

**Serta** **Pivot**<sup>TM</sup>  
head-up adjustable foundation



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Owner's Manual

PERFORMANCE BY  
**Reverie**<sup>®</sup>

# Serta Pivot™

head-up adjustable foundation

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**Warranty Information: Please see the warranty included in this manual.**

**Serta® Pivot™ Foundation**  
*Patent Pending*



**CUSTOMER SERVICE: 800-695-2540**

## SAFETY PRECAUTIONS

**WARNING! IMPORTANT SAFETY INSTRUCTIONS.  
PLEASE READ THESE INSTRUCTIONS  
THOROUGHLY BEFORE USING THIS PRODUCT.  
SAVE THESE INSTRUCTIONS!**

When using an electrical furnishing, basic precautions should always be followed, including the following:

### **READ ALL INSTRUCTIONS BEFORE USING (THIS FURNISHING)**

**DANGER:** To reduce the risk of electric shock:

Always unplug this furnishing from the electrical outlet before cleaning.

### **WARNING:**

To reduce the risk of burns, fire, electric shock, or injury to persons:

- Unplug from outlet before putting on or taking off parts.
- Close supervision is necessary when this furnishing is used by or near children, invalids or disabled persons.
- Use this furnishing only for its intended use as described in these instructions. Do not use attachments not recommended by the manufacturer.
- Never operate this furnishing if it has a damaged cord or plug, or if it is not working properly, dropped or damaged, or dropped into the water. Return the furnishing to a service center for examination and repair.
- Keep the cord away from heated surfaces.
- Never operate the furnishing with the air openings blocked. Keep the air openings free of lint, hair and the like.
- Never drop or insert any object into any opening.
- Do not use outdoors.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- To disconnect, turn all controls to the off position, then remove plug from outlet.

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## SAFETY PRECAUTIONS

**WARNING:** Risk of Injury:

Keep children and pets away from extended head support (or other similar parts).

**WARNING:** Risk of electric shock:

Connect this furnishing to a properly grounded outlet only.  
See grounding instructions.

**GROUNDING INSTRUCTIONS:**

This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

**DANGER:**

Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded.

Do not modify the plug provided with the product. If it will not fit the outlet, have a proper outlet installed by a qualified electrician.

### SAVE THESE INSTRUCTIONS!

**L'AVERTISSEMENT:**

LE RISQUE DE CHOC ÉLECTRIQUE

**L'AVERTISSEMENT:**

N'UTILISE PAS PRÈS DE L'UTILISATION DE GENS OU DU PORTAGE DES ARTIFICES MÉDICAUX

**POUR L'UTILISATION DE MÉNAGE/RÉSIDENTIELLE SEULEMENT**

**N'UTILISEZ PAS DEHORS**

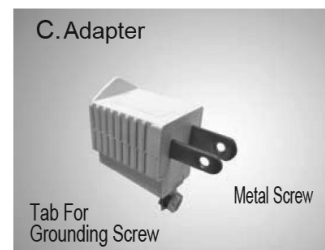
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## SAFETY PRECAUTIONS

This product is for use on a standard 120-volt circuit, and has a grounding plug that looks like the plug illustrated in photo A (see Figure). A temporary adapter that looks like the adapter illustrated in photo B and C able to be used to connect this plug to a 2-pole receptacle as shown in photo B if a properly grounded outlet is not available. The temporary adapter should be used only until a properly grounded outlet (photo A) can be installed by a qualified electrician. The green colored rigid ear, lug or the like extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box cover. Whenever the adapter is used, it must be held in place by a metal screw.

This product is for use on a circuit having a standard rating of 120 volts and is factory equipped with a specific electric cord and plug to permit connection to a proper electric circuit. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product. If the product must be reconnected for use on a different type of electric circuit, the reconnection should be made by qualified service personnel.

*Unauthorized modifications could void the electrical portion of your warranty.* Failure to use a properly grounded outlet for this product or modification of the plug will compromise this important grounding safety feature and may result in electrical shock, electrical fire, or faulty operation of the product.



FOR BEST RESULTS, YOUR ADJUSTABLE BED BASE SHOULD BE PLUGGED INTO A SURGE PROTECTOR (not included).

### WARRANTY PRECAUTION:

Do not open control box, motors or remote controls (with the exception of the battery compartment if equipped). The warranty is void if these units are tampered with. Any repair or replacement of adjustable bed base parts must be performed by an authorized technician.

### IN-HOME USE AND HOSPITAL DISCLAIMER:

Your adjustable bed base is strictly designed for in-home use only. It is NOT designed for hospital use and is NOT designed to meet hospital standards. Do not use this bed with TENT TYPE oxygen therapy equipment or near explosive gases.

### WARNING!

DO NOT USE NEAR PEOPLE USING OR WEARING MEDICAL DEVICES.  
FOR HOUSEHOLD / RESIDENTIAL USE ONLY. DO NOT USE OUTDOORS.

This product conforms to UL STD 962

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## **SAFETY PRECAUTIONS**

### **IMPORTANT SAFETY FEATURES:**

Use this furnishing only for its intended use as described in these instructions. Do not use attachments not recommended by the manufacturer.

### **USER-SERVICEABLE PARTS:**

This product is specifically designed to have no maintenance by you, the user. Therefore, you are encouraged not to open any motors, alter the wiring, adjust, modify or change the structure of the product, as it will void the warranty.

### **POWER RATINGS:**

**INPUT: AC 120V – 60Hz, 1.5Amp**

**OUTPUT: DC 24V-3A**

When there is a short-circuit, the customer should seek professional assistance by calling a licensed electrician or by contacting customer service at 800-695-2540.

### **SMALL CHILDREN AND PETS WARNING:**

After your Serta® Pivot™ Foundation has been unboxed, immediately dispose of packaging as it can smother small children and pets. To avoid injury, children and pets should not be allowed to play on or under the bed.

Children should not operate this product without adult supervision. Close supervision is necessary when this furnishing is used by or near children, invalids, or disabled persons.

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## SAFETY PRECAUTIONS

### SAVE THESE INSTRUCTIONS:

Your Serta® Pivot™ Foundation has been designed to provide you with the reliable operation and durability you expect. This product has been inspected and tested prior to shipment.

### PRODUCT RATINGS:

The lift motor in your Serta® Pivot™ Foundation is NOT designed for continuous use. Reliable operation and full life expectancy will be attained as long as the lift motor does not operate more than two (2) minutes over an eighteen (18) minute period, or approximately 10% duty cycle. Any attempt to circumvent or exceed this rating will shorten the life expectancy of this product and may void the warranty. The recommended weight restrictions for your Serta® Pivot™ Foundation is up to 850 lbs. total weight, including people and the mattress for all sizes of adjustable foundations. Lift speed will vary due to weight and mattress configuration, as well as the mattress type. The weight must be evenly distributed across the bed. This product is not designed to support or lift 850 lbs of total weight in the head section of your Serta® Pivot™ Foundation alone, or in any unevenly distributed fashion. Some mattresses are not designed for Adjustable Foundations because they do not bend or flex well when adjusted. When using such a mattress with your Serta® Pivot™ Foundation the weight limits set forth herein do not apply, as the bending of the mattress requires significant force and puts significant strain on the motors and the Adjustable Foundation itself.

**Note: Exceeding the recommended weight restrictions could damage your adjustable foundation and void your warranty. Using a mattress on top of your adjustable foundation that is not designed for adjustability may also void your warranty.**

For best performance, you should enter and exit the adjustable bed while it is in the flat or fully lowered position.

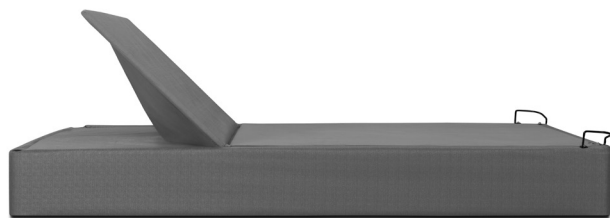
**DO NOT SIT ON THE HEAD SECTION WHILE IN THE RAISED POSITION.**

### INTENDED USAGE:

The electric adjustable foundation should be installed with the head of the frame positioned close to a wall.

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# Parts List



**NOTE: Before discarding any packing materials, check the adjustable bed frame carton and verify the following items in the parts list are included:**

## Serta® Pivot™ Foundation


### PARTS LIST

- A. Wired Remote
- B. Mattress Retainer Brackets: (1) Left, (1) Right
- C. Retainer Bar Bolts (4) \*
- D. Retainer Bar Washers (4) \*
- E. Allen Key (1)
- F. Owner's Manual
- G. Y-Cable (Included in Twin XL & Split California King Foundations Only)

\* Pre-installed at foot of bed

# Frame Assembly Instructions

**IMPORTANT UNPACKING INSTRUCTIONS**  
To avoid damage to the adjustable foundation, always open the carton while the bed is laying in the **FLAT** position on the floor.



## STEP 1

Carefully lift the bed frame unit out of the shipping carton, keeping the unit top side down. For safety reasons, this should be performed by 2 people.

## STEP 2

Remove the plastic packaging.

## STEP 3

Remove and extend the power cord from the frame.

**WARNING:**  
POWER CORDS MUST NOT INTERFERE WITH ANY ADJUSTABLE BED MECHANISMS.

Power Down Feature



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# Frame Assembly Instructions

## STEP 4

Carefully rotate the foundation over to the top side up position and place into your existing foundation frame rails or onto the optional legs.

**NOTE:** If you have purchased optional legs, install them by screwing them into the metal receivers located on the foundation's underside corners.



## STEP 5

Plug the power cord into a grounded electrical outlet.

**NOTE:** An electrical surge protection unit is recommended (**not included**).

## STEP 6

Briefly activate all functions on the wired remote control to verify that all of the features are operational. If your Serta® Pivot™ Foundation does NOT operate, please refer to the Troubleshooting section beginning on page 13 of this manual.

## STEP 7

Return the bed to the flat position and proceed to assemble the **Pro-Fit™ Mattress Retainer System** at the foot of the foundation.

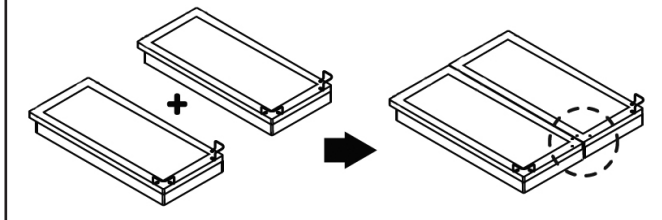
## STEP 8

**NOTE:** Use only the included allen key to install the retainer bolts. DO NOT use a power screwdriver to tighten the bolts. DO NOT over tighten the mattress retainer hardware.

As referenced in the parts list on page 8, use the Retainer Bolts (C) and Retainer Bar Washer (D) to fasten the Pro-Fit™ Mattress Retainer Brackets (B) to the foot of the foundation. (As shown in the above photo).

**NOTE:** Install mattress on the foundation. Installation is now complete.

When two Twin XLs or two Split California Kings are put together, DO NOT install retainer bars in the center foot section of the foundations.



**ATTENTION:** For any King / Split California King configuration, do not add *center* Pro-Fit™ retainer bars for either foundation foot.

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# Emergency Power Down Feature

Your Serta® Pivot™ Foundation has an emergency lowering feature in the event that your base is in the raised position and has lost power due to a power outage.

## STEP 1

Locate and remove the cover for the 9 volt batteries.



Figure 1: 9 volt batteries cover.

## STEP 2

Install two (2) alkaline 9 volt batteries. (Not included.)



Figure 2: Install 9 volt batteries.

## STEP 3

Replace the battery cover.



Figure 3: Replace battery cover.

## STEP 4

Press the “FLAT” button (B) or the “HEAD DOWN” button (C) to lower the foundation to flat position during a power outage.

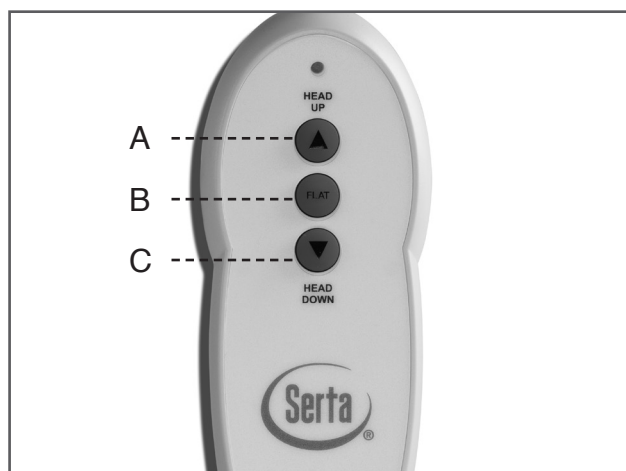


Figure 4: Lower the bed using the 9 volt battery backup system.

Your bed should lower to the flat position.

**NOTE:** The two (2) 9 volt batteries are only intended to be used once. After you complete the emergency lowering, the batteries need to be replaced with new alkaline batteries.

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## Wired Remote Control Operation Guide

A. HEAD UP

B. FLAT

C. HEAD DOWN

### HEAD ADJUSTMENT (A, C)

- Adjusts the head section to the desired positions.

### BED “FLAT” BUTTON (B)

- Levels the bed to the flat position when the button is pressed and held.

**NOTE:** The “FLAT” cycle can be interrupted and cancelled by releasing the FLAT button (B).

### 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.



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# Guide for Joining 1 Remote Control to Multiple Foundations

## ONE WIRED REMOTE CONTROL AND TWO FOUNDATIONS

Assembling Split Dual Serta® Pivot™ Foundations (Foundation A and Foundation B) to be used together as a single King or California King system.

**NOTE:** The use of “Foundation A” and “Foundation B” is for description purposes only and the beds will not actually be labeled “Foundation A” or “Foundation B”.

**NOTE:** Wired remote and wired cable are attached to underside of Serta® Pivot™ Foundation for shipping.

### STEP 1

Carefully unplug the control from Foundation A and Foundation B.

---

### STEP 2

Remove both wired remote controls and set aside. Place the spare remote control in a safe place for any future use.

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### STEP 3

From the parts list, remove and extend one of the provided Y-Cables (G) from the Foundation.



Y-Cable

### STEP 4

Plug in the “A” output of the Y-Cable into Foundation A control port.

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### STEP 5

Plug in the “B” output of the Y-Cable into Foundation B control port.

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### STEP 6

Plug one of the provided hardwired remote controls into the “Control Input” side of the Y-Cable.

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### STEP 7

Pick up and carefully flip both of the Foundations over to the topside up position.

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### STEP 8

Route the control cable to your preferred side of the bed.

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## Troubleshooting

In the event the Serta® Pivot™ Foundation fails to operate, investigate the symptoms and possible solutions provided in the chart below:

<i>SYMPTOM</i>	<i>SOLUTION</i>
Hand control LED will not illuminate or LED illuminates and appears to be operable but will not activate the bed.	<ul style="list-style-type: none"> <li>• Verify the power cord is plugged into a working, grounded electrical outlet. <b>A grounded, electrical surge protection device is recommended.</b> Test the outlet by plugging in another working appliance.</li> <li>• Verify the hand held control wire is securely plugged into the hand held control port located in the control unit on bottom of bed or Y-Cable.</li> </ul>
Head section of the Serta® Pivot™ Foundation will not activate.	<ul style="list-style-type: none"> <li>• Unplug the power cord, wait 45 seconds and plug it in to reset the electronic components.</li> <li>• The electrical circuit breaker may be tripped. Check the electrical service breaker box to verify.</li> <li>• The surge protection device or electrical outlet is defective. Test the outlet by plugging in another working appliance.</li> <li>• If bed has been paired, confirm that all cables are properly connected, especially the Y-Cable line that plugs into the beds control port.</li> </ul>
Head section will elevate but will not return to the horizontal (flat) position.	<ul style="list-style-type: none"> <li>• The bed mechanism may be obstructed. Elevate the bed and check for an obstruction. Remove the obstruction.</li> <li>• The head section may be too close to the wall.</li> </ul>

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**Register Online.** For easy registration of your warranty visit [www.reverie.com](http://www.reverie.com)

Please prepare a digital copy of your proof of purchase (invoice or sales receipt) when registering online.

**1-Year Labor and 3-Year Parts Warranty**

Your Serta® Pivot™ Foundation is warranted by the manufacturer against defects in materials or workmanship for a period of one year from the date of purchase to the original Purchaser. During such time, the manufacturer will repair or replace, at no cost to the original Purchaser any warranted part found to be defective by the manufacturer, in its sole discretion. This includes all pre-authorized labor and transportation costs incurred with the repair or replacement of any warranted part found to be defective. This warranty does not apply to Serta® Pivot™ Foundation floor models. This one (1) year labor and three (3) year parts warranty does not apply if Purchaser does not return all defective parts to the manufacturer within 15 days of Purchaser's receipt of replacement part(s).

**Years 2 through 3 - Coverage of Parts Only**

During Year 1 through 3 from the original purchase date, the manufacturer will replace any warranted part on the adjustable base found to be defective by the manufacturer, in its sole discretion, to the original Purchaser. The manufacturer's liability is limited to the replacement of the defective warranted electrical/mechanical part(s)\* ONLY with the original Purchaser responsible for all service, installation, handling, shipping, and transportation cost of said part(s) (except where prohibited by law). This warranty does not apply to Serta® Pivot™ Foundation floor models. This warranty does not apply if Purchaser does not return all defective parts to the manufacturer within 15 days of Purchaser's receipt of replacement part(s).

**10-Year Limited Warranty**

During Year 4 through 10 from the original purchase date, the manufacturer will replace, within the terms and conditions set forth in this paragraph, any Serta® Pivot™ Foundation mechanical part(s)\* found to be defective by the manufacturer, in its sole discretion to the original Purchaser.

For non-electronic parts, purchaser shall pay 1/10 of the current replacement cost of the defective part multiplied by the number of years after the third year, from the original purchase date. For electronic parts past the third year, purchaser shall pay full replacement cost. This warranty applies only to the replacement part(s); the Purchaser will be responsible for all service, installation, handling, shipping, and transportation cost of said part(s). Purchaser may also be subject to other charges for said part(s). The manufacturer's liability shall be limited to the replacement of the defective part(s) ONLY with the Purchaser responsible for all service, installation and freight cost for said part(s) (except where prohibited by law). This warranty does not apply to Serta® Pivot™ Foundation floor models. This warranty does not apply if Purchaser does not return all defective parts to the manufacturer within 15 days of Purchaser's receipt of replacement part(s).

\*Warranted Parts under this Serta® Pivot™ Foundation Warranty are as follows:

- |                                  |                         |
|----------------------------------|-------------------------|
| Electrical Parts                 | Mechanical Parts        |
| a) Head Linear Actuator          | a) Steel Support Struts |
| b) Remote Control                |                         |
| c) Control Box with Power Supply |                         |

Additional terms and conditions apply. See next page for details.

Manufactured by Reverie® for Serta®.  
For warranty service, call Customer Service  
**1-800-695-2540**  
341 Central Avenue, Silver Creek, NY 14136  
warranty@reverie.com www.reverie.com

Name \_\_\_\_\_

Phone \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ ZIP/Postal Code \_\_\_\_\_

Purchase date \_\_\_\_\_

Bed Serial Number \_\_\_\_\_

Email Address \_\_\_\_\_



To register your warranty via mail, send this portion and a copy of your proof of purchase (invoice or sales receipt) to:  
**Reverie® Warranty Dept. 341 Central Ave., Silver Creek, NY 14136 (800-695-2540)**

## ADDITIONAL TERMS & CONDITIONS

This warranty does not include reimbursement for inconvenience, removal, part(s) installation, bed set up, loss of use, normal wear and tear, shipping or any other costs or expenses not expressly covered in this warranty. To the extent permitted by law, the determination of whether any part and/or workmanship is defective and the decision to repair and/or replace any defective parts under this Limited Warranty shall be made exclusively by the manufacturer in its sole and absolute discretion.

In addition, this warranty shall be void in the following circumstances:

- A. Any damage resulting from any misuse or abuse caused by the Purchaser or any third party.
- B. Any damage caused by repairs or parts replacement by any unauthorized person(s).
- C. Damage caused if the adjustable base has been mishandled (including during shipping, transit, or by other means), subject to physical or electrical misuse or abuse, or by failing to adhere to the Owner's Manual and this warranty including the operation of the adjustable base in any way inconsistent with the operation and maintenance procedures in the Owner's Manual.
- D. Damaged mattresses, foundation cover(s), fabric(s), bedding cables, electrical cords or accessories supplied by dealers or any third party. Contact your dealer for warranty information on these items.
- E. Modification of the Serta® Pivot™ Foundation without prior written consent by the manufacturer.
- F. Costs for unauthorized service calls for the purpose of educating the consumer about the Serta® Pivot™ Foundation, locating proper functioning power outlets, or installing batteries.
- G. Damage if the recommended weight restrictions are exceeded.
- H. Damage if used in any environment or a commercial setting which was not intended.
- I. Damage to foam shroud, fabric cover, or wooden support by improper handling or misuse.

The following exclusions/limitations are inapplicable to consumers residing in Québec:

OTHER THAN AS EXPRESSLY SET OUT HEREIN, AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER ORAL OR WRITTEN WARRANTIES, REPRESENTATIONS, CONDITIONS OR PROMISES, WHETHER EXPRESS OR IMPLIED, AND WHETHER ARISING BY LAW, STATUTE, COURSE OF DEALING OR USAGE OF TRADE, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, QUALITY, DURABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT PERMITTED BY APPLICABLE LAWS, ANY IMPLIED WARRANTIES (IF APPLICABLE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL THE MANUFACTURER BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL OR SIMILAR DAMAGES, WHETHER OR NOT FORESEEABLE.

To the extent permitted by law, this warranty is not transferable and will automatically terminate if the original Purchaser sells or otherwise disposes of the Serta® Pivot™ Foundation.

This warranty gives the Purchaser specific legal rights. Other rights, which vary from jurisdiction to jurisdiction, may exist. In addition, some jurisdictions do not allow (i) the exclusion of certain warranties, (ii) limitations on how long an implied warranty lasts and/or (iii) the exclusion or limitation of certain types of costs and/or damages, so the above limitations may not apply. This warranty is only valid in The United States, Canada and Puerto Rico. The laws of the Purchaser's state/province of residence shall govern this warranty.

**REPAIR OR REPLACEMENT SHALL BE THE SOLE REMEDY OF THE PURCHASER. THERE SHALL BE NO LIABILITY ON THE PART OF ASCION, L.L.C., AND ITS 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 WARRANTY.**

To the extent permitted by law, this Limited Warranty does not include reimbursement for inconvenience, removal, installation, setup time, loss of use, shipping, or any other costs or expenses.

Where any term of this Limited Warranty is prohibited by local law, such term shall be null and void or shall be deemed modified so as to be consistent with local law, and, in either case, the remainder of this Limited Warranty shall remain in effect.

#### Weight Limits:

This product is not rated to support weights in excess of 850 pounds inclusive of the mattress and bedding. The base will structurally support this weight, provided it is evenly distributed across the top surface of the bed base. The adjustable base is not designed to support or lift this amount in the head section alone, and it is not designed to lift this amount of weight. The amount of weight the bed can lift depends on distribution of weight and how well the mattress on top of the base bends with the adjustable base. Exceeding this weight restrictions or loading weight on the bed unevenly or using a mattress that is not designed to flex well with an adjustable bed could damage the bed and/or cause injury and will void the warranty.

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For warranty service, call Customer Service  
**1-800-695-2540**  
341 Central Avenue, Silver Creek, NY 14136  
warranty@reverie.com www.reverie.com

# Serta® Pivot™ Foundation Limited Warranty

Register Online. For easy registration of your warranty visit [www.reverie.com](http://www.reverie.com)

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(invoice or sales receipt) when registering online.

**Manufactured by Reverie® for Serta®.**

For Warranty and Service:

**800-695-2540**

**warrantyservice@reverie.com**

**341 Central Ave. Silver Creek, NY 14136**

**[www.reverie.com](http://www.reverie.com)**



Name \_\_\_\_\_

Phone \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ ZIP/Postal code \_\_\_\_\_

Purchase date \_\_\_\_\_

Bed Serial Number \_\_\_\_\_

Email Address \_\_\_\_\_



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(invoice or sales receipt) to:

**Reverie® Warranty Dept. 341 Central Ave., Silver Creek, NY 14136 (800-695-2540)**