

# mazon

M30 MOTION BASE MANUAL

Instruction and User Guide

PLEASE READ OUR USER GUIDE  
CAREFULLY BEFORE USE

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# SAFETY & WARRANTY WARNINGS | M30

READ THE FOLLOWING INFORMATION CAREFULLY BEFORE USING THIS PRODUCT:  
Please read all directions before using the product and retain this guide for reference.

## SAFETY WARNINGS:

- Do not use bed outdoors.
- Do not use bed near explosives.
- Using bed with oxygen administering equipment other than nasal masked type creates a possible fire hazard.
- When using nasal or masked type administering equipment, route and secure oxygen or air tubing properly to ensure that tubing does not become entangled or damaged during normal operation of the bed.
- Use caution when having liquids in or around the bed to ensure no spilling occurs. In case of spillage, stand in a dry, clean area of the floor and unplug the bed immediately. Clean up spill and allow the area around bed to dry thoroughly before using the electric controls again. Do not eat or drink hot liquids while operating the bed.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instructions concerning use of the appliance by a person responsible for their safety.
- Do not allow children or individuals with disabilities to operate the bed without adult supervision.
- Do not allow any person or pet under the bed at any time.
- During bed operation, make sure body is positioned within the confines of the bed. Do not place extremities over the side of the bed when operating bed functions.

## WARRANTY WARNINGS:

Do not open or tamper with control box, motors, or remote (with the exception of battery compartments). The warranty will be void if the internal workings of these components are tampered with.

## RADIO FREQUENCY: 2.4 GHZ

## PRODUCT RATING:

The motors are not designed to operate continuously for more than [2] minutes in an [18] minute time period or approximately 10% duty cycle. Attempting to circumvent or exceed this rating will shorten the life expectancy of the foundation and may void the warranty.

## OPERATING INFORMATION:

- After power foundation assembly is completed, operate remote control to ensure proper functions.
- Keep moving parts free of obstruction during bed operation (including sheets, clothing, tubing, wiring, and products using electric power cords).
- Distribute body weight evenly over bed surface. Do not place entire weight on head or foot sections of the bed, during repositioning and entering or exiting bed.

## HOSPITAL USE DISCLAIMER:

This power foundation is designed for residential use only. It is not approved for hospital use and does not comply with hospital standards.

## WEIGHT LIMITS:

This product is not rated to support weights in excess of 350 kgs inclusive of the mattress, bedding & user(s). The bed will structurally support this weight, provided it is evenly distributed across the foundation. The power foundation is not designed to support or lift this amount in the head or foot sections alone. Exceeding this weight restriction could damage the bed and/or cause injury and will void the warranty.

### WARNINGS

DO NOT USE THIS BED IF WEIGHT LIMIT IS EXCEEDED.

## FCC COMPLIANCE:

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.

# SAFETY & WARRANTY WARNINGS | M30

## **WARRANTY ADJUSTABLE BASES:**

In the warranty: "Adjustable base" means the adjustable bed foundation sold by Mazon to an authorized dealer. The "adjustable base" does not include the mattress. "Purchaser" and "You" both mean the consumer who is the original purchaser of this adjustable base produced by Mazon. This warranty is not transferable. "Warranty Commencement Date" means the date You purchased a new and unused Bed-Tech adjustable base. Mazon warrants this adjustable base to You on the terms and over the reducing periods of time set out below. All warranty claims require notice from You to be given to Mazon in the manner set out below, and to be received by Mazon inside the applicable warranty time period.

## **Electrical & Components Warranty**

### ***1st & 2nd Years***

For the 1st and 2nd year from the Warranty Commencement Date, your adjustable base is warranted against non-excluded defects in Mazon workmanship or materials. During the 1st and 2nd years from the Warranty Commencement Date, Mazon will repair or replace (at no cost to You) any defective adjustable base part, and Mazon will pay all authorized labor associated with the repair or replacement of any parts found to be defective. In the case where adjustable base needs to be replaced, Mazon does not cover or pay for any part of transportation costs.

## **Bed Frame Warranty**

### ***20 Years***

# SAFETY & WARRANTY WARNINGS | M30

## **ADDITIONAL TERMS AND CONDITIONS EXCLUSIONS:**

This warranty does not apply; (a) to any damage caused by You; (b) if there has been any repair or replacement of adjustable base parts by an unauthorized person; (c) if the adjustable base has been mishandled (whether in transit or by other means), subjected to physical or electrical abuse or misuse, or otherwise operated in any manner inconsistent with the operation and maintenance procedures outlined in the Owner's Manual and this warranty; (d) to damage to mattresses, fabric, cables, electrical cords or items supplied by dealers (contact the dealer for warranty information on these items); (e) if there has been any modification of the adjustable base without prior written consent by Mazon; or (f) to costs for unnecessary service calls, including costs for in-home service calls solely for the purpose of educating You about the adjustable base or finding a satisfactory power connection.

This warranty will be void if either the recommended weight restriction is not followed which is 350 total kgs. including persons, mattresses, and bedding materials, for non-manufactured defects, or if any modifications are made to the adjustable base.

This warranty will only apply to the original purchaser and will be void to a subsequent owner.

Any repairs to or replacement to Your adjustable base or its components under the terms of this limited warranty does not extend the applicable warranty from the Warranty Commencement Date. This time limitation may not apply in some jurisdictions. The decision to repair or to replace defective parts under this warranty shall be made, or cause to be made, by Mazon at its option and in its sole discretion.

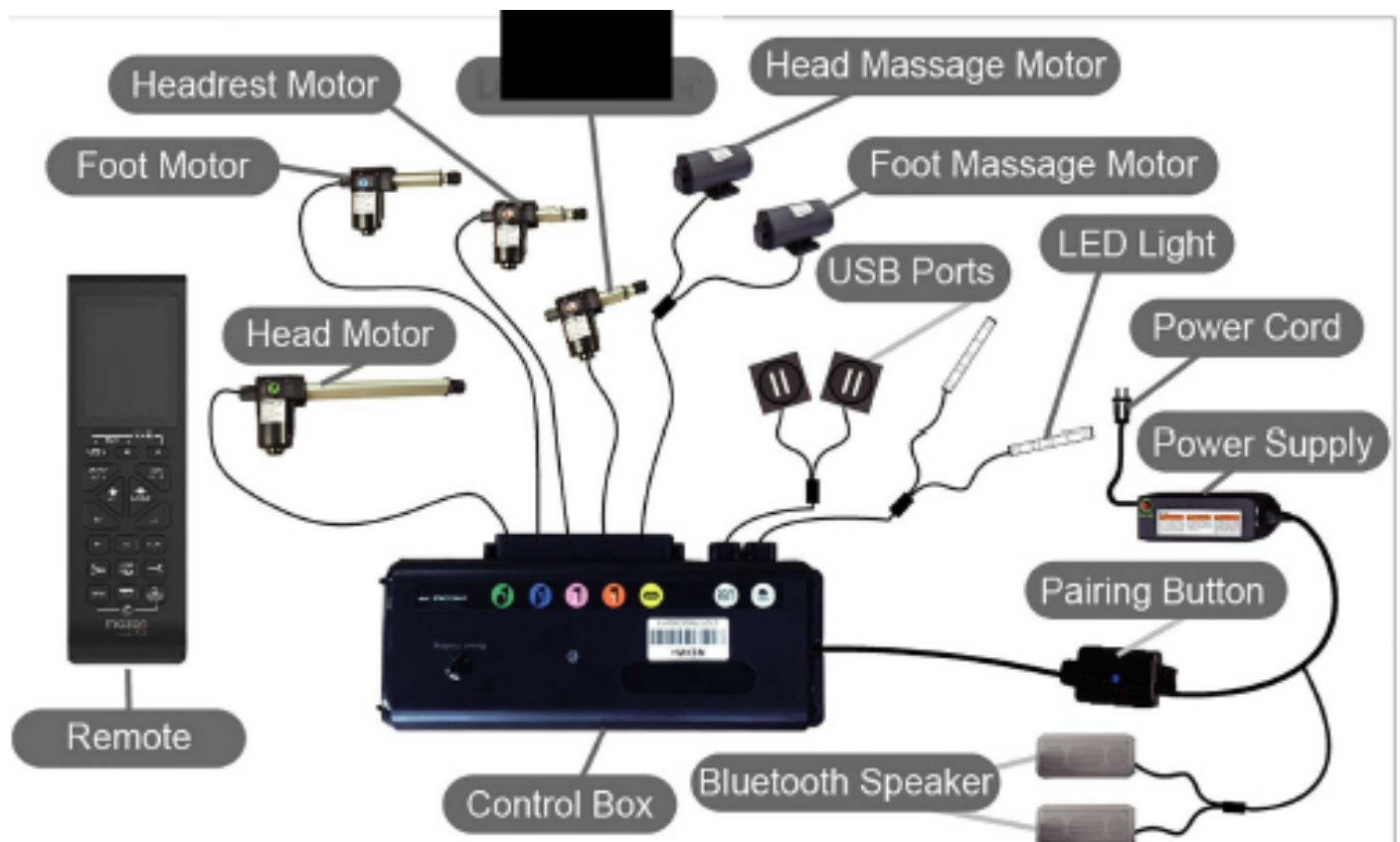
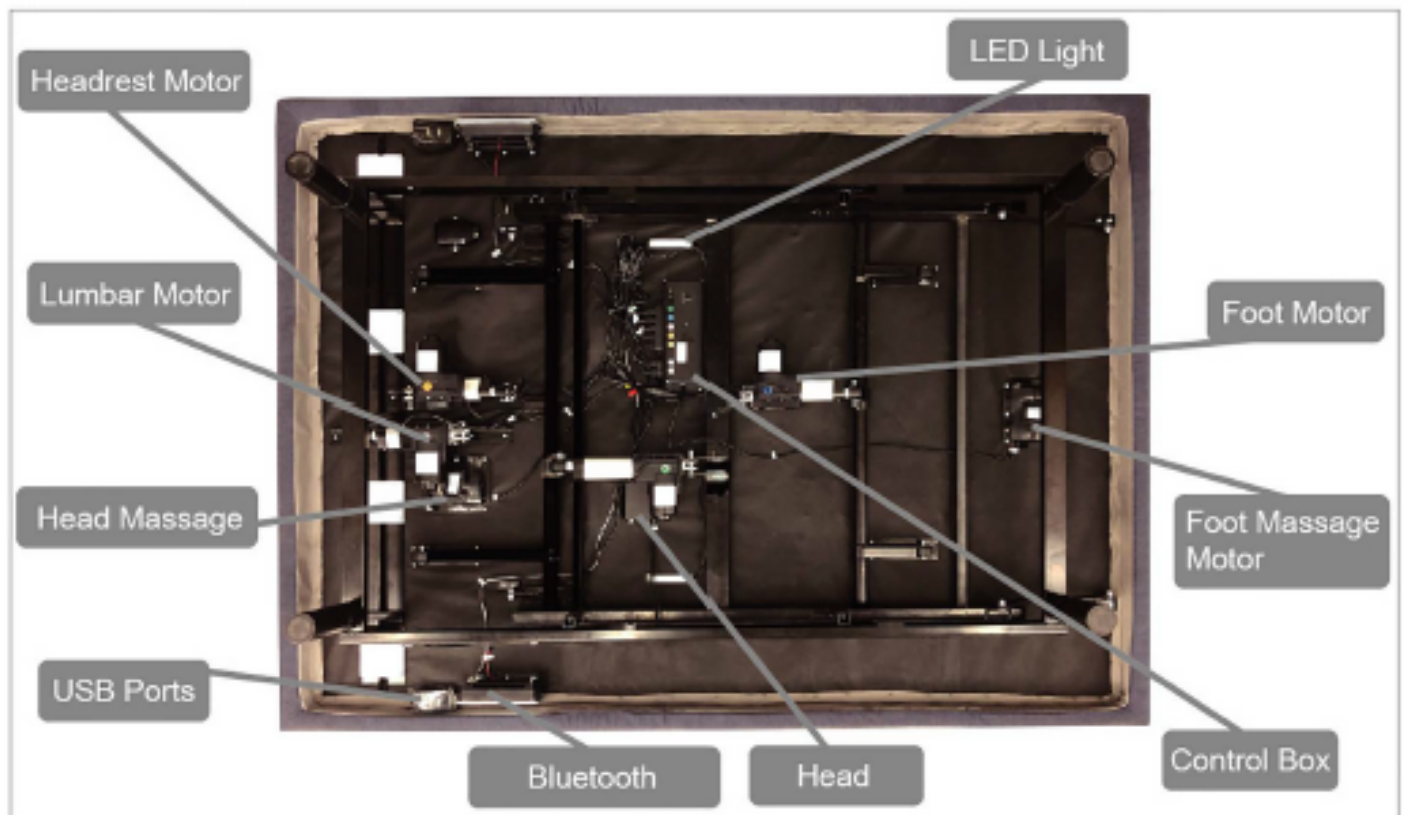
There shall be no liability on the part of Mazon for any special, indirect, incidental, or consequential damages or for any other damage, claim, or loss not expressly covered by the terms of this warranty.

This limited warranty does not include reimbursement for inconvenience, removal, installation, setup time, loss of use, shipping, or any other costs or expenses. Mazon and its service technicians will not be responsible for moving furniture or any other items not attached to the adjustable base in order to perform service on the adjustable base.

It is the sole responsibility of You to provide adequate space and accessibility to the adjustable base. In the event that the technician is unable to perform service due to lack of accessibility, the service call will be billed to You and the service will have to be rescheduled.

## PARTS LIST | M30

All electronics and components that need to be installed are located in boxes under the foundation or attached to the frame. Before discarding the packing materials, ensure that all the parts are accounted for.

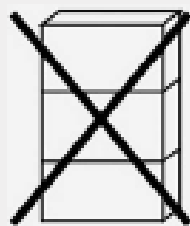


# INSTALLATION GUIDE | M30

Two people are required to set up the foundation,

## NOTES:

To avoid damage to the foundation, always open the carton while the bed is in the flat position.



## STEP 1

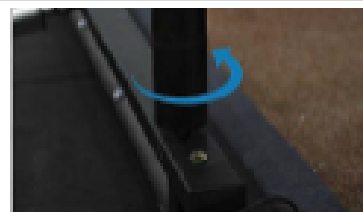
Place the foundation box in a desired location with the bottom of the box facing up. Remove the binding straps and packing materials, making sure not to puncture the box with any sharp objects.

## STEP 2

Remove the foundation from the box, keeping the bottom of the foundation facing upward for easier access to the bed's components

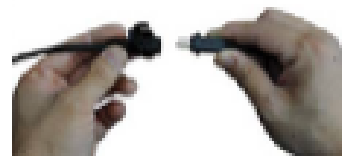
## STEP 3

To install the legs, thread the bolt of the leg to the nut on the foundation frame, and tighten by hand. DO NOT OVERTIGHTEN.



## STEP 4

Uncoil the input power cord (connected to the control box's power port) and plug it into the power supply.



## STEP 5

Uncoil the power cord and connect it to the power supply.



## STEP 6

Locate the power supply and install (2) 9-volt batteries (not included).



## STEP 7

Carefully flip the foundation over onto its legs.

Important: Two people are required to move the foundation. Do not drag across the floor. Do not rest frame on its side; excessive pressure may damage the legs.

## STEP 8

Ensure that batteries are correctly installed.



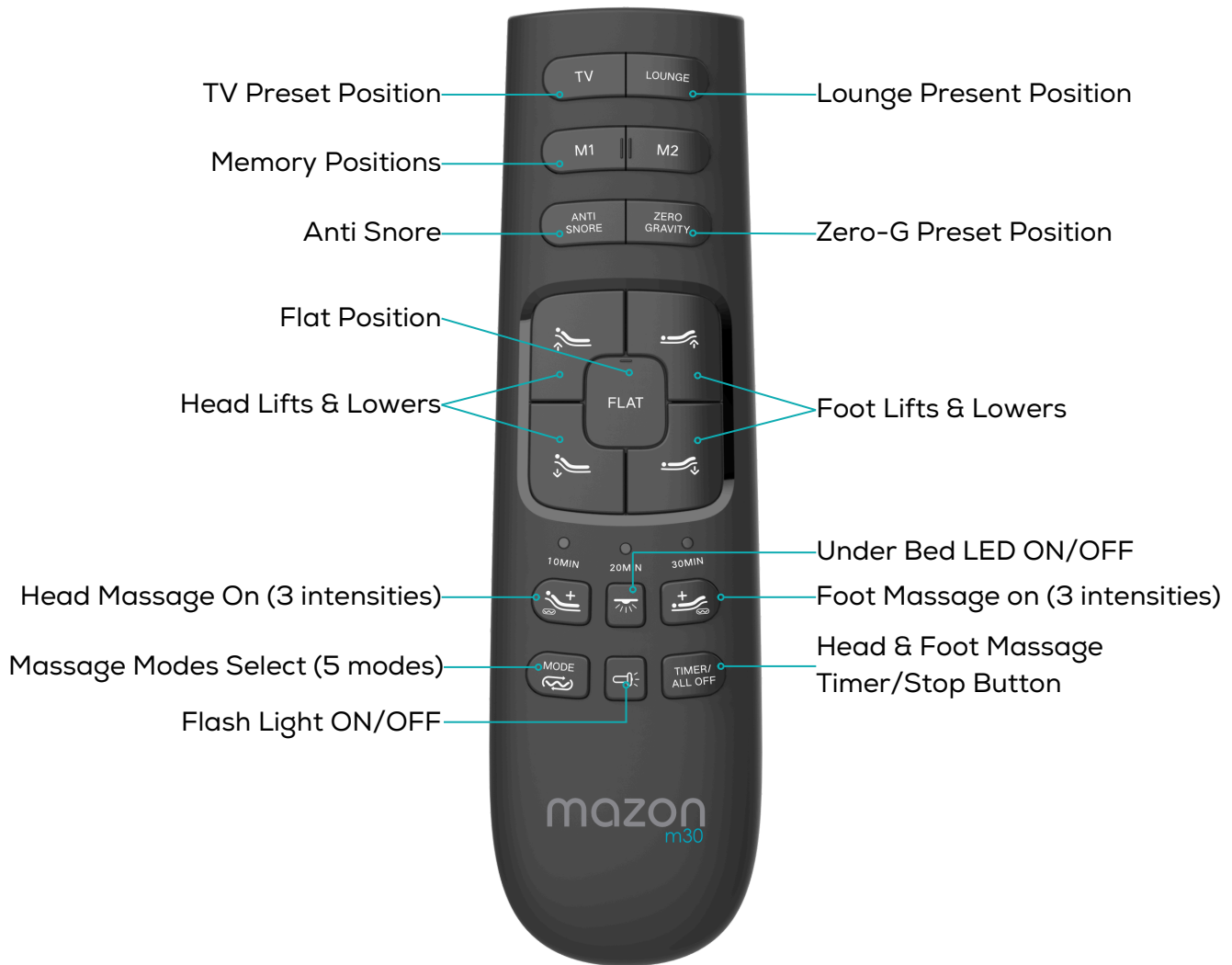
## STEP 9

















Slide the left side of the mattress retainer bar into the bracket. Pull the retainer bar to the opposite bracket and secure the right side.



# REMOTE CONTROL | M30

Two people are required to set up the foundation,



ADJUST	ONE TOUCH BUTTONS	MESSAGE FEATURE
 The HEAD arrows lift and lower the head section of the base.	 One touch TV preset position.	 The button will turn on the head massage. Cycle through 3 intensities.
 The FOOT arrow lift and lower the foot section of the base.	 One touch LOUNGE preset position.	 The button will turn on the foot massage. Cycle through 3 intensities.
 The double arrows lift and lower the head & foot section of the base.	 One touch ZG preset position.	 The button will change the massage modes. Cycle through 3 intensities.
 Press and hold the button, flash light will be on.	 One touch FLAT preset position.	 The button will select a 10, 20 or 30 minute setting. Pressing a fourth time will turn off massage.
	 One touch programmable preset position.	
	 One touch under bed LED light on/off.	
		 The light above the buttons indicate a 10, 20 or 30 (backlit of 10&20 MIN on) minute timer setting.



# BLUETOOTH INSTRUCTIONS | M30

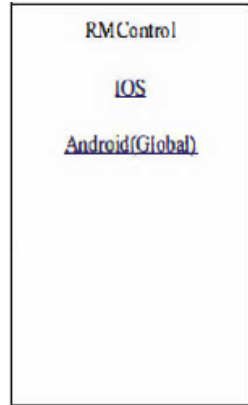
- STEP 1: Plug base into power source  
 STEP 2: Turn Bluetooth on in cell phone  
 STEP 3: Install the app

## For APP System

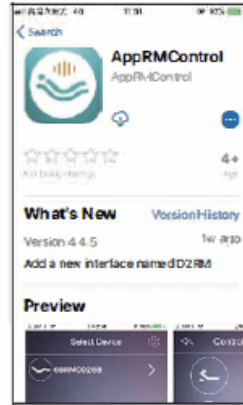
STEP 1: Scan the QR code



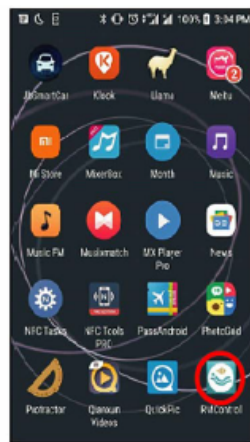
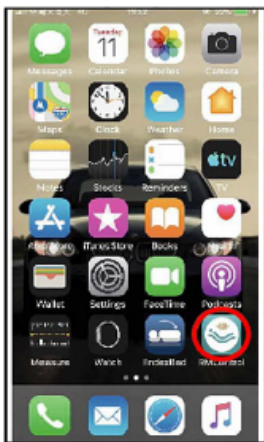
STEP 2: Choose IOS or Android System as shown in picture as below



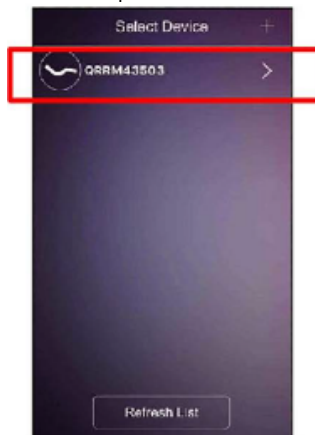
STEP 3: Go to APP store as shown in picture below.  
For IOS System: For Android System:



STEP 4: Successful Installation shown in picture below.  
For IOS System: For Android System:



STEP 5: Open App & Refresh list and select your device as shown in picture below:



STEP 6: Connect your device and open scan button as shown in picture below:



STEP 7: Scan Remote back side UFRM code as shown in picture below:



STEP 8: Open control center and select desired options:



# SETTING PROGRAMMABLE POSITIONS | M30

## SETTING PROGRAMMABLE POSITIONS

The wireless power bed has a programmable feature that allows you to save custom positions. Please read all the instructions below before setting your custom presets on the remote.

### STEP 1

Adjust the head and foot lift to your desired position.

### STEP 2

Press and hold the Flat button first, then press and hold memory button for 5 seconds until the buttons' lights are flashing. The position is saved.



### STEP 3

To adjust the saved position, repeat steps 1 & 2 & the new position will be saved.

## PAIRING REMOTE

The original remote that comes in the box is already paired to the foundation. No further action is required.

In the event that the remote is not paired with the foundation, follow the steps below.

### STEP 1

Make sure the batteries work fine. Replace them when needed.





### STEP 2

Plug the power cord to the power source.



### STEP 3

#### For BT2000LP/BT2500LP/BT3000LP

Press and hold  and  simultaneously, then press and hold the button on the cord or control box for 3 seconds until you hear 2 beeps sound, the remote is then paired.



## CHILD LOCK FUNCTION

### STEP 1

Hold the foot-lift and foot-lower button simultaneously for 5 seconds.

# SYNCRONISING TWO BASES | M30

## SYNCRONIZING TWO BASES

If simultaneous operation of two foundations is desired, please read pairing remotes instructions on page 8.

### STEP 1

Plug A & B to power source.



REMOTE A

REMOTE B

### STEP 2

Make sure remote A was already paired to Base A and Remote B was paired to Base B. If not, please pairing them by following the pairing remote instructions on page 8.

### STEP 3

Pair remote A to Base B, then base A and base B can be simultaneously operated by Remote A.



REMOTE A

### STEP 4

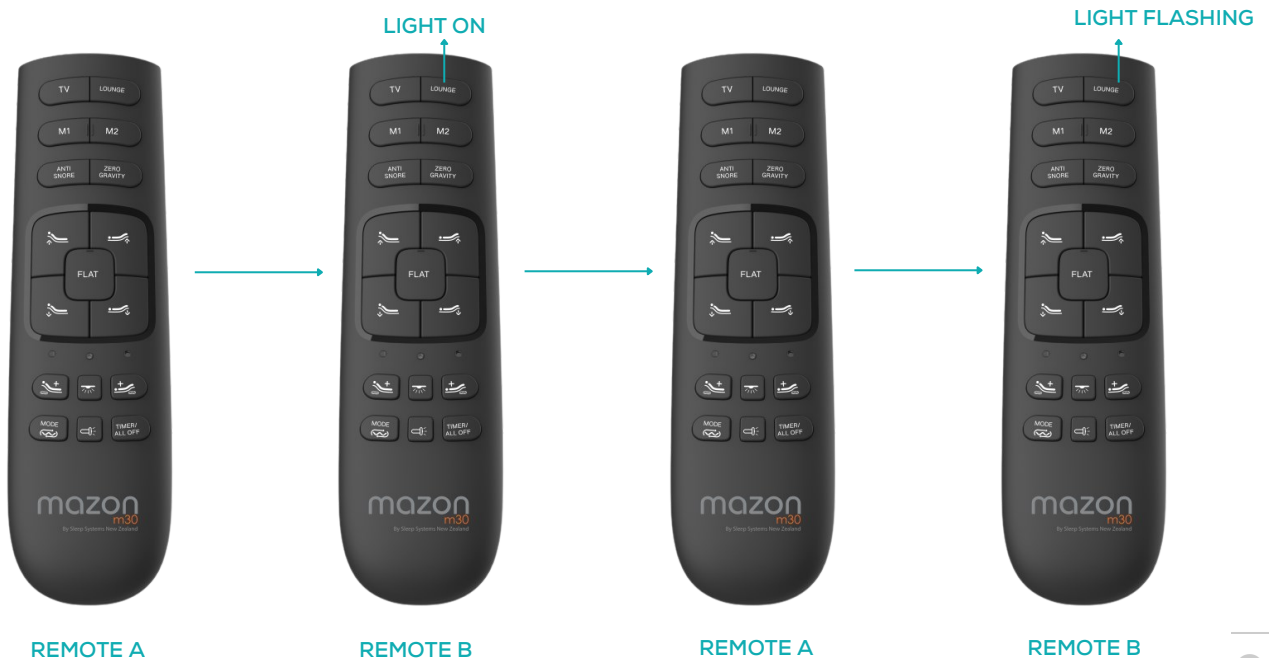
Pair remote A to Base B, then base A and base B can be simultaneously operated by Remote A. For BT2000LP, only one remote can control both bases.

Note: If you want to operate the beds separately, only need to use another remote to be paired to one of the beds.

For BTJ000LP, please follow the instructions below.

Press and hold head down and foot down buttons on remote B, The flash light will be on for 10 seconds. Meanwhile press and hold head up and foot up buttons on Remote A, the learning process is successful when the flashlight on remote B starts to flash. Now both remotes will be able to operate both beds simultaneously.

Note: If you want to operate the beds separately, for M30, press and hold  and  on the your phone app.



## TROUBLESHOOTING | M30

In the event that the foundation fails to operate, assess the symptoms and possible solutions provided in the chart below:

SYMPTOMS	SOLUTIONS
Remote control illuminates and appears to be operable, but will not activate bed.	Verify that the power cord is plugged into a working, grounded electrical outlet. Test the outlet by plugging in another working appliance.
No features of the base will activate.	<p>Program the remote control (see the Setting Programmable Positions and Pairing Remote section of this manual for programming procedures).</p> <p>Unplug the power cord, wait 30 seconds and plug back to reset electronic components.</p> <p>The surge protection device or the electrical outlet may be defective. Test the outlet by plugging in another working appliance.</p> <p>Verify that the connector on the wired remote control is securely attached to the control box.</p>
Wireless remote will not illuminate	Replace the batteries in the wireless remote.
Head or foot section will elevate, but will not return to the horizontal (flat) position.	<p>Bed mechanism may be obstructed. Elevate bed and check for obstruction. Remove obstruction.</p> <p>Head section may be too close to the wall.</p> <p>Headboard may be too close to the edge of the mattress. Verify that there is enough distance between the headboard brackets and mattress. Adjust if required.</p>
Head & Foot lift function has minor interference during operation.	<p>Check batteries in wireless remote control, replace with two (2) new AAA batteries if necessary.</p> <p>Make sure that you are following the duty cycle of the motors (do not operate more than two minutes over a 20-minute period, or approximately 10% duty cycle).</p> <p>Press the lift buttons squarely and accurately.</p> <p>Wireless remote control may be experiencing common Radio Frequency Interference from other radio transmitting devices. Wait several seconds, and then try pressing appropriate button again. See FCC Compliance Statement on page 1 of this guide.</p>

## TROUBLESHOOTING | M30

In the event that the foundation fails to operate, assess the symptoms and possible solutions provided in the chart below:

SYMPTOMS	SOLUTIONS
Excessive massage motor noise	<p>If the bed is located on hard surface flooring, place carpet pieces or rubber pieces (not included) under each leg.</p> <p>Using the wireless remote control, elevate the head, foot or neck section a short distance to realign the lift/lower mechanisms with the bed support platform. Verify that your Power Foundation is not positioned against a wall, nightstand, or other object that may cause the vibration or noise.</p> <p>If the Power Foundation is installed over a bed frame, verify that the massage motors are not causing the bed frame (or bed frame components) to vibrate. Verify that the headboard attachment hardware is properly lightened (if used).</p>
A clicking noise is heard under the bed when raising or lowering.	This is normal. The lift motor relays "click" when they are engaged. No action is required.
Massage motor overheats or stops.	If the vibration motor overheats, the thermal protection will turn the motor off. Wait 30 minutes, turn the massage back on. If it does not come on, turn off and report the situation to customer service.

# WARRANTY TERMS & CONDITIONS | M30

Mazon warrants the adjustable bed range to the Customer against defective materials and defective workmanship from the date of invoice for the periods;

M5	10 years Limited Warranty
M10	10 years Limited Warranty
M30, M40	20 years Limited Warranty
M50	10 years Limited Warranty
Adjustable Storage Base	10 years Limited Warranty

Any Warranty DOES NOT apply in circumstances where:

1. The goods or services are not defective
2. The goods were used or services required for a purpose other than which they are intended;
3. The goods were repaired, modified or altered by any person other than Mazon;
4. The defect has arisen due to misuse, neglect or accident;
5. The defect has arisen due to the incorrect installation of the goods;
6. The goods have not been stored or maintained recommended by Mazon;
7. The defect has arisen due to normal wear and tear on the goods; or
8. The Customer is in breach of the conditions

In order to make claim under this warranty, a person must:

1. Provide written details/pictures of any defect in the products together with documentary proof of the date of purchase of the product within 30 days of identifying the defect;
  2. Allow Mazon or it's employees or agents to inspect the products;
  3. Provide any information requested by Mazon in relation to the products or installation of the products.
- Mazon will use its best endeavors to meet any estimated dates but will in no circumstances whatsoever be liable for any loss or damage suffered by the customer or third party for failure to meet any estimated date.
  - The warranty is personal to the purchaser and is not able to be transferred or assigned.
  - The Warranty does not apply to the batteries either loose or in sets.

Full term warranty applies to the steel bed frame only.

- Actuators - 2Year Limited Warranty
- Control Box - 2 Year Limited Warranty
- Handpiece - 2 Year Limited Warranty
- Other electrical components - 2 Year Limited Warranty
- Upholstered Surround & Fabric - 2 Years Warranty

Warranty valid once warranty registration card has been received and processed by Mazon or logged online via our warranty portal.

# WARRANTY TERMS & CONDITIONS | M30

## Conditions

This warranty covers products where Mazon has established there has been a manufacturing or material defect within the warranty period. Mazon will at its discretion either repair or replace the faulty products. The original warranty expiry date will still apply to the repaired or replaced products. All warranty issues and returns are to be directed to the Original Equipment Manufacturer or Supplier of the original equipment the Mazon product has been used in. Mazon's obligation is to the original Equipment Manufacturer that has purchased the products and incorporated them into the finished equipment. Fair wear and tear is not covered by warranty. Warranty will be void where the products have been altered, varied, modified, adjusted, repaired or attended to in any way without Mazon's written consent or in the event that the products have been damaged, abused or used improperly or negligently in any way. This statement does not confer, extend or vary any rights to parties or alter or extend any warranties offered by the Original Equipment Manufacturer. Mazon has sold the products to the Original Equipment Manufacturer subject to our terms and conditions of sale.

## Liability

Except as specifically set out in these conditions, or contained in any warranty statement provided with the goods or services, any term condition or warranty in respect of the quality, merchantability, fitness for purpose, condition, description, assembly, manufacture, design or performance of the goods or services, whether implied by stature, common law, trade usage, custom or otherwise, is expressly excluded.

Replacement or repair of the goods or retroversion of the services is the absolute limit of Mazon's Liability arising under or in connection with the description, quality, condition, performance, assembly, manufacturer, design, merchantability or fitness for purpose of the goods or services or alternatively the sale, use of, storage or any other dealings with the goods or service by the customer or any third party.

Mazon is not liable for any indirect or consequential losses or expenses suffered by the Customer or any third party, howsoever caused, including but not limited to loss of turnover, profits, business or goodwill or any liability to any other party.

Mazon will not be liable for any loss or damage suffered by the Customer where Mazon has failed to meet any delivery date or cancel or suspends the supply of goods or services.

Nothing in these conditions is to be interpreted as excluding, restricting or modifying or having the effect of excluding, restricting or modifying the application of any state or federal legislation applicable to the sale of goods or the provision of services which cannot be excluded, restricted or modified.

The Customer indemnifies Mazon's against all liabilities and cost (including) all legal costs on an indemnity basis expense, losses, damages or claims in any way as a result of the Customer failure to comply with any part of these conditions.

*Policy effective: 01-01-2024*

