

King Cloud II

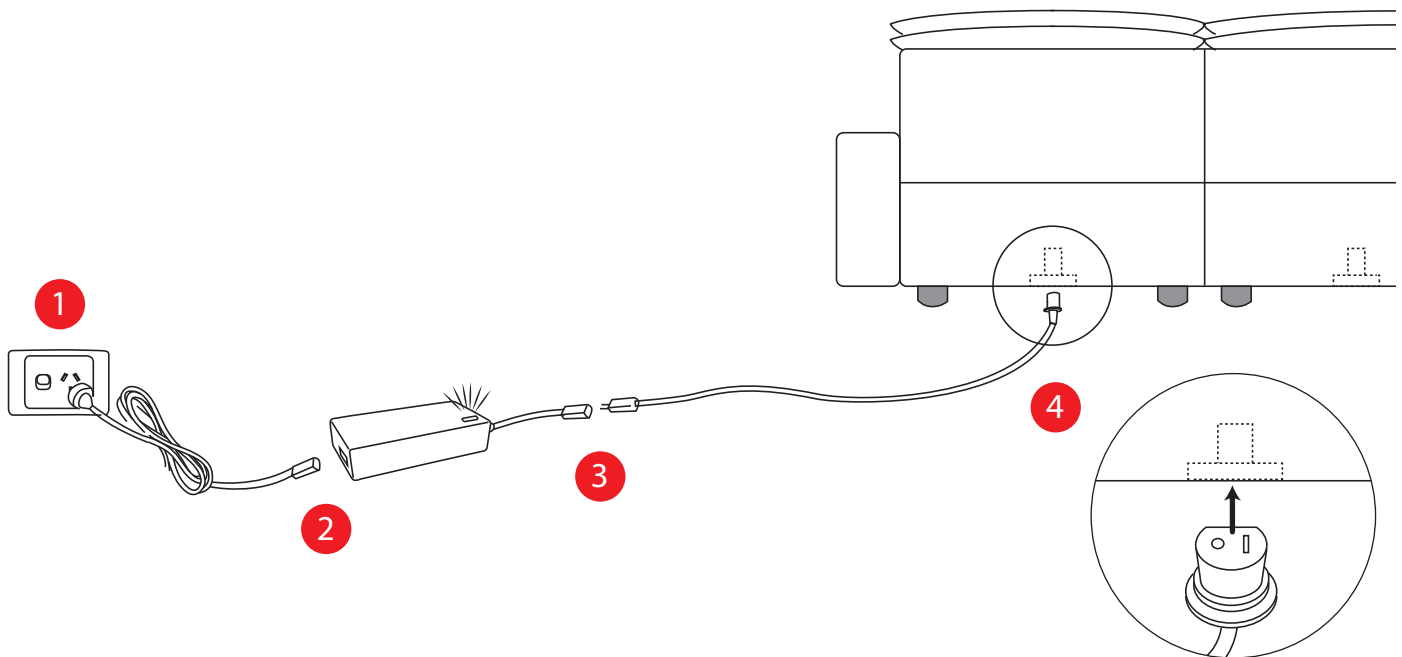
Customer FAQ's



1 Why doesn't my recliner module respond when a button is touched?

Your recliner module may not be connected to power. Follow these steps:

- 1) Ensure the power cable is plugged into the power socket and the power socket is switched on
- 2) Ensure the power cable is connected to the power supply and the LED on the power supply is illuminated green
- 3) Ensure the extension power cable is connected to the power supply
- 4) Ensure the extension power cable is correctly plugged into the rear of the recliner module
- 5) If the recliner module still doesn't respond when you touch a button, continue below



Your power supply may have overheated. Follow these steps:

- 1) Turn off the power at the power socket, unplug power cable and wait for 15 minutes
- 2) Re-connect power cable and turn power on at the power socket
- 3) Check that the light on the power supply is illuminated green
- 4) If the recliner module still doesn't respond when a button is touched, contact King Living Customer Support

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Customer FAQ's



2 Why aren't the seams on my recliner modules sitting straight?

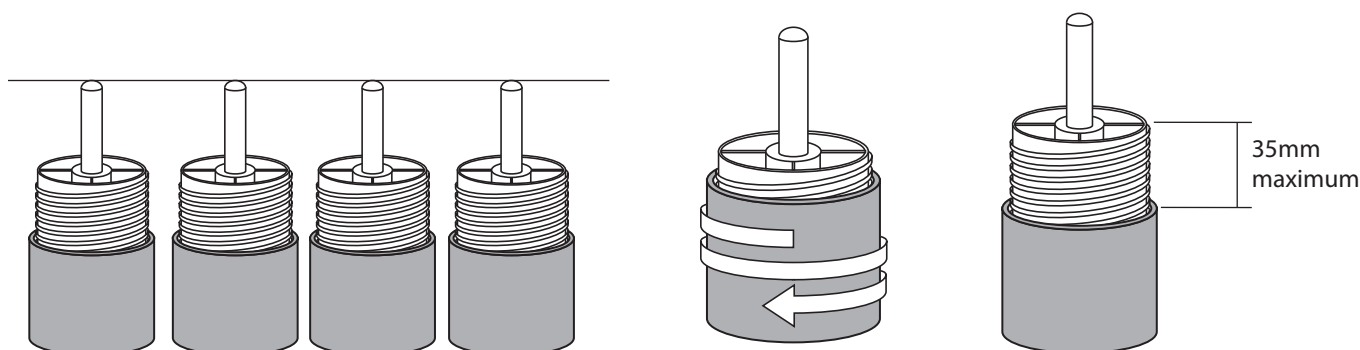
For enhanced comfort, the King Cloud II uses a soft, multi-layered cushioning system. The soft nature of these layers means that the seams on one recliner module may not perfectly align with the seams on another recliner module.

If there is a significant misalignment between recliner modules, they may be sitting at different heights. See FAQ 3 for more details.

3 Why does one recliner module sit higher or lower than another recliner module?

The adjustable feet on your recliner modules may be set to different heights. Follow these steps:

- 1) Turn off each recliner module at power socket
- 2) Tilt each recliner module until they are laying on their backs
- 3) Adjust leg heights by rotating in a clockwise or anti-clockwise direction. Ensure the legs on all recliner modules are adjusted to the same height
- 4) Lower each recliner module onto its legs
- 5) Turn on each recliner module at power socket and ensure that the recliner modules are still connected to power (see FAQ 1 for more details)
- 6) Check the Setup section of your Quick Start Guide for instructions on how to correctly re-install Magic Joiners



NOTE:

If your recliner module has not been fitted with adjustable legs, contact King Living Customer Support

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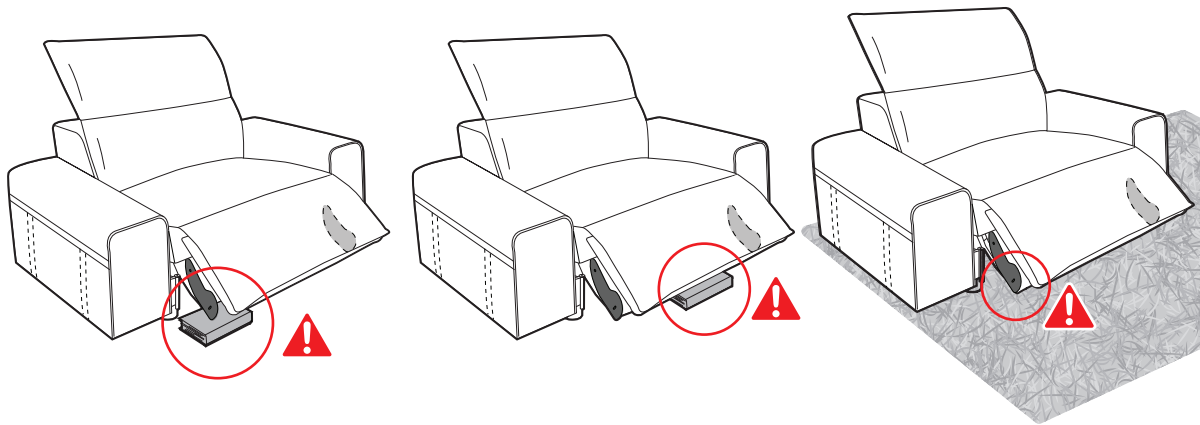
Customer FAQ's



4 Why won't the footrest of my recliner module close?

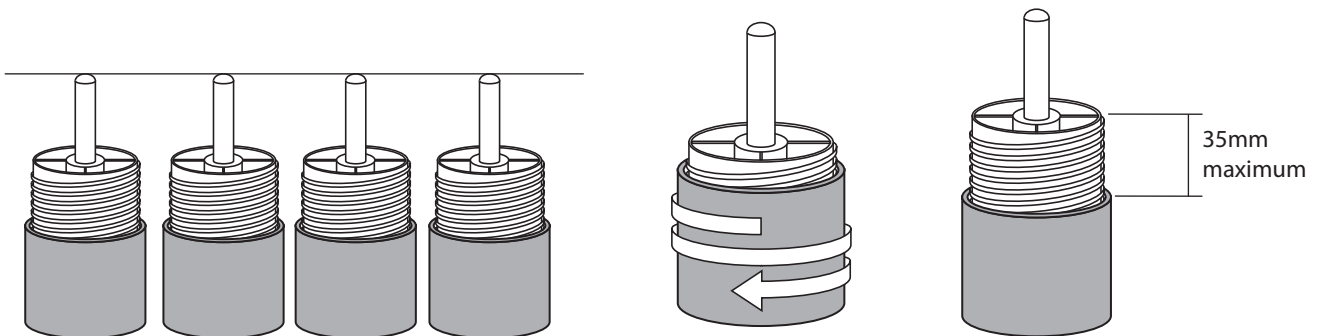
The footrest on your recliner module will not close if the safety system detects an object under the footrest. Follow these steps:

- 1) Remove any objects from underneath the footrest such as toys or books
- 2) If the footrest still doesn't close, continue below



Your recliner module may be sitting on a thick carpet or rug which is activating the safety system. Follow these steps to raise your recliner above the carpet or rug:

- 1) Turn off recliner module at power socket
- 2) Tilt recliner module until it is laying on its back
- 3) Increase leg heights by rotating each leg in an anti-clockwise direction. Ensure all legs are adjusted to the same height
- 4) Lower recliner module onto carpet/rug
- 5) Turn on recliner module at power socket and ensure that the recliner module is still connected to power (see FAQ 1 for more details)
- 6) If your recliner module's footrest still doesn't close, contact King Living Customer Support



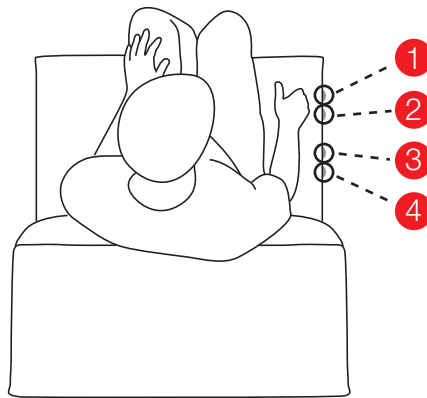
NOTE:

If your recliner module has not been fitted with adjustable legs, contact King Living Customer Support

5 Why can't my recliner modules memory positions be programmed or recalled?

The power to your recliner module may have been interrupted and therefore the home position needs to be reset. Follow these steps:

- 1) Touch and hold buttons 3 and 4 for 15 seconds. NOTE: It is important to touch the buttons for the full 15 seconds
- 2) Set and recall memory positions as per the operation section of the Quick Start Guide
- 3) If your memory positions still cannot be set or recalled, contact King Living Customer Support



6 Why do my recliner modules have gaps between them?

Your recliner module is brand new and needs to be used in order to wear in the soft cushioning. After several weeks of use any gaps between your recliner modules will reduce. If the gaps don't reduce over time, continue below.

Your recliner modules may not be correctly joined together with magic joiners. Follow these steps:

- 1) Turn off recliner module at power socket
- 2) Check the Setup section of your Quick Start Guide for instructions on how to correctly install magic joiners
- 3) Turn on recliner module at power socket
- 4) If your recliner modules still have gaps between modules, contact King Living Customer Support

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Customer FAQ's

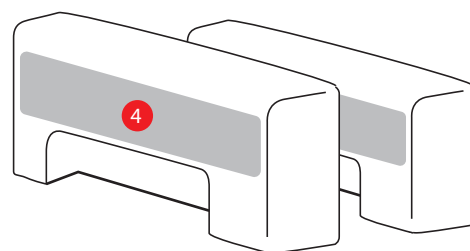
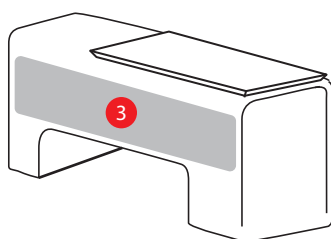
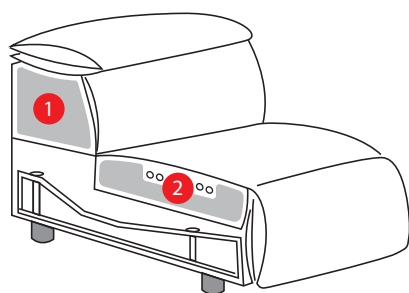


7 Why is my leather recliner module making a rubbing noise during operation?

During operation a rubbing noise may be present as the leather surfaces of your recliner modules slide past one another. Applying King Care leather conditioner will not only ensure the soft, luxurious feel of your leather is maintained, but will allow the surfaces to move freely over each other and reduce any rubbing noises.

Apply King Care leather conditioner to:

- 1) The sides of the lumbar
- 2) The sides of the seats
- 3) The sides of the media console
- 4) The insides of each arm



NOTE: If you do not have King Care leather conditioner, contact King Living Customer Support

8 Why does my leather recliner module have slight wrinkles?

The King Cloud II is a luxurious, soft cushioned design which has been engineered for comfort. Its multi-layered cushioning system combined with the natural stretch of high quality, soft European leathers will result in some slight wrinkling in your recliner module covers, which is perfectly normal.