

Troubleshooting Guide - Beds

Beds

1. Unplug the bed from the outlet to reset the bed. Check cord for damage and plug into a new outlet if cord is ok. (Make sure outlet is not lightswitch controlled.)
2. If possible, follow the hand remote's cord to under the bed and see if it is connected to the control box.
3. Make sure the bed is pulled away from the wall a few inches to leave clearance for raising and lowering the bed. Ensure that bed adjustments aren't contacting any connected cords in wall outlets.
4. Ensure that cords are not tangled in the frame and being pulled on while the bed is being adjusted or moved.
5. Avoid storing items under the bed. Be careful when using patient lifts ensuring that the lift's legs are not impact parts of the bed underneath (especially low beds).
6. Wheels should be unlocked when moving the bed short distances. Just roll, do not lift when moving.
7. If the bed is raising unevenly, it is likely that the long spring-loaded driveshaft connecting both ends of the bed has come free. Adjust the bed slowly to level position and make a call to request service if unable to fix.
8. A manual crank should be located within the mattress springs and can be used for manual adjustments (see bed manual for instructions).

FloorBed / MedMizer

1. Check the steps above but in addition, make sure the remote or functions have been unlocked. See the FloorBed and MedMizer specific manual troubleshooting guides.

Troubleshooting guides are provided for informational purposes only. Patient safety is our #1 priority. Please call 888-233-7677 to schedule service when needed.