

# SMARTFLEX 2 & 3 ADJUSTABLE BED MANUAL



  
*Avante*  
INSPIRED LIFESTYLE

# TABLE OF CONTENTS

Safety .....	3
Introduction.....	5
Care.....	6
Features.....	7
Unpacking Your Base .....	8
Attaching Legs & Castors to the Base .....	9
Hand Control Overview.....	10
Reprogramming Hand Control Positions.....	11
Syncing Bases.....	12
Battery Back Up .....	13
Bluetooth Accessory.....	14
Troubleshooting .....	15
Product Guarantee .....	17
Notes .....	19

# SAFETY

**ATTENTION: Important Safety Disclaimers**  
**Read all instructions before using**  
**your adjustable base. Save these instructions.**

## WARNING

Always unplug the base from electrical outlet before servicing any part of the base. Unplug the base before cleaning. To safely disconnect, ensure base is in a flat position with all motors off.

**TO REDUCE THE RISK OF SHOCK, FIRE OR INJURY:** For optimal safety and operation, plug the bed base into a surge protector (not included). Ensure to always unplug the base from the electrical outlet before servicing or cleaning any part of the base. Keep the power cord away from heated surfaces. Discontinue use of the bed base and contact a qualified service centre if it has a damaged cord or plug, if it is not working properly, or it has been dropped into water. Only use this bed base for its intended use as described in this manual. Do not use accessories/attachments that are not recommended by the manufacturer. Improper connection of the equipment can result in the risk of electrical shock, electrical fire or fault if the plug does not fit your outlet. Contact a qualified electrician to install a suitable outlet.

**PETS AND CHILDREN:** Dispose of all packing materials immediately after opening as it may pose a risk to small children and pets. To avoid injury, it is not advised to allow children and small pets to play under the bed. Children should not operate the bed base without adult supervision.

# SAFETY

- To reduce the risk of falls on height adjustable bases, the base should always be in its lowest position for sleeping and resting. The highest position should only be used for carer's access to the user, ease of entry and exit of bed for the user and ease of making the bed.
- A minimum of 2 able and fit adults should be present when lifting or moving the bed. It is recommended to use trolleys or other lifting/moving devices where possible.
- Careless use of naked flames, cigarettes or other heat sources could set fire to this product.
- Do not operate whilst any person is under the base whilst raising/lowering or adjusting the bed.
- Care should be taken that no body parts are in or near the adjustable frame while operating.
- Ensure the cabling of the bed is free from the mechanism.
- Don't run over electrical cables when moving the bed.
- Do not manipulate or conduct electrical maintenance on the motors or any of the beds electrical components or cables. Any electrical work must be facilitated by a qualified tradesperson.

## WARNING

- Stay clear of moving parts while in motion.
- Before adjusting, make sure children and pets are clear of moving parts and are not under bed base.
- Do not allow children to operate bed base without adult supervision.

# INTRODUCTION



## **Congratulations on the purchase of your new **Avante SmartFlex 2****

The SmartFlex 2 is the epitome of style and luxury. With its wireless hand control, enjoy the benefits of vibration massage at the head and foot, while effortlessly programming a range of pre-set positions for your ultimate relaxation. It is also equipped with thoughtful conveniences such as USB charging ports on either side of the bed as well as under-bed lighting that provides gentle guidance during night time hours.

## **Congratulations on the purchase of your new **Avante SmartFlex 3****

The SmartFlex 3 combines luxury with mobility. Featuring wireless hand control, the SmartFlex 3 allows the user to programme several pre-set adjusted positions. It is equipped to perform Hi-Lo lift function, aiding those who have limited mobilities to get in and out of bed. The vibration massage function helps with body relaxation and enhances overall well-being. It is also equipped with thoughtful conveniences such as USB charging ports on either side of the bed as well as under-bed lighting that provides gentle guidance during night time hours.



## **Differences Explained**

You may be asking, what are the differences between the two beds seen above?

- The SmartFlex 3 has enhanced functionality with the addition of the Hi-Lo feature.
- Legs come standard on the SmartFlex 2, whilst the SmartFlex 3 comes standard with Castors.

# CARE

## GENERAL CARE INSTRUCTIONS

- Legs and castors should be checked for tightness regularly.
- When transporting - do not over tighten when restraining.
- Do not exceed the maximum weight limit for this bed.
- Always lock castors other than when moving or relocating the bed.
- Do not jump on or abuse the bed.
- Do not constantly push the buttons on the controller when not for intended use.
- Use the controller only for adjusting the bed frame for intended use - not for entertainment.
- Lubricate moving parts using a non-corrosive lubricant every 6 months or as required. Avante recommends the use of INOX.
- Beds should be positioned with clearance from walls and other objects so as not to cause damage.
- Do not rock or tilt the frame.
- When using the massage function, allow the massage unit to rest for a period off 30 minutes in between every 15 minutes of use.
- Do not use the massage function continuously for extended periods of time as this may damage the massage unit.

# FEATURES

- Stylish modern living design.
- USB port.
- Under-bed lighting.
- Zero Gravity.
- Wireless remote control with LED screen.
- Castors (*For SmartFlex 3*).
- Black legs (*For SmartFlex 2*).
- Battery back up.
- Dual zone massage.
- 3 Speed massage unit.



## FRAME DESIGN FEATURES

- Whisper quiet, low voltage, DC lift system provides smooth and efficient operation.
- Long lasting steel support.
- Superior steel foundation.
- Powder coated steel.
- Designed to lift up to 300kg total weight (*SmartFlex 2 and 3*).
- Gravity fall motors.
- Can suit any adjustable bed mattress.
- Wall aligned technology.



# UNPACKING YOUR BASE

1. Open the carton box & remove the protective plastic.
2. Open all the parts boxes & cut the zip ties to release all parts.





# ATTACHING LEGS & CASTORS TO THE BASE

## For SmartFlex 3:

1. Locate the box containing the castors.
2. Screw in the castors as shown below.



## For SmartFlex 2:

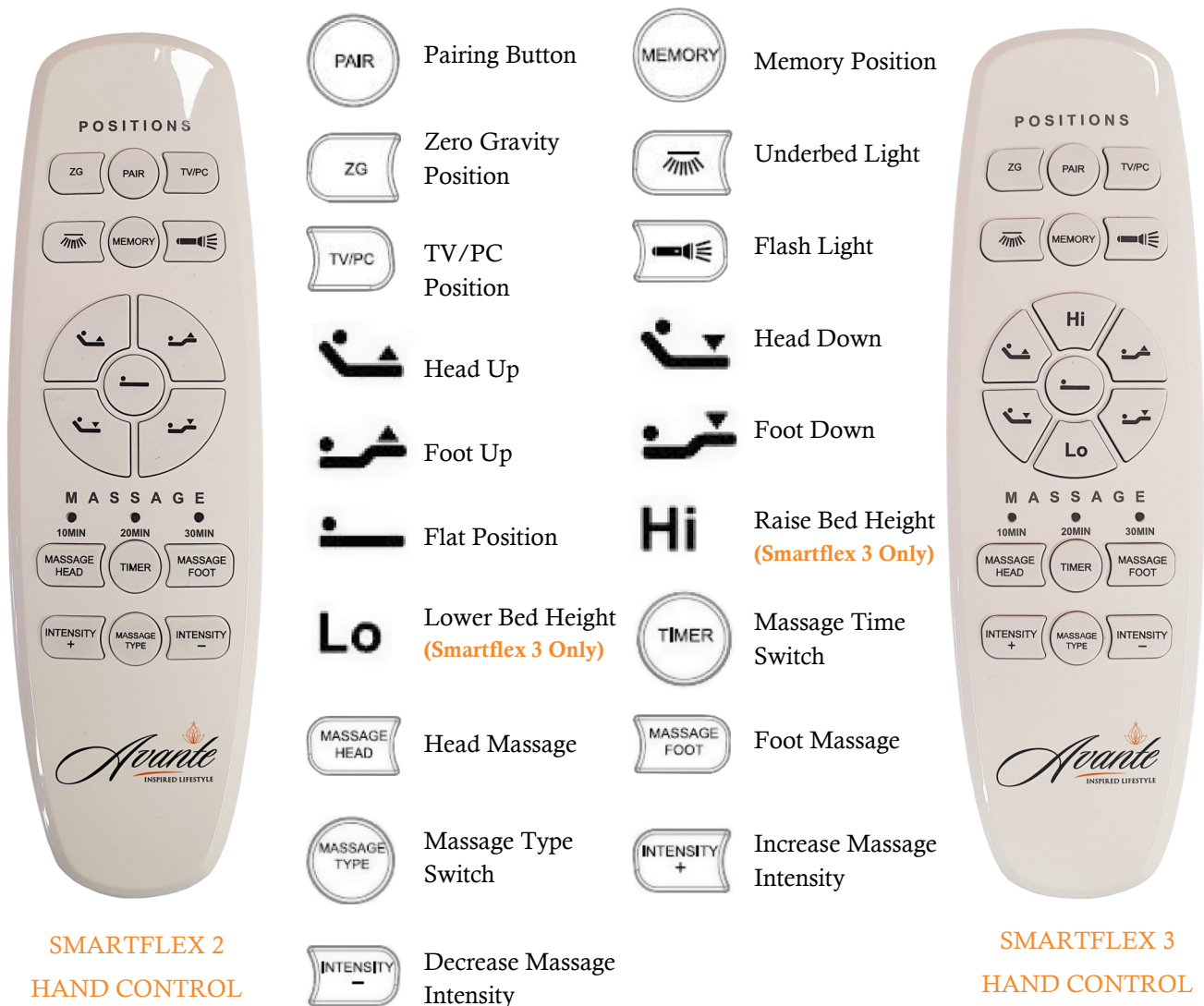
1. Locate the box containing the bed legs
2. Screw the 4 corner legs in as shown with included leg bolts.



For both SmartFlex models, flip the base over and insert the head & foot retainer bars as shown on the left.

# HAND CONTROL OVERVIEW

Insert the 2 x AAA batteries into the back of the controller. Depending on if you have purchased a SmartFlex 2 or 3, your remote will be different. The image at the left depicts a SmartFlex 2 remote, whilst the right image is of a SmartFlex 3 remote. Please refer to the following diagram explaining the functions.



**NOTE:**

Click the “Massage Head” or “Massage Foot” button. The massage motor will switch intensity among 1-2-3-0 (0 intensity will turn massage Off).

Click “Timer” button to switch the massage time. When time is switched to 0, the massage is function is turned off.

# RE-PROGRAMMING HAND CONTROL POSITIONS

## STEPS OF RE-PROGRAMMING PRESET POSITION

1. Adjust the bed into desired position.
2. Choose the pre-set position that you would like to change ( TV/PC or Zero Gravity).
3. Press and hold the chosen pre-set button for 5 seconds, until the backlight begins to flash. The current position of the bed is now saved as a custom position under the pre-set button.



## SET UP MEMORY POSITION

1. Adjust the bed into desired position.
2. Press and hold “Memory” button for 5 seconds, until the backlight begins to flash. The current position of the bed is now saved as a memory position.

# SYNCING BASES

## To Sync ONE base ONLY

1. Insert 2 x AAA Batteries to the hand controller.
2. Connect power to the transformer.
3. Press the pair button on the control box twice quickly (the blue pairing light will turn on).
4. Press and hold the pair button on the remote control for 3 seconds. The backlight will start flashing. The blue pairing LED light on the control box will turn green to indicate that pairing is complete. If not successful, repeat the above steps.



## To Sync TWO bases to ONE remote

***Requires Link Cable (Need to be purchased separately)***

1. Insert link cable end into each control box on the separate bases you wish to sync.
2. Once completed, either remote will then operate both bases.

# BATTERY BACK UP

The Battery Back Up requires 2 x 9 volt batteries and is located in the back of the transformer. **Batteries NOT included.**

This system is designed for a once off use (for each set of batteries). Batteries should be replaced straight away when the battery back up function has been used.

If not used, it is recommended that the batteries should be changed at least once every 12 months to ensure that the battery back up system remains in good working order.



# BLUETOOTH ACCESSORY

The Bluetooth device will allow the user to connect the smart device (smartphone, tablet) to the adjustable bed and operate the bed through phone app.



The Bluetooth device is not included as part of the bed. Device needs to be purchased separately. Inquire with your retailer for product availability.

# TROUBLESHOOTING

Below is a list of possible problems & their solutions should the adjustable base fail to operate properly

PROBLEM	SOLUTION
The base does not respond when the remote is used.  Remote LED illuminates and appears to be normal.	Perform any or all of the following: <ul style="list-style-type: none"><li>• Check that the power cord is plugged into a working &amp; grounded electrical outlet.</li><li>• Check that the light on the transformer is on.</li><li>• Check the home's circuit breaker and fuses.</li><li>• Unplug the power cord from the outlet. After one minute, plug it back in. Press any button on the remote.</li></ul>
The remote does not work or does not light up.	<ul style="list-style-type: none"><li>• Check the remote LED light is lighting up when pressed. If not, please replace 2 x 1.5V AAA batteries.</li></ul>
Base stutters while in motion.	<ul style="list-style-type: none"><li>• Clear any clutter or obstructions under and around the adjustable base. <i>Radio frequency interference from other remotes or electronic devises may affect normal operation.</i></li><li>• Check batteries in remote.</li><li>• Ensure the buttons on the remote are being pressed firmly when operating the Head and Food functions.</li></ul>

# TROUBLESHOOTING

## PROBLEM

## SOLUTION

Massage motor/s seem excessively loud during operation.

- Hard surface flooring may cause added vibration. Place carpet pieces or rubber furniture cups under each leg or caster of the bed.
- Check that the bed is not in direct contact with a wall, or other object that may cause vibration or noise.
- If adjustable base is installed on top of a bed frame, check that the massage motors are not causing the bed frame (or components) to vibrate or rattle.
- If a headboard is utilised, please check that the attachment hardware is tightened firmly.

USB and/ or under-bed lighting.

- Check to see if the cable has been pulled out from control box. If so, plug back in.
- For USB, try using alternative devices and/or cables. **Please note:** Generic cables may not work and you may be required to utilise genuine cables manufactured by your devices company. **The USB port is a SLOW charging port and will not support Fast Charge.**

*If you have followed the instructions outlined in this manual, and your problem is persisting, please contact the **retailer** you originally purchased your bed from or **Avante Australia** for further assistance.*



# PRODUCT GUARANTEE

*Congratulations on your purchase. Avante Australia is an International Brand that uses technology, production facilities and teams with over 20 years' experience.*

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Avante Australia proudly provides a full guarantee (10 years—applies to frame, structure & electric motors only. All other electronic components & upholstery are covered for 2 years). Please refer to [www.avante.com.au](http://www.avante.com.au) for details against faulty workmanship and/or faulty materials. During the guarantee period, if we are satisfied there is a genuine fault, we will repair or replace the product if it's an option.

## **THE GUARANTEE DOES NOT EXTEND TO THE FOLLOWING:**

- Fabric (including stains, soiling, burns and normal wear).
- Items upon inspection that are deemed unsanitary.
- Normal wear and tear, or damage caused by abuse.
- Clearance bedding sold in 'as is' condition.
- Failure to comply with manufacturer care and maintenance instructions.

## **IN ORDER FOR THIS GUARANTEE TO BE VALID YOU MUST:**

- Be the original purchaser.
- Provide a copy of the original store receipt.
- Not misuse the product (refer to care and maintenance and safety sections).

# PRODUCT GUARANTEE

## **PLEASE TAKE CARE OF YOUR SMARTFLEX 2 OR 3 BY TAKING THE FOLLOWING PRECAUTIONS:**

- Legs and castors should be checked for tightness regularly.
- When transporting - do not over tighten when restraining.
- Maximum recommended weight limits; on a High-Low Lift bed 300kg.
- Always lock castors other than when moving or relocating the bed.
- Do not jump on or abuse the bed.
- Do not constantly push the buttons on the controller when not for intended use.
- Use the controller only for adjusting the bed frame for intended use - not for entertainment.
- Lubricate moving parts using a non-corrosive lubricant every 6 months or as required. Avante recommends the use of INOX.
- Beds should be positioned with clearance from walls and other objects so as not to cause damage.

*We will not cover damage caused by neglect, mistreatment or general wear and tear of the bed. Regular maintenance is required.*

## **MAKING A CLAIM**

To make a claim under this Guarantee please contact your bedding retailer who will initiate the claim process with us. If this cannot be done, please contact Avante Australia Pty Ltd directly via the details on the back of this manual.

Avante Australia will require photos of the Mattress and Base support system to be sent at the time of a claim being made. For details of how to take acceptable photos please contact Avante Australia (contact details back page).

# NOTES

# NOTES



**Avante Australia Pty Ltd**  
Unit 2, 29-71 Saltwater Circuit  
Narangba, QLD 4504  
Phone: 07 3284 3133  
Fax: 07 3284 3199  
[www.avante.com.au](http://www.avante.com.au)