

## 1. Purchase Questions

- a. Do W. Silver Products / Comfort-n-Motion adjustable beds come with a mattress?
  - i. No, WSP / CnM adjustable beds work with most brands of innerspring, air and foam mattresses. It is recommended that you purchase your adjustable bed with a new mattress so your retail sales associate can help you pick out the mattress and adjustable bed that will provide you a perfect night's sleep.
- b. How much does a WSP / CnM adjustable bed cost?
  - i. The individual retailers that carry our product determine the final selling price.
- c. Will I still need a bed frame?
  - i. No, a WSP adjustable bed takes the place of your bed frame. Our adjustable beds have four legs which support the weight of the base and your mattress. You can purchase different height legs to change the height of the bed.
- d. Will I still need a box spring or foundation?
  - i. No, a WSP adjustable bed takes the place of your box spring or foundation. Your mattress sits directly on top of the adjustable base.
- e. Can I use my existing headboard, footboard and side rails with my new WSP adjustable base.
  - i. Yes, the WSP adjustable base is designed to fit industry-standard size beds. The base easily attaches to most standard size headboards and footboards and is designed to fit inside most of these pieces, similar to a box spring or foundation. Different height legs are available so you can adjust the height of your base to help fit inside most headboards and footboards.
- f. Will I need special sheets?
  - i. No, the WSP base is designed to use standard fitted sheets. If you purchased a split king (a base where both sides move independently of each other) you will need to purchase two twin extra-long fitted sheets, one sheet for each side.
- g. Will my bedskirt fit the adjustable base?
  - i. A standard size bed skirt will fit the base, but you may have to cut holes in the skirt to accommodate the mattress retainer bar.
- h. Are headboard brackets available for my WSP adjustable base?
  - i. Yes, some models are shipped with headboard brackets. If your model did not come with brackets, they can be purchased from your retailer, or direct from WSP. Be sure to ask your sales associate if your model comes with brackets.

## 2. Mattress Selection

- a. Will my new WSP adjustable base work with an innerspring mattress?
  - i. Yes, WSP adjustable bases are compatible with most innerspring mattresses. In most cases, mattresses with a border wire are not compatible with an adjustable base. It is recommended that you purchase your innerspring

- mattress at the same time you purchase your WSP adjustable base to insure compatibility.
- b. Will my new WSP adjustable base work with a foam mattress?
    - i. Yes, WSP adjustable bases are compatible with most foam mattresses. It is recommended that you purchase your foam mattress at the same time you purchase your WSP adjustable base to insure compatibility.
  - c. Will my new WSP adjustable base work with an air mattress?
    - i. Yes, WSP adjustable bases are compatible with most air mattresses. It is recommended that you purchase your air mattress at the same time you purchase your WSP adjustable base to insure compatibility.
  - d. Do I have to purchase a specific brand of mattress to work with my new WSP adjustable base?
    - i. No, WSP adjustable bases work with most brands of innersprings, foam or air mattresses.

### 3. Feature Questions

- a. What is a Y-Cable Connector?
  - i. A Y-Cable Connector is used to connect two WSP adjustable bases to operate together as a king.
- b. What is the battery back-up feature?
  - i. The battery back-up feature is on all WSP adjustable bases. In the event of a power failure, your WSP adjustable bed will lower using the two 9-volt batteries down to the flat position.
- c. What is the gravity release safety feature?
  - i. This feature is on all WSP adjustable beds and allows the unit to free fall down instead of being forced downward. This provides a safety feature in the event there is an obstruction in the path of the unit as it is being lowered. The unit will not be forced down by the power of the motor, therefore, not injuring the obstruction.
- d. What is Wall Defender Technology?
  - i. If your WSP adjustable base has this feature, it means the base is lifting your head up, while simultaneously gliding you back. This allows you to not move away from your nightstand and always have everything that might be on your nightstand easily in reach.
- e. What is the Zero-Gravity position?
  - i. The zero-gravity position duplicates the position astronauts take during liftoff. This position is meant to ease the stress on their bodies as they escape Earth's gravity. This position raises your feet to the same level as your heart. People who have back pain or would like to increase their circulation often find this position extremely relaxing. It is often described as creating a sense of weightlessness.

### 4. Service Questions

- a. Do I have to set up or assemble my WSP adjustable base?
  - i. WSP bases are very easy to assemble, but in most cases, the people who will deliver your new adjustable base will do the assembly. Be sure to ask your salesperson about their set-up and delivery policies.
- b. What happens if I get my new WSP adjustable base home and I am not satisfied?

- i. First, and most important, all of us at WSP are sorry you are not satisfied with your new WSP adjustable base. Return policies are set by the individual retailers, not by WSP. Be sure to ask your salesperson about the store's return policy.
- c. What is the warranty of WSP adjustable bases?
  - i. Our warranty information is listed here. You can register your base here. For specific questions about the warranty or to find out if your base is still under warranty, please call the W. Silver Products Customer Care at 888-846-3840 or email [customersupport@wsilvermx.com](mailto:customersupport@wsilvermx.com)
- d. Where can I find the owners manuals for my WSP adjustable base?
  - i. Download a PDF of your owner's manual [here](#).
- e. Where can I find the serial number for my WSP adjustable base?
  - i. You can find the serial number for your WSP adjustable bed on the inside of the remote control on the underside of the frame, on the last page of the instruction manual and on the outside of the box, attached to the main label.
- f. What do I do if my WSP adjustable base is not working properly?
  - i. Please see the troubleshooting section on this website or the troubleshooting section in your owner's manual. If that does not solve your challenge, please call the WSP customer support number 888-846-3840 or email [customersupport@wsilvermx.com](mailto:customersupport@wsilvermx.com).
- g. What if I lose my remote control?
  - i. You can purchase a replacement control directly from WSP by contacting our customer support number 888-846-3840 or email [customersupport@wsilvermx.com](mailto:customersupport@wsilvermx.com). Please be sure to have your WSP adjustable base serial number when you contact customer service so we can find the right remote control for your WSP base.

## 5. Troubleshooting

- a. Remote control illuminates and appears to be working, but no features of the base will activate.
  - i. Verify the power cord is plugged into a working grounded electrical outlet. A grounded, electrical surge protector device is recommended. Test the outlet by plugging in another appliance that you know works properly.
- b. Remote control will not illuminate.
  - i. Replace the batteries in the remote control. Verify the batteries are installed correctly.
- c. No features on the bed will operate.
  - i. Re-program the remote control as indicated in the owner's manual that was provided with your WSP base.
  - ii. Unplug the power cord and wait 45 seconds before plugging the cord back into an approved electrical outlet.
  - iii. The electrical circuit breaker in your home may have been tripped. Check your electrical service breaker box and reset if necessary.
  - iv. The surge protection device or electrical outlet may be defective. Test the outlet by plugging in another working appliance.
- d. The head or foot section will elevate, but will not return to the horizontal (flat) position.

- i. The base mechanism may be obstructed. Elevate the base and check for obstruction and remove the obstruction if necessary.
- ii. The headboard may be too close to the edge of the mattress. Verify that the distance between the headboard brackets and the mattress is 1.5" (38.1mm) to 2" (50.8mm) and adjust if required.
- iii. The head section may be too close to the wall. Adjust if necessary.
- e. The head or foot lift function has minor interference during operation.
  - i. Remove the battery cover on the hand remote and replace the batteries if necessary.
  - ii. Make sure you are following the duty cycle of the motor (do not operate over 2 minutes over an 18 minute period, or approximately 10% duty cycle).
  - iii. The hand remote may be experiencing common radio frequency interference from other radio transmitting devices.
  - iv. Press the lift buttons squarely and accurately.
- f. Massage motors seem excessively loud during operation.
  - i. If the base is located on a hard surface, place rubber caster cups or carpet pieces under each leg.
  - ii. Elevate the head or foot section a short distance (with the remote control) to realign the lift/lower mechanisms with the base support.
  - iii. If the base is installed over a bed frame, then make sure the massage motors are not causing the bed frame, or its components, to vibrate.
  - iv. Verify the headboard attachment hardware is securely fastened, if being used.
- g. Excessive motor noise
  - i. Verify all parts were removed from the under base during installation.
  - ii. Verify the base is not positioned against the wall, nightstand or other object that might cause noise or vibration.
  - iii. If the WSP adjustable base is installed over a bed frame or rail system, verify massage motors are not causing any bed frame components to vibrate.
  - iv. Verify that the headboard attachment is attached firmly.
  - v. Verify there is nothing under the base that could cause noise during operation.
  - vi. If an air mattress is being used, verify that the air pump is not the source of the noise.
  - vii. If the WSP base is located on a hard surface, like tile or wood flooring, place carpet pieces or rubber plastic cups under each leg of the base.
- h. The WSP base is not level
  - i. Verify that all legs are on the same surface and verify that there is not a damaged leg.
  - i. WSP adjustable base will not function after power outage.
    - i. Unplug the power cord, wait 45 seconds, and plug power cord back into an approved electrical outlet.

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