Ergomotion
Troubleshooting

Inoperable Base →

Inoperable Actuator →
Inoperable Base

When you press the buttons on the remote, do the buttons light up?

Yes.

No.

Is the base plugged into the wall? Are other appliances plugged into that outlet working?

Yes.

No.

Follow the cord from the wall and look at the light on the power supply sitting on the floor. Is it illuminated?

Yes.

No.

Solution: Replace control box.

Solution: If the outlet is working but the power supply does not light up, replace power supply.

Solution: Replace remote.

Change the 3-AAA batteries or ensure the plug is properly plugged in.

Solution: The outlet is not working.

Solution: If the remote still does not light up, replace remote.

Solution: Replace control box.

If the bed base is a split setup with two bases:

Use the remote from the working base and either pair or plug it into the inoperable base. Does the base now operate?

Yes.

No.

Solution: Replace remote.

Solution: Replace control box.
Inoperable Actuator

Do the other functions of the base function properly?

Yes. 

No. 

On the control box under the bed, switch the plugs for the head and foot actuator motor. The ports will be labeled on the control box. Then, on your remote, press the operating motor’s up and down buttons. Does the previously inoperable motor respond when the buttons are pressed?

Yes. Solution: Replace control box.

No. Solution: Replace actuator.

Does the remote light up when you press the buttons?

Yes. Confirm that all of the cords are securely fastened. Follow the power supply cord from the outlet to the power supply box sitting on the floor. Check for the light on the power supply box. Is it illuminated?

Yes. Solution: Replace control box.

No. Solution: Replace remote.

No. Change the 3-AAA batteries. Does the remote light up when you press the buttons?

Yes. Solution: Replace power supply.

No.