



Motor and Control Exchange Instructions

Do not discard

1-800-648-1256

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Flex-a-Bed Motor and Control Exchange Instructions

Our service department is open Monday through Friday from 7:00 a.m. to 5:00 p.m. EST. It is recommended that you schedule your exchange during these times. Please call **800-648-1256** should you require assistance by phone.

Caution! - Be sure to unplug the bed from the wall outlet before performing any service!

An exchange is most easily accomplished by first placing the mattress flat on the floor and then turning the bed upside down on the mattress. **Caution!** – Please use safe lifting practices while turning the base over on top of the mattress. This allows for easy access, easier timing and offers the opportunity to test the bed in this inverted position before returning it to its upright position.

All plugs must seat firmly so that the red, yellow, green or black rubber washers are no longer visible

Please find the instructions below relating to the part or parts you are exchanging:

Wired Hand Control

- 1- First remove the plug retention clip (fig.1) from the control box by pressing the two tabs on either side, toward each other using a small flathead screwdriver blade.
- 2- Unplug the defective hand control from the port marked HB on the control box and replace it with the new wired control, taking note that the orientation slot in the plug is lined up with the tab in the plug socket (fig.2).
- 3- Reattach the plug retention clip by snapping it in place beginning with the side nearest port HB.
- 4- With the bed in the recommended service position (upside down on the mattress), you can run a test cycle and observe its function, before returning it to its upright position.

Wireless Hand Control

- 1- Be sure that the small frequency switch, which is located in the blue area at the top of the hand control, is located in the proper position (fig.3).
- 2- If the control box has a dongle (fig.4) in port HB, the switch on the hand control should be set to the left position.
- 3- If the HB port on the control box is empty, the switch should be set to the right position.

Control Box

- 1- First remove the plug retention clip (fig.1) from the control box by pressing the two tabs on either side toward each other using a small flathead screwdriver blade.
- 2- Remove all cable plugs from ports 1,2,3,4 and HB.
- 3- **Note:** if there is a dongle (fig.4) in port HB of the defective control box, you must remove it and plug it into the HB port of the replacement control box.

- 4- The control box is removed from the head motor tube by unsnapping the U-shaped clip (fig.5) which encircles the silver lift tube of the head motor.
- 5- Remove the power cord by pressing the two red tabs on top and bottom (fig.5) with a small screwdriver blade and hold them down while pulling the cord out of the control box.
- 6- Slide the new control box onto the head motor and replace the U-clip by first snapping it in place on the bottom and then on the top.
- 7- **Note:** Be sure that the orientation slots in the plugs are lined up with the tabs in the plug sockets (fig.2). Plug the head motor cable (yellow washer) into port 1. Plug the foot motor cable (red washer) into port 2. If equipped with a Hi-low motor plug its cable into port 3. If equipped with massage plug the massage cable into port 4. If the bed has a wired remote, plug the hand control cable into port HB. If it is a wireless unit, the HB port will either be empty or will contain the dongle that you inserted from the defective control box.
- 8- Reattach the plug retention clip by snapping it in place beginning with the side nearest port HB.
- 9- Plug the power cord back into the new control box.
- 10- With the bed in the recommended service position (upside down on the mattress), you can run a test cycle and observe its function, before returning it to its upright position.

Head Lift Motor

- 1- Unplug the cable from the defective motor but leave the cable connected to the control box.
- 2- The control box is mounted on this motor so it will be necessary to remove it before proceeding by unsnapping the U-shaped clip (fig.5) which encircles the silver lift tube of the head motor.
- 3- Remove the bolts from each end of the motor using a 9/16" wrench and 9/16" ratchet wrench.
- 4- Before bolting the new motor onto the frame, plug the bed into the wall and the cable into the new motor taking note of the orientation slot on the plug and the tab in the plug socket (fig.2).
- 5- Using the hand control, be sure that the motor is run to the full down position (motor stops by itself and lift tube is fully extended). Also make sure that the bed is lying perfectly flat.
- 6- You can now bolt the new motor to the frame.
- 7- Slide the control box back onto the head motor and replace the U-clip by first snapping it in place on the bottom and then on the top.
- 8- With the bed in the recommended service position (upside down on the mattress), you can run a test cycle and observe its function, before returning it to its upright position.

Foot Lift Motor

- 1- Unplug the cable from the defective motor but leave it connected to the control box.
- 2- Remove the bolts from each end of the motor using a 9/16" wrench and 9/16" ratchet wrench.
- 3- Before bolting the new motor onto the frame, plug the bed into the wall and the cable into the new motor taking note of the orientation slot in the plug and the tab in the plug socket (fig.2).
- 4- Using the hand control, be sure that the motor is run to the full down position (motor stops by itself and lift tube is fully extended). Also make sure that the bed is lying perfectly flat.
- 5- You can now bolt the new motor to the frame.
- 6- With the bed in the recommended service position (upside down on the mattress), you can run a test cycle and observe its function, before returning it to its upright position.

Hi-Low Lift Motor

- 1- Unplug the cable from the Hi-Low motor but leave the cable plugged into the control box.
- 2- Remove the bolts from each end of the motor using a 9/16" wrench and 9/16" ratchet wrench.
- 3- Before bolting the new motor onto the frame, plug the bed into the wall and the cable into the new Hi-Low motor taking note of the orientation slot in the plug and the tab in the plug socket (fig.2).
- 4- Using the hand control, be sure that the motor is run to the full down position (motor stops by itself and lift tube is fully retracted). Also make sure that the bed is lying perfectly flat.
- 5- You can now bolt the new motor to the frame. The silver lift tube should point toward the head of the bed and the round grey motor winding should point the same direction as the head motor winding. **Note:** bolt the lift tube end first, then the motor end.
- 6- With the bed in the recommended service position (upside down on the mattress), you can run a test cycle and observe its function, before returning it to its upright position.

Massage Motor

- 1- Unplug the defective massage motor from the cable.
- 2- **Note:** be very careful while removing and replacing the massage bolts so as not to apply any downward pressure. Doing so may cause the T-nuts inside the platform to be pushed out.
- 3- Carefully remove the 4 bolts from the massage motor with a 7/16" socket on a ratchet wrench with a 4" extension.
- 4- Bolt the new massage motor securely to the bed and plug the cable into the massage motor taking note of the orientation slot in the plug and the tab in the plug socket (fig.2).
- 5- Test the massage by pressing any of the 4 massage buttons on the hand control marked "pulse", "wave", "constant" or "on/off".

Adding Massage Motors to a Bed Ordered Without Massage

- 1- First remove the plug retention clip (fig.1) from the control box by pressing the two tabs on either side toward each other using a small flathead screwdriver blade.
- 2- There is one massage cable which provides power for both massage motors. This cable has 3 different type plugs on it. When inserting these plugs into the control box and massage motors, take note of the orientation slot in the plug and the tab in the plug socket (fig.2).
- 3- The straight plug (smallest of the 3) goes into port 4 on the control box. The 90 degree plug goes into the head massage motor and the T-shaped plug goes into the foot massage motor.
- 4- Reattach the plug retention clip to the control box by snapping it in place beginning with the side nearest port HB.
- 5- Be sure to route the massage cable so that when the bed is lifting, it does not get caught in the lifting mechanism.
- 6- Position the head and foot massage motors on the platform in the position shown (fig.6) which is even with the motor lift tube bolts.
- 7- Drill 1/8" pilot holes and use the eight 1 1/2" lag screws provided to secure the massage motors to the platform. Do not over tighten them but be sure that they are snug.
- 8- Test the massage by pressing any of the 4 massage buttons on the hand control marked "pulse", "wave", "constant" or "on/off".

Note: You have been billed for the replacement parts. **In order to receive credit for these parts, the defective parts must be returned** UPS prepaid. Please use UPS as we do not receive parcel delivery from the postal service.

Package the defective parts in the carton that the replacements were shipped in. Tape the package securely and return it UPS prepaid to:

Flex-a-Bed, Inc.
1825 Hillsdale Rd.
LaFayette, GA 30728

Figs. 1-6 fill this page

Photo of entire frame fills this page.