

# UPGRADE PACKAGE USER MANUAL

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Ascion LLC.



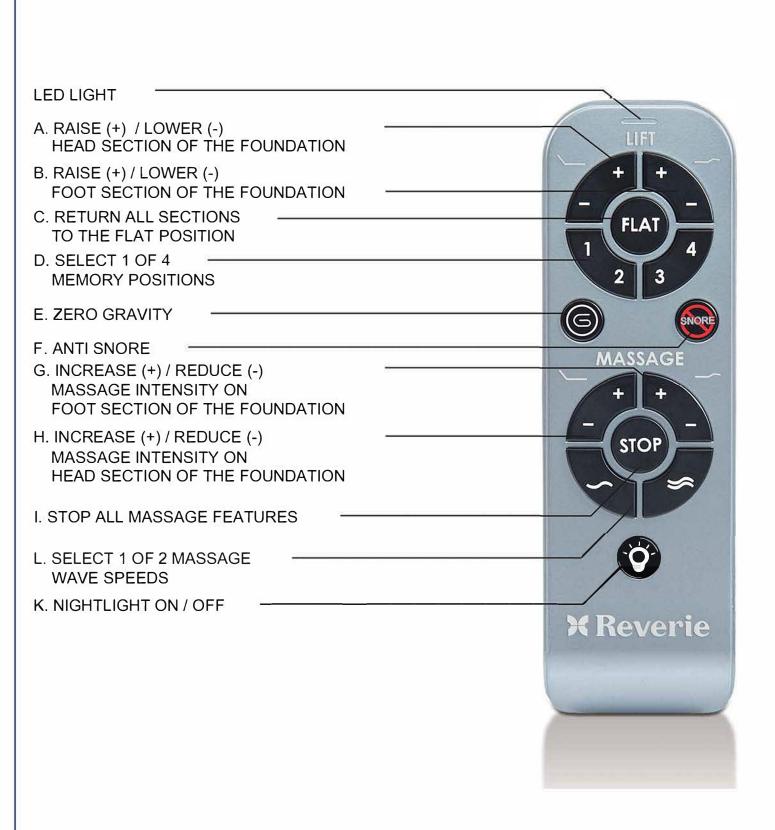
## **UPGRADE PACKAGE KIT USER MANUAL**

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**CUSTOMER SERVICE: 800-973-8374** 







# Remote Control Operation Guide

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

 Adjusts the head and foot sections to the desired positions.

#### BED "FLAT" BUTTON (C)

 Levels the bed to the flat position when the button is pressed and held for at least 1 second.

**NOTE:** The "FLAT" cycle can be interrupted and cancelled by pressing the head or foot adjustment buttons (A, B).

#### PROGRAMMABLE MEMORY BUTTONS (D)

You can store 4 personalized memory positions

- To Set a Memory Position: When in desired position, press and hold Memory button for more than 5 seconds until the LED light flashes 3 times to signal Memory position is stored.
- To Recall a Memory Position: Press Memory button 1 ~ 4 until LED lights up.

**NOTE:** Do not hold the Memory button for more than 5 seconds otherwise a new memory position will be set.

#### ZERO GRAVITY (E)

 Allows your legs to be lifted to a position slightly above the chest, which enables blood flow to easily circulate back to the heart, thus reducing stress and fatigue.

#### ANTI SNORE (F)

 Raises the HEAD to an upright position for anti-snore.

#### NIGHTLIGHT ON / OFF (K)

• Turns on LED lights up.

**NOTE:** The default nightlight automatically shut off time is 8 hours unless adjusted from the App.

#### HEAD AND FOOT MASSAGE CONTROLS (G, H)

- Turns on the corresponding massage unit (starting at intensity 5 of 10)
- Slowly increases or decreases massage intensity.

To increase massage intensity, press (+) button. To decrease massage intensity, press (+) button.

**NOTE:** The lowest setting will turn off the corresponding massage unit.

#### MASSAGE STOP BUTTON (I)

 Press for 2 seconds to stop all massage features.

**NOTE:** The massage feature is designed to automatically shut off after 30 minutes of continuous use.

#### WAVE MASSAGE MODE (J)

 Turns on both head and foot massage motors to one of the 2 wave functions.

**NOTE:** You must stop the massage before you can switch to another wave function or to the full body massage.

**ATTENTION:** If the massage motors are operating and Head and Foot lift or Memory buttons are pressed, the massage motor will stop and resume operating after lift position reached. But if Flat button is pressed, the massage motors will not resume after flat position reached.



### Additional Remote Features:

 The adjustable foundation uses a RF (Radio Frequency) remote control system.

**NOTE:** This bed may have minor intermittent performance due to RF Interference. This is a normal operation of the bed and is not a defect.

- The buttons are backlit, when a button is pressed, to aid in the visibility of the remote in low light environments.
- Customers can control the remote without facing the receiver (best transmission range is within 9 feet or 3 meters).

## Safety:

 If there is an overload weight condition on the head or foot mechanism, the control unit will automatically stop all functions.

**NOTE:** Once the excess weight is removed, the control unit will automatically start all functions after 30 seconds.

- If the massage motors are continuously used for a 30 minute period, the motors will automatically shut down.
- The input transformer voltage is AC 120V 60 HZ, the output voltage is DC 24V 3A. When there is a short circuit, a fuse on the transformer will be blown in order to protect the electrical equipment (Fuse: 1.5A).

**ATTENTION:** When the above situation occurs, the customer MUST seek professional assistance.

## Notice:

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

## **Important Note**

 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.

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.

# Remote Control Operation Guide

# HEAD AND FOOT ADJUSTMENTS (A,C)

Adjusts the head and foot sections to the desired positions.

#### LUMBAR, TILT, OR PILLOW (B)

Your base includes 1 of 3 features; Lumbar, Tilt, Pillow Tilt, or no feature. Lumbar adjusts the lumbar support on your bed. Tilt slightly tilts your bed forward or backward. Pillow tilt adjusts the pillow section of your bed.

#### **ANTI SNORE (D)**

Raises the HEAD slightly for easier breathing.

#### **ZERO GRAVITY (E)**

Allows your legs to be lifted to a position slightly above the chest, which enables blood flow to easily circulate back to the heart, thus reducing stress and fatigue.

#### FLAT (F)

Returns both head and foot to the flat position.

# PROGRAMMABLE MEMORY POSITIONS (G,I)

You can store 2 personalized memory positions. Press and hold the Memory button for 5 seconds until the LED light flashes 3 times to store the setting. To recall a Memory Position, press the corresponding button.

**NOTE:** Do not hold the memory position for more than 5 seconds or the setting will overwrite.

#### NIGHTLIGHT ON/OFF (H)

Toggle the lightbulb button for on/off functions. The Nightlight button also functions as the pairing button.



# HEAD AND FOOT MASSAGE CONTROLS (J,M)

Turns on the corresponding massage unit and slowly increases or decreases massage intensity.

**NOTE:** The massage feature is designed to automatically shut off after 30 minutes of continuous use.

#### WAVE MASSAGE PATTERN (K)

Turns on both head and foot massage motors to 4 different wave presets.

#### MASSAGE STOP (L)

Press to stop all massage features.

**NOTE:** The lowest setting will turn off the corresponding massage unit.

#### **CHARGING PORT (N)**

To charge remote, plug in the wall charger and connect to the micro usb port. Unplug and plug-in the remote again if you do not see a charging symbol on the screen. A flashing LED on the remote indicates low power status.

**NOTE:** Any control button on the remote will interrupt and stop the FLAT, ZERO-G, Anti-Snore and Memory Position presets.

**NOTE:** If the remote cannot detect any beds, then it will display NO BED FOUND.

**NOTE:** Screen will timeout after 5 seconds, 15 seconds if screen is auto-refreshing.

# REMOTE LOCKOUT FEATURE (E.L)

We created the remote lockout feature to help owners prevent unintended use of the base.

#### **Activating Remote Lockout**

At the same time, press and hold the ZERO GRAVITY and STOP buttons for 3 seconds. The LED will flash twice to indicate activation. Pressing any buttons on the remote while in lockout mode will result in no movement from the power base.

#### **Deactivating Remote Lockout**

Repeat the same process, press and hold the ZERO GRAVITY and STOP buttons at the same time for 3 seconds. The LED will flash twice to indicate deactivation. The remote and power base will work normally.

#### ADDITIONAL REMOTE FEATURES:

- The buttons are back-lit when a button is pressed, to aid the visibility of the remote in low light environments.
- Customers can control the remote without facing the receiver (best transmission range is within 30 feet or 10 meters).
- The remote is equipped with a lithium-ion battery that can be recharged anytime with the included Micro USB wall charger adapter. Please fully charge your remote before operating for the first time. When remote is fully charged, the charging symbol will disappear.
- This Base uses a RF (Radio Frequency) remote control system.
- The included remote is already paired with your power base, so should be operational right out of the box. Please test some of the features to ensure functionality.
- Only replacement remote controls require pairing instruction on following pages. If you find that your remote is not paired with the bed, please follow those Bluetooth pairing instructions.

**NOTE:** This power base may have minor intermittent performance due to RF Interference. This is a normal operation of the power base and is not a defect.

**NOTE:** Please remember to recycle all electronics.

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

#### **IMPORTANT NOTE:**

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.

NOTE: 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.

# iOS App User Guide

# How to Download the App Software

#### STEP 1

Use your iOS mobile device to log into the APP STORE.

#### STEP 2

Type "Reverie Nightstand" in the search column.

#### STEP 3

Select the Reverie Nighstand app.



#### STEP 4

Click install to download the app.

**NOTE:** Once the App is installed, when you open the app the Bluetooth module will connect to your device automatically.

**NOTE:** Make sure the Reverie Nightstand App is the last app open on your phone before locking (putting your phone in sleep mode)



#### **Dashboard/Home Screen**

- Condensed versions of key features, functions and settings are accessible and controllable from the Dashboard - Nightlight, Bluetooth status, Reverie Presets, Position control, Massage control, Comfort Settings, Routines, Memory Positions, Alarms
- The Dashboard and each Preset Section is customizable to display your favorite and most used settings.
- Expandable Toolbar gives access to all app features - Dashboard, Position, Massage, Presets, Alarms, and Settings
- Nighttime Mode Change the color scheme of the app to better suit nighttime use.



#### **Position Control**

- Control your head and foot elevation.
- Adjust your base using the Slider or press/hold the plus or minus symbols for micro adjustments.
- Switch between each adjustment (Head, Foot, Other) and view all settings above each button.
- Save your current position and/ or massage setting as a new Comfort Setting.



#### Massage

- Control your massage intensity using the Slider or press/hold the plus or minus symbols for micro adjustments.
- Full body Turns on the full body function.
- Wave Select one of 4 different wave funtions
- Timer Select your desired massage duration.
- Stop Turns the massage off.

# iOS App User Guide



#### **Presets**

- Reverie Presets Zero Gravity, Anti-Snore, and Flat.
- Comfort Setting Press "+" to program a unique head, foot and/ or massage combination.
- Routines Press "+" to program a set of saved comfort settings into a series of timed positions.
- Memory Positions Access and overwrite previously saved Memory Positions from your remote control.
- View details of each setting with the expand arrow as well as Edit and Delete.



#### **Alarm**

- Create an alarm setting to raise and/or massage you awake.
- Press "+" to create a new alarm setting.
- Set time Scroll to select the hour, minute and day.
- Repeat Select the days of the week you would like the alarm to activate.
- Assign Select a comfort setting or routine to assignt the alarm to.



#### **Sleep Tracking**

- Track your sleep daily using the new Sleep Tracking Feature.
- Today's Date, Hours Slept, Bed State and Post-Sleep Feedback Rating. (Today's Date and Bed State are automatically input).
- View your Sleep History to see what Bed State and Hours Slept gives you your best sleep.
- This information can be used by our Sleep Coaching team to help improve your sleep.



#### **Settings**

- · Customize your app in settings.
- User Profile Define your user profile to - The "Power Base" field is required and is important to allow the app to best represent youe specific power base.
- Bluetooth Shows the bed your app is connected to. Shows nearby beds that you can connect to in order of proximity.
- Reverie Connect If your base is compatible with our Reverie Connect technology you can follow the setup to control your base with 9 voice activated commands
- Set Start Screen Set what screen you want the app to open up to.
- Mattress Configurations -Reconfigure your Reverie Dream Supreme mattress with these firmness guides.
- Login/Logout Log in to your account
- Help Contact info for technical support.
- Update Bed Update the software on your control box
- Factory Reset Reset your app to original settings.



#### Routines

- Select which Comfort Settings you want to use to create a new Routine.
- Set the order of these Comfort Settings and the duration of each.
- Save your new Routine.

# Android App User Guide

# How to Download the App Software

#### STEP 1

Use your Android mobile device to log into the GOOGLE PLAY STORE.

#### STEP 2

Type "Reverie Nightstand" in the search column.

#### STEP 3

Select the Reverie Nighstand app.



#### STEP 4

Click install to download the app.

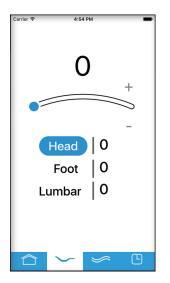
**NOTE:** When you open the app the Bluetooth module will connect to your device automatically.

**NOTE:** Make sure the Reverie Nightstand App is the last app open on your phone before locking (putting your phone in sleep mode)



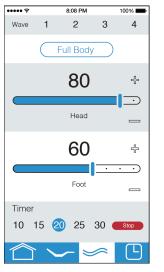
#### **Home Screen**

- Key features, functions and settings are accessible from the home screen.
  - Settings, Preset List, Comfort Settings, Routines, Bluetooth, Nightlight, Home Tab, Position Tab, Massage Tab, and Alarm Tab.
- Reverie Presets Zero Gravity, Anti-Snore, and Flat are right at your fingertips.
- Comfort Setting Press "New +" to program a unique head, foot and/or massage combination.
- Routines Press "New +" to program a set of saved or new comfort settings into a series of timed positions.



#### **Position Control**

- Control your head and foot elevation.
- Select the part of the bed you would like to elevate or lower (head or foot).
  - Use your finger to slide the blue dot along the curve to your desired elevation or press and hold the plus or minus symbol to adjust elevation.
- Your position on a scale of 1-100 will appear at the top of the screen and next to the head or foot position.



#### Massage

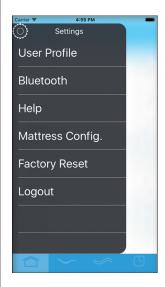
- Control your massage intensity and duration.
- Full body Turns on the full body function.
- Wave Select number of alternating pulses at the head and foot of the bed.
- Head and Foot control Select massage intensity in the head and foot sections of the bed.
  - Use your finger to slide the blue button to your desired intensity or press and hold the plus or minus symbol to adjust intensity.
- Timer Select your desired massage duration.
- Stop Turns the massage off.

# Android App User Guide



#### **Alarm**

- Create an alarm setting to raise and/or massage you awake.
- Press "New +" to create a new alarm setting.
  - Set time Scroll to select the hour, minute and day.
  - Repeat Select the days of the week you would like the alarm to activate.
  - Bed control Select nothing or select a new or existing comfort setting or routine.
  - Snooze Enable snooze.



#### **Settings**

- · Customize your app in settings.
- User Profile Define your user profile to get recommendations on custom settings for you.
- Bluetooth Shows the bed you are connected to and shows nearby beds that you can connect to in order of proximity.
- Help Contact info for technical support.
- Mattress Configurator -Reconfigure your Reverie Dream Supreme mattress with these firmness guides.
- Factory Reset Reset your app to original settings.
- Logout Logout or create a new user.

# Troubleshooting

In the event the Power Base fails to operate, investigate the symptoms and possible solutions provided in the chart below:

| SYMPTOM  | SOLUTION   |
|--|--|
| No features of the Power Base will activate.   | <ul> <li>Make sure your remote is paired or plugged into the bed.</li> <li>Your electrical circuit breaker may be tripped.</li> <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>This may be due to overload condition, remove the load and put the bed into the flat position and then move it all the way to maximum position to test that the functions are fully operational.</li> </ul> |
| Head or foot section will elevate but will not return to the horizontal (flat) position. | <ul> <li>The power base mechanism may be obstructed. Elevate the power base and check for an obstruction. Remove the obstruction.</li> <li>The head section may be too close to the wall. The headboard may be too close to the edge of the mattress. Adjust if required.</li> </ul>   |
| Lift function has minor interference during operation.                                   | <ul> <li>There may be an overload of weight on your bed.</li> <li>Press the lift buttons squarely &amp; accurately.</li> <li>The power base mechanism may be obstructed.<br/>Elevate the power base and check for an obstruction. Remove the obstruction.</li> </ul>   |
| Excessive massage motor noise.   | <ul> <li>Make sure the massage motor cable is not loose and hitting the base structures.</li> <li>Verify that the bed is not positioned against a wall, nightstand, or other object that may cause the vibration or noise.</li> <li>If this base is installed over a bed frame, verify the massage motors are not causing the bed frame (or bed frame components) to vibrate.</li> <li>Verify that the headboard attachment hardware is firmly tightened.</li> </ul>   |
| Noise when operating the bed.  | <ul> <li>Check for obstructions under the bed.</li> <li>The actuators make a light noise during operation, this does not indicate any defect.</li> <li>Squeaking noise could be caused by a loose bolt. Identify and tighten the bolt.</li> <li>If no solution can be found please call Customer Service.</li> </ul>   |

# Troubleshooting

# Remotes only

| SYMPTOM   | SOLUTION  |
|---|---|
| Remote Lockout Feature not working.               | <ul> <li>Make sure you are correctly pressing both specified buttons at the same time.</li> <li>Verify that the remote has battery power.</li> <li>Make sure there are no other devices causing RF interference with the remote.</li> <li>If cannot determine then please call customer service.</li> </ul> |
| Remote readout doesn't match actual bed position. | Recalibrate by pressing FLAT on the remote, then lift all sections to maximum position until it shows 100 on the remote screen.   |
| Remote states "No Bed Paired".                    | <ul> <li>Allow the remote to go back to sleep by setting down, check if its connected after 3 minutes.</li> <li>If not resolved, go through the pairing process again.</li> </ul>   |
| Distorted image on the remote screen.             | Let the remote go back to sleep and wake it up again. Repeat this multiple times. If problem persists, contact customer service.  |
| Remote states PLC battery error.                  | Please call Customer Service.   |
| Remote states other remote connected.             | Either your phone is connected to the bed via<br>the Reverie Nightstand app or another remote is<br>connected. Disconnect from bluetooth in the app<br>and make sure the other remote is asleep.  |

# 3 Year Limited Warranty for Reverie Upgrade Packages

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 three (3) year term of this Limited Warranty, Reverie will, at its sole discretion and option, repair or replace Purchaser's upgrade Package or upgrade Package parts (hereinafter referred to as "Upgrade Package") that are found to be defective due to faulty workmanship or materials, subject to the limitations outlined in this Limited Warranty.

This Limited Warranty begins on the "Warranty Commencement Date" which is the date of purchase from Reverie for new unused Upgrade Package. If original proof of purchase is not provided by Purchaser, Reverie reserves the right to determine that the Upgrade Package is not covered by this Limited Warranty or to use the manufacturing date as the Limited Warranty commencement date. This Limited Warranty extends only to the original Purchaser and may not be transferred. You must register the Limited Warranty for any qualifying Upgrade Package at <a href="https://www.reverie.com">www.reverie.com</a> to qualify for Limited Warranty coverage.

## YEAR 1: FULL COVERAGE OF PARTS AND LABOR

During the first year from the Limited Warranty commencement date, this Reverie Upgrade Package is warranted against defects in workmanship or materials. During the first year of the Limited Warranty, the entire Upgrade Package covered, including factory supplied electronics, electrical components, drive motors and power supply components. Upon receiving reasonable notice, Reverie will send replacement parts (at no cost to the Purchaser) for any defective Upgrade Package part to the Purchaser, and Reverie will pay 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). Reverie reserves the right to determine in its sole discretion what is a defect in workmanship and/or materials.

In no instance will this Limited Warranty cover any damage attributable to misuse or to normal wear and tear or to excessive weight placed upon the product. Nor will this Limited Warranty cover any purchaser other than the original purchaser nor will it cover product purchased from an unauthorized third party. If you are not the original purchaser of this product, you take "as is" and "with all faults."

## YEARS 2-3: 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 three (3) years from the Limited Warranty commencement date, Reverie will offer replacement parts for any defective Upgrade Package part to the Purchaser. This two (2) 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. Reverie reserves the right to determine in its sole discretion what is a defect in workmanship and/or materials.

In no instance will this Limited Warranty cover any damage attributable to misuse or to normal wear and tear or to excessive weight placed upon the product. Nor will this Limited Warranty cover any purchaser other than the original purchaser nor will it cover product purchased from an unauthorized third party. If you are not the original purchaser of this product, you take "as is" and "with all faults."

#### ADDITIONAL TERMS AND CONDITIONS

This Limited Warranty does not apply: (a) to any damage caused by the Purchaser, including damage to or cracks in the remote or its LED screen, and peeling of the silicon rubber from remote; (b) if there has been any unauthorized repair or replacement of adjustable power base parts; (c) if the adjustable power base 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 any items not supplied by Reverie; (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 Upgrade Package or for finding an unsatisfactory power connection; (f) if the Upgrade Package was not properly installed.

This Limited Warranty specifically excludes any coverage whatsoever of any power base covers, side rails, deck and legs, retainer bar, headboard brackets, and bed hardware.

Reverie provides a 90 day grace period from the Limited Warranty commencement date for remote replacements, even in the event of wear and tear. Beyond 90 days, Reverie assumes any subsequent breakage or nonfunction is the result of wear and tear and is not covered under this Limited Warranty.

For Upgrade Packages that include massage motors and mounting hardware and cables, any tearing or breaking of the massage mounting hardware that takes place after 90 days will be considered normal wear and tear and shall not be covered under this Limited Warranty.

It is strongly recommended that you use a surge protector for maximum protection of your product. This Limited Warranty does not cover lightning strikes or electrical issues due to natural disasters.

Repairs to or replacement of the Upgrade Package or its components under the terms of this Limited Warranty will apply to the original Limited 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. Replacement parts may be new or reconditioned at Reverie's discretion. Reverie reserves the right to determine in its sole discretion what is a defect in workmanship and/or materials.

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.

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 Upgrade Package during the Limited Warranty period, please consult the troubleshooting guide provided with your adjustable power base and online (if applicable), or the troubleshooting video provided online (if applicable). If problems persist after following these instructions, please call: 800-973-8374.

Please have your receipt ready and available.

Thank you and enjoy your Upgrade Package.