starting in the fourth year from the Warranty Commencement Date and through the end of the 20th year from the Warranty Commencement Date, WSP will issue replacement parts for any mechanical part found to be defective or malfunctioning. This does not apply to electronics, electrical components, massage motors and lift motors. The purchaser is responsible to pay all service and transportation costs related to receiving and installation of the new part and a portion of the cost of the defective or malfunctioning mechanical part. The Purchaser will be required to pay 1/17th of the (then) current replacement cost of the part multiplied by the number of years past the third year from the Warranty Commencement Date. This seventeen (17) year warranty is valid once the purchaser returns all defective or malfunctioning parts to WSP, or by an authorized WSP in-home technician or agent within 15 days.

## **Additional Terms and Conditions**

This Limited Warranty does not include reimbursement for inconvenience, removal, part (s) insta-

llation, bed set up, loss of use, shipping, set-up time or any other costs or expensed not expressly covered in this warranty.

This warranty does not apply: (a) if any damage to the adjustable bed caused by the purchaser; (b) if there has been any unauthorized repair or replacement parts; (c) if the adjustable bed has been damaged caused by mishandling during transit or by other means, subjected to physical or electrical abuse or misuse, or otherwise operated in any way inconsistent with the operation and maintenance procedures outlined in the Owner’s Manual, this limited warranty, and any other applicable document published or approved by WSP; (d) to damaged mattresses, bedding cables, electrical cords fabric or any other items supplied by dealers (also known as resellers or retailers); (e) to modification of the adjustable bed without prior written consent by WSP; (f) to costs for unauthorized service calls for the purpose of educating the consumer about the adjustable base or locating proper functioning power outlets; (g) if the recommended weight restrictions are exceeded; (h) if used in any environment or a commercial setting which was not intended, such as but not limited to dormitories, hotels and rentals and (i) Damage to the foam shroud by improper handling or misuse. WSP holds no responsibility for in-home service on adjustable beds. WSP and its service technicians will not be responsible for moving furniture or any other items not attached to the adjustable bed in order to perform service on the adjustable bed. Purchaser should contact his dealer for any terms and conditions relating to purchaser’s in-home service if any. Removal of product tag shall void warranty. The product tag has both the model number and the serial numbers which serves as a means of identity.

For replacement to the Purchaser’s adjustable bed or its components under the terms of this limited warranty does not extend the applicable warranty from the Warranty Commencement Date.

The decision to repair or to replace defective parts under this warranty shall be made, or cause to be made, by WSP at its option and in its sole discretion.

This Limited Warranty replaces all other warranties expressed or implied including the implied warranties of merchantability and fitness for purpose and no one is authorized to assume or undertake for WSP other liability in connection with the sale of the product. WSP shall not be liable for any consequential or indirect damage of whatever kind, including personal injuries or damage to property, except as provided herein.

Some states do not allow the exclusion of incidental or consequential damages, therefore the above limitation or exclusion may not apply. The warranty gives the purchaser specific legal rights.

The purchaser may have other legal rights that vary from state to state. This warranty is valid in all 50 states. This warranty is non-transferable.

## **Weight Limits:**

The recommended weight limits are Twin/TwinXL/Split Queen/Split Cal King: 450 lbs., Full/FullXL: 500 lbs., and Queen 600 lbs. This product is not rated to support weights in excess of these amounts inclusive of the mattress and bedding. The base will structurally support this weight, provided it is evenly distributed across the bed base. The adjustable base is not designed to support or lift this amount in the head or foot sections alone. Exceeding this weight restriction could damage the bed and/or cause injury and will void the warranty.



## Warranty Registration

\*First Name: \_\_\_\_\_ \*Last Name: \_\_\_\_\_

\*Address: \_\_\_\_\_

\*City: \_\_\_\_\_ \*State: \_\_\_\_\_ \*Zip Code: \_\_\_\_\_

\*Email: \_\_\_\_\_

\*Phone Number: \_\_\_\_\_ \*Date of Purchase: \_\_\_\_\_

\*Model Number: \_\_\_\_\_ \*Size of Base: \_\_\_\_\_ \*Price Paid: \_\_\_\_\_

\*Serial Number: \_\_\_\_\_

\*Store Where Purchased: \_\_\_\_\_ \*City: \_\_\_\_\_ \*State: \_\_\_\_\_

\*Store Invoice Number: \_\_\_\_\_

### EMAIL, MAIL or FAX A COPY OF YOUR PROOF OF PURCHASE

**TO:**

W. SILVER PRODUCTS  
 ATTN: WARRANTY/CLAIMS DEPARTMENT  
 P.O. BOX 12904  
 EL PASO, TEXAS 79913



**Email:** CUSTOMERSUPPORT@WSILVERMX.COM

**Fax:** 915-774-9089

**Or register online:**

comfort-n-motion.com or wsilverproducts.com



**W. Silver Products**  
**P.O. Box 12904**  
**El Paso, TX 79913**

**Customer Care**  
**Toll Free 888-846-3840**  
**Email: [customersupport@wsilvermx.com](mailto:customersupport@wsilvermx.com)**