



T:1-800-265-9830 F:1-877-636-8944

# 5000 Series Bed

## TROUBLESHOOTING Guide

If you experience trouble with your bed, try the following solutions.

### **1. Problem: The Back Rest up & down operation does not work**

- 1.1. Verify if the power cord is plugged into the wall outlet properly.
  - 1.1.1. If answer is yes, go to step 1.2.
  - 1.1.2. If answer is no, plug power cord into wall outlet, then go to step 1.2.
- 1.2. Verify if the power indicating light on control box is on.
  - 1.2.1. If answer is yes, go to step 1.3.
  - 1.2.2. If answer is no, hold the reset button for 10 seconds until the light turns on, then go to step 1.3.
- 1.3. Verify if the back rest motor power cord is plugged into the control box.
  - 1.3.1. If answer is yes, go to step 1.4.
  - 1.3.2. If answer is no, plug back rest motor power cord into the control box, then go to step 1.4.
- 1.4. Verify if the back rest operation is functional/operates by remote control (Do not lie on the bed)
  - 1.4.1. If answer is yes, the back rest up & down operation should function normally.
  - 1.4.2. If answer is no, please contact customer service.

### **2. Problem: The Foot Rest up & down operation does not work**

- 2.1. Verify if the power cord is plugged into the wall outlet properly.
  - 2.1.1. If answer is yes, go to step 2.2.
  - 2.1.2. If answer is no, plug the power cord into wall outlet. Then go to step 2.2.
- 2.2. Verify if the power indicating light on control box is on.
  - 2.2.1. If answer is yes, go to step 2.3.
  - 2.2.2. If answer is no, hold the reset button for 10 seconds until the light turns on, then go to step 2.3.
- 2.3. Verify if the foot rest motor power cord is plugged into the control box.
  - 2.3.1. If answer is yes, go to step 2.4.
  - 2.3.2. If answer is no, plug foot rest motor power cord into the control box, then go to step 2.4.
- 2.4. Verify if the foot rest is functional/operates by remote control (Do not lie on the bed)
  - 2.4.1. If answer is yes, the foot rest up & down operation should function normally.
  - 2.4.2. If answer is no, please contact customer service.

### **3. Problem: The Bed horizontal up & down operation does not work**

- 3.1. Verify if objects or articles are obstructing the up & down function of the bed.
  - 3.1.1. If answer is no, go to step 3.2.
  - 3.1.2. If answer is yes, remove the obstructing objects and or articles then go to step 3.2.
- 3.2. Verify if the power cord is plugged into the wall outlet properly.
  - 3.2.1. If answer is yes, go to step 3.3.
  - 3.2.2. If answer is no, plug the power cord into the wall outlet, then go to step 3.3.
- 3.3. Verify if the power indicating light on the control box is on.
  - 3.3.1. If answer is yes, go to step 3.4.
  - 3.3.2. If answer is no, hold the reset button for 10 seconds until the light turns on, then go to step 3.4.
- 3.4. Verify if the lifting motor power cord is plugged into the control box.
  - 3.4.1. If answer is yes, go to step 3.5.
  - 3.4.2. If answer is no, plug the lifting motor power cord into the control box, then go to step 3.5.
- 3.5. Verify if the up & down mobility operation is functional/operates by remote control (Do not lie on the bed)
  - 3.5.1. If answer is yes, the up & down mobility operation should function normally.
  - 3.5.2. If answer is no, please contact customer service.

**4. Problem: Bed Trendelenburg operation does not work**

- 4.1. Verify if objects or articles are obstructing the up & down function of the bed.
  - 4.1.1. If answer is yes, remove the obstructing objects and or articles then go to step 4.2.
  - 4.1.2. If answer is no, go to step 4.2.
- 4.2. Verify if the power cord is plugged into the wall outlet properly.
  - 4.2.1 If answer is yes, go to step 4.3.
  - 4.2.2 If answer is no, plug power cord into wall outlet, then go to step 4.3.
- 4.3. Verify if the power indicating light on control box is on.
  - 4.3.1. If answer is yes, go to step 4.4.
  - 4.3.2. If answer is no, hold the reset button for 10 seconds until the light turns on, then go to step 4.4.
- 4.4. Verify if the lifting motor power cord is plugged into the control box.
  - 4.4.1. If answer is yes, go to step 4.5.
  - 4.4.2. If answer is no, plug the lifting motor power cord into the control box, then go to step 4.5.
- 4.5. Verify that the Trendelenburg operation is functional/operates by remote control (Do not lie on the bed)
  - 4.5.1. If answer is yes, your Trendelenburg operation should function normally.
  - 4.5.2. If answer is no, please contact customer service.

**5. Problem: Side rail up & down operation does not work**

- 5.1. Verify if objects or articles are obstructing the movement of the side rails.
  - 5.1.1. If answer is no, go to step 5.2.
  - 5.1.2. If answer is yes, remove the obstructing objects and or articles then go to step 5.2.
- 5.2. Verify if locking devices fully open and close.
  - 5.2.1. If answer is yes, your side rail up & down operation should function normally.
  - 5.2.2. If answer is no, please contact customer service.

**6. Problem: Bed will not roll**

- 6.1. Verify around and underneath the bed for any objects or articles that may be obstructing the movement of the bed.
  - 6.1.1. If answer is no, go to step 6.2.
  - 6.1.2. If answer is yes, remove the obstructing objects and or articles then go to step 6.2.
- 6.2. Verify if the casters are on brake position.
  - 6.2.1. If answer is yes, release brake.
  - 6.2.2. If answer is no, please contact customer service.

**7. Problem: Bed move/directional operation does not work**

- 7.1. Verify around and underneath the bed for any objects or articles that may be obstructing the move/directional operation of the bed.
  - 7.1.1. If answer is no, go to step 7.2.
  - 7.1.2. If answer is yes, remove the obstructing objects and or articles then go to step 7.2.
- 7.2. Verify if the directional casters are set in directional position.
  - 7.2.1. If answer is yes, the directional operation should function normally.
  - 7.2.2. If answer is no, please contact customer service.

**If the troubleshooting guide did not solve your problems, please contact one of our company's customer service representatives for further assistance:**



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