



Quick Fix Guide – Joerns UCXT Bed

Sherman Oaks Medical Supplies

☎ (818) 981-9906 | 🌐 www.shermanoaksmedical.com



Bed Not Responding?

- ✅ Plug bed directly into a wall outlet — avoid power strips.
 - 🔌 Confirm all cables (power + motor) are tightly connected.
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Hand Control Not Working?

- Make sure the remote is fully connected.
 - If unresponsive, most likely hand control needs to be replaced
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Buttons Not Working? Solid (Non Flashing) Orange Lock Lights?

- Go to the **footboard caregiver controls**.
 - Locate the **lock button on the far right side**.
 - **Hold it with one finger**, then press each button showing an orange lock light.
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All Orange Lights Flashing?

- This means a full lockout.
 - ✅ Press and hold **both Hi-Lo (bed height) UP & DOWN** buttons on the footboard controls **at the same time** for **10 seconds**.
- This resets the system and stops the flashing lights.

- If it is constantly happening, this indicates a faulty hand control that would need to be replaced.
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Bed Stuck in Raised or Tilted Position?

- Use the **Chair Reset**:
 - ✓ On the hand control, press and **hold the bottom right button** (chair icon with downward arrow).
 - Keep holding until the bed **fully stops moving** and returns to flat.
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Legs Won't Lower + Orange Light at Knee Button?

- This is a safety lock mode.
 - ✓ Press and **hold the bottom right Chair Reset button** on the hand control.
 - Continue holding until the bed **stops moving** — it will flatten and unlock.
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Need Help?

Support | 5 Days a Week 9AM-6PM

 Call: (818) 981-9906