Saturn:

Fault Finding

No Power – Section 1

Nothings working – Section 1

Bed moving on its own – Section 2

Handset not working – Section 2

Bed stuck in position – Section 3

Back rest not working – section 4

Bed doesn't go up and down – Section 5

Bed Noisy – Section 6

Air Mattress Beeping

Finding the control box.

Underneath the backrest of the bed are two grey boxes. These are accessed easiest from the right hand [as laying] side of the bed. On the bottom of one of these boxes you will find a thick black cable [maybe a medium black cable], 2 black fuse holders and the charger socket.

Should your bed fail to function, please check the following:

1. Check connections of the handset to the bed, the handset can be fitted to either the left- or right-hand side of the bed. Also make sure that the MBK box the handset plugs into is also plugged into the control box.

Section 1 - Check the bed is switched on.

Check the bed is plugged in at the wall and connected via the plug to the beds control box. When you have checked the switch at the wall, make sure the mains socket is off and follow the cable towards the bed, checking for damage. If the bed is still not working, try plugging the bed into a different socket.

Section 2 - Check the locking key is plugged in (if your handset has one).

If your handset features a locking key below the button or on the back off the handset, ensure the key is plugged in correctly. Further Details: If the socket where the key plugs into is loose, the wires may have become detached. If this has happened you will need to replace the handset.

Section 3 - Check the handset is plugged in.

Check for any damage to the handset. If you do not find any damage, follow the cable to the control box and check the handset is fully pushed in.

Section 4 - Back or knee not working.

If either the backrest or knee section of the bed is not working, then check the following: 1. Check there is nothing stopping the sections from lowering fully (ie Check there are no objects restricting movement under the bed) 2. The motors are both plugged into the control box correctly, the sockets are marked 4 and 3. 3. The handset is fully plugged into the control box

Section 5 - Up and down not working.

First ensure that the handset is plugged in properly. Secondly, check there is nothing obstructing the motor system under the bed (ie Check there are no objects restricting movement under the bed), make sure all motors are plugged into the correctly labelled socket.

Section 6 - Bed Noisy.

If you are experiencing noise while using the functions of the bed, please:

1. Identify if the noise is coming from the main section of the bed or the High-low system.
2. If the noise is coming from the main section of the bed, check that there is no bedding on anything stuck in the metal work. If there is nothing obstructing the bed and there is still a noise this is most likely a damaged bolt and not an emergency, please contact the office at your earliest convenience as an engineer will have to visit.
3. If the noise is coming from the high-low this is a sign that the bolt need replacing, this is not an emergency please contact the office at your earliest convenience as an engineer will have to visit.

Power Cut.

The Saturn bed is a mains power operated bed. If a power cut occurs, then the bed will not work.