

OWNER'S MANUAL

Installation & Operation

RELAXATION COLLECTION OF MATELAS DAUPHIN BY BANVILLE & CO
ADJUSTABLE COMFORT BED

Models

FJORA



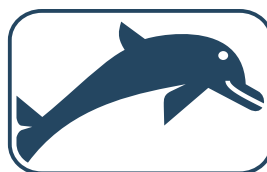
FJORA CONFORT



FJORA SIGNATURE



FJORA DUO



BY BANVILLE & CO

“Designed with honesty. Crafted with care. Created for you.”

Jonathan Banville, Co-President
Cinthia Turmel, Co-President

Serial Number: _____

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A MESSAGE FROM THE CO-PRESIDENTS

At **BANVILLE & CO**, we founded this company with a simple idea: to bring a human touch back to the adjustable bed experience.

We believe that a product designed with honesty, care, and respect can truly improve everyday life. This belief guides every decision we make and every product we create.

We want to sincerely thank you for your purchase. Each adjustable base we design is the result of rigorous work, meticulous attention to detail, and a deep commitment to your comfort and satisfaction. Your trust means a great deal to us, and it inspires us to keep raising our standards.

Our mission is clear: to offer high-quality products and exceptional aftersales service. For us, supporting our customers doesn't end at the moment of purchase, it's a relationship that continues over time, built on listening, respect, and genuine availability.

If you have any questions or need assistance, our after-sales service team is here to help you quickly and attentively. You can reach us at:
service@banvilleco.com

Thank you for being part of the **BANVILLE & CO** family.

Jonathan Banville, Co-President
Cinthia Turmel, Co-President



COLLECTION RELAXATION DE MATELAS DAUPHIN PAR BANVILLE & CO



YOUR ADJUSTABLE BED FROM THE MATELAS DAUPHIN

YOUR ADJUSTABLE BED FROM THE MATELAS DAUPHIN RELAXATION COLLECTION BY BANVILLE & CO

You have just purchased a **BANVILLE & CO** adjustable bed, carefully designed to enhance your everyday comfort. Each model offers features tailored to your needs, and this page will help you quickly identify what your base can do.

If you purchased the **FJORA** model



You enjoy essential comfort features, designed to enhance your daily well-being with simplicity and efficiency:

Adjustable head and foot

- Wireless backlit remote control
- USB Ports (Type-A and Type-C)
- Foldable bed
- Bluetooth receiver
- Height-adjustable legs
- Zero clearance

If you purchased the **FJORA CONFORT** model



You access a higher level of comfort, with advanced features that elevate your experience:

Adjustable at the neck (Head Tilt), head, and foot

- Wireless backlit remote control
- 2 zones massage
- USB Ports (Type-A and Type-C)
- Under-bed light
- Foldable bed
- Bluetooth receiver
- Height-adjustable legs
- Zero clearance

If you purchased the **FJORA SIGNATURE** model



You benefit from the full BANVILLE & CO experience. A complete set of high-end features designed for optimal comfort:

Adjustable at the neck (Head Tilt), head, and foot Lumbar support adjustment

- Wall hugger
- Wireless backlit remote control
- 2 zones massage
- USB Ports (Type-A and Type-C)
- Under-bed light
- Bluetooth receiver
- Height-adjustable legs
- Not foldable
- Not zero clearance

If you purchased the **FJORA DUO** model



you enjoy an optimal couple-comfort experience:

Adjustable at the independent heads and foot Adjustable at the neck (Head Tilt)

- 2 wireless backlit remote control
- USB Ports (Type-A and Type-C)
- Foldable bed
- Bluetooth receiver
- Height-adjustable legs
- Zero clearance

WE ARE HERE FOR YOU

If you have any questions about your model or how to use it, our after-sales service team is available to assist you with care and efficiency.

service@banvilleco.com

COLLECTION RELAXATION DE MATELAS DAUPHIN PAR BANVILLE & CO



Safety Warnings

READ THE FOLLOWING INFORMATION CAREFULLY BEFORE USING THIS PRODUCT

If you do not understand any of the warnings, cautions, or instructions, please contact BANVILLE & CO before using the equipment. Improper use may result in injury or property damage.

SAFETY WARNINGS

- Do not use the bed outdoors.
- Do not use the bed near explosives.
- Using the bed with oxygen administering equipment other than the nasal or masked type may create a fire hazard.
- When using nasal or masked oxygen-administering equipment, route and secure the oxygen or air tubing properly to prevent it from becoming entangled or damaged during normal bed operation.
- Use caution when liquids are on or around the bed to prevent spills. In case of spillage, stand in a clean, dry area of the floor and unplug the bed immediately. Clean up the spill and allow the area around the bed to dry completely before using the electric controls again. Do not eat or drink hot liquids while operating the bed.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or by individuals lacking experience and knowledge, unless they are supervised or instructed in the safe use of the appliance by a person responsible for their safety.
- Do not allow children or individuals with disabilities to operate the bed without adult supervision.
- Never allow any person or pet under the bed at any time.
- During bed operation, ensure that the body remains within the confines of the bed. Do not place body parts over the sides of the bed while operating any functions.

PRODUCT LIMITATIONS

The motors are not designed to operate continuously for more than [2] minutes within an [18]-minute period (approximately a 10% duty cycle).

Exceeding this rating may shorten the life expectancy of the foundation and may void the warranty.

OPERATING INFORMATION

- Once the adjustable base assembly is completed, use the remote control to ensure that all functions operate correctly.
- Ensure that all moving parts remain free of obstruction during bed operation (including sheets, clothing, tubing, wiring, and any device with a power cord).
- Distribute body weight evenly across the bed surface. Never place your full weight on the head or foot sections during adjustments, or when entering or exiting the bed.

DISCLAIMER – HOSPITAL USE

This adjustable base is designed exclusively for residential use. It is not approved for hospital use and does not meet the standards, requirements, or certifications applicable to medical environments.

WEIGHT LIMITS

This product is not designed to support weights exceeding 750 pounds, including the mattress and bedding. The bed will structurally support this weight provided it is evenly distributed across the foundation. The adjustable base is not designed to support or lift this amount solely on the head or foot sections. Exceeding this weight limit may damage the bed and/or cause injury, and will void the warranty.

WARRANTY WARNINGS

Do not open or modify the control box, motors, or remote control (except for the battery compartment).

Any modification or alteration of internal components will void the warranty.

Visit banvilleco.com for detailed information about the product warranty



⚠ WARNING

DO NOT USE THIS BED IF THE WEIGHT LIMIT IS EXCEEDED

RADIO FREQUENCY: 2.4 GHz

FCC COMPLIANCE

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

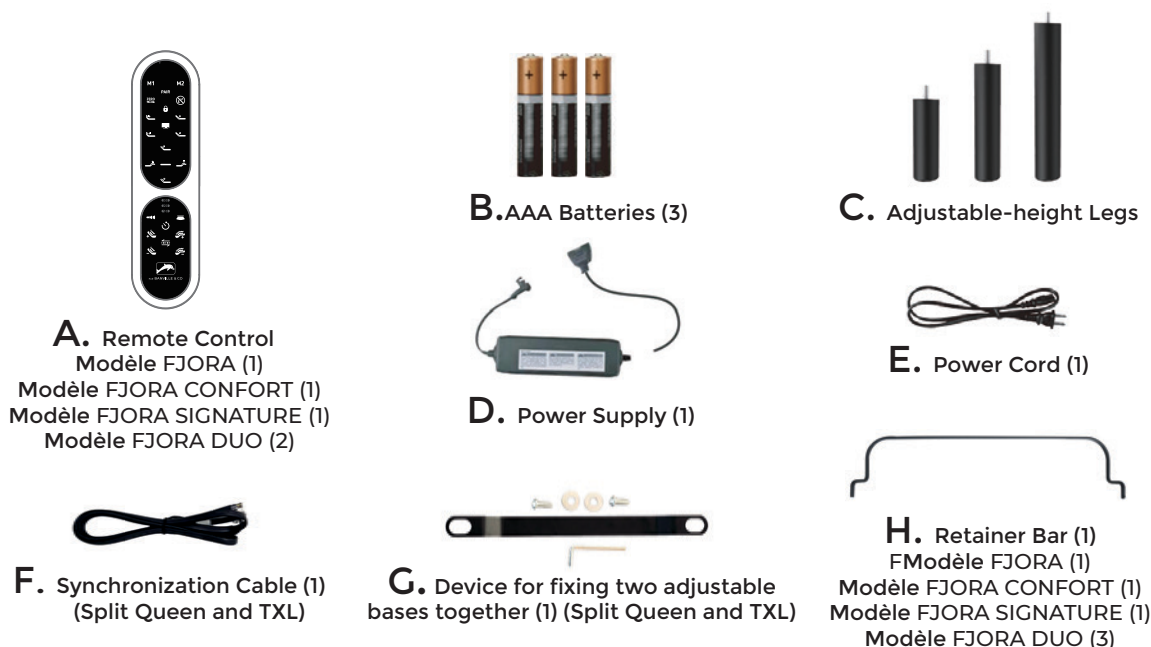
To comply with FCC RF exposure requirements, no modifications to the antenna or the device are permitted.

Any changes to the antenna or device could cause the device to exceed RF exposure limits and void the user's authority to operate the equipment.

Parts List

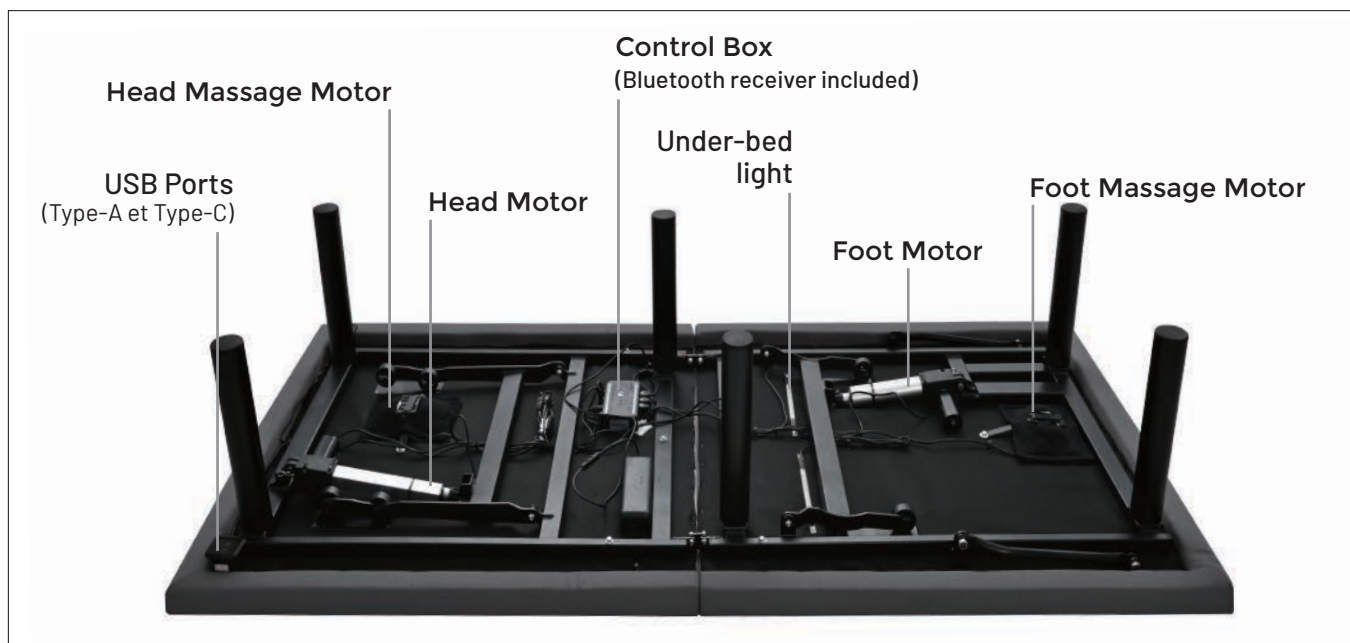
All electronic components and installation parts are located in the boxes under the base or are already attached to the frame.

Verify that all parts are present before discarding any packaging materials.



BANVILLE & CO Adjustable Base Reference Guide

OVERVIEW



Depending on the model you have purchased, your adjustable base may be equipped with a Head Tilt adjustment motor, a lumbar support adjustment motor, and a wall-hugger slide mechanism.

COLLECTION RELAXATION DE MATELAS DAUPHIN PAR BANVILLE & CO



Installation Guide

UNPACKING

For safety reasons, the box must be lifted by two (2) people, and it must always be placed flat before being opened.



Gently lift the folded bed base out of the shipping box, then place it flat on the floor.



Unfold the base, then place it flat on the floor with the underside facing upward.

Using a pair of scissors (not provided), cut the ties to remove all accessory boxes as well as the retainer bar located inside the base frame.

INSTALLATION OF ADJUSTABLE-HEIGHT LEGS

Remove the six (6) bed legs from the accessory box. Then hand-tighten each leg clockwise into the pre-threaded holes on the base frame.



Caution: Install the legs only when the base frame is resting completely flat on the floor.

RETAINER BAR INSTALLATION



STEP 1

Carefully turn the adjustable base over, with the top side facing upward.

STEP 2

Insert the ends of the retainer bar into the quick-connect holes located at the foot of the base.

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Installation Guide

INSTALLATION OF ELECTRONIC COMPONENTS AND STARTUP



STEP 1

Remove the power supply and the power cable from the accessory box.

STEP 2

Connect the power cable coming from the control box to the power supply.



STEP 3

Plug the power cable supplied with the power supply into the unit.



STEP 4

Plug the power cable into a functional electrical outlet. The LED lights located under the base will blink for 10 seconds.



STEP 5

Install the three (3) AAA batteries in the remote control.

STEP 6

Check the operation of the remote control by pressing the head and foot adjustment buttons on the base. The installation for simple or independent use of the base is now complete.

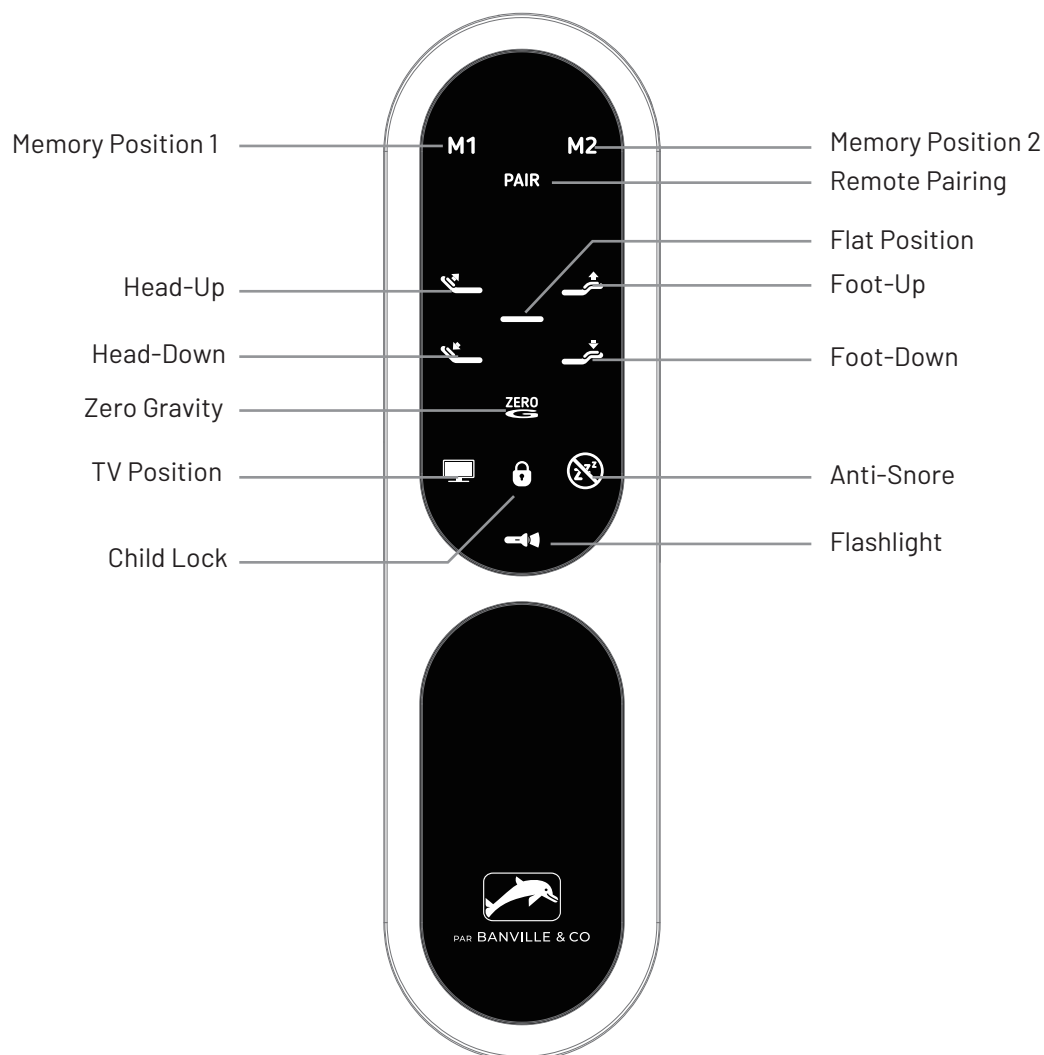
Recommendation: To protect your adjustable base from electrical power surges, we recommend plugging the power cord into a power strip equipped with surge protection.

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Wireless Backlit Remote Instructions

BACKLIT WIRELESS REMOTE – FJORA MODEL



ADJUSTMENTS



Head Adjustment (up / down)



Foot Adjustment (up / down)

ONE-TOUCH POSITIONS



TV Position – preset one-touch position



ZG (Zero Gravity) Position – preset one-touch position



Memory Positions 1 and 2 – programmable



Anti-Snore Position – preset one-touch position



Lock Function: short press to lock / press and hold 5 seconds to unlock



Flat Position – one-touch



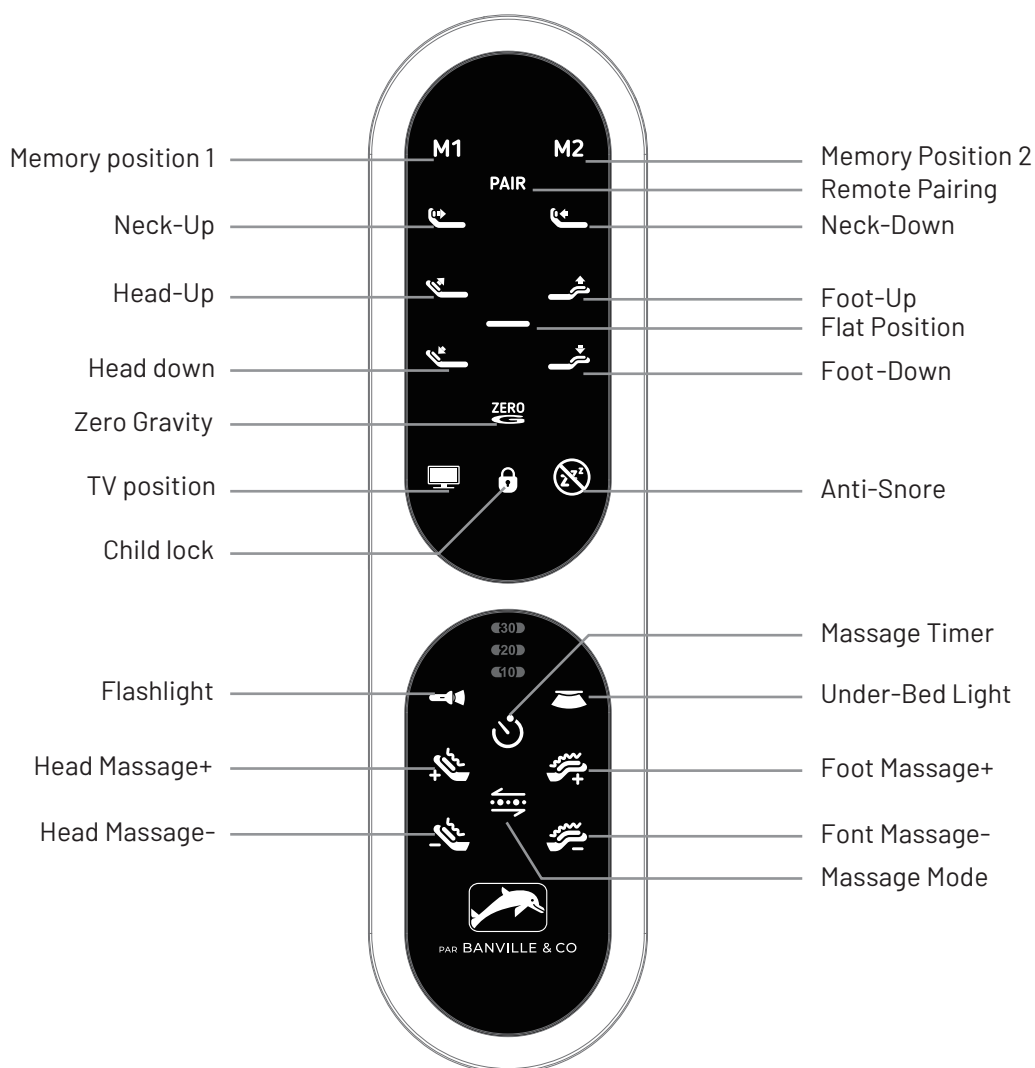
Flashlight: press and hold the button to activate the function

COLLECTION RELAXATION DE MATELAS DAUPHIN PAR BANVILLE & CO



Wireless Backlit Remote Instructions

BACKLIT WIRELESS REMOTE – FJORA CONFORT MODEL



ADJUSTMENTS

-  Head Adjustment (up / down)
-  Foot Adjustment (up / down)
-  Neck Adjustment (up / down)

ONE-TOUCH POSITIONS

-  TV Position – preset one-touch position
-  ZG (Zero Gravity) Position – preset one-touch position
-  Memory Positions 1 and 2 – programmable
-  Anti-Snore Position – preset one-touch position
-  Lock Function: short press to lock / press and hold 5 seconds to unlock
-  Flat Position – one-touch
-  Flashlight: press and hold the button to activate the function
-  Under-Bed Light Activation

MASSAGE FUNCTION

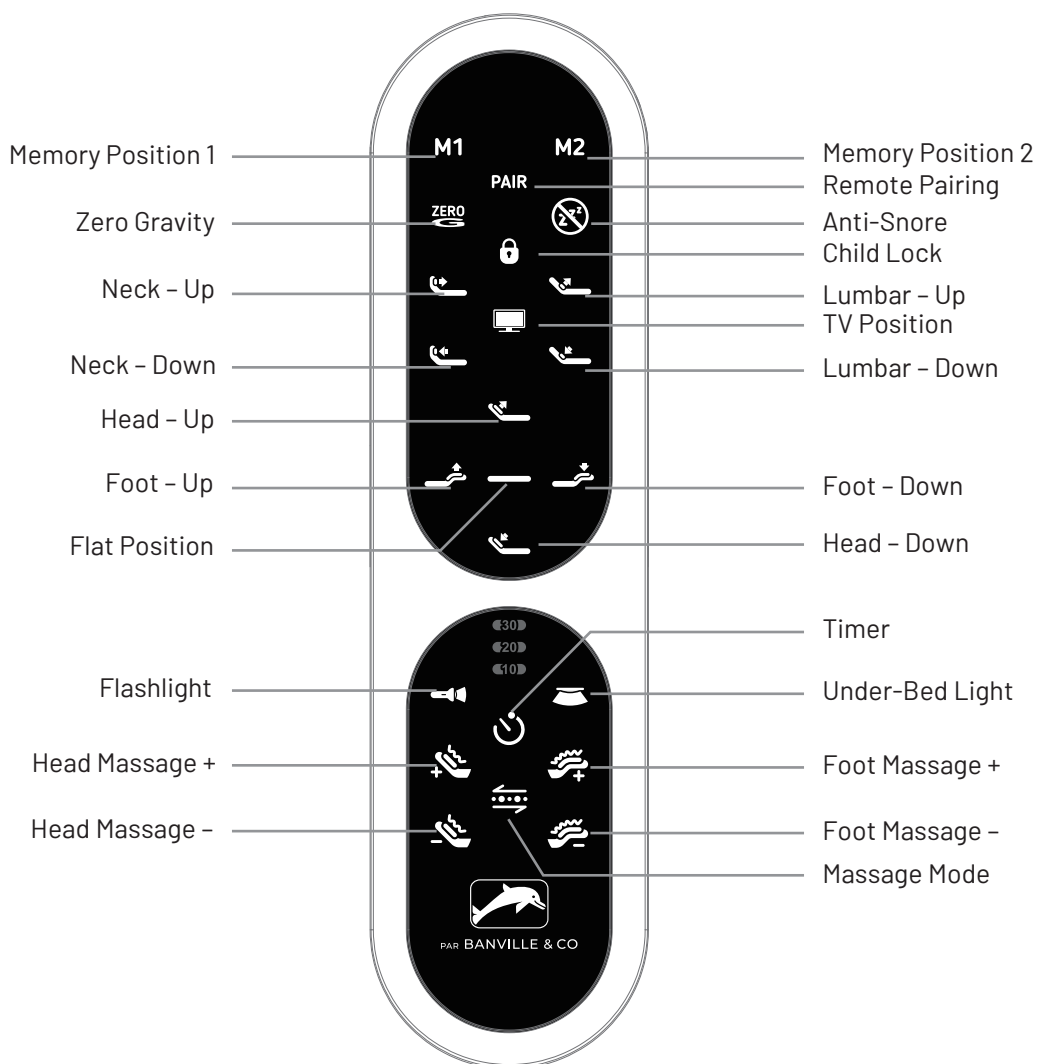
-  Mode Selection: allows you to choose between 3 massage modes
-  Timer: allows you to select a duration of 10, 20, or 30 minutes

COLLECTION RELAXATION DE MATELAS DAUPHIN PAR BANVILLE & CO



Wireless Backlit Remote Instructions

BACKLIT WIRELESS REMOTE – FJORA SIGNATURE MODEL



ADJUSTMENTS

- Head Adjustment (up / down)
- Foot Adjustment (up / down)
- Neck Adjustment (up / down)
- Lumbar Adjustment (up / down)

ONE-TOUCH POSITIONS

- TV Position – preset one-touch position
- ZG (Zero Gravity) Position – preset one-touch position
- M1 M2 Memory Positions 1 and 2 – programmable
- Anti-Snore Position – preset one-touch position
- Lock Function: short press to lock / press and hold 5 seconds to unlock
- Flat Position – one-touch
- Flashlight: press and hold the button to activate the function
- Under-Bed Light Activation

MESSAGE FUNCTION

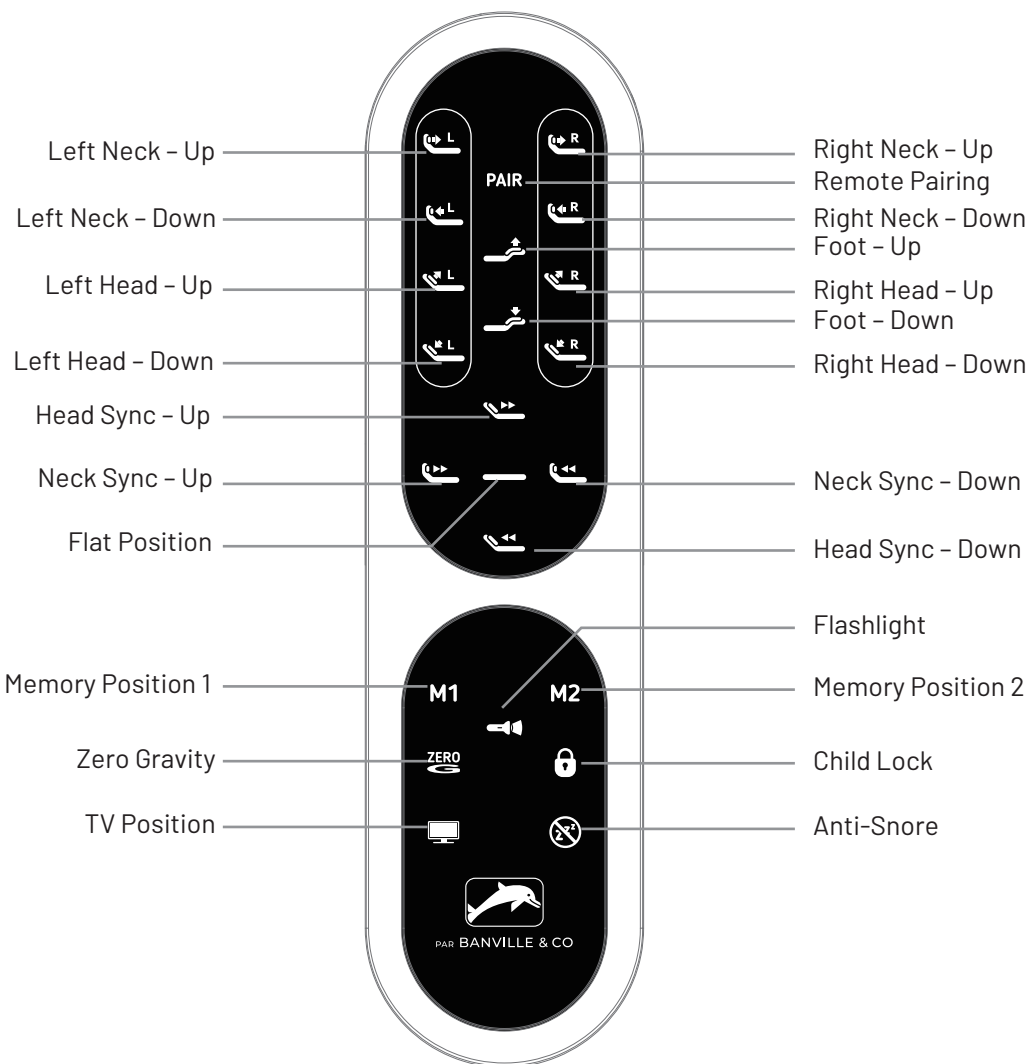
- Mode Selection: allows you to choose between 3 message modes
- Timer: allows you to select a duration of 10, 20, or 30 minutes

COLLECTION RELAXATION DE MATELAS DAUPHIN PAR BANVILLE & CO

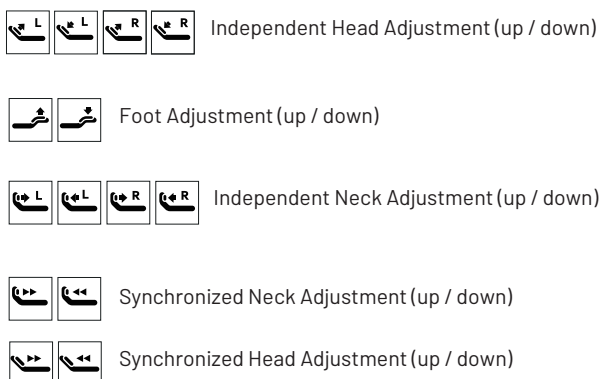


Wireless Backlit Remote Instructions

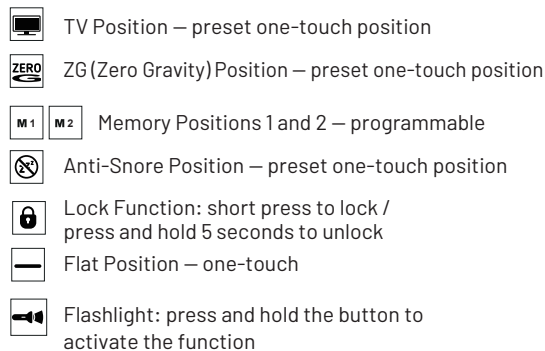
BACKLIT WIRELESS REMOTE – FJORA DUO MODEL



ADJUSTMENTS



ONE-TOUCH POSITIONS



COLLECTION RELAXATION DE MATELAS DAUPHIN PAR BANVILLE & CO



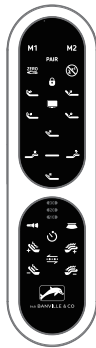
Programming Memory Positions 1 and 2 and Remote Pairing

PROGRAMMING CUSTOM MEMORY POSITIONS 1 AND 2

The adjustable base and wireless remote control allow you to store two custom memory positions. Please read the instructions below carefully before programming your custom positions.

STEP 1

Adjust the adjustable base to the desired position.



STEP 2

Press and hold the memory button [M1] or [M2] for 5 seconds, until the button indicators begin to flash. The position is then saved.



Note: Memory positions can be modified at any time by repeating the same steps.

REMOTE PAIRING

The remote control included in the box is already paired with the base. No further action is required.

If the remote control is not paired, follow the steps below:

Press the "PAIR" button located on the side of the control box twice (the indicators on the control box will turn blue), then press and hold the "PAIR" button on the remote for 5 seconds, until the button indicators begin to flash.

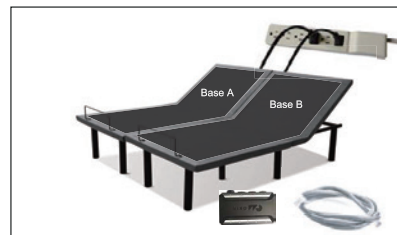
Synchronization of two Adjustable Bases to Form Single Bed

Procedure for synchronizing two adjustable bases to create a single bed controlled by one remote.

Two **Split Queen** bases form a **Queen** bed. Two **Twin XL** bases form a **King** bed.

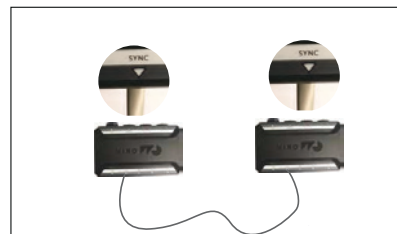
STEP 1

Plug bases A and B into a power outlet.



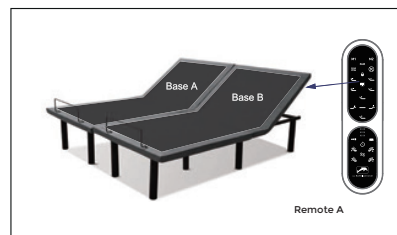
STEP 2

Connect the synchronization cable to the control boxes of both bases



STEP 3

Bases A and B can now be operated simultaneously using a single remote (A)



Note: If you no longer wish to use the synchronization function, simply unplug the synchronization cable from the control box

Important: The synchronization cable is included only with Split Queen and Twin XL bases.

Dauphin Smart Control Mobile App

Dauphin Smart Control

Your adjustable base can be controlled from a mobile device (phone or tablet) using the Dauphin Smart Control app. To download the app, scan the QR code or visit the Apple App Store (iOS) or the Google Play Store (Android).

Mobile App Download

Dauphin Smart Control



COLLECTION RELAXATION DE MATELAS DAUPHIN PAR BANVILLE & CO



Emergency Lowering System in the Event of a Power Outage

If a power outage occurs while the head and/or foot section of your adjustable base is raised, the Power Supply Block includes an emergency lowering system powered by two new 9V batteries. This system allows you to return the base to the flat position even without electricity.

Procedure During a Power Outage

STEP 1

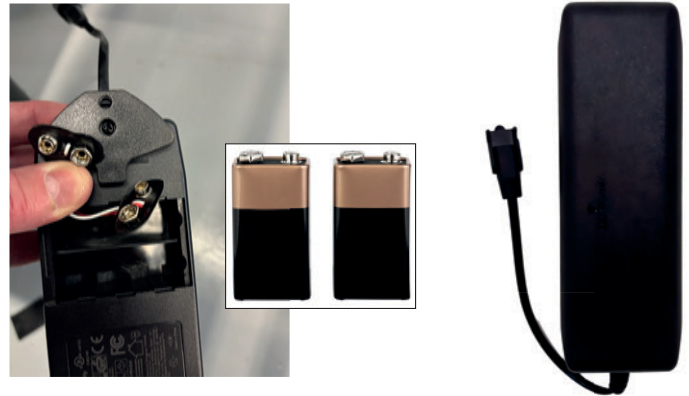
Install two (2) new 9V batteries in the compartment located under the Power Supply Block.

STEP 2

Press the "Flat" (Flat Position) button on the remote control to lower the base.

STEP 3

Always keep two (2) new 9V batteries on hand for future use of the emergency system.



Note: 9V batteries (not included) are single-use and allow only one emergency lowering in the event of a power outage.

Device for fixing two adjustable bases together

If you purchased two adjustable bases in Split Queen or TXL formats, each base includes a connector bracket that allows you to secure both bases together.

This bracket is used in the following configurations:

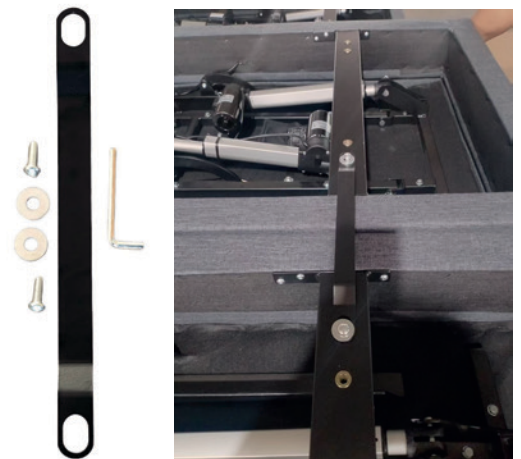
- Split Queen: two independent bases + two mattresses
- Split King: two independent bases + two mattresses
- Queen: two synchronized Split-Queen bases + one Queen mattress
- King: two synchronized TXL bases + one King mattress

Each adjustable base comes with one connector bracket.

To install, simply screw the brackets into the designated locations on the metal frame under each base:

- one bracket at the head
- one bracket at the foot

This ensures optimal stability and prevents the bases from shifting.



Troubleshooting

Troubleshooting - BANVILLE & CO Adjustable Base Most / Common Issues and Solutions

1. The base does not respond

- Make sure the base is properly plugged in.
- Test the wall outlet with another device.
- Confirm the power cord is firmly connected to the control box.
- Unplug the base for 30 seconds to reset the system.

2. The remote control is not working

- Replace the batteries.
- Check that the remote is properly paired with the base.
- Ensure the control box is receiving power.

3. Head or foot motor does not move

- Remove any object under the base.
- Make sure the base is not overloaded.
- Unplug the base for 30 seconds to reset the motors.

4. Message function not working (if applicable)

- Activate the message function on the remote.
- Remove any object under the base.
- Reset the base by unplugging it.

5. The base stops during movement

- The motors have activated thermal protection after continuous use (repeated up/down cycles).
- Allow 20–30 minutes for the motors to cool down.
- Ensure nothing is blocking the movement and the base is not overloaded.

6. USB ports or Bluetooth not working (if applicable)

- Check that the base is powered.
- Try another USB cable.
- For Bluetooth: move your phone closer and repeat the pairing process.
- Reset the base (unplug for 30 seconds).

Need help?

If the issue persists after these steps, our team is here to assist you: **service@banvilleco.com**

BANVILLE & CO warranty

We sincerely thank you for your purchase. Every adjustable base we create is the result of rigorous craftsmanship, meticulous attention to detail, and a deep commitment to your comfort and satisfaction. Your trust means a great deal to us, and it inspires us to continually raise our standards.

Our mission is clear: to offer high-quality products and exceptional after-sales service. For us, supporting our customers does not end at the moment of purchase, it is an ongoing relationship built on listening, respect, and genuine availability.

To benefit from the warranty, please keep your proof of purchase (invoice).

When contacting customer service, please have the serial number located under the base on hand.

During installation, we invite you to write this serial number on the cover page of your user manual so you can easily find it when needed.

Full One (1)-Year Warranty

Your **BANVILLE & CO** adjustable base is warranted against defects in materials and workmanship for a period of one year from the date of purchase by the original owner.

During this period, **BANVILLE & CO** will repair or replace, at no cost, any part deemed defective. This warranty also covers authorized labor and transportation required for the repair or replacement.

Two (2)-Year Warranty – Remote Control and Electronic Components

Electronic components, including the remote control, are covered by a full two-year warranty on parts, labor, and authorized transportation from the date of purchase.

Five (5)-Year Warranty – Electric Motors and Massage Motors

The electric motors and massage motors are covered by a full five-year warranty, including parts, labor, and authorized transportation from the date of purchase.

Twenty-Five (25)-Year Warranty – Frame

The steel frame of your adjustable base is warranted against manufacturing defects for a period of twenty-five years from the date of purchase.

Additional Conditions

BANVILLE & CO reserves the right to replace any component with materials of equal or superior quality during repairs.

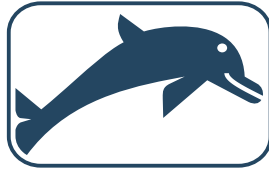
Parts replaced under warranty do not extend the duration of the original warranty.

This warranty does not cover damage caused by misuse, negligence, or unauthorized modification of the product.

BANVILLE & CO cannot be held responsible for any other warranty offered by a third party.

This warranty applies only to the original purchaser and is not transferable.

For any service request or additional information, please
contact our customer service department:
service@banvilleco.com



BY BANVILLE & CO

THANK YOU FOR YOUR PURCHASE AND FOR YOUR TRUST IN BANVILLE & CO

If you experience any difficulties during the assembly
of your adjustable base, please contact our customer
service department at the following
address: **service@banvilleco.com**



BANVILLE & CO
ADJUSTABLE COMFORT BEDS