



## **Reverie 3E™ Power Base**

### Owner's Manual and Reference Guide





## Reverie 3E™ Power Base

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***Warranty Information: Please see the warranty that came with your product. Reverie 3E™ Power Base***



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## SAFETY PRECAUTIONS

**WARNING! IMPORTANT SAFETY INSTRUCTIONS.  
PLEASE READ THESE INSTRUCTIONS  
THOROUGHLY BEFORE USING THIS PRODUCT.  
SAVE THESE INSTRUCTIONS!**

When using an electrical furnishing basic precautions should always be followed, including the following:

### **READ ALL INSTRUCTIONS BEFORE USING (THIS FURNISHING)**

**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 has a damaged cord or plug, or if it is not working properly, dropped or damaged, or dropped into the 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. 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.

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**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!****L'AVERTISSEMENT:**

LE RISQUE DE CHOC ÉLECTRIQUE

**L'AVERTISSEMENT:**

N'UTILISE PAS PRÈS DE L'UTILISATION DE GENS OU DU PORTAGE DES ARTIFICES MÉDICAUX

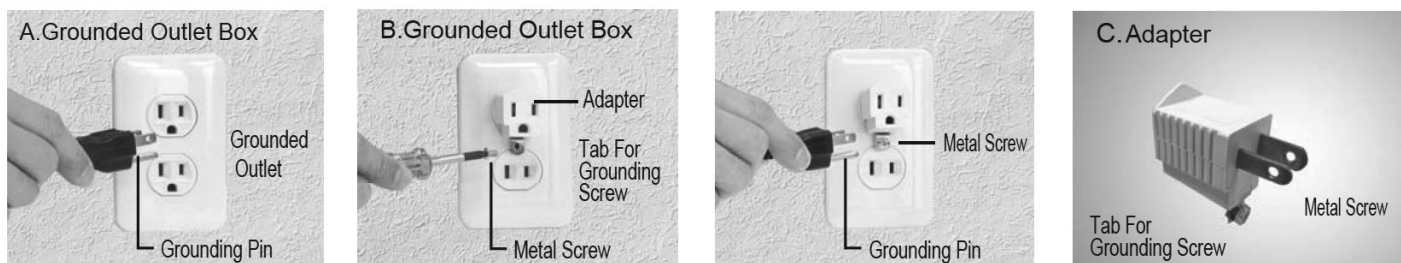
**POUR L'UTILISATION DU MÉNAGE/RÉSIDENTIELLE SEULEMENT  
N'UTILISEZ PAS DEHORS**

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This product is for use on a standard 120-volt circuit, and has a grounding plug that looks like the plug illustrated in photo A (see Figure). A temporary adapter that looks like the adapter illustrated in photo B and C can be used to connect this plug to a 2-pole receptacle as shown in photo B if a properly grounded outlet is not available. The temporary adapter should be used only until a properly grounded outlet (photo 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.

This product is for use on a circuit having a standard rating of 120 volts and is factory equipped with a specific electric cord and plug to permit connection to a proper electric circuit. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product. If the product must be reconnected for use on a different type of electric circuit, the reconnection should be made by qualified service personnel.

*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 electrical shock, electrical fire, or faulty operation of the product.



FOR BEST RESULTS, YOUR POWER BASE SHOULD BE PLUGGED INTO A SURGE PROTECTOR (not included).

### WARRANTY PRECAUTION:

Do not open control box, motors or wireless remote controls (with the exception of the battery compartment if equipped). The warranty is void if these units are tampered with. Any repair or replacement of power base parts must be performed by an authorized technician.

### IN-HOME USE AND HOSPITAL DISCLAIMER:

Your power base 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 base with TENT TYPE oxygen therapy equipment or near explosive gases.

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**WARNING!**

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

This product conforms to UL STD 962

**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 all functions. Once the excess weight is removed the control unit will automatically allow all functions to resume operation after 30 seconds.

As with any product that produces a vibrating motion, 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 more information please contact customer service by calling **800-973-8374**.

**USER-SERVICEABLE PARTS:**

This product is specifically designed to have no maintenance by you, the user. Therefore, you are encouraged not to open any motors, alter the wiring, adjust, modify or change the structure of the product, as it will void the warranty.

**POWER RATINGS:**

**MODEL NO: T120-24-2**

**INPUT: AC 120V - 60Hz**

**OUTPUT: DC 24V**

**Rated Current : 3A**

**Control Actuator : 2**

The input transformer voltage is AC120V (1.5 Amp) 60HZ, and the output voltage is DC24V (3Amp). When there is a short-circuit, the customer should seek professional assistance by calling a licensed electrician or by contacting customer service at **800-973-8374**.

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## SMALL CHILDREN AND PETS WARNING:

After your Reverie 3E™ Power Base 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 power base.

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 Reverie 3E Power Base has been designed to provide you with the reliable operation and durability you expect. This product has been inspected and tested prior to shipment.

## PRODUCT RATINGS

The lift motor in your Reverie 3E™ Power Base is NOT designed for continuous use. Reliable operation and full life expectancy will be attained as long as the lift motor does not operate more than two (2) minutes over an eighteen (18) 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 for your Reverie 3E™ Power Base is up to 850 lbs. total weight, including people and the mattress for all sizes of power bases. Lift speed will vary due to weight and mattress configuration, as well as the mattress type. The weight must be evenly distributed across the base. This Product is not designed to support or lift 850 lbs of total weight in the head or foot sections of your Reverie 3E™ Power Base alone, or in any unevenly distributed fashion. Some mattresses are not designed for Power Bases because they do not bend or flex well when adjusted. When using such a mattress with your Reverie 3E™ Power Base the weight limits set forth herein do not apply, as the bending of the mattress requires significant force and puts significant strain on the motors and the p itself.

**Note: Exceeding the recommended weight restrictions could damage your power base and void your warranty and using a mattress on top of your power base that is not designed for adjustability may also void your warranty.**

For best performance, you should enter and exit the Power Base while it is in the flat or fully lowered position.

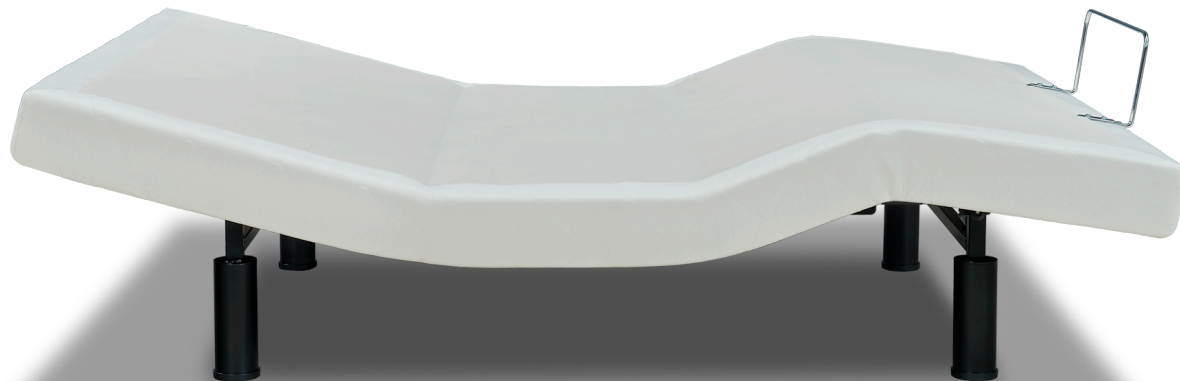
**DO NOT SIT ON THE HEAD OR FOOT SECTIONS WHILE IN THE RAISED POSITION.**

## INTENDED USAGE

The electric power base should be installed with the head board brackets and/or the head of the frame positioned close to a wall.

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**Note:** Before discarding any packing materials, check the power base carton and verify the following items in the parts list are included:

## REVERIE 3E™ POWER BASE

### PARTS LIST

- A. Wired Remote Control - hardwired to base (1)\*
- B. Mattress Retainer Bar (1)\*
- C. Base Legs (4)
- D. Retainer Bar Bolt (4 )\*
- E. Retainer Bar Plate (2)\*
- F. Allen Wrench (1)
- G. Y-Cable (For use with King and CA King)†
- H. 9-Volt Batteries (2)

\*Attached to base for shipping

†Not in box with accessories; connected to base

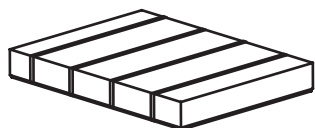


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### IMPORTANT UNPACKING INSTRUCTIONS

To avoid damage to the power base, always open the carton while the power base is laying in the FLAT position on the floor.

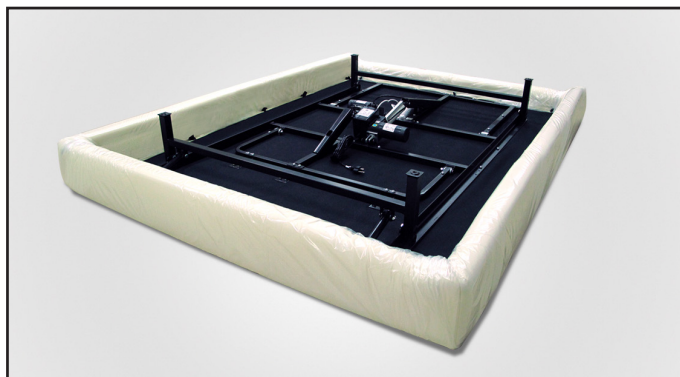


**OPEN FLAT**



### STEP 1

Carefully lift the power base unit out of the shipping carton, keeping the unit top side down. For safety reasons, this should be performed by 2 people.



### STEP 2

Assembling power base legs: Open the accessories box, take out the 4 legs, and thread them in a clockwise direction into the threaded holes in the frame.

**NOTE:** Tighten the legs securely to the frame. Leave no space between the leg and frame.



### STEP 3

Remove the extend the power cord from the frame.

**WARNING:**  
POWER CORDS MUST NOT INTERFERE  
WITH ANY POWER BASE MECHANISMS.

### STEP 4

Remove the plastic packaging from the power base.

### STEP 5

Carefully rotate the power base over the topside up position.

### **ATTENTION!** Improper handling

#### **DO NOT**

lean the power base against the installed legs to flip it over.



### STEP 6

Plug the power cord into a grounded electrical outlet.

**NOTE:** An electrical surge protection unit is recommended (**not included**)

### STEP 7

This hand unit is a wired unit, and does not require batteries. Briefly activate all functions on the hand control to verify that all of the features are operational. If your Reverie **3E™** Power Base does NOT operate, please refer to the Troubleshooting section beginning on page 18 of this manual.

### STEP 8

Return the base to the flat position and proceed to assemble the **Mattress Retainer Brackets**.

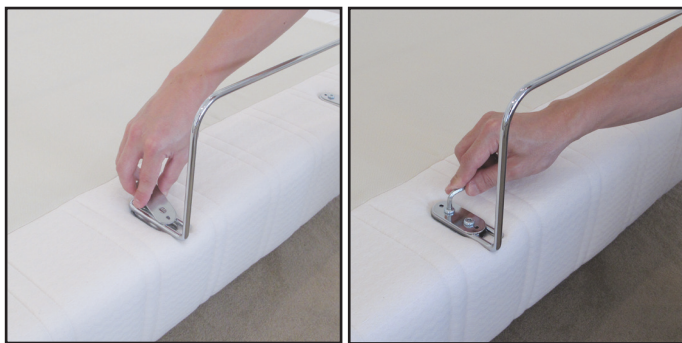


### STEP 9

**NOTE:** Use only a manual screwdriver to install the retainer bolts. DO NOT use a power screwdriver to tighten the bolts. DO NOT over tighten the mattress retainer hardware.

Use the Retainer Bolts (D) and Retainer Bar Plate (E) to fasten the Mattress Retainer Bracket (B) to the front of the power base. (As shown in the diagram below).





**NOTE:** If the power base is to be set up without a headboard, simply install a mattress on the frame. If a headboard is to be installed, please follow headboard installation instruction.

**ATTENTION:** Failure to follow the proper installation instructions may result in damage to your power base.

**NOTE:** It is important to position the bottom of the headboard cross member a maximum distance of 3 inches (76.2 mm) between the headboard and the top of the mattress. Do not exceed 3 inches (76.2 mm).

## STEP 10

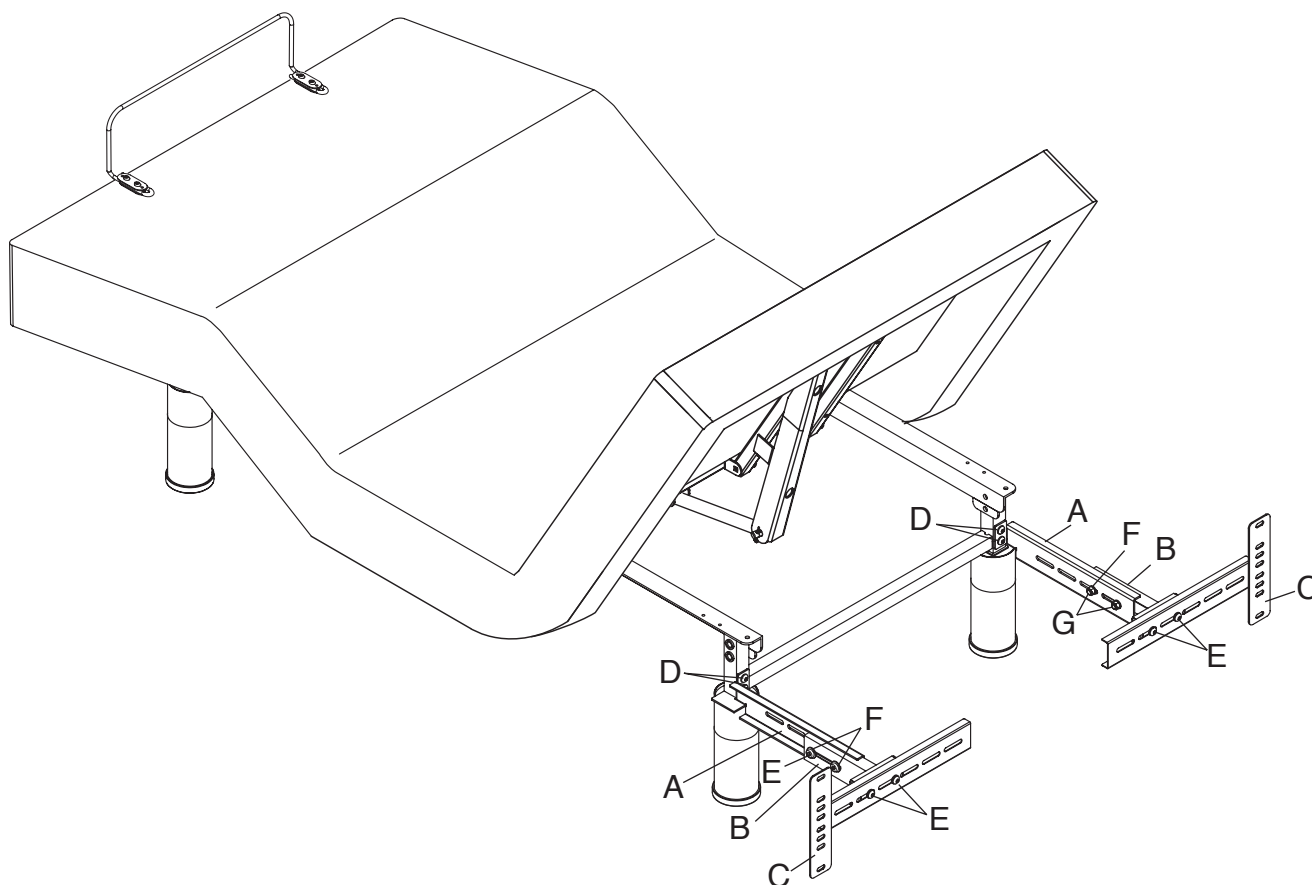
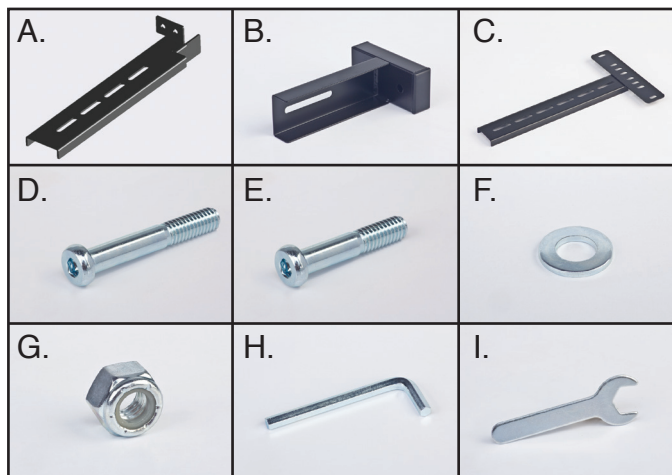
Place your mattress on top of your power base. Typical Reverie **3E™** Power Base installation is now complete. If the base is equipped with a programmable setting or options, refer to the Remote Control Guide for more information.

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## Optional Parts List for Headboard Bracket Installation

### PARTS LIST

- A. Leg Clamp Bracket (2)
- B. Inner Headboard Bracket (2)
- C. Outer Headboard Bracket (2)
- D. 45 L Bracket Bolt (4)
- E. 40 L Bracket Bolt (8 )
- F. 5 / 16 Inch Washer (16 )
- G. 5 / 16 Inch Locking Nut (12)
- H. Allen Key (1)
- I. Wrench (1)



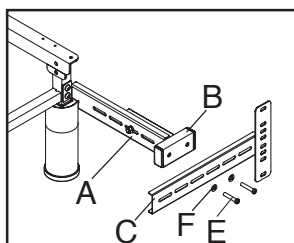
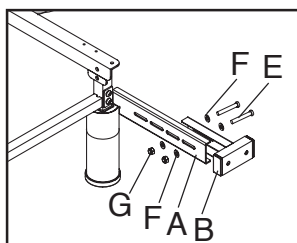
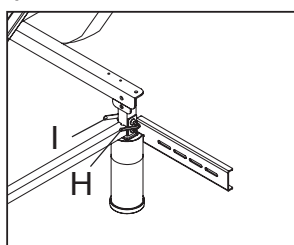
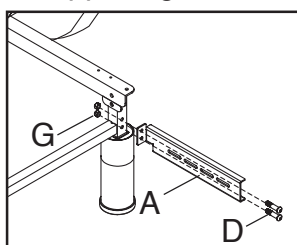
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## Headboard Bracket Installation

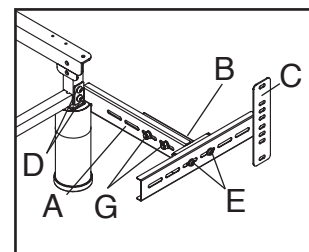
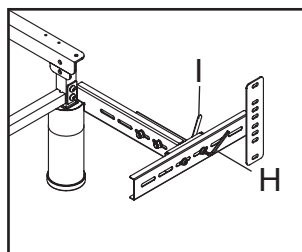
### STEP 1

Install the headboard brackets to the power base. Place one bracket on the left-hand side of the base and one bracket on the right-hand side of the base.

1. Use the hand control to raise the head of the base in order to gain access to the power base.
2. Bolt the Leg Clamp Bracket (A) to the leg using the headboard bracket bolts (D), and the 5/16" lock nut (G).
3. Bolt the inner Headboard Bracket (B) to the Leg Clamp Bracket (A) using the Headboard Bracket Bolts (E), the 5/16" washer (F), and the 5/16" lock nut (G).
4. Place the open side of the outer headboard bracket (C) onto the exposed square tube of the inner head board bracket (B). This will create a tight fit between (B) and (C). Place a Headboard Bracket Bolt (E) with a 5/16 Inch Washer (F) through the Outer Headboard Bracket (C) and into the Inner Headboard Bracket (B). Use a 5/16 Inch Washer (F) and 5/16 Inch Locking Nut (G) and hand tighten to allow for adjustment. Repeat same procedure for opposing side of the power base.



5. Ensure the headboard bracket is assembled a distance of 1.5 (38.1 mm) to 2 inches (50.8 mm) between the edge of the power base and the headboard bracket assemblies.
6. Firmly tighten the headboard bolts (not included) to the end of the headboard bracket assembly.



7. Measure the distance of the center to center mounting holes in the headboard.
8. Measure the distance of the center to center mounting holes in the headboard bracket assemblies.
9. If the headboard brackets require adjustments, loosen the bolts that are holding the outer headboard brackets and move them to the necessary distance. Reinstall the bolts and firmly tighten.

### STEP 2

Place your mattress on top of your power base.

Typical Reverie **3E™ Power Base** is **Headboard installation** now complete. If the base is equipped with a programmable setting or options, refer to the Hand Control Guide for more information.

LED SIGNATURE LIGHT

A. RAISE FOOT SECTION OF  
THE BASE

B. LOWER FOOT SECTION OF  
THE BASE

C. RAISE HEAD SECTION OF  
THE BASE

D. LOWER HEAD SECTION OF  
THE BASE

E. RETURN ALL SECTIONS TO  
THE FLAT POSITION



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## OPERATING INSTRUCTIONS

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### HEAD AND FOOT ADJUSTMENT (A,B,C,D)

- Adjusts the head and foot sections to the desired positions.

### BASE “FLAT” BUTTON (E)

- Return both head and foot to the flat position.

## Safety

---

The input transformer voltage is AC120V 60HZ, the output voltage is DC24V 3A. When there is a short circuit, a fuse on the transformer will automatically be blown in order to protect the electrical equipment. When this occurs, the customer MUST seek professional assistance.

**NOTICE:**

**Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.**



## Instructions For Joining Two Bases

### ONE WIRED REMOTE CONTROL AND TWO BASES

Assembling Split Dual 3E™ Bases (Base A and Base B) to be used together as a single King or CA King system.

**NOTE:** The use of “Base A” and “Base B” is for description purposed only and the bases will no actually be labeled “Base A” or “Base B”.

**NOTE:** Wired remote and wired cable are attached to the underside of 3E for shipping.

#### STEP 1

Carefully unplug the control from Base A and Base B.

#### STEP 2

Remove both wired remote controls and set aside. Place the spare remote control in a safe place for any future use.

#### STEP 3

Remove and extend one of the provided Y-cables from the Base (See Diagram A).

#### STEP 4

Plug in the “A” output of the Y-Cable into Base A control port (See Diagram A).

#### STEP 5

Plug in the “B” output of the Y-Cable into Base B control port (See Diagram A).

#### STEP 6

Plug one of the provided hardwired remote controls into the “Control Input” side of the Y-Cable.

#### STEP 7

Pick up and carefully flip both of the bases over to the topside up position. Remove the plastic packaging from the product.



#### STEP 8

Route the control cable to your preferred side of the base.

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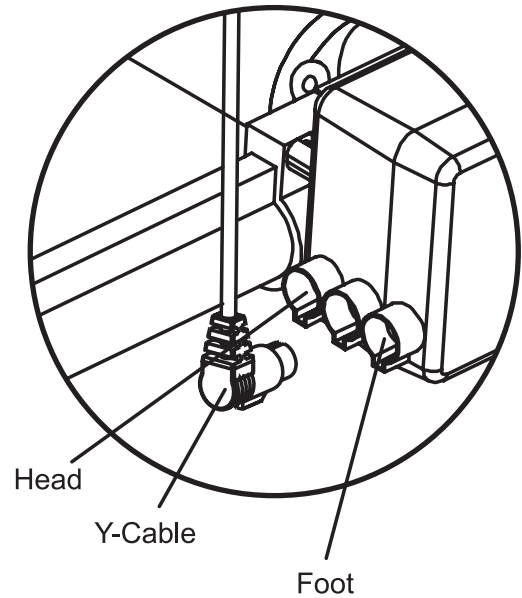
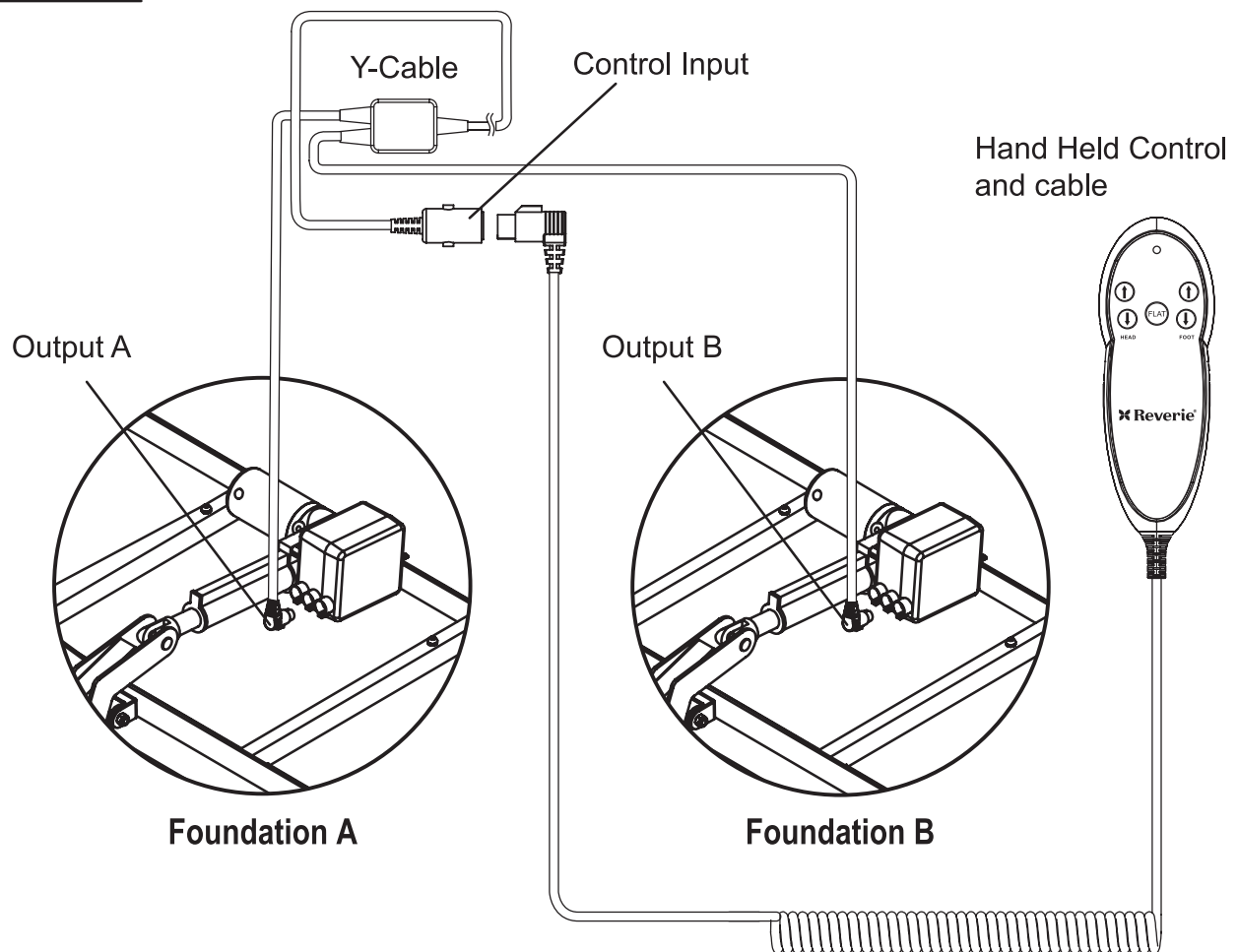


Diagram A



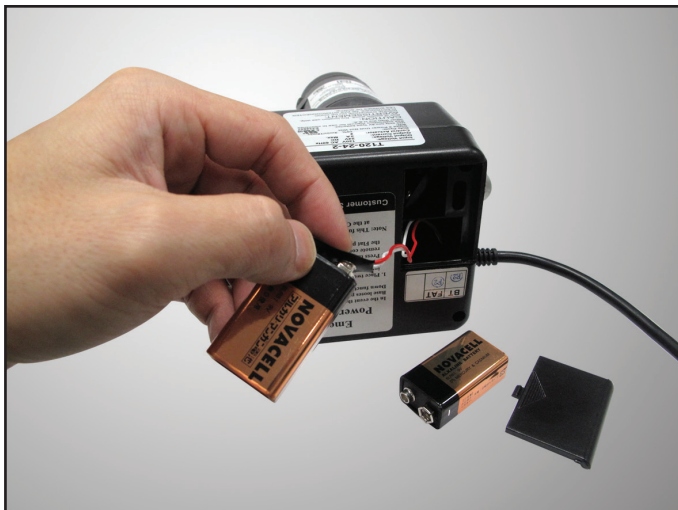
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In the event that your Reverie **3E™** Power Base loses power, there is an Emergency Power Down Function.

**Notice: This function is only there if there is no power at the control box.**

## STEP 1

Place two (2) new alkaline 9-Volt batteries.



## STEP 2

Press the button on the wired remote control until the base fully lowers to the flat position.



**Notice: Lowering the Reverie 3E Power Base using this method is slower than the standard process**

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In the Event the Reverie **3E™** Power Base fails to operate, investigate the symptoms and possible solutions provided in the chart below:

| Symptom  | Solution  |
|--|---|
| Hand control LED will not illuminate or LED illuminates and appears to be operable but will not activate the base. | <ul style="list-style-type: none"> <li>• Verify 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.</li> <li>• Verify that the hand held control wire is securely plugged into the hand held control port located in the control unit on bottom of base or Y-Cable.</li> </ul>   |
| No features of the Reverie 3E Power Base will activate.  | <ul style="list-style-type: none"> <li>• Unplug the power cord, wait 45 seconds and plug it in to reset the electronic components.</li> <li>• The electrical circuit breaker may be tripped. Check the electrical service breaker box to verify.</li> <li>• The surge protection device or electrical outlet is defective. Test the outlet by plugging in another working appliance.</li> <li>• If base has been paired, confirm that all cables are properly connected, especially the Y-Cable line that plugs into the bases control port.</li> </ul> |
| Head or foot section will elevate but will not return to the horizontal (flat) position.                           | <ul style="list-style-type: none"> <li>• The base mechanism may be obstructed. Elevate the base and check for an obstruction. Remove the obstruction.</li> <li>• The head section may be too close to the wall.</li> <li>• The headboard may be too close to the edge of the mattress.</li> <li>• Verify a 1.5" (38.1 mm) to 2" (50.8mm) distance is between the headboard brackets and the mattress. Adjust if required.</li> </ul>  |

## 20 Year Limited Warranty for Reverie Power Bases

Ascion, L.L.C. d/b/a Reverie (hereinafter referred to as “Reverie”) warrants to the end user (hereinafter referred to as “Purchaser”) that during the twenty (20) year term of this Limited Warranty, Reverie will, at its sole discretion and option, repair or replace Purchaser’s motorized bed frame or motorized bed foundation parts (hereinafter referred to as “adjustable bed” or “adjustable beds”) that are found to be defective due to faulty workmanship or materials, subject to the limitations set forth herein.

This Limited Warranty begins on the “warranty commencement date” which is the date of purchase for new unused adjustable beds and the date of manufacture for adjustable beds that have been used as floor or display models. Thus, on a floor model adjustable bed, the warranty is a portion of the 20-year Limited Warranty. If original proof of purchase is not provided by Purchaser, Reverie reserves the right to determine that the adjustable bed is not covered by this Limited Warranty or to use the manufacturing date as the warranty commencement date. This Limited Warranty extends only to the original Purchaser and may not be transferred.

### YEAR 1: FULL COVERAGE OF PARTS AND LABOR

Upon receiving reasonable notice during the first year from the warranty commencement date, Reverie will send replacement parts (at no cost to the Purchaser) for any defective adjustable bed part to the Purchaser, and Reverie will pay all pre-authorized labor and transportation costs associated with the repair or replacement of any parts Reverie determines to be defective. This one (1) year Limited Warranty shall not apply if Purchaser does not return any and all defective parts to Reverie within 15 days of Purchaser’s receipt of replacement part(s).

### YEARS 2-5: FULL COVERAGE OF PARTS ONLY

Upon receiving reasonable written notice at any point in time that is more than one (1) year and up to five (5) years from the warranty commencement date, Reverie will offer replacement parts for any defective adjustable bed part to the Purchaser. This four (4) year Limited Warranty shall not apply if Purchaser does not return any and all defective parts to Reverie within 15 days of Purchaser’s receipt of replacement part. Purchaser shall bear all service, transportation, labor and shipping costs related to the delivery and/or replacement of the defective part.

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## YEARS 6-20: FULL COVERAGE OF FRAME ONLY

Upon receiving reasonable written notice at any point in time that is more than five (5) years and up to twenty (20) years from the warranty commencement date, Reverie will offer replacement parts for any mechanical part of the frame found to be defective. Electronics, electrical components, drive motors and massage motors are excluded from this Limited Warranty. Purchaser shall bear all service, transportation, labor and shipping costs related to the delivery and/or replacement of the defective part.

## ADDITIONAL TERMS AND CONDITIONS

This Limited Warranty does not apply: (a) to any damage caused by the Purchaser; (b) if there has been any unauthorized repair or replacement of adjustable bed parts; (c) if the adjustable bed has been mishandled (whether in 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 Reverie; (d) to damage to mattresses, fabric, cables, electrical cords or items supplied by any Reseller of the adjustable bed, (contact the Reseller or other relevant party for warranty information on these items.); (e) if there have been any unnecessary service calls, including costs for in-home service calls solely for the purpose of educating the consumer about the adjustable bed or for finding an unsatisfactory power connection.

Repairs to or replacement of the adjustable bed or its components under the terms of this Limited Warranty will apply to the original warranty period and will not serve to extend such period.

The decision to repair or to replace defective parts under this Limited Warranty shall be made exclusively by Reverie in its sole and exclusive discretion.

REPAIR OR REPLACEMENT SHALL BE THE SOLE REMEDY OF THE PURCHASER. THERE SHALL BE NO LIABILITY ON THE PART OF REVERIE AND THEIR RESPECTIVE PARENTS, SUBSIDIARIES, DIVISIONS OR AFFILIATES FOR ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OR FOR ANY OTHER DAMAGE, CLAIM, OR LOSS NOT EXPRESSLY COVERED BY THE TERMS OF THIS LIMITED WARRANTY.

This Limited Warranty does not include reimbursement for inconvenience, removal, installation, setup time, loss of use, shipping, or any other costs or expenses.

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UNLESS OTHERWISE EXPRESSLY STATED IN THIS DOCUMENT, REVERIE AND THEIR RESPECTIVE PARENTS, SUBSIDIARIES, DIVISIONS AND AFFILIATES EXPRESSLY DISCLAIM ANY OTHER WARRANTY WHATSOEVER, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND FREEDOM FROM DEFECTS AND WORKMANSHIP.

Some states may not allow the exclusion or limitation of incidental or consequential damages in some circumstances, so the above limitation or exclusion may not apply to every Purchaser. This Limited Warranty gives the Purchaser specific legal rights, and the Purchaser may also have other rights, which may vary from state to state. This Limited Warranty is valid in all states of the United States except Alaska, Hawaii and Puerto Rico

If you experience any trouble with your adjustable bed during the warranty period, please consult the troubleshooting guide provided with your adjustable bed and online (if applicable), or the troubleshooting video provided online (if applicable). If problems persist after following these instructions, please call:

**1-800-973-8374**

[customerservice@reverie.com](mailto:customerservice@reverie.com)

Please have your receipt ready and available.

Thank you and enjoy your power base.

**CUSTOMER SERVICE: 800-973-8374**  
**CUSTOMERSERVICE@REVERIE.COM**



**Register Online.** For easy registration of your warranty visit [www.reverie.com](http://www.reverie.com)

Please prepare a digital copy of your proof of purchase  
(invoice or sales receipt) when registering online.

You may be required to provide the Serial Number for registration,  
you can find it on the Law Tags attached to the base.

**Manufactured by Reverie®**

For Warranty and Service:

**800-973-8374**

**customerservice@reverie.com**

**341 Central Ave. Silver Creek, NY 14136**

**www.reverie.com**



Name \_\_\_\_\_

Phone \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_

Purchase Date \_\_\_\_\_

Bed Serial Number \_\_\_\_\_

Email Address \_\_\_\_\_

To register your warranty via mail, send this portion and a copy of your proof of purchase (invoice or sales receipt) to:

**Reverie Warranty Dept. 314 Central Ave. Silver Creek, NY 14136 (800-973-8374)**

**CUSTOMER SERVICE: 800-973-8374**  
**CUSTOMERSERVICE@REVERIE.COM**

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