

# STRUCTURES<sup>®</sup>

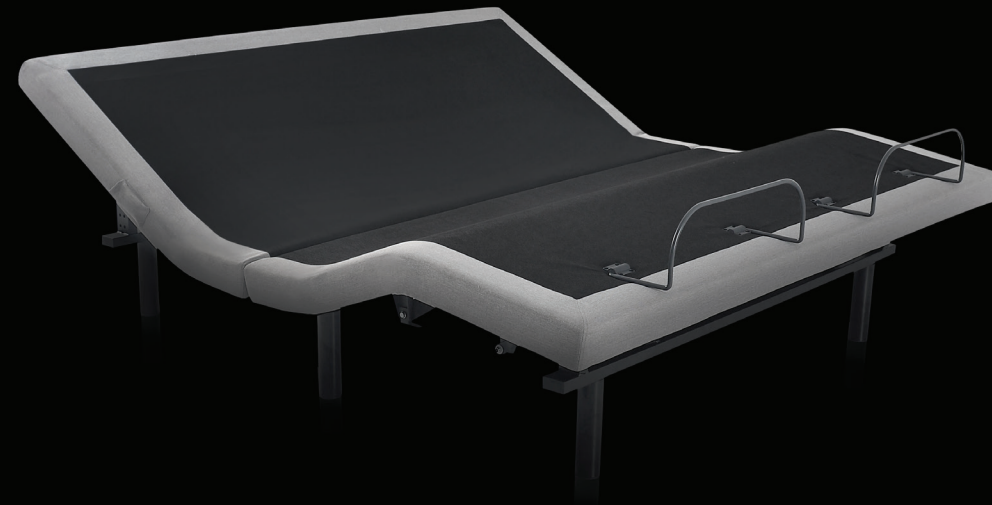


This STRUCTURES™ product is backed by a 20-year limited warranty.  
For more information, visit:

[www.maloufsleep.com](http://www.maloufsleep.com)

# STRUCTURES<sup>®</sup>

OWNER'S MANUAL  
M550 KD ADJUSTABLE BASE



## WARNINGS



**IMPORTANT: PLEASE READ ALL SAFETY INSTRUCTIONS THOROUGHLY BEFORE USING THIS PRODUCT. SAVE THESE INSTRUCTIONS.**

### BEFORE USE

- Carefully remove packaging. Take care not to damage the bed frame or any included parts.
- Carefully read and follow the set up and installation instructions included with the product.

### ELECTRICAL

- This product is for use on a standard 120-volt circuit.
- Always use a grounded, electrical surge protection device with this product. This product should be plugged directly into the surge protection device and the surge protection device should be plugged directly into a wall outlet.
- Only connect this product to a properly grounded outlet.
- Always unplug this bed from the electrical outlet before cleaning or servicing.
- Never operate with a damaged cord or plug. Keep the cord away from this product's moving parts.
- Keep the cord away from heated surfaces.
- Do not use this product outdoors.

### SMALL CHILDREN / PETS

- Immediately dispose of all packing materials that may pose a suffocation risk.
- Do not allow children or pets to play on or under the bed. Children should not operate this product without adult supervision.

### PACEMAKERS

- Some pacemakers may detect motion by this product as a false sense of movement and/or exercise. This may or may not affect your pacemaker. Talk to a physician to address any concerns.

### HOME USE / HOSPITAL DISCLAIMER

- This product is designed solely for in-home use and not as a hospital bed. The product has not been tested to meet hospital standards. Do not use with oxygen or other flammable gasses.

### WEIGHT RESTRICTIONS

- The recommended weight restrictions for the STRUCTURES™ M550 KD Adjustable Base are as follows: (all weights include the weight of the mattress and bedding)

*Queen: 850 lbs. / King: 850 lbs. per side*

- This product will support the recommended weight limits when weight is distributed evenly across the base. This product is not designed to support or lift this amount in the head or foot sections alone. Consumers should not enter or exit the bed when any portion of it is in the raised position. Do not sit on the head or foot sections while in the raised position. Exceeding the recommended weight restrictions or other misuse of this product could damage the bed and void the warranty.

### SOUND

- The massage function will emit an audible tone during operation. The volume of this tone is directly related to the location and environment. For example, a bed placed on wooden flooring may increase the audible tone of the massage function, where a bed placed on carpet may emit a softer tone.

## PRODUCT RATINGS

**IMPORTANT: USE THIS PRODUCT ONLY AS DESCRIBED IN THESE INSTRUCTIONS. DO NOT MODIFY ANY PARTS OR COMPONENTS.**

### MOTOR RATINGS

- The STRUCTURES™ M550 KD Adjustable Base motors are not designed to operate for more than two [2] continuous minutes within an eighteen [18] minute time period. Exceeding this rating will shorten the life of the motors, and will void the warranty.

### POWER RATINGS

- **INPUT:** AC 100-240V - 50/60Hz, 1.5 Amp
- **OUTPUT:** DC 29V-2A
- This product is designed to have no maintenance requirements by the user. Please do not open any motor compartments, alter the wiring, modify the base, or change the product in any way as it will void the warranty.

### FCC COMPLIANCE

- Operates on 2.4 GHz frequency transmitter.
- This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
- To comply with the FCC RF exposure 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 requirement and void user's right to operate the device.

For any questions or concerns regarding this product please contact MALOUF® directly:

**WWW.MALOUFSLEEP.COM • CUSTOMERSERVICE@MALOUFSLEEP.COM • 800.517.7179**

CONTENTS

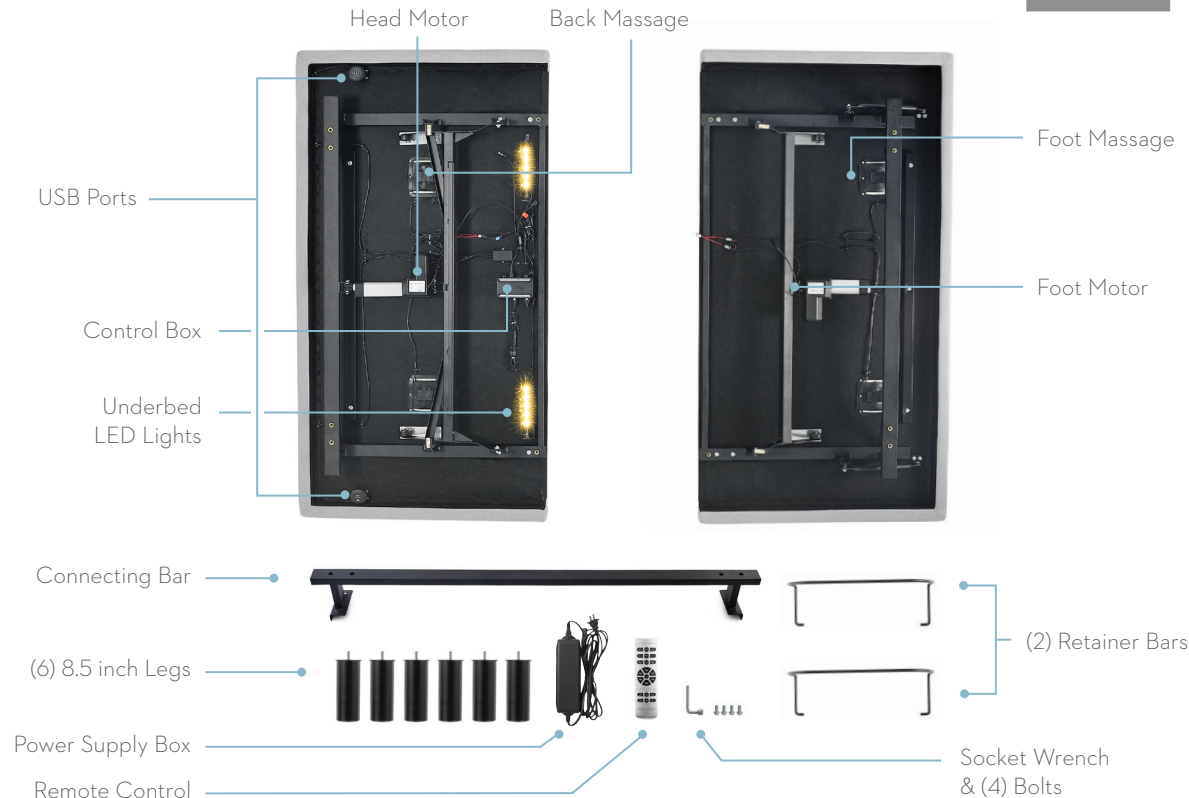
Overview	1 - 2
Assembly	3 - 8
Remote Control	11 - 18
Massage	19 - 20
Electrical Components and Backup Battery	21 - 26
Test All Functions / Additional Help	27 - 30
Warranty Information	31 - 32

## OVERVIEW

### Get to know your product

Before beginning assembly of the STRUCTURES<sup>™</sup> M550 KD Adjustable Base, please take a moment to familiarize yourself with the parts and location of components. See the adjacent image for a detailed overview.

If any parts or components are missing, or are different than shown in the adjacent image, do not attempt to complete the assembly process and contact customer support: 800.517.7179 / customerservice@maloufsleep.com



## ASSEMBLY

### Before you begin...



A minimum of two people are required to assemble this adjustable base.



Open box on the floor in the flat position, bottom facing up, to avoid damage.

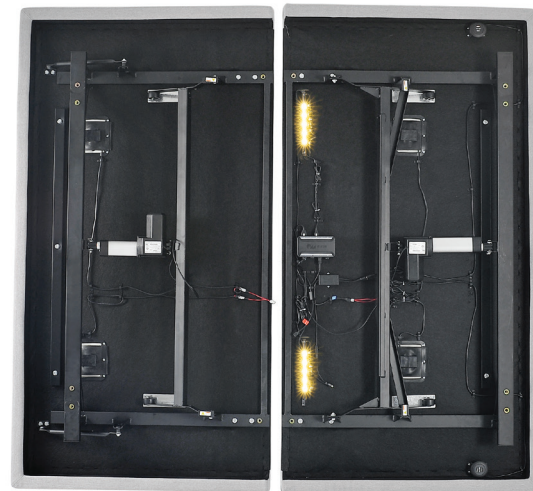
### Step 1:

Place the box in the room the bed will be used with the bottom of the box facing up. Carefully remove the binding straps and packaging material, taking care not to puncture the box with any sharp objects.

### Step 2:

Remove the bed base from the box and set mattress (top) side down on the floor (see image A). Remove all plastic and zip ties. All components and parts are located in the underside of the base. Remove attached parts and set aside in preparation for assembly (see image B). Check to make sure all parts have been included and are not damaged (see page 2 for a list of all parts and components).

A



B



## ASSEMBLY

### Step 3:

The connecting bar connects the two halves of the M550 KD Adjustable Base together. To attach the bar, slide the head piece and the foot piece of the bed together so that the holes on the head line up with the leg receiving holes on the foot pieces (see *image A*).

### Step 4:

Place the connecting bar to align the bolt holes on each half of the bed. You will need to slide the bar on top of the bed frame bars on the bed frames (see *image B*).

### Step 5:

Loosely hand tighten each bolt into the connecting bar to attach it to the bed frame. Once all the bolts are hand tightened and the bar is aligned properly, use the included wrench to tighten the bolts until secure.

A



B



## ASSEMBLY

### Step 6:

Hand tighten all six legs into the bed frame until secure. Note that there are two location options for each leg, an outside placement or an inside placement. Tighten the legs in the location of your choosing, maintaining a consistent inside or outside location throughout. Take care not to over tighten (see *image A*).

### Step 7:

You will need to insert the wiring of the foot piece into the control box located on the head piece (see *diagram on page 2 for the location of the control box*). Insert the wire for the foot motor in the location indicated on the control box (see *image B*).

### Step 8:

Now insert the two massage motor wires from the foot piece into the control box on the head piece (see *image C*). Ensure that the wires are not wrapped around any moving parts or bars of the bed frame.

Install the power cord by connecting the cord jack to the receptacle on the control box (see *image D*). Be sure the cord is connected completely and securely.

A



B



C



D



## ASSEMBLY

### Step 9:

With two to four people, lift the bed by the metal frame and turn it over so the mattress (top) side is facing up (see *image A*). Take caution not to lift the bed with the fabric, or to use the legs as pivot points causing angled pressure as this may cause damage. Move the bed to the desired location.

### Step 10:

To install the two mattress retainer bars, start with one bar and insert one end of the retainer bar in its respective slot until it slides fully into place (see *image B*). Flex retainer bar to insert the other end on the other side. Now repeat with the second retainer bar on the other side of the base. The retainer bars are now installed.

### Step 11:

Plug the power cord into the wall outlet and run the test on pages 27 – 28 of this manual. You may want to familiarize yourself with the remote control functions (*pages 11 – 18*) prior to running the test.

A



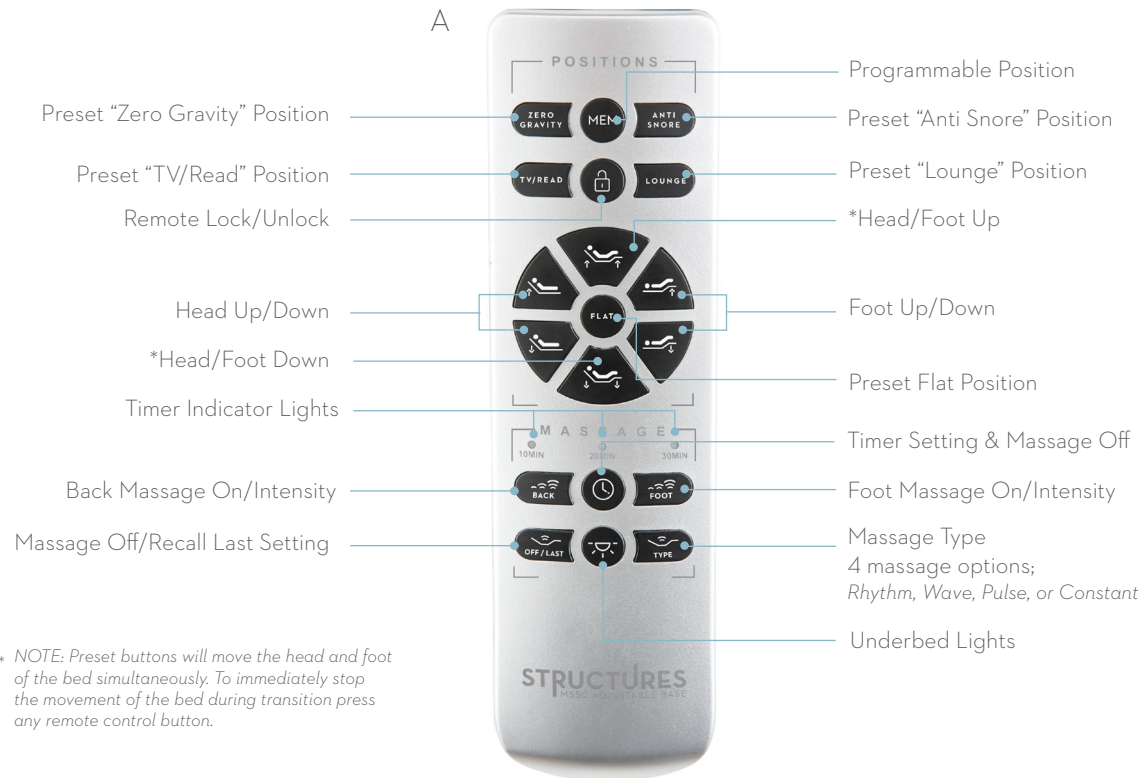
B



## REMOTE CONTROL

### Overview

All of the functions of the bed can be operated with the remote control. The remote control comes with pre-programmed buttons that will automatically adjust when pressed, or you can manually control adjustments using the arrow buttons on the remote control. See the diagram to the right (image A) for a complete list of remote control functions.



\* NOTE: Preset buttons will move the head and foot of the bed simultaneously. To immediately stop the movement of the bed during transition press any remote control button.

## REMOTE CONTROL

### Remote Control Battery Installation:

Remove the battery cover on the back side of the remote control. Insert three AAA batteries (included) as shown (see *image B*).

### Custom Programming Buttons

The "ZERO GRAVITY", "ANTI SNORE", "TV/READ", "LOUNGE" and "MEM" buttons can be custom programmed to positions of your choosing. To program the remote preset buttons:

1. Adjust the bed to the desired position.
2. Press and hold the desired button for programming.
3. The "Massage Timer" lights will illuminate. The button is now programmed.

A

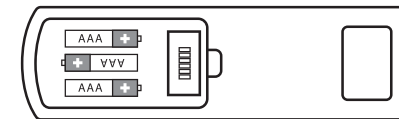


NOTE:

The four buttons shown here are pre-programmed with the manufacturers suggested bed positions. No programming is necessary by the user unless modified bed positions are desired.

The "MEM" (or memory) button is programmable for personalized, custom positions.

B



## REMOTE CONTROL PAIRING

### Step 1:

Ensure the remote batteries are installed and are functioning (see pages 13 - 14) . Ensure the power cord is plugged into a powered source.

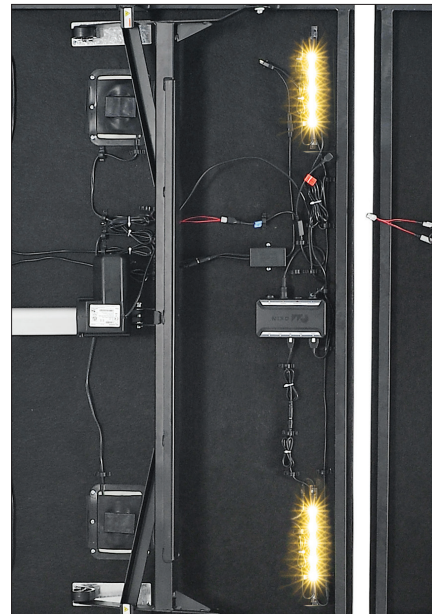
### Step 2:

Once the base is plugged in, the underbed LED lights will begin to flash (see *image A*). Press any button on the remote, and the LED lights should turn off (see *image B*). The remote is now paired.

### Backup Pairing

If remote loses pairing with the base, or if the remote is lost/misplaced and a new remote needs to be paired, disconnect and reconnect the power cord from the wall. Then follow steps 1 - 2 above to finish pairing the remote.

A



B



Press ANY button  
to pair remote to base.

## REMOTE CONTROL

### Lock Safety Feature

The remote control can be locked to prevent movement of the bed. When the remote control is locked, no buttons will function and the LOCK button will illuminate red when a button is pressed.

#### To lock the remote control:

Press and hold the lock button for 5-7 seconds, or until the button stops flashing red. The remote is now locked.

#### To unlock the remote control:

Press and hold the lock button for 5-7 seconds, or until the button stops flashing. The remote is now unlocked and ready to use.



Press and hold  
to lock/unlock

## MESSAGE

### Message Function:

To activate the massage function, press the desired "BACK" and/or "FOOT" button once. To adjust the intensity of the massage function, press the "BACK" and/or "FOOT" button again. There are three levels of intensity.

### Message Timer:

With the massage function in use, press the "TIMER" button to select a 10, 20, or 30 minute massage. The light above will illuminate indicating which timer setting is activated.

### Message Type:

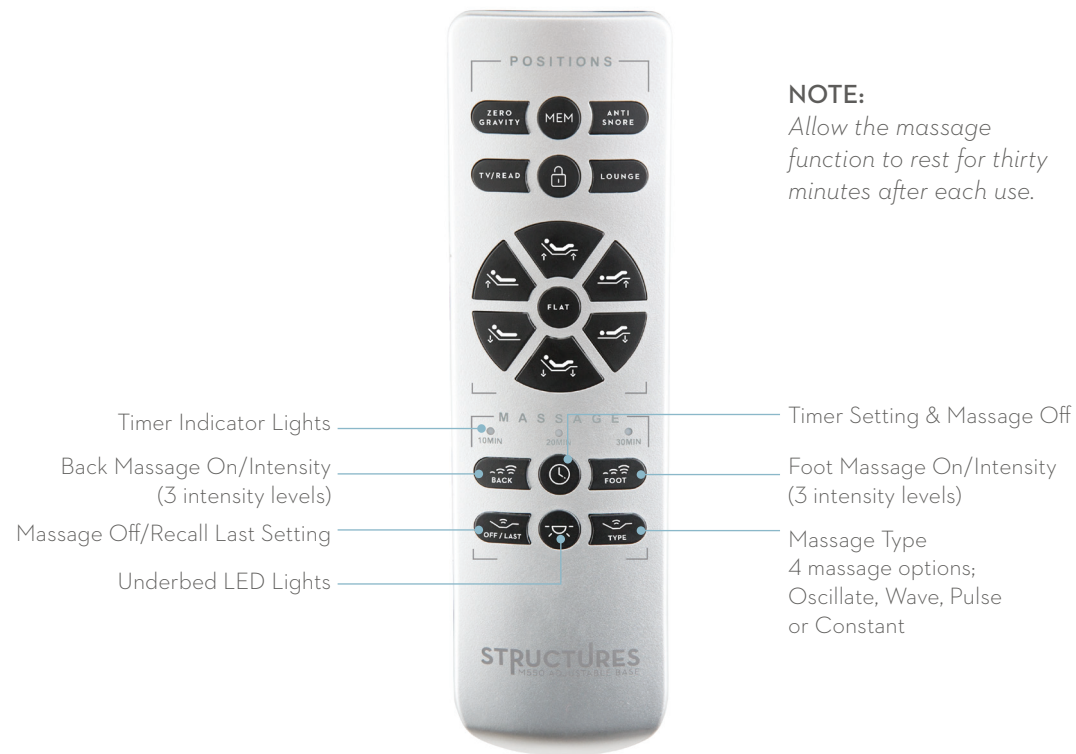
There are four massage type options; oscillate, wave, pulse or constant. Press the "TYPE" button to activate an alternate massage option.

### Message Off/Recall Last Setting:

With the massage function on, press the "OFF/LAST" button to turn off all massage functions. Press the button again to return to previous massage type and timer settings.

### NOTE:

Allow the massage function to rest for thirty minutes after each use.



## ELECTRICAL COMPONENT SETUP

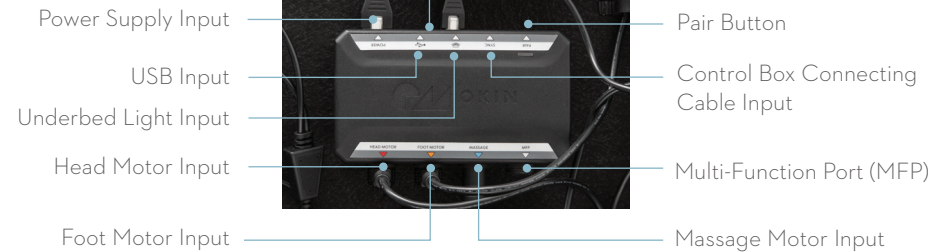
### Overview

The electronic components are pre-installed and no assembly is necessary, however, some setting and input locations are important for proper set up and functionality (see *images A & B* to become familiar with input, setting and part locations).

A



B



## ELECTRICAL COMPONENT SETUP

### USB Ports

USB ports are located under the head portion of the bed base at two locations (see *image A*). To access the USB ports, press the “HEAD UP” button to raise the bed and reveal the USB ports. Once your device is plugged into the USB port, you may lower or adjust the bed to your preference.



## BACKUP BATTERY

### Overview

*Important: The backup battery is only to be used in case of a power outage. Batteries are not to be used for normal operation of the bed. The backup battery will not support repeated movement for an extended period of time.*

### Backup Battery Use:

Use two 9V batteries only (not included). If a power outage occurs, install the 9V batteries into the power supply to allow temporary power to the base (see image A).

### Installing Batteries:

Unplug the power cord from the outlet and remove the cover from the compartment on the underside of the power supply (see image B). Place two 9V batteries inside, close the cover and plug the power cord back into the wall outlet. The backup battery will not support repeated movement for extended periods of time. **After power is restored, unplug power cord, remove the batteries, then plug the power cord back into the wall for normal use.**

A



B



## TEST ALL FUNCTIONS

### Overview

To ensure proper setup, use remote and test all functions for 3 seconds.

**Important:** Always return the base to the flat position when switching between preset options.

- ☐ Zero Gravity Preset
- ☐ Anti-Snore Preset
- ☐ TV/Read Preset
- ☐ Lounge Preset
- ☐ Memory
- ☐ Remote Lock
- ☐ Head Up
- ☐ Head Down
- ☐ Flat
- ☐ Head/Foot Up
- ☐ Head/Foot Down
- ☐ Foot Up
- ☐ Foot Down
- ☐ Back Massage/Intensity
- ☐ Foot Massage/Intensity
- ☐ Timer
- ☐ Massage Off/Last
- ☐ Massage Type
- ☐ Underbed LED Lights



ADDITIONAL  
HELP

- If one or more functions of the bed have stopped working or one or more of the remote control buttons activate the wrong function:**  
  
Check under the bed base to verify the wired connections are secure and there are no cords or bedding obstructing the movement of the base. If the remote control activates the wrong function, the motors are plugged into the wrong input on the control box. Switch the input location of the cords on the control box.
- The remote control lights no longer illuminate / the remote won't operate the bed functions:**  
  
Ensure remote lock has been deactivated (see pages 17 - 18). Make sure the batteries are installed correctly or install three new AAA batteries into the remote control.
- The remote control lights illuminate, however no functions of the bed will operate:**  
  
Check to ensure the power cords are properly connected.  
  
Unplug the base for 1 hour to reset the electronic components.  
  
Plug base into a different electrical outlet, or test current outlet with another working appliance. A grounded electrical surge protector is recommended with use of this product.
- For further assistance contact us at:** 800.517.7179 / customerservice@maloufsleep.com

NOTES:

Serial Number:

## 20 YEAR LIMITED WARRANTY

### WHAT IS COVERED

This warranty covers any defects in materials or workmanship under the conditions and exceptions stated below.

### HOW LONG COVERAGE LASTS

This warranty runs for up to 20 years from the date of purchase, according to the tiers set forth below.

### WHAT MALOUF® WILL DO

#### YEAR 1:

Warranty covers defects in the workmanship or materials for a period of 1 year from the date of purchase. Malouf® will send replacement parts for any defective part to the original purchaser ONLY, and Malouf® will pay all authorized labor and transportation costs associated with the repair or replacement of any parts to residents within the continental US.

#### YEARS 2-5:

During the years 2 - 5 from the date of purchase, Malouf® will offer replacement parts for any defective part to the purchaser. The purchaser shall bear all service, transportation, labor, and shipping costs associated with the repair or replacement of the defective part(s).

#### YEARS 6-20:

During the years 6 - 20, Malouf® will offer replacement parts for any mechanical bed part (excluding electronics, electrical components, drive motors, and massage motors). Purchaser shall pay 1/15th of the replacement cost of the defective part multiplied by the number of years since 5 years after the warranty commencement date, and Malouf® shall bear the remainder of the cost of the replacement part. The purchaser shall bear all service, transportation, labor, and shipping costs associated with the repair or replacement of the defective part(s).

### HOW TO GET SERVICE

E-mail "warranty@maloufsleep.com" to submit your warranty claim. Please keep your receipt so that we may process your warranty request.

### HOW STATE LAW APPLIES

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

*The foregoing warranty shall be exclusive and in lieu of any other warranty, express or implied, including warranties of merchantability and fitness for a particular purpose and all other warranties otherwise arising by operation of law, course of dealing, custom, trade, or otherwise. Malouf® shall not be liable for any consequential damages or losses arising from the purchase, installation and/or use of this product.*

For any questions or concerns regarding this product please contact MALOUF® directly:

WWW.MALOUFSLEEP.COM • CUSTOMERSERVICE@MALOUFSLEEP.COM • 800.517.7179