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## **Frequently Asked Questions - UPbed Standard**

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- **Is the UPbed a good adjustable bed for seniors?**

While everyone's situation is different, the unique design of the UPbed Standard allows you to press one button to gently be raised to a nearly standing position. Imagine your bed doing most of the work for you, swinging out and up to help you stand and safely step from the bed independently. And the same easy process in reverse lowers you down to the position of your choice. If you can use a lift chair by yourself, then you likely can use an UPbed.

- **Can the UPbed Standard really help me sleep better?**

Yes! It starts with infinite adjustability of sleeping positions on a premium memory foam mattress with a breathable cover. Unlike other adjustable beds, UPbed Standard also gently raises you up to a near standing position and lowers you gently back down at the touch of a button. Protecting your safety and independence brings about a peace of mind and relaxed feeling to help you mentally rest along with the many physical benefits.

- **Will the UPbed Standard let me get in and out of bed without needing a helper?**

While everyone's situation is different, the UPbed Standard's unique design allows you to simply press one button and it gently raises you to a nearly standing position. Imagine your bed doing almost all the work of climbing out and standing up for you! The same process in reverse lets it lower you back down to the position of your choice. If you can use a lift chair by yourself, you likely can do the same with your UPbed Standard.

- **Is the UPbed the same as a home hospital bed?**

The UPbed Standard has the same functions as most hospital beds...and it does a whole lot more. The unique design focuses every bit as much on your sleep quality as it does on your safety. The premium, multi-layered memory foam mattress and breathable mattress cover give you even support regardless of what positions you choose. Separate motors for head and leg sections let you adjust it precisely to your liking. Better yet, it doesn't look like a hospital bed. The attractive design fits the decor of any home. Best of all, the UPbed Standard raises you up to nearly standing so you can maintain your freedom and independence to "get up and go" whenever you want.

- **Is the bed comfortable?**

The UPbed Standard comes with a multi-layer memory foam mattress to ensure a great night's sleep. It provides the right amount of support and molds to your body for smooth and even pressure distribution. With separate controls for adjusting head and leg positions, the optimal position for your needs is always as easy as simply pushing a button. You'll love how comfortable it is!

- **Can the UPbed Standard also be used as a recliner for reading or watching television?**

Absolutely! The UPbed Standard has been designed as a multi-purpose device. It's like four products in one!

1. It's an adjustable bed for a comfortable and relaxing night's sleep.

2. It's a "Sit-Up Bed" for reading, watching TV and resting.

3. It's a "Chair Bed" for eating, crafting, and visiting with friends and family.

4. It's a "Lift Bed" that raises and lowers you safely, much like a lift chair.

- **What type of mattress is needed for an adjustable bed?**

Your new UPbed Standard ships with an ultra-comfortable, multi-layer memory foam mattress that's designed to flex with the UPbed Standard frame, so you're always supported and comfy. No need for that old mattress with your new UPbed Standard.

- **What is the weight capacity?**

Top quality parts and engineering let the UPbed Standard handle a maximum user weight of 500 lbs.

- **What bed sizes are available?**

The UPbed Standard is available in Twin that's 38" wide x 75" long. We do not offer other sizes at this time.

- **What's included with the UPbed Standard?**

Your new UPbed Standard includes the "infinitely adjustable" bed frame, simple remote control, multi-layer memory foam mattress, 4-way stretch fabric mattress cover and adjustable, deluxe padded side armrests. Just add your pillows and sheets and you're ready for a new level of convenience, safety...and great sleep!

- **Will Medicare help pay for my UPbed Standard?**

No. We work directly with the consumers and cannot bill any insurance companies. Your insurance company may reimburse you

for a portion of the cost if they deem it medically necessary and your plan offers that type of coverage.

- **What are the delivery and installation options for my UPbed Standard?**

We have "White Glove Delivery" for just \$499, which includes delivery inside your home, unpacking and assembling your UPbed Standard in the location you have chosen, and ensuring that it is working properly. The delivery team will remove all packaging materials. Please note that insurance and sanitary concerns do not allow us to take away your old mattress/box spring and we cannot rearrange any furniture in your home (including making space for your new UPbed Standard).

- **Is it easy to operate?**

Definitely. The UPbed Standard has a simple remote control that is designed to be easy for seniors. There are six easy-to-push buttons. Each button only does one thing to keep it simple. The remote control is on a wire so there are no batteries and no way to lose it. It even has a convenient clip to hang it on the armrests so it's always at hand.

- **Can I make the bed adjustments move faster or slower?**

The UPbed Standard moves 'slow and steady' to keep you safe. The precision motors start and stop without the sudden, jerky feeling that comes with inferior adjustable beds.

- **Can I adjust the head area separately from my legs?**

Yes! There are separate buttons on the remote control for raising or lowering your head...and raising or lowering your legs (bends at the knee area) from a 'chair shape' to fully flat. This gives you virtually infinite choices of positions to maximize your comfort whether reading, watching TV or getting that perfect position for a great night's sleep.

- **Why doesn't the mattress fall out of the bed frame when it stands up?**

The engineers really worked overtime here to create an elegant solution. The UPbed Standard mattress cover does more than just protect the memory foam mattress...it actually zips onto the entire bed frame to hold it securely in place! The 4-way stretch fabric is both breathable for your comfort and designed to flex with the bed into whatever position suits you best.

- **Do normal sheets fit on the UPbed Standard?**

Yes. The UPbed Standard is sold as a Twin XL bed. Standard Twin XL bed sized linens will fit just right.

- **What do I do with a top sheet and blanket before raising the bed to avoid tripping on them when standing up and walking away from my UPbed Standard?**

Most UPbed Standard owners simply drape the top sheet and blanket over one of the armrests and tuck it in a bit so it stays in place as the bed raises you up. Your legs and feet are now uncovered, and you can walk away from your bed without worrying about tripping over them.

- **Will my existing headboard and framework?**

No. The UPbed Standard is built with an attractive frame. It replaces all of your existing bed, including the frame and any headboard and footboard. The UPbed Standard's attractive design looks like furniture rather than a hospital bed, so there's no need for "covering it up" with headboards and footboards. Also, these would get in the way of the UPbed Standard's unique ability to stand you up to get out of bed safely and easily.

- **How do the armrests work?**

Your safety is the top priority, and the unique armrests protect you in several ways. In their 'flat' position, they serve as bed rails to keep you from accidentally falling out of bed. When the UPbed stands you up, they're right there to hold as supports when standing in front of your bed. The padding is not bulky, and the fabric is textured to give you a better grip.

If you want to enter or leave the bed from the side, you or a helper can simply pull a knob to raise and lock them in their "upright" position. They'll be out of your way...yet close enough to grab with a hand if needed for stability. Some owners also prefer this position when exiting from the foot of their UPbed Standard. They're also each fully removable if you don't need one or both of them at any time.

- **Is there a battery backup in case of power outage?**

Included with the bed is a standard 9-volt battery that will allow you to put the bed in a lay flat position in the event of a power outage. This is for emergency, one-time use only and will not operate the bed repeatedly.

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## **Frequently Asked Questions - UPbed Independence**

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- **Is the UPbed Independence a good adjustable bed for seniors?**

While everyone's situation is different, the unique design of the UPbed Standard allows you to press one button to gently be raised to a nearly standing position. Imagine your bed doing most of the work for you, swinging out and up to help you stand and safely step from the bed independently. And the same easy process in reverse lowers you down to the position of your choice. If you can use a lift chair by yourself, then you likely can use an UPbed.

- **Can the UPbed Independence really help me sleep better?**

Yes! It starts with infinite adjustability of sleeping positions on a premium memory foam mattress with a breathable cover. Unlike other adjustable beds, the UPbed Independence also gently swivels either left or right and gently raises you up to near standing position and lowers you gently back down at a touch of a button. Protecting your safety and independence brings about a peace of mind and relaxed feeling to help you mentally rest along with the many physical benefits.

- **Will the UPbed Independence let me get in and out of bed without needing a helper?**

While everyone's situation is different, the UPbed Independence's unique design allows you to simply press one button and it gently raises you to a nearly standing position. Imagine your bed doing almost all the work of climbing out and standing up for you! The same process in reverse lets it lower you back down to the position of your choice. If you can use a lift chair by yourself, you likely can do the same with your UPbed Independence.

- **Is the UPbed Independence the same as a home hospital bed?**

The UPbed Independence has the same functions as most hospital beds...and it does a whole lot more. The unique design focuses every bit as much on your sleep quality as it does your safety. The premium, multi-layered memory foam mattress and breathable mattress cover give you even support regardless of what positions you chose. Separate motors for head and leg sections let you adjust the bed precisely to your liking. Better yet, it doesn't look like a hospital bed. The attractive design fits the décor of any home. Best of all, the UPbed Independence swivels either left or right and raises you up to nearly standing so you can maintain your freedom and independence to "get up and go" whenever you want.

- **Is the UPbed Independence comfortable?**

The UPbed Independence comes with a multi-layer memory foam mattress to ensure a great night's sleep. It provides the right amount of support and molds to your body for smooth and even pressure distribution. With separate controls for adjusting head and leg positions, the optimal position for your needs is always as easy as simply pushing a button. You'll love how comfortable it is!

- **Can the UPbed Independence also be used as a recliner for reading or watching television?**

Absolutely! The UPbed Independence has been designed as a multi-purpose device. It's like four products in one!

1. It's an adjustable bed for a comfortable and relaxing night's sleep.

2. It's a "Sit-Up Bed" for reading, watching TV and resting.

3. It's a "Chair Bed" for eating, crafting, and visiting with friends and family.

4. It's a "Lift Bed" that swivels left or right, and raises and lowers you safely, much like a lift chair.

- **What type of mattress is needed for an adjustable bed?**

Your new UPbed Independence ships with an ultra-comfortable, multi-layer memory foam mattress that's designed to flex with the UPbed Independence frame, so you're always supported and comfy. No need for that old mattress with your new UPbed Independence.

- **What is the weight capacity?**

Top quality parts and engineering let the UPbed Independence handle a maximum user weight of 500 lbs.

- **What bed sizes are available?**

The UPbed Independence is available in Twin XL that's 38" wide x 80" long. We do not offer other sizes at this time.

- **What's included with the UPbed Independence?**

Your new UPbed Independence includes the "infinitely adjustable" bedframe, simple remote control, multi-layer memory foam mattress, 4-way stretch fabric mattress cover and adjustable, deluxe padded side armrests. Just add your pillows and sheets (uses standard-size twin extra-long sheets and blankets) and you're ready for a new level of convenience, safety...and great sleep!

- **Will Medicare help pay for my UPbed Independence?**

No. We work directly with consumers and cannot bill any insurance company. Your insurance company may reimburse you for a portion of the cost if they deem it medically necessary and your plan offers that type of coverage.

- **Is there any way to rent an UPbed Independence?**

Unfortunately, we do not have a rental option.

- **What are the delivery and installation options for my UPbed Independence?**

We have "White Glove Delivery" for just \$499, which includes delivery inside your home, unpacking and assembling your UPbed Independence in the location you've chosen, and ensuring that it's working properly. The delivery team will remove all packaging materials. Please note that insurance and sanitary concerns do not allow them to take away your old mattress/box spring and they cannot rearrange any furniture in your home (including making space for your new UPbed Independence).

- **Is the UPbed Independence easy to operate?**

Definitely. The UPbed Independence has a simple remote control that is designed to be easy for seniors. There are eight easy-to-push buttons. Each button only does one thing to keep it simple. The remote control is on a wire so there's no batteries and no way to lose it. It even has a convenient clip to hang it on the armrests so it's always at hand.

- **Can I make the UPbed Independence adjustments move faster or slower?**

The UPbed Independence moves 'slow & steady' to keep you safe. The precision motors start and stop without the sudden, jerky feeling that comes with inferior adjustable beds.

- **Can I adjust the head area separately from my legs?**

Yes! There are separate buttons on the remote control for raising or lowering your head...and raising or lowering your legs (bends at the knee area) from a 'chair shape' to fully flat. This gives you virtually infinite choices of positions to maximize your comfort whether reading, watching TV or getting that perfect position for a great night's sleep.

- **Why doesn't the mattress fall out of the bed frame when the UPbed Independence stands up?**

The engineers really worked overtime here to create an elegant solution. The UPbed Independence mattress cover does more than just protect the memory foam mattress...it actually zips onto the entire bed frame to hold it securely in place! The 4-way stretch fabric is both breathable for your comfort and

designed to flex with the bed into whatever position suits you best.

- **Do normal sheets fit the UPbed Independence?**

Yes. The UPbed Independence is sold as a Twin XL bed. Standard Twin XL bed sized linens will fit just right.

- **What do I do with a top sheet and blanket before raising the bed to avoid tripping on them when standing and walking away from my UPbed Independence?**

Most UPbed Independence owners simply drape the top sheet and blanket over one of the armrests and tuck it in a bit so it stays in place as the bed raises you up. Your legs and feet are now uncovered, and you can walk away from your bed without worrying about tripping over them.

- **Will my existing headboard and frame work with the UPbed Independence?**

No. The UPbed Independence is built with an attractive frame. It replaces all of your existing bed, including the frame and any headboard and footboard. The UPbed Independence's attractive design looks like furniture rather than a hospital bed, so there's no need for "covering it up" with headboards and footboards. Also, these would get in the way of UPbed Independence's unique ability to swivel left or right and to stand you up to get out of bed safely and easily.

- **How do the UPbed Independence armrests work?**

Your safety is the top priority, and the unique armrests protect you in several ways. In their 'flat' position, they serve as bedrails to keep you from accidentally falling out of bed. When the UPbed Independence stands you up, they're right there to hold as supports when standing in front of your bed. The padding is not bulky, and the fabric is textured to give you a better grip.

If you want to enter or leave the bed from the side, you or a helper can simply pull a knob to raise and lock them in their "upright" position. They'll be out of your way...yet close enough to grab with a hand if needed for stability. Some owners also prefer this position when exiting from the foot of their UPbed Independence. They're also each fully removable if you don't need one or both of them at any time.

- **Is there a battery backup in case of a power outage?**

Included with the UPbed Independence are two standard 9-volt batteries that will allow you to put the bed in a lay flat position in the event of a power outage. This is for emergency, one-time use only and will not operate the bed repeatedly.