



# TRANSITIONAL

SLEEP SYSTEM

By HSM Bedding Solutions

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## Adjustable Base Owners Manual

## ADVISORY

### IMPORTANT INFORMATION

#### READ THE FOLLOWING INFORMATION CAREFULLY BEFORE USING THIS PRODUCT

**FOR OPTIMUM ADJUSTABLE BASE OPERATION, USE A GROUNDED, ELECTRICAL SURGE PROTECTION DEVICE (NOT INCLUDED). FAILURE TO USE A SURGE PROTECTION DEVICE COULD COMPROMISE SAFETY OR CAUSE PRODUCT MALFUNCTION.**

#### ELECTRICAL RATING

Electrical components are rated for 100–240V, 50–60Hz, 1.5 amp.

#### 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.

#### WARRANTY WARNING

Do not open any control boxes, motors or remote control devices (with the exception of the remote control and power down box battery compartments). The product warranty will be void if 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. Any repair or replacement of bed parts must be performed by authorized personnel.

#### LUBRICATION

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

#### PRODUCT RATINGS

The base lift motors are **not** designed for continuous use. Reliable operation and full life expectancy will be realized as long as the lift motors do not operate any more than four (4) minutes over a forty (40) minute period, or approximately 10% duty cycle. **Note: Massage equipped bases are not designed for continuous, extended massage Operation. Massage systems are rated for a maximum of 2 hours of use within any 6 hour period.** Any attempt to circumvent or exceed product ratings will shorten the life expectancy of the product and may void the warranty.

The rated weight restrictions for Transitional™ bases is 620 lb (281 kg) for TS 100 and 700 lb (317 kg) for TS 200. The base will structurally support the recommended weight distributed evenly across the head and foot sections. This product is not designed to support or lift this amount in the head or foot sections alone. **Note: Exceeding the recommended weight restrictions could damage the base and void the warranty.**

For best performance, consumers should enter and exit the adjustable base with the base in the flat (horizontal) position. **DO NOT SIT ON THE HEAD OR FOOT SECTIONS WHILE IN THE RAISED POSITION.**

UL (Underwriters Laboratories) recognized components.  
CFR 1633 approved for use with most mattresses.  
Assembled in USA.

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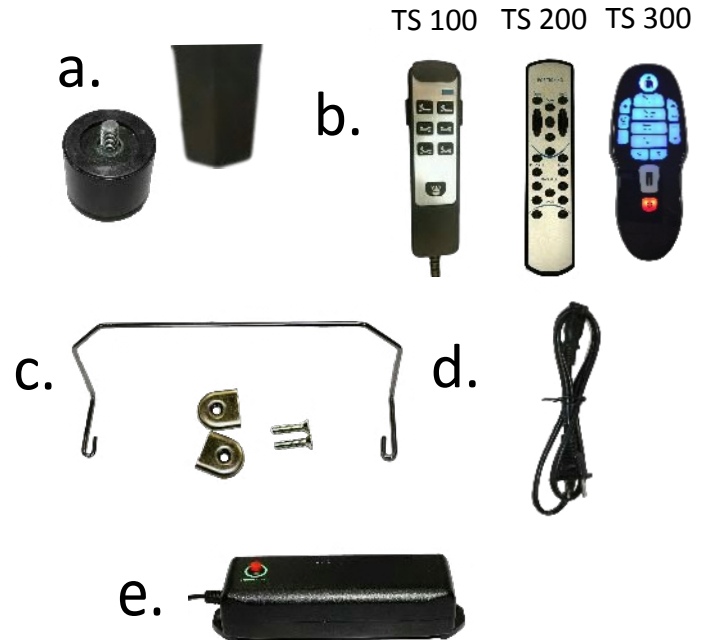


## INSTALLATION

Transitional Adjustable Base installation and setup, complete the numbered procedure indicated below and on the following pages:

1. Before discarding any packing materials, check the shipping carton and verify the following items are included:

- a. (4) Base Legs
- b. Remote Control (batteries included with wireless)
- c. Mattress Retainer Bar (2) screws and (2) brackets.
- d. Power Cord (for Battery Power Box - TS 200 Only)
- e. Battery Backup Pack (battery included - TS 200 Only)



## OPTIONAL ACCESSORIES



**SPLIT BED CONNECTORS (For King & California King bed)**  
Not included with Transitional Sleep™ 100 or 200 bases



**HEADBOARD BRACKET ASSEMBLIES (Optional)**  
Not included with Transitional Sleep™ 100 or 200 bases.

## INSTALLATION

### Step 1: Remove Box from Packaging and Install Legs

**a.** Lay shipping box flat on floor (top up) and open to remove adjustable base. Set all loose parts to the side. Lift bed out of box by metal frame (do not pick up by upholstered sides) and set on floor. \*Always use 2 people to lift bed.

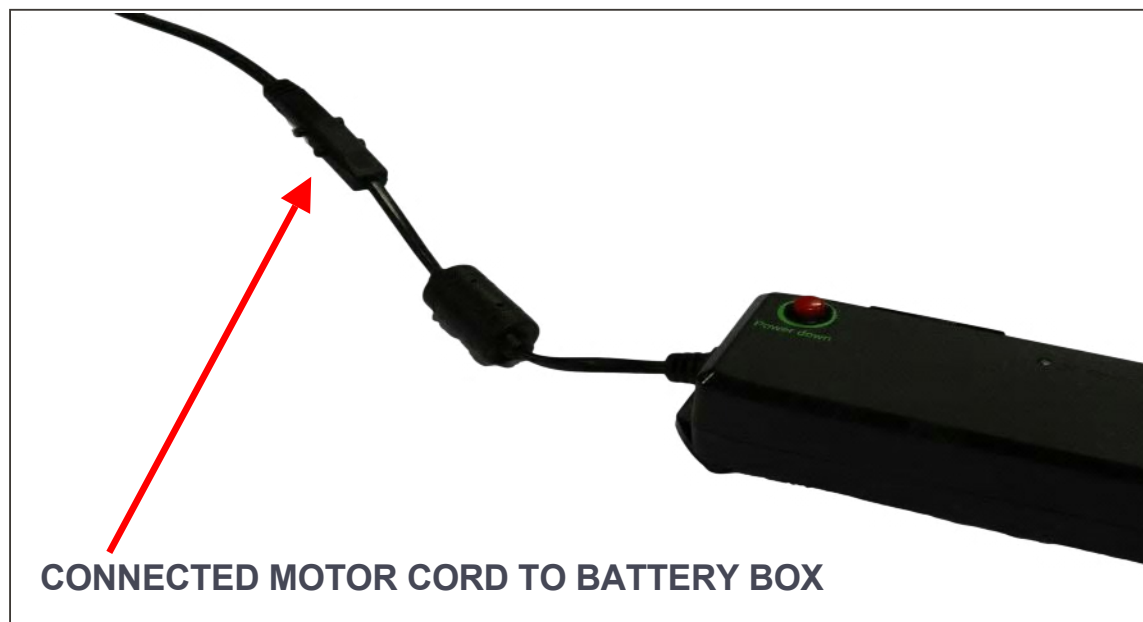
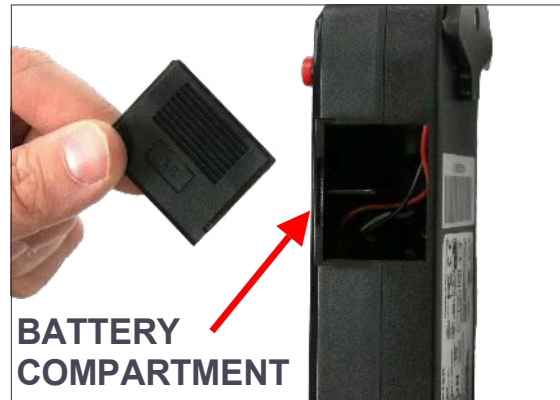
**b.** Install leg attachments by screwing them into the screw inserts on all four sides of the base (do not over-tighten.)



## INSTALLATION

### Step 2: Battery Box

Open backup battery compartment and connect the 9 Volt battery (included) to battery connectors and close. Connect the adaptor plug that is connected to the base motor to the power cord and plug into battery box.

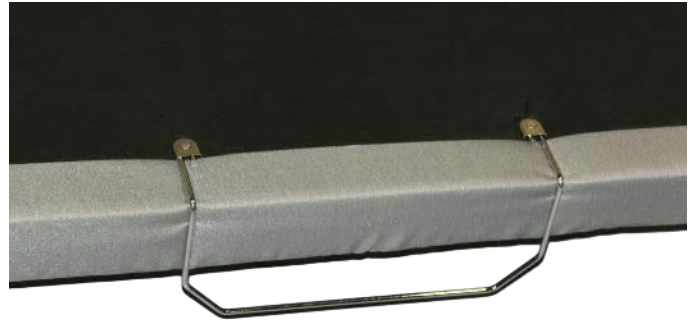
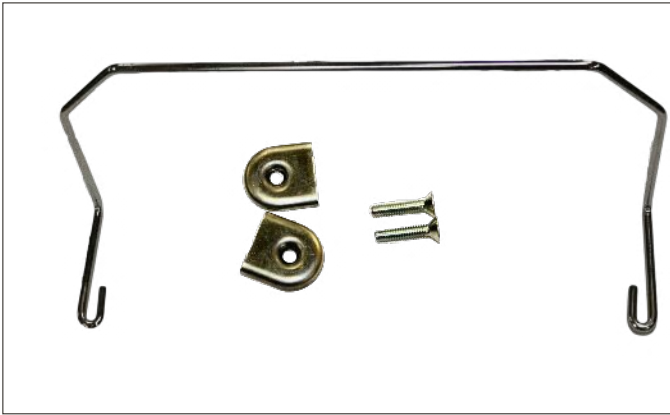




## INSTALLATION

### Step 3: Install Mattress Retainer Bar

The mattress retainer is shipped attached to the bed upside down. To assemble, remove screws and capture washers with tool (included) and remove the retainer bar from the base. Re-insert screws and capture washers loosely and slide retainer bar upright over the screws and under the washer and tighten.



MATTRESS RETAINER BAR - UPSIDE DOWN



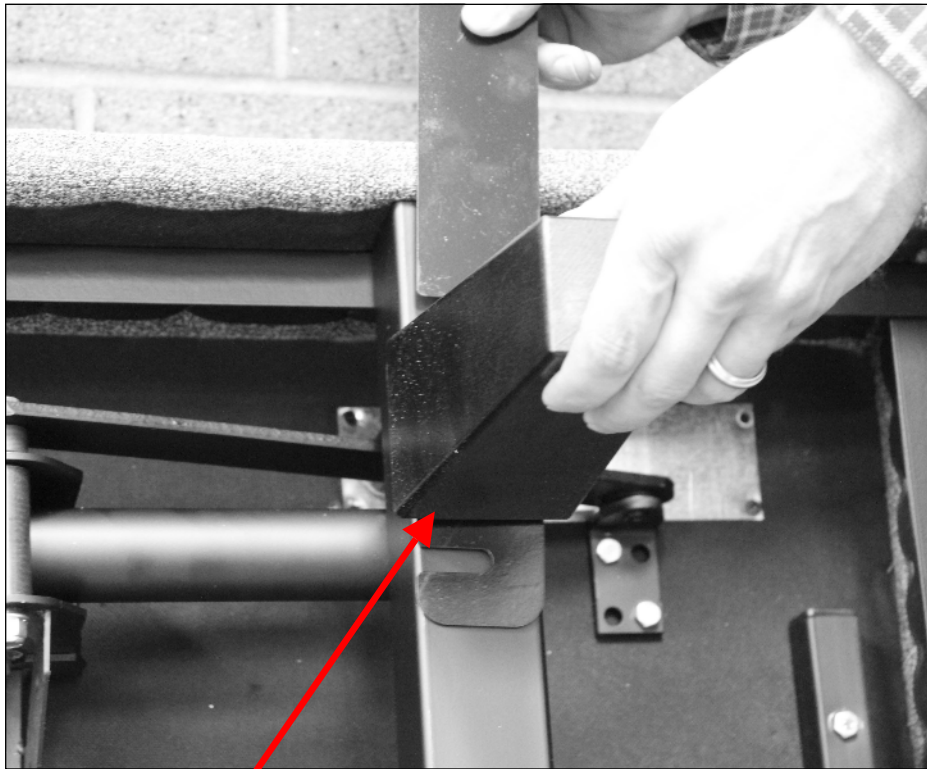
MATTRESS RETAINER BAR - RIGHT SIDE UP

## INSTALLATION

### Step 4: How to Join Two Bases (Optional for King/California King set-up)

To join two split bases you will need to purchase the optional connector plate bracket to connect both bases together from the manufacturer.

1. With the adjustable bases face down, loosen the four interior bed legs so that there is enough room to slide the connector plate under them.
2. Start at the top of the bed and slide the connector plate in between the threaded leg bolts on bed #1 and re-tighten legs to hold in place. Repeat Step 1 with bottom leg and turn both beds upright.
3. Lift up the top corner of bed #2 and slide the connector plate in between the leg bolt and turn to tighten. Be sure to use the same slots as the #1 connector so that the bed is attached evenly. Repeat Step 3 with bottom corner leg.



Slide one of the openings on the connector bracket in between the leg screw and tighten. Attach other end of bracket to 2<sup>nd</sup> bed leg.



## INSTALLATION

### Step 5: TS 100 Wired Remote

The wired remote is connected to the motor assembly at the factory. You should not have to connect this. If, however, the remote cable becomes loose or is removed, connect the remote cable to the remote jack on the motor assembly (see figure below).

If two TS100 units are used together to create a single, split bed and you would like one remote to operate both sides, a splitter cable (sold separately) needs to be installed. Connect one end of the splitter cable to the secondary remote jack on one motor assembly, then connect the other end of the splitter cable to the secondary remote jack on the other motor assembly.



### Step 5: TS 200 Wireless Remote

The wireless remote is synced to the electronics controller at the factory. You should not have to sync the remote to the controller. If, however, the remote is not synced or becomes unsynced, follow the steps below:

- Hold both the “Head Up” and “Foot Up” buttons at the same time.
- While holding the “Head Up” and “Foot Up” buttons, press the “Reset Coding” button on the controller (see figure below).

If two TS200 units are used together to create a single, split bed and you would like one remote to operate both sides, both controllers must be synced to a single remote. Follow steps above to sync the remote to both controllers.

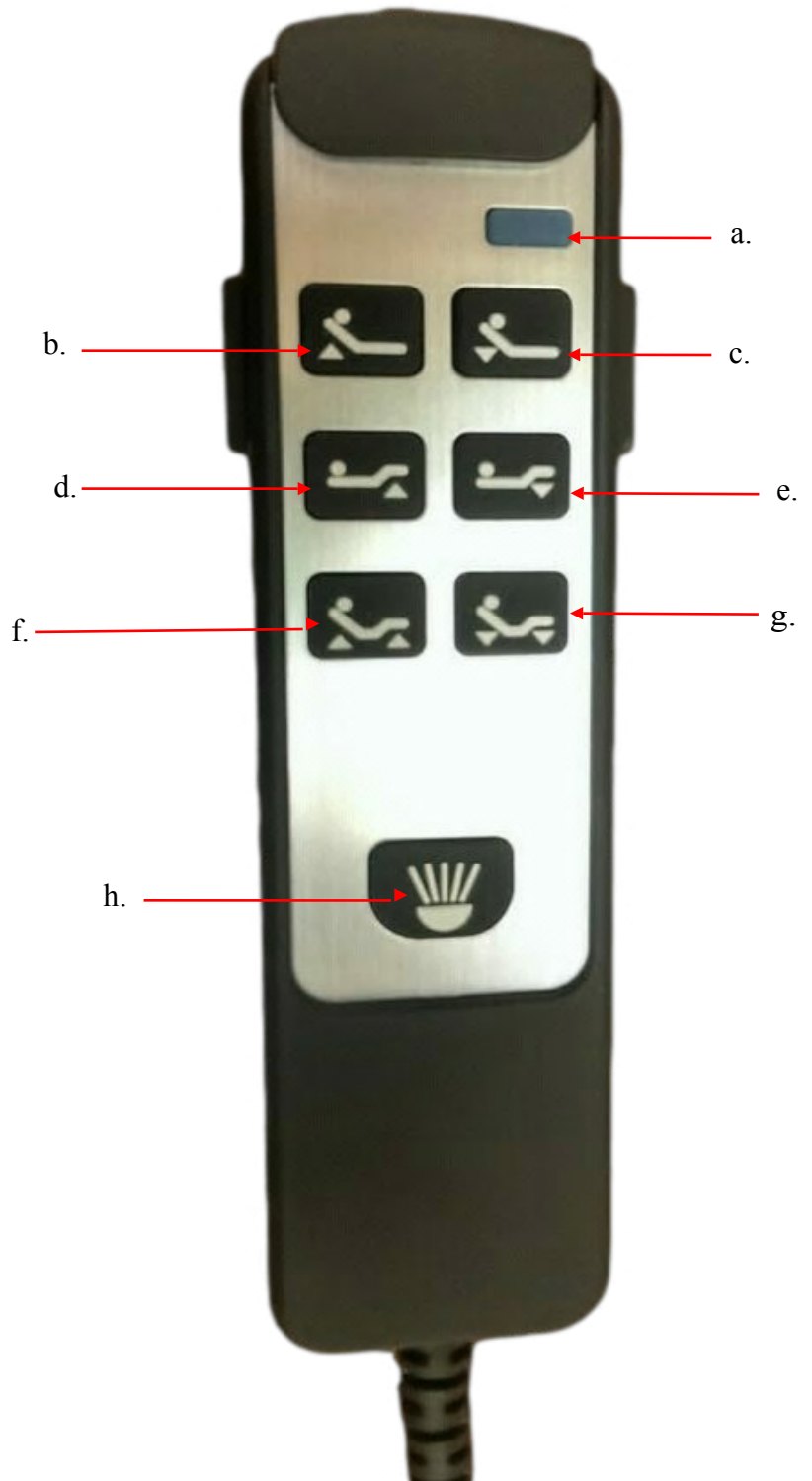


## INSTALLATION

### Step 6: Wired Remote-TS 100

Your remote is shipped already connected to the motor on your adjustable bed. Please test the remote once the bed has been plugged in to ensure proper connectivity.

	Function
a.	<b>POWER</b> (Turn remote control on and off)
b.	<b>Head UP</b> (Raise head position up)
c.	<b>Head DOWN</b> - (Move head position downward)
d.	<b>Foot UP</b> - Head Up & Head Down
e.	<b>Foot DOWN</b> - Foot Up & Foot Down
f.	<b>Head &amp; Foot UP</b> - Raises both head and foot at the same time
g.	<b>Head &amp; Foot DOWN</b> - Lowers both head and foot at the same time
h.	<b>Flashlight</b> (Off & On)

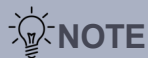


## INSTALLATION

### Step 6: Wireless Remote-TS 200

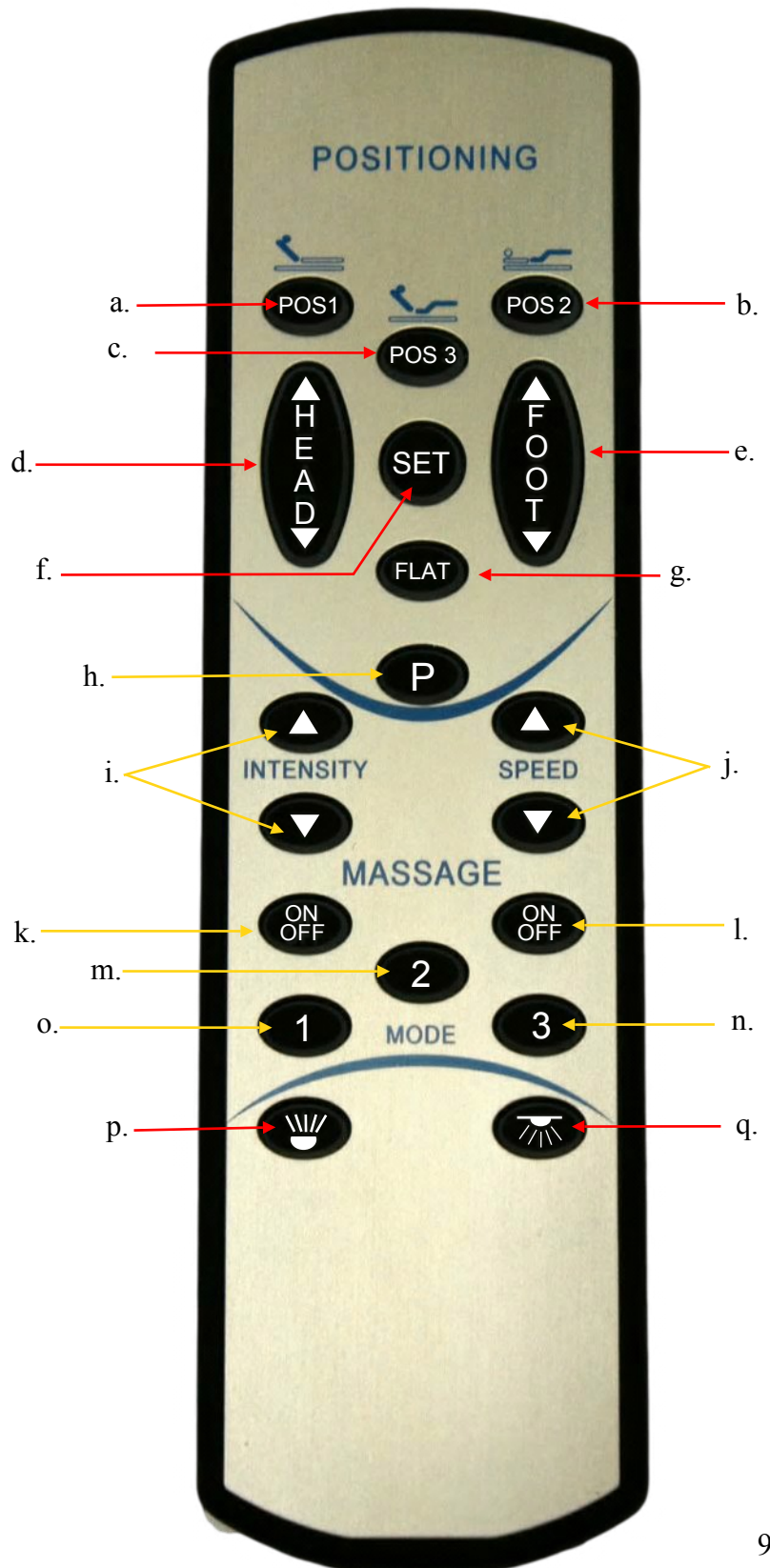
Your remote is shipped pre-programmed to your bed settings. Insert the (3) AAA batteries that are included into the wireless remote and press the head or leg up button to test the power and

	Function
a.	<b>POS 1 - TV Mode</b> (Head side top position, foot side flat position)
b.	<b>POS 2 - Zero Gravity</b> (Foot side top position, Head side flat position)
c.	<b>POS 3 - Lounge</b> - Head and foot top position
d.	<b>HEAD</b> - Head Up & Head Down
e.	<b>FOOT</b> - Foot Up & Foot Down
f.	<b>SET</b> - Use with P to program a favorite position
g.	<b>Flat</b> - One Touch Flat
h.	<b>P</b> - Use with Set to program a favorite position
i.	<b>Intensity Up &amp; Down</b> (Massage Intensity)
j.	<b>Speed Up &amp; Down</b> (Massage Speed)
k.	<b>On/Off Head Massage</b>
l.	<b>On/Off Foot Massage</b>
m.	<b>1</b> (Pre-programmed massage #1 )
n.	<b>2</b> (Pre-programmed massage #2 )
o.	<b>3</b> (Pre-programmed massage #3 )
p.	<b>Flashlight</b> (Off & On)
q.	<b>Undercarriage Lights</b> (Off & On)



#### NOTE


THE REMOTE REQUIRES THREE (3) AAA BATTERIES TO FUNCTION

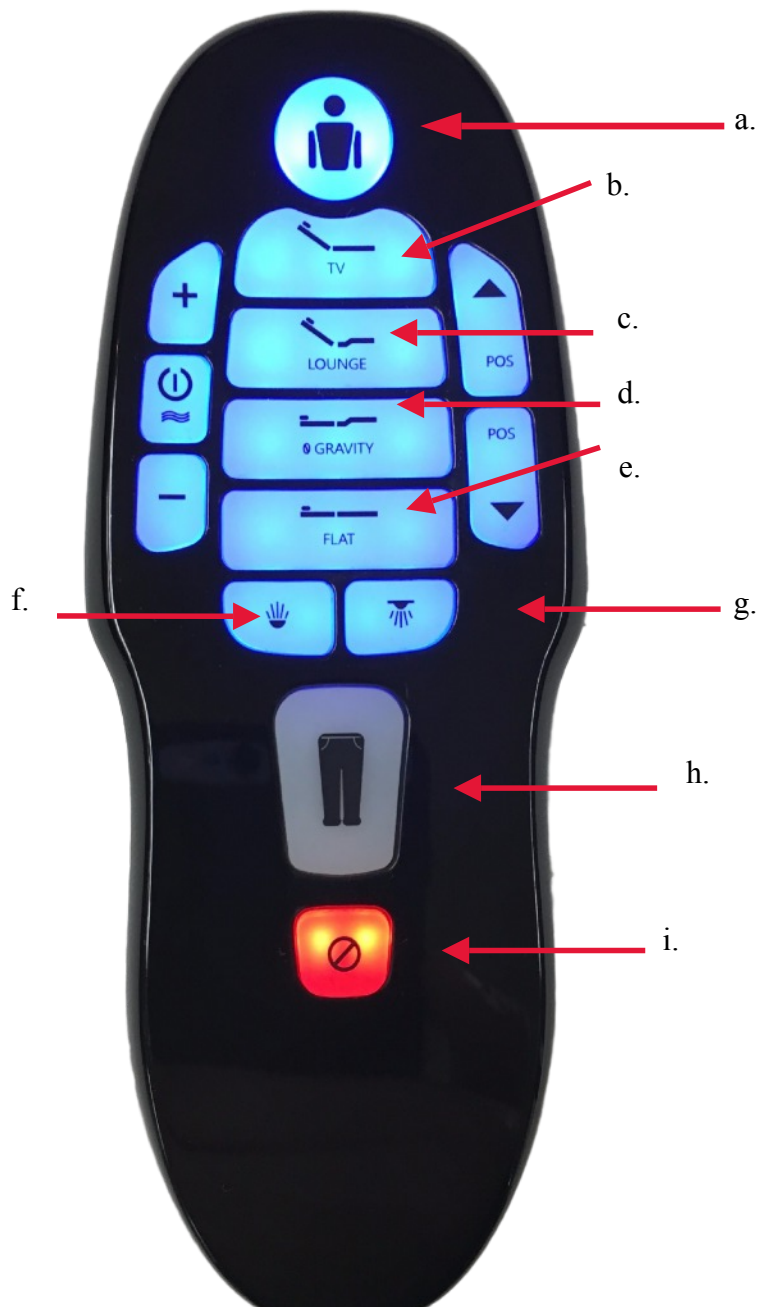


## INSTALLATION

### Step 6: Wireless Remote-TS 300

Your remote is shipped pre-programmed to your bed settings. Insert the (2) AAA batteries that are included into the wireless remote and press the head or leg up button to test the power.

	REMOTE FUNCTIONS
a.	<b>HEAD</b> - Press Head button and select Pos Up or Pos Down to adjust
b.	<b>TV</b> - Pre-Set TV position
c.	<b>LOUNGE</b> - Head and foot top position
d.	<b>0 GRAVITY</b> - Zero Gravity Pre-Set Position
e.	<b>FLAT</b> - One Touch Flat
f.	<b>FLASHLIGHT</b> - Remote Control Flash Light
g.	<b>UNDERCARRIAGE LIGHTS</b> - Turn LED Lights under the bed Off/On
h.	<b>FOOT</b> - Press Foot button and then select Pos Up or Pos Down to adjust
i.	<b>EMERGENCY POWER DOWN</b> - Push button to cancel all settings and reset bed to flat
+	<b>Speed Up</b> - Massage Speed Up
	<b>MASSAGE POWER</b> - Turn Massage On/Off
-	<b>Speed Down</b> - Massage Speed Down
▲	<b>POS Up</b> - Use with Head or Foot to position bed up
▼	<b>POS Down</b> - Use with Head or Foot to position bed down





## INSTALLATION

### Step 7: Headboard Brackets (Optional)

To attach a headboard to your adjustable bed you will need to order the optional headboard brackets from the manufacturer.

1. Attach the bracket at the head of your bed to the adjustable base frame by inserting a inserting a bolt into the long bracket slot and through the 2<sup>nd</sup> hole of the bed frame (see Figure 1.)
2. Fasten bolt with a washer and nut and tighten with wrench.  
(see Figure 2.)

**What you will need:**

A wrench

**What's Included:**

2 Headboard Brackets

2 Bolts

2 Washers



**Figure 1**



**Figure 2**



## INSTALLATION

### Step 8: Trim Board Installation - TS200

The lower deck of the TS200 consists of four (4) trim boards. These boards are shipped loose in the carton. Please see steps below for installation .



#### ASSEMBLY:

1. After the base has been rolled over onto its legs and moved to desired location. The upholstered trim boards can be positioned.

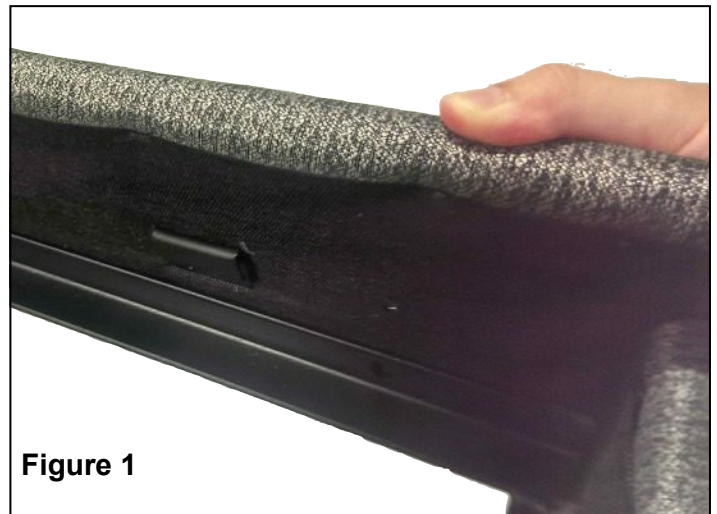


Figure 1

2. Install the trim boards by hanging the board clips onto the angle frame.

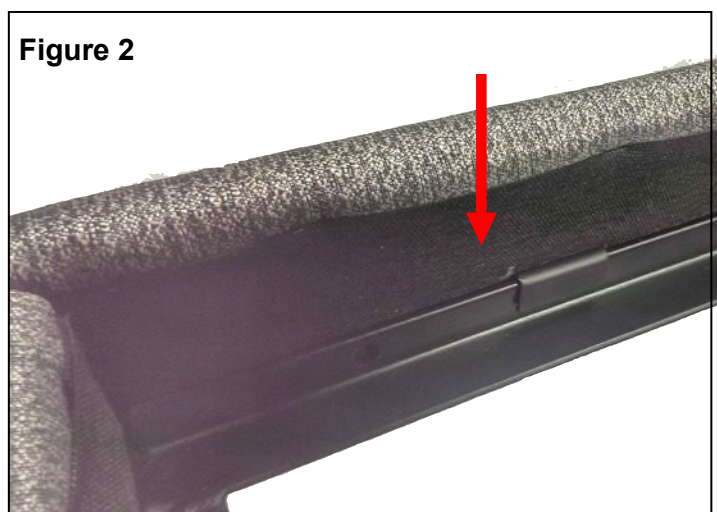


Figure 2



## TROUBLESHOOTING

If your Transitional Sleep Adjustable Bed fails to operate, please review the problem you are having and look for a solution below.

SYMPTOM	SOLUTION
Wired remote control does not light up or is not operating the base.	<ol style="list-style-type: none"> <li>1. Check to make sure that your adjustable bed is plugged into the electrical outlet and is receiving power.</li> <li>2. Your remote control may not be connected securely to the motor. If loose, re-attach and try remote again.</li> </ol>
Wireless remote control lights up, but is not operating the base.	<ol style="list-style-type: none"> <li>1. Check to make sure that your adjustable bed is plugged into the wall outlet.</li> <li>2. Your remote control may be un-synced from your controller. To re-sync you must press the Head Up and Foot Up button at the same time while pressing the "Reset Coding" button on the controller (underneath the bed).</li> <li>3. Check motor connections at controller. If loose, re-attach.</li> </ol>
Wireless remote control does not light up.	<ol style="list-style-type: none"> <li>1. Check batteries in remote to make sure that they are installed properly.</li> <li>2. Replace batteries in remote.</li> </ol>
Massage motor noise seems excessively loud.	<ol style="list-style-type: none"> <li>1. Check to make sure base is not contacting walls, furniture, etc. that would cause noise or vibration.</li> <li>2. If base is sitting on hard flooring (wood, tile, etc.), place pieces of carpet or furniture pads under each leg.</li> <li>3. If headboard bracket was installed, check to make sure that hardware has been firmly tightened.</li> </ol>
LED lights are not working (TS 200 only)	<ol style="list-style-type: none"> <li>1. Check cable connections at LED lights and controller. If loose re-attach.</li> </ol>

## LIMITED WARRANTY

### ADJUSTABLE BED BASE WARRANTY TERMS & CONDITIONS

#### Full 1-Year Warranty

Your adjustable bed base is warranted against defects in materials or workmanship for a period of one year from the date of purchase by the original purchaser. This warranty is not transferable. During this period HSM will repair or replace, at no cost to the original purchaser, any defective part or workmanship. During this one year period HSM will bear full responsibility for all authorized warranty related costs, including labor and transportation costs incurred in connection with the repair or replacement of any part found to be defective.

#### Limited 3 Year Warranty

Beginning one year from the date of original purchase through 36 months, from said date, HSM will replace any part on the adjustable bed base found to be defective. Note: This limited warranty specifically excludes labor, shipping and transportation costs which will be charged to the purchaser. This warranty is limited to the replacement of the defective electrical/mechanical part(s).

#### 20-Year Pro-Rated Limited Warranty

Beginning 37 months from the original purchase date through year 20 (month 240), HSM will replace, consistent with the terms and conditions set forth herein, the adjustable bed base electrical/mechanical part(s) found to be defective as follows: Purchaser shall pay 1/17 of the then current replacement cost of the defective part multiplied by the number of years after the 3rd year, from the original purchase date. This warranty applies only to the replacement of defective or electrical and/or mechanical parts. Purchaser will be responsible for labor, transportation and shipping costs and any installation and service fees or expenses. All warranty claims are subject to verification by HSM. This warranty will be null and void if the product is subject to abuse, misuse or is otherwise operated in a manner not consistent with HSM's User Manual.

**Limitation of Liability.** Under no circumstances shall HSM's liability exceed the purchase price paid by the original purchaser. Under no circumstances shall HSM be liable or responsible for claims seeking special, indirect or consequential damages.

#### 2-Year Floor Model Warranty

Your adjustable bed base floor model is warranted against defects in the electronic parts for a period of two years from the date of purchase by the original purchaser. Subject to the limitations set forth below, during this period HSM will replace at no cost to the original purchaser, any defective electronic part(s). Liability is limited to the replacement of the defective electronic part(s) ONLY, with the purchaser responsible for all service, installation and transportation costs associated with any warranty repair.

## LIMITED WARRANTY

**Note:** Additional conditions apply concerning weight distribution. This warranty only applies to original owner. This warranty will be modified where necessary to comply with state laws that do not permit the exclusion or limitation of incidental or consequential damages. This warranty is valid in all States within the United States, the District of Columbia, Puerto Rico, and the 10 Provinces and 3 Territories of Canada. For customer service under this limited warranty, please give notice to HSM by mail, phone, email or online to the addresses set out below:

**For warranty claims:** call or email Customer Service. Toll Free: 1-844-433-2435 or send an email to [tehamlin@hsm solutions.com](mailto:tehamlin@hsm solutions.com)

**PRODUCT RATINGS:** The adjustable bed base lift motors are not designed for continuous use. Reliable operation and full life expectancy will be realized as long as the lift motors do not operate any more than five (5) minutes over a thirty (30) minute period, or approximately 10% duty cycle

**Note:** Massage equipped bases are not designed for continuous, extended massage operation. Massage systems are rated for a maximum of 2 hours of use within any 6 hour period. Any attempt to circumvent or exceed product ratings will shorten the life expectancy of the product and may void the warranty. This warranty will be null and void if the product is subject to abuse, misuse or is operated in a manner not consistent with HSM's operating instructions and User Manual.

### Warranty Contact Info:

**Manufacturer: HSM Bedding Solutions**

PO Box 128

Hickory, NC 28601

Toll Free: 844.433.2435

Website: [transitionalsleep.com](http://transitionalsleep.com)

Email: [info@transitionalsleep.com](mailto:info@transitionalsleep.com)