



# **TRANSITIONAL™**

## **SLEEP SYSTEM**

By Hickory Springs



TS150



TS250



TS300

## **Adjustable Base Owners Manual**

HS Manufacturing, LLC, a subsidiary of Hickory Springs Manufacturing Company | P/N 303007002 REV. Sept 2018



# ADVISORY

## IMPORTANT INFORMATION

**READ THE FOLLOWING INFORMATION CAREFULLY BEFORE USING THIS PRODUCT**

**FOR OPTIMUM ADJUSTABLE BASE OPERATION, USE A GROUNDED ELECTRICAL SURGE PROTECTION DEVICE (NOT INCLUDED). FAILURE TO USE A SURGE PROTECTION DEVICE COULD COMPROMISE SAFETY OR CAUSE PRODUCT MALFUNCTION.**

### ELECTRICAL RATING

Electrical components are rated for 100-240V, 50-60Hz, 1.6 amp.

### ELECTRICAL GROUNDING

This product is equipped with a polarized or grounded electrical power cord. The power cord will only fit into a grounded electrical surge protection device (not included) or grounded electrical outlet.

### WARRANTY WARNING

Do not open any control boxes, motors, or remote control devices (with the exception of the remote control and power backup battery compartments). The product warranty will be void if these components are tampered with. Do not attempt to alter component wiring or adjust or modify the structure of the product in any way or the warranty will be void. Any repair or replacement of base parts must be done by authorized personnel.

### LUBRICATION

This product is designed to be maintenance free. The lift motors are permanently lubricated and sealed – no additional lubrication is required. Do not apply lubricant to lift motor lead screws or any nylon nuts, as the base may inadvertently creep downward from the elevated position.

### PRODUCT RATINGS

The base lift motors are **not** designed for continuous use. Reliable operation and full life expectancy will be realized as long as the lift motors do not operate any more than four (4) minutes over a forty (40) minute period, or approximately 10% duty cycle. **Note: *massage equipped bases are not designed for continuous massage operation. Massage systems are rated for a maximum of 2 hours use within a 6 hour period.*** Any attempt to circumvent or exceed product ratings will shorten the life expectancy of the product and may void the warranty.

The rated weight restrictions for Transitional™ adjustable bases are 600 lbs (281 kg) for TS150, 700 lbs (317kg) for TS250, and 800 lbs (362 kg) for TS300. The base will structurally support the recommended weight distributed evenly across the head and foot sections. This product is not designed to support or lift this amount in the head or foot sections alone. **Note: *Exceeding the recommended weight restrictions could damage the base and void the warranty.***

For best performance, consumers should enter and exit the adjustable base with the base in the flat (horizontal) position. **DO NOT SIT ON THE HEAD OR FOOT SECTIONS WHILE IN THE RAISED POSITION.**

UL (Underwriters Laboratories) recognized components  
CFR 1633 approved for use with most mattresses  
Assembled in the USA



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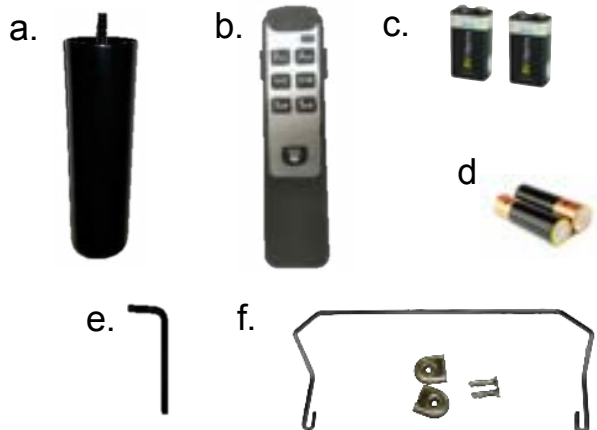
## INSTALLATION

To install and setup your Transitional Sleep Adjustable Base, complete the numbered procedure indicated below and on the following pages.

**Before discarding any packing materials, verify the following items have been included:**

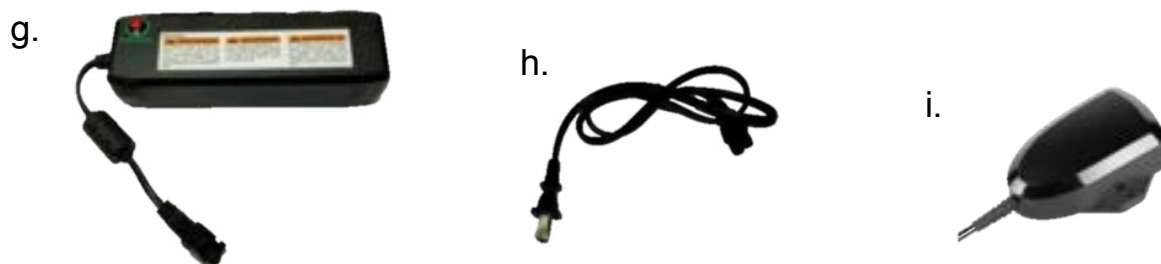
### TS150:

- a. Four (4) Metal Support Legs
- b. One (1) Wireless Remote Control
- c. Two (2) 9V Batteries
- d. Two (2) AAA Batteries
- e. One (1) Hex L-key
- f. One (1) Mattress Retainer Bar



### TS250 & TS300:

- a. Four (4) Wood Support Legs
- b. One (1) Wireless Remote Control
- c. Two (2) 9V Batteries
- d. Two (2) AAA Batteries
- e. One (1) Hex L-key
- f. Mattress Retainer Bar (attached to base)
- g. AC Adapter/Battery Backup
- h. Power Cord
- i. Bluetooth Receiver (TS300 only)



## INSTALLATION

### Step 1: Unpackaging and Leg Installation

- a. Lay shipping box flat on floor (top up) and open. Set all loose parts to the side. Open smaller box and remove legs.
- b. Install legs to base frame by screwing them into the threaded inserts in the frame. Do not over-tighten.

**NOTE:** Remove foam packaging from the ends of the lift tubes (4 places)

### TS150



### TS250 & TS300



# INSTALLATION

## Step 2: Battery Backup and Power Supply

- Locate backup battery compartment and connect 9 volt batteries (included).
- Connect control box cord and power cord to AC adapter (TS250 & TS300.)
- Plug power cord into grounded electrical outlet. Use of a electrical surge protector (not included) is recommended.

### TS150

BATTERY  
COMPARTMENT



PLUG BASE INTO POWER OUTLET

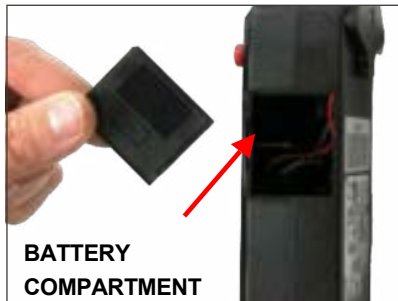


### TS250 & TS300

BATTERY BOX



BATTERY  
COMPARTMENT



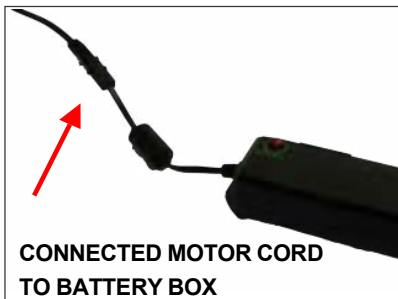
CONNECT  
PLUG HERE



INSERT POWER  
CORD HERE



CONNECTED MOTOR CORD  
TO BATTERY BOX



PLUG BASE INTO POWER OUTLET





# INSTALLATION

## Step 3: Remote Setup

The wireless remote is synced to the electronics controller at the factory. If however, the remote is not synced, or becomes unsynced, follow the steps below:

### TS150

Press/hold **HEAD DOWN** and **FOOT UP** buttons at the same time, then press/release **CODING** button on motor housing

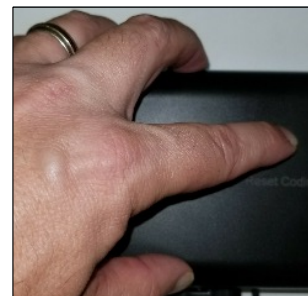


### TS250 & TS300

Sync can be completed in one of two ways:

1. Press/hold **TV** and **LOUNGE** buttons at the same time, then press/release **RESET** button on control box
2. Within first 10 seconds of control box being plugged into power supply, press/hold **TV** and **LOUNGE** buttons at the same time

**NOTE:** For remote to sync with base, it must be in the Factory Preset mode. To confirm remote is in Factory Preset mode, press/hold **TV** and **LOUNGE** buttons at the same time. If **TV** and **LOUNGE** buttons are only buttons illuminated (as shown in photo to right), then remote is in correct mode. If all buttons on remote are illuminated, the remote is in the incorrect mode and needs to be reset to Factory Preset mode (see instructions on page 15)



## INSTALLATION

### Step 4: Bluetooth Setup (TS300)

To Set Up Bluetooth Control

- a. Plug Bluetooth Module into slot in Control Box



- b. Sync Bluetooth Module to Wireless Remote :

Press/hold **TV** and **LOUNGE** buttons on remote at the same time, then press/release **RESET** button on front of Bluetooth module.



- c. Bluetooth app for iPhone and iPad can be downloaded from Apple Store, under TSS Remote. *For iOS 8.1.2 and newer.*

Bluetooth app for Android can be downloaded from Google Play Store, under TSS Remote.



**NOTE:** For remote to sync with base, it must be in the Factory Preset mode. To confirm remote is in Factory Preset mode, press/hold **TV** and **LOUNGE** buttons at the same time. If **TV** and **LOUNGE** buttons are only buttons illuminated (as shown in photo above), then remote is in correct mode. If all buttons on remote are illuminated, the remote is in the incorrect mode and needs to be reset to Factory Preset mode (see instructions on page 15)

## INSTALLATION

### Step 5: Base Setup

- Inspect underside of base and confirm all cables are secured and connections are tight.
- Confirm that lift motors are working properly and that all other applicable functions (massage, LED lights, and/or Bluetooth) are operational.
- Unplug power cord from outlet.
- Lift base out of box by metal frame and set on legs. **\*\*Always use 2 people to lift base.\*\***



### Step 6: Mattress Retainer Installation

The mattress retainer is shipped loose on the TS150 and attached to the base, upside down, on the TS250 & TS300. To assemble:

- If mattress retainer attached to base, remove retainer by loosening screws and capture washers with hex L-key.
- Position retainer in correct location and install using capture washers and screws
- Tighten screws and capture washers.



**Note:** The base comes standard with threaded inserts to add a second mattress retainer at the head. See page 16 for information on ordering a second retainer.

## INSTALLATION

### Step 7: Trim Boards (TS250 & TS300)

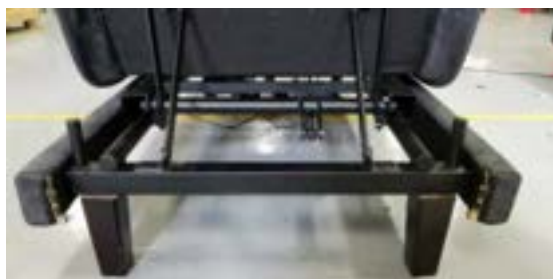
The trim boards are installed at the factory. However, if the boards become loose or are uninstalled, the following procedure should be used to reinstall.

- a. Raise head and foot section of base to highest positions.
- b. Attach side boards
  - a. Position board so that the shorter overhand is at the head and metal brackets are as shown in the photos to the right.
  - b. Align square cutouts in board with square tube of frame.
  - c. Push boards onto frame.

**Note:** Side boards will be secured once end boards are installed.

- c. Attach end boards
  - a. Position end board at head or foot against side boards.
  - b. Slide end board down boards so that metal fittings engage.

*Trim board frame is now fully locked together and securely mounted to the metal frame.*



## INSTALLATION

### Step 8: Split Bed Setup

Two (2) Twin XL or Split California King bases can be set up next to one other to create a King or California King adjustable unit. These bases can operate independently or be synced together to operate as one unit.

To operate two bases simultaneously with one remote, sync wireless remote to both bases (sync instructions shown on page 7).

On the TS250 and TS300, two remotes can be used interchangeably to operate synced bases. This is done by matching two remotes together.

#### To Match Remotes

- Press/hold **TV** and **LOUNGE** on remote A at the same time , then press/release **RESET** on control box A
- Press/hold **TV** and **LOUNGE** on remote A at the same time , then press/release **RESET** on control box B
- Press/hold **0 GRAVITY** and **FLAT** on remote B at the same time, then press Press **TV** and **LOUNGE** on remote A at the same time

*Note: remotes must be in Factory Preset Mode (see Memory Feature section on page 15) to match.*

#### To Unmatch Remotes

- Press **INTENSITY DOWN (-)** and **POSITION DOWN ( POS ▼ )** on remote B at the same time to separate.

**NOTE:** Remotes must be in Factory Preset mode to match.

*To confirm remote is in Factory Preset mode, press/hold **TV** and **LOUNGE** buttons at the same time. If **TV** and **LOUNGE** buttons are only buttons illuminated, then remote is in correct mode. If all buttons on remote are illuminated, the remote is in the incorrect mode and needs to be reset to Factory Preset mode (see instructions on page 15)*

The bases can also be connected using the optional connection bars (sold separately). See page 16 for more information.



## INSTALLATION

### Step 9: Headboard and Footboard Bracket (Optional)

To attach a headboard and/or footboard to your adjustable base, the optional headboard and/or footboard brackets must be purchased from the manufacturer. See page 16 for more information.

#### Parts:

- (1) RH Mounting Bracket
- (1) LH Mounting Bracket
- (2) Support Brackets
- (4) 4-1/2" Hex Bolts
- (4) 1-1/2" Hex Bolts
- (4) Spacers
- (8) Flat Washers
- (8) Hex Nuts



#### Tools Required:

- (2) 7/16" Open End Wrenches or (1) Wrench and (1) 7/16" Socket
- Attach support brackets to base frame using (4) 4-1/2" bolts, (4) spacers, (4) flat washers, and (4) nuts. Spacers should be installed between underside of chassis frame and top of support bracket. Washers are to be used against slot on underside of support bracket. Do not fully tighten, to allow bracket to slide along slot.
- Attach mounting brackets to support brackets using (4) 1-1/2" bolts, (4) flat washers, and (4) nuts. Washers are to be used at slot on front side of mounting bracket. Do not fully tighten, to allow mounting bracket to slide along slots.
- Match mounting plate to headboard/footboard, sliding mounting brackets and support brackets as needed.
- Once brackets are aligned with headboard/footboard, tighten all hardware.

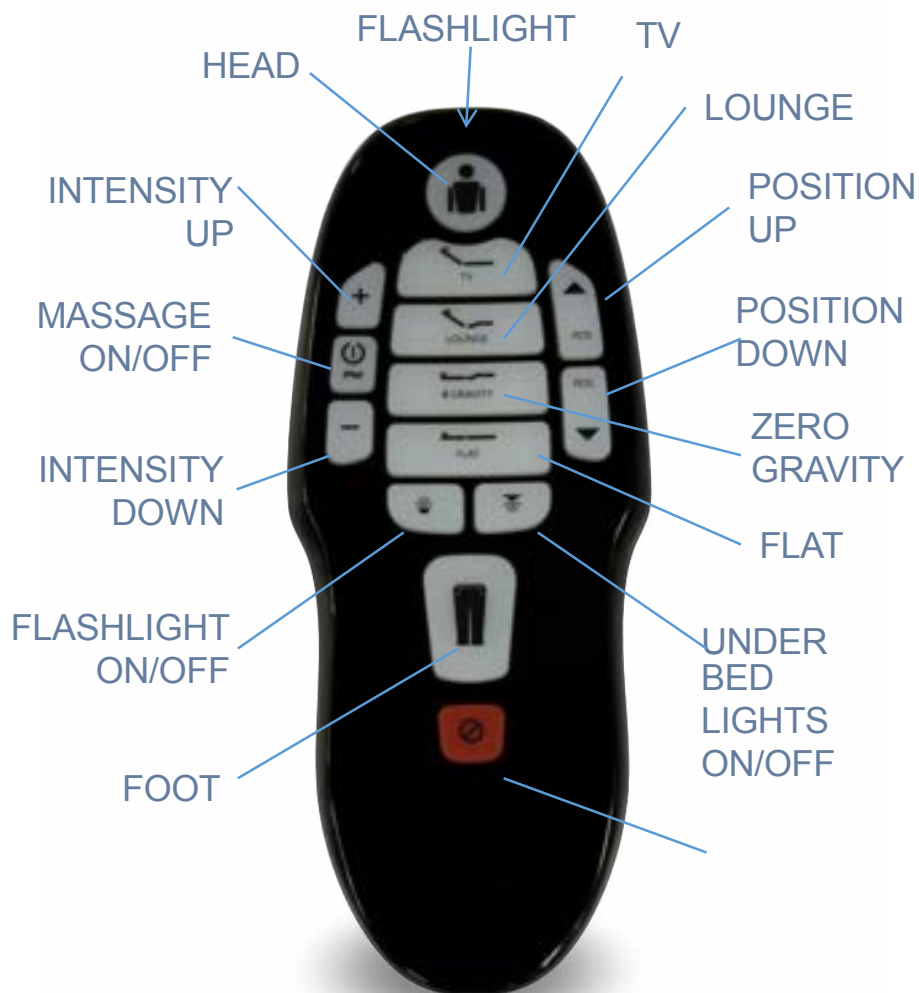


## REMOTE FUNCTIONS – TS150



BUTTON	FUNCTION
POWER	Turns remote power on
HEAD UP	Raises Head section of base
HEAD DOWN	Lowers Head section of base
FOOT UP	Raises Foot section of base
FOOT DOWN	Lowers Foot section of base
HEAD & FOOT UP	Raises Head & Foot section at the same time
HEAD & FOOT DOWN	Lowers Head & Foot section at the same time
FLASHLIGHT ON/OFF	Turns Remote Control flashlight on/off

## REMOTE FUNCTIONS – TS250 & TS300



HEAD	Puts remote into Head mode, where massage and position buttons will control head portion of base
FOOT	Puts remote into Foot mode, where massage and position buttons will control foot portion of base
POSITION UP	Raises Head or Foot section of base
POSITION DOWN	Lowers Head or Foot section of base
TV	Pre-set TV Position
LOUNGE	Pre-set Lounge Position
ZERO GRAVITY	Pre-set Zero Gravity Position
FLAT	One-touch Flat
MESSAGE ON/OFF	Turn head/foot Massage on/off
INTENSITY UP	Increases intensity of head or foot massage
INTENSITY DOWN	Decreases intensity of head or foot massage
FLASHLIGHT ON/OFF	Turns Remote Control flashlight on/off
UNDER BED LIGHTS ON/OFF	Turns underbed lights on/off
STOP	One-touch Stop will turn off massage motors and under bed lights, as well as lower base to flat position



## REMOTE FUNCTIONS – TS250 & TS300

### **BASIC OPERATION**

#### **To Sync to Control Box**

- Press/hold **TV** and **LOUNGE** buttons at the same time, then press/release **RESET** button on control box. *Note: remote must be in Factory Preset Mode (see Memory Feature section below) to sync to control box.*

#### **To Match Remotes (for synced split bed operation from two remotes )**

- Press/hold **TV** and **LOUNGE** on HJH29-A at the same time , then press/release **RESET** on control box.
- Press/hold **0 GRAVITY** and **FLAT** on HJH29-B at the same time, then press **TV** and **LOUNGE** on HJH29-A at the same time  
*Note: remotes must be in Factory Preset Mode (see Memory Feature section below) to match.*

#### **To Unmatch Remotes**

- Press **INTENSITY DOWN (-)** and **POSITION DOWN ( POS ▼ )** on HJH29-B at the same time to separate

#### **To Operate Remote**

- Press either **HEAD** or **FOOT**
- Press desired command (**POS ▲/▼**, **MESSAGE ON/OFF**, **INTENSITY +/-**)
- NOTES:
  - When any command button is pressed, the **HEAD** or **FOOT** button will light up to let customer know what mode the remote is in.
  - The remote will stay in the most recently used mode. For example, a customer adjusts the head position. After a period of time, customer wants to adjust head. They do not need to press **HEAD** button, as the remote is still in that mode. Customer can go directly to pressing **POS ▲/▼**

### **MEMORY FEATURE**

#### **To Enter Memory Mode**

- Press/hold **INTENSITY UP (+)** and **POSITION UP (POS ▲)** buttons at the same time until flashlight blinks.
- To set favorite position, adjust base to desired position, then press/hold **TV** button for 5 seconds. Position is now saved and can be retrieved by pressing and releasing the **TV** button.

#### **To Enter Factory Preset Mode**

- Press/hold **INTENSITY UP (+)** and **POSITION UP (POS ▲)** buttons at the same time until flashlight blinks.

#### **NOTES:**

- **TV** button has different functionality depending on what mode remote is in. In factory mode (no programmable memory), the **TV** button moves base to the factory preset position. When in Memory mode, **TV** button will move base to customer programmed position.
- Remote will retain customer programmed position when remote taken out of Memory Mode.
- Remote mode can be checked by pressing **TV** and **LOUNGE** buttons at same time. If **TV** and **LOUNGE** buttons are only buttons illuminated, the remote is in Factory Preset mode. If all buttons are illuminated, the remote is in Memory mode.

## OPTIONAL ACCESSORIES

For additional information or to order, please call Customer Service at 844-433-2435 or email inquiries to [info@transitionalsleep.com](mailto:info@transitionalsleep.com)



Mattress Retainer  
(includes capture washers)  
TS150, TS250, TS300



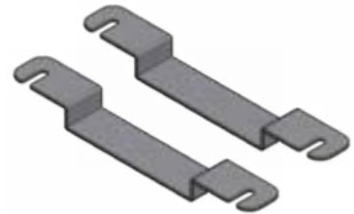
Wired Remote  
TS150



Bluetooth  
Receiver  
TS250



Split Bed  
Connector  
TS150



Split Bed  
Connectors  
TS250, TS300



Headboard Brackets  
TS150, TS250, TS300



Footboard Brackets –  
TS150, TS250, TS300

## TROUBLESHOOTING

If your Transitional Sleep Adjustable Bed fails to operate, please review the problem you are having and look for a solution below.

SYMPTOM	SOLUTION
Wireless remote control lights up, but is not operating the base.	<ol style="list-style-type: none"> <li>1. Check to make sure that your adjustable bed is plugged into the wall outlet.</li> <li>2. Your remote control may be un-synced from your controller. Please use sync instructions on page 7 to re-sync controller.</li> <li>3. Check motor connections at controller. If loose, reattach.</li> </ol>
Wireless remote control does not light up.	<ol style="list-style-type: none"> <li>1. Check batteries in remote to make sure that they are installed properly.</li> <li>2. Replace batteries in remote.</li> </ol>
Massage motor noise seems excessively loud.	<ol style="list-style-type: none"> <li>1. Check to make sure base is not contacting walls, furniture, etc. that would cause noise or vibration.</li> <li>2. If base is sitting on hard flooring (wood, tile, etc.), place pieces of carpet or furniture pads under each leg.</li> <li>3. If headboard bracket was installed, check to make sure that hardware has been firmly tightened.</li> </ol>
Bluetooth receiver is lit up but not operating the base (TS300 only)	<ol style="list-style-type: none"> <li>1. Check cable connections on Bluetooth receiver and control box (under the base.) If loose, re-attach.</li> <li>2. Re-sync Bluetooth receiver to wireless remote (page 8 in manual.)</li> </ol>
LED lights are not working (TS250 & TS300 only)	<ol style="list-style-type: none"> <li>1. Check cable connections at LED lights and controller. If loose, re-attach.</li> </ol>

# LIMITED WARRANTY

## HS Manufacturing, LLC ("Hickory Springs") ADJUSTABLE BED BASE WARRANTY TERMS & CONDITIONS

### **Full 1-Year Warranty**

Your adjustable bed base is warranted against defects in materials or workmanship for a period of one year from the date of purchase by the original purchaser. This warranty is not transferable. During this period Hickory Springs will repair or replace, at no cost to the original purchaser, any defective part or workmanship. During this one year period Hickory Springs will bear full responsibility for all authorized warranty related costs, including labor and transportation costs incurred in connection with the repair or replacement of any part found to be defective.

### **Limited 3 Year Warranty**

Beginning one year from the date of original purchase through 36 months, from said date, Hickory Springs will replace any part on the adjustable bed base found to be defective. Note: This limited warranty specifically excludes labor, shipping and transportation costs which will be charged to the purchaser. This warranty is limited to the replacement of the defective electrical/mechanical part(s).

### **20-Year Pro-Rated Limited Warranty**

Beginning 37 months from the original purchase date through year 20 (month 240), HSM will replace, consistent with the terms and conditions set forth herein, the adjustable base steel frame component(s) found to be defective as follows: Purchaser shall pay 1/17 of the current replacement cost of the defective part multiplied by the number of years after the third year from the original purchase date. This warranty applies only to the replacement of defective frame components. Purchaser will be responsible for labor, transportation, shipping costs, and any installation/service fees/expenses. All warranty claims are subject to verification by HSM. This warranty will be null and void if the product is subject to abuse, misuse, or is otherwise operated in a manner not consistent with proper use as described in HSM's User Manual.

### **Limitation of Liability**

Under no circumstances shall Hickory Springs liability exceed the purchase price paid by the original purchaser. Under no circumstances shall Hickory Springs be liable or responsible for claims seeking special, indirect or consequential damages.

### **2-Year Floor Model Warranty**

Your adjustable bed base floor model is warranted against defects in the electronic parts for a period of two years from the date of purchase by the original purchaser. Subject to the limitations set forth below, during this period Hickory Springs will replace at no cost to the original purchaser, any defective electronic part(s). Liability is limited to the replacement of the defective electronic part(s) ONLY, with the purchaser responsible for all service, installation and transportation costs associated with any warranty repair.

## LIMITED WARRANTY

**Note:** Additional conditions apply concerning weight distribution. This warranty only applies to original owner. This warranty will be modified where necessary to comply with state laws that do not permit the exclusion or limitation of incidental or consequential damages. This warranty is valid in all States within the United States, the District of Columbia, Puerto Rico, and the 10 Provinces and 3 Territories of Canada. For customer service under this limited warranty, please give notice to Hickory Springs by mail, phone, email or online to the addresses set out below:

**For warranty claims:** call or email Customer Service Toll Free at (844) 433-2435 or send email to [tehamlin@hickorysprings.com](mailto:tehamlin@hickorysprings.com).

**PRODUCT RATINGS:** The adjustable bed base lift motors are not designed for continuous use. Reliable operation and full life expectancy will be realized as long as the lift motors do not operate any more than five (5) minutes over a thirty (30) minute period, or approximately 10% duty cycle

**Note:** Massage equipped bases are not designed for continuous, extended massage operation. Massage systems are rated for a maximum of 2 hours of use within any 6 hour period. Any attempt to circumvent or exceed product ratings will shorten the life expectancy of the product and may void the warranty. This warranty will be null and void if the product is subject to abuse, misuse or is operated in a manner not consistent with Hickory Springs operating instructions and User Manual.

### Warranty Contact Info:

**Manufacturer: HS Manufacturing, LLC**

PO Box 128

Hickory, NC 28601

Toll Free: 844.433.2435

Website: [transitionalsleep.com](http://transitionalsleep.com)