

# WELCOME

to your Sleep Number® Bed

sleep  number.

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▶ **Sleep Number® RV Edition Beds** ◀  
assembly instructions inside



## Welcome and Congratulations,

Congratulations on your purchase of the SLEEP NUMBER® bed! You're about to join more than 6 million people who've traded their innerspring mattresses for the most innovative sleep surface ever. The technology behind the *Sleep Number* bed is one that recognizes the unique sleeping needs of every individual, which vary according to comfort preference, body type, height, weight, sleeping position, and other health and lifestyle factors. By creating a fully personalized sleep surface, your new *Sleep Number* bed offers you customized comfort that can significantly improve your sleep quality.

You'll enjoy years of the latest generation of sleep comfort and technology in your *Sleep Number* bed. Our commitment to constant innovation, value and customer satisfaction has repeatedly earned us the *Consumers Digest* Best Buy award. *Sleep Number* bed owners like you made us the No. 1 bedding retailer for nine years running, as ranked by *Furniture/Today*.

We invite you to tell your friends and neighbors about this revolutionary product that can help them attain the most comfortable sleep possible. When your referral results in a purchase, you'll earn valuable rewards\* that will make it easier for you to add another *Sleep Number* bed to your home and ensure improved sleep for your children or your guests.

We thank you for your purchase and wish you years of personal comfort and restful sleep.

*William R. McLaughlin*

William R. McLaughlin  
President & CEO  
My Sleep Number® is 55



\* See Owners' COMFORT CLUB® Rewards Section for details.



# WHAT'S inside

Setting up your new SLEEP NUMBER® bed only takes about an hour, but you'll enjoy the benefits of better sleep for years to come. You won't need any tools and, although it's nice to have a helper, you can do it by yourself. First, you'll need to remove your old bed. Next, we'll guide you step-by-step through, positioning the mattress and attaching the Firmness Control™ System. Then, you'll learn how to find your SLEEP NUMBER® setting. And, finally, the best part—you can luxuriate in the personalized comfort of your *Sleep Number* bed.

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This specialty designed RV mattress meets Federal fire safety specifications for automobiles (Federal Motor Vehicle Safety Standard 302).

**Important Note Before Traveling:**

If you plan to travel with your SLEEP NUMBER® mattress into mountainous regions, either (1) temporarily disconnect the mattress from the pump hose to allow air to escape or (2) deflate the mattress chamber to a Sleep Number of 20. Rapid changes in altitude will affect the air pressure inside the mattress. The chamber may be damaged if the pressure becomes too great.

*You can set the memory to "20" for easy change to the Sleep Number when traveling to mountainous regions.*

# MATTRESS

## assembly

If you are missing any items listed on the following page, please e-mail Customer Service at [customerservice@selectcomfort.com](mailto:customerservice@selectcomfort.com) or call the number on the back cover.

### TROUBLESHOOTING

For answers to some common questions regarding your mattress, see the Frequently Asked Questions at the end of this manual.

*" This is the first time in three years that I slept through the entire night without getting up two or three times. I'm thrilled and amazed! Unbelievable! I wish we had purchased your sleeping system years ago."*

- Keith F., Jackson, MI

### BEFORE YOU BEGIN

- ▶ **Carefully check the contents of your mattress boxes**
- ▶ **IMPORTANT NOTE Prepare your foam pad(s)**

Carefully open the foam comfort pad and set aside.  
At least 20 minutes of expansion time is needed.

- ▶ **Orientation**

These instructions refer to "left" and "right" as if you are standing at the head of the bed looking toward the foot of the bed.

- ▶ **Preparing RV Sleeping Platform**

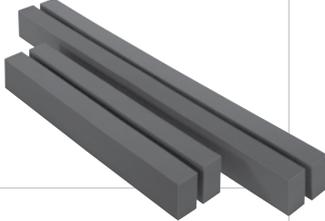
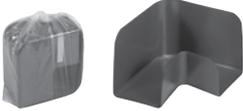
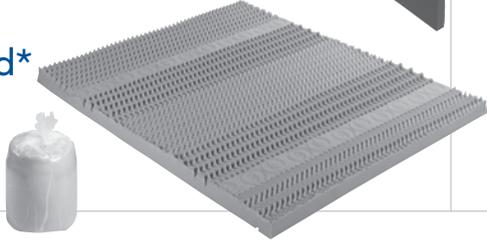
Assembly of this mattress on your platform requires the use of a small saw and an electric drill. Be sure you have these tools before you begin. The Firmness Control™ System should be installed under the platform. Using a saw, cut the hole approximately 1" high and 3" wide near the head of the platform to allow the air hoses, remotes and the power cord to pass through the platform.



sleep  number.

# CONTENTS

Carefully check the contents of your mattress boxes and compare with the list below. Each component is clearly labeled with the part name and part number.

		QUANTITY		
		Twin	Queen	King
<p><b>Mattress Cover</b></p> <p>Color and pattern will vary by model</p> <p>Shown as packaged</p> 	1	1	1	
<p><b>Foam Border Walls</b></p> <p>Two long and two short</p> <p>Note: Foam border walls for radius corner beds will have some curved edges</p> 	4	4	4	
<p><b>Corner Lock™ System</b></p> <p>Shown as packaged</p> 	4	4 <small>*Not included with radius corner beds</small>	4 <small>*Not included with radius corner beds</small>	
<p><b>Air Chambers</b></p> 	1	2 <small>*May be in one package</small>	2 <small>*May be in one package</small>	
<p><b>Firmness Control™ System with Remotes</b></p> <p>Remotes will vary</p> 	1	1	1	
<p><b>Center Foam Wall</b></p> <p>Dual Chamber models only</p> 	0	1	1	
<p><b>Foam Comfort Pad*</b></p> <p>Color and pattern may vary</p> <p>Shown as packaged</p> 	1	1	1	
		<small>*not included in Sleep Number® RV edition Deluxe</small>		

# MATTRESS

assembly

REMEMBER: Open the foam comfort pad(s) before you begin and let expand for 20 minutes.

## UNZIP MATTRESS COVER

Set cover aside.



*Make sure the holes in the bottom of the cover are at the head of the bed.*

## 2 PLACE CORNER LOCKS\*

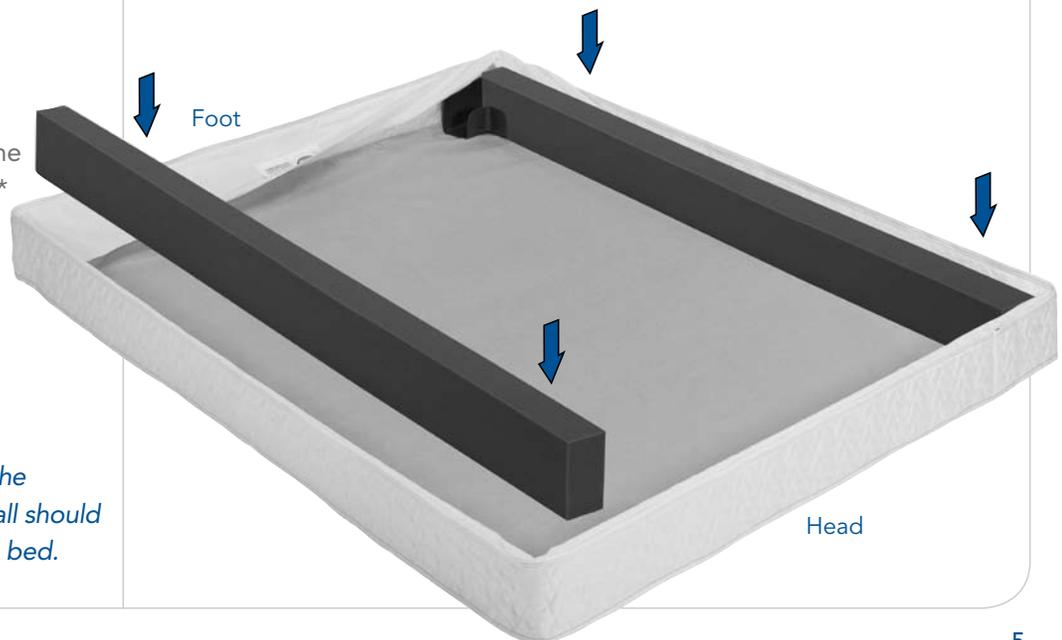
Place one in each corner.

*Corner locks must go under the border wrap.*



## 3 INSTALL FOAM BORDER WALLS

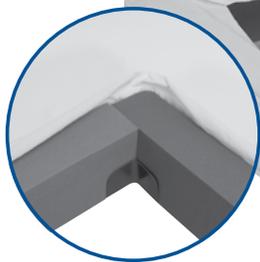
Place long border walls along sides, extending the entire length of the bed.\*



# MATTRESS assembly

## 4 INSTALL FOAM BORDER WALLS

Place short border walls at the head and foot, between the side walls.\*



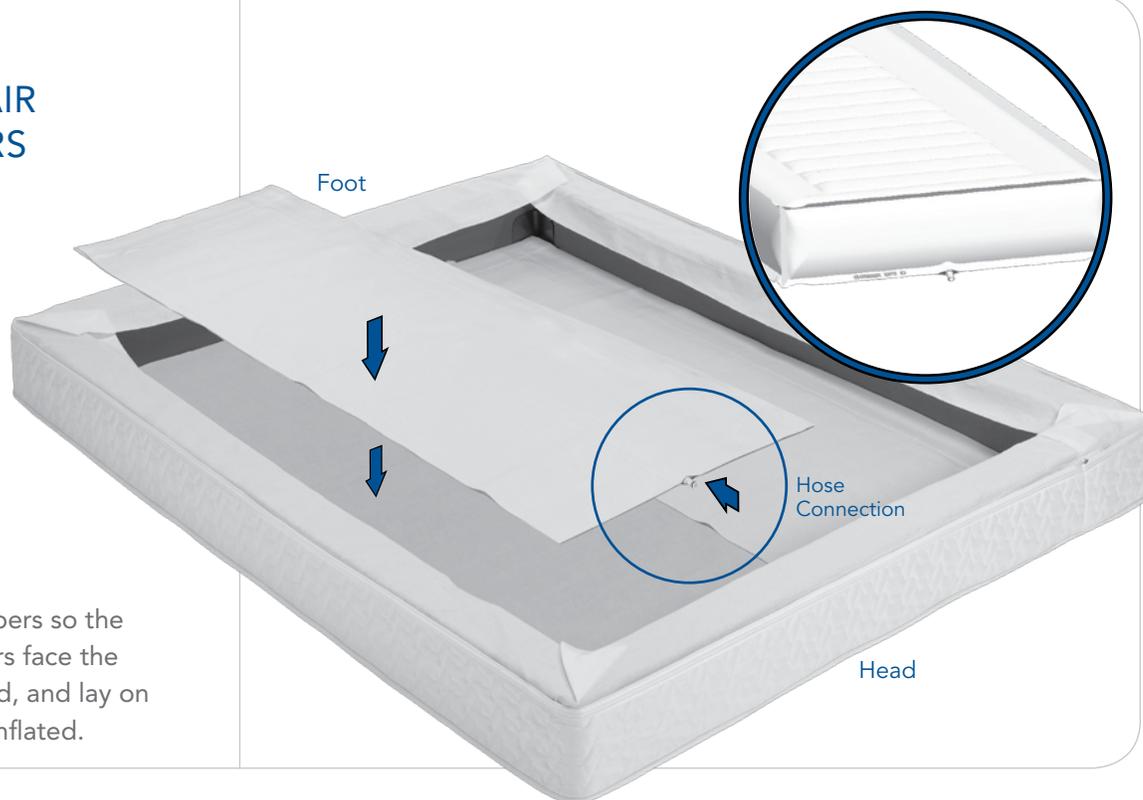
*Make sure the foam border walls are connected securely and squarely. The border wrap should cover the foam border walls.*

*\*For radius corner beds, the short border wall with curved ends is placed at the foot end of the bed.*



## 5 INSTALL AIR CHAMBERS

Place air chambers so the hose connectors face the head of the bed, and lay on bottom when inflated.



## 6 CONNECT FIRMNESS CONTROL™ SYSTEM

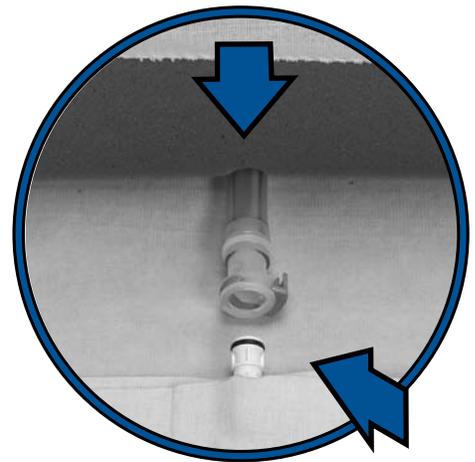
Place the Firmness Control™ System under the mattress platform near the head of the bed and plug in the power cord.

### Key Step:

Pass the hose marked "L" through the hole on the left side of the mattress cover and connect to the left air chamber.

Press hose connections together until they click.

Then complete the right side.



Store air chamber caps inside mattress at head of bed.

# MATTRESS assembly

## 7 INFLATE AIR CHAMBER(S)

Using remote, inflate air chamber.

*For dual chamber beds, repeat for second air chamber.*



*For dual chamber beds, press L or R to activate and select a side.*

Press the ▲ button several times to inflate the mattress to 20. Adjustments will begin after a slight delay.

### Important Note Before Traveling:

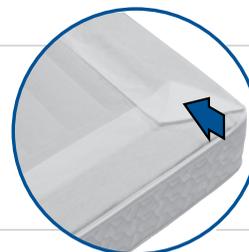
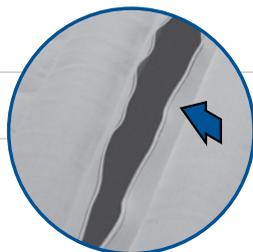
If you plan to travel with your SLEEP NUMBER® mattress into mountainous regions, either (1) temporarily disconnect the mattress from the pump hose to allow air to escape or (2) deflate the mattress chamber to a SLEEP NUMBER® setting of 20. Rapid changes in altitude will affect the air pressure inside the mattress. The chamber may be damaged if the pressure becomes too great.

*You can set the memory to "20" for easy change to the Sleep Number when traveling to mountainous regions.*

Insert foam between chambers.

### IMPORTANT SAFETY NOTICE:

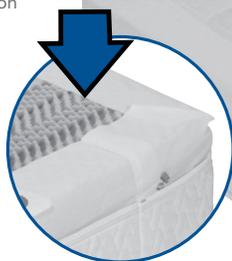
Position the border wrap over foam border walls and air chambers as shown.



## 8 INSTALL FOAM COMFORT PAD\*

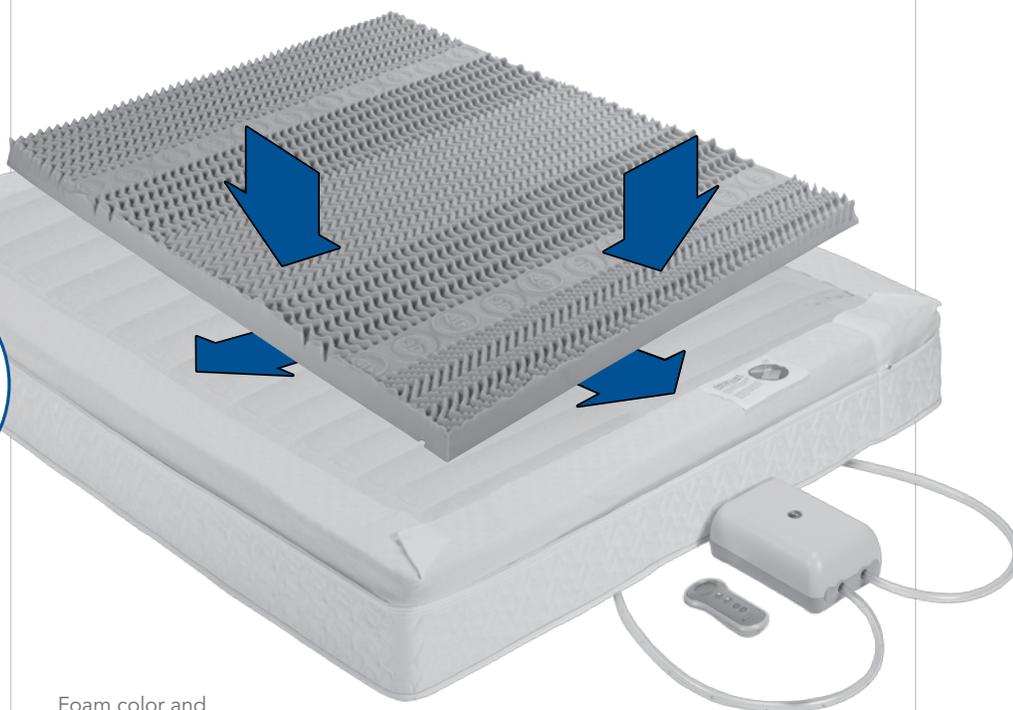
Place the Intralux® foam comfort pad on top of the air chambers.

\*Not included in the Sleep Number® RV Edition Deluxe Bed



### IMPORTANT SAFETY NOTICE:

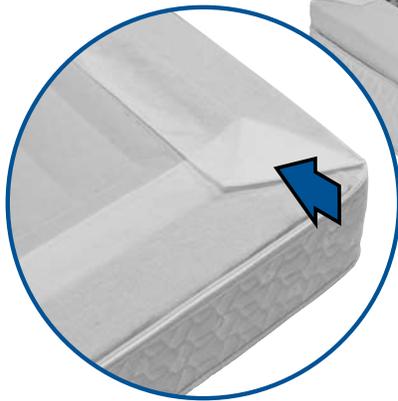
Make sure the patterned side is up. Then extend the border wrap over the Intralux® foam comfort pad as shown above.



Foam color and pattern may vary.

## 9 VERIFY BORDER WRAP POSITIONING

For Sleep Number® RV Edition Deluxe beds with without foam comfort pad:



**IMPORTANT SAFETY NOTICE:** To ensure compliance with federal and state flammability requirements, the border wrap must be positioned correctly within the mattress as shown. For Sleep Number® RV Edition Premier beds with foam comfort pad.



## 10 CLOSE MATTRESS COVER

Make sure that zipper pin is completely inserted into zipper box.

Zip the top of the mattress cover closed.

Color and pattern may vary.



**YOU'RE DONE! NEXT STEP ►  
THE FIRMNESS CONTROL™ SYSTEM**

# FIRMNESS Control™ System

If you are missing any items listed on the following page, please e-mail Customer Service at [customerservice@selectcomfort.com](mailto:customerservice@selectcomfort.com) or call the number on the back cover.

## TROUBLESHOOTING

For answers to some common questions regarding your Firmness Control™ System, see the Frequently Asked Questions at the end of this manual.

*"I had forgotten what it feels like to wake up feeling good and with energy. Sleeping on the Sleep Number bed has made a big difference. Thank you for making me feel good again."*

- Vicky H., Hartford, KY

## THINGS TO REMEMBER

### ► Reasons to alter the firmness of your bed

- strained muscles
- back pain
- weight change
- pregnancy
- sunburn
- new sleep position

### as well as

- to facilitate getting out of bed, if needed
- to achieve a fuller bed appearance

### ► Dual Adjustability

If you purchased a dual chamber bed, you have the ability to personalize each side of your SLEEP NUMBER® bed. Since no two body types are the same, each sleep partner should find their own comfort level.

If your bed came with one remote for a dual chamber bed, the "L" button on the remote corresponds to the left side of the bed (left is determined when lying on your back on the bed). The "R" button corresponds to the right side.



sleep  number.

## WHAT IS A SLEEP NUMBER® SETTING?

Your SLEEP NUMBER® setting is a number between 0-100 that represents the ideal combination of mattress comfort, firmness and support for your body, giving you the best night's sleep possible.

## YOUR SLEEP NUMBER® SETTING

When you shopped for The Sleep Number Bed by Select Comfort™, you may have discovered your *Sleep Number* setting. You should use this as a starting point when setting the firmness of your SLEEP NUMBER® mattress. If you don't have your *Sleep Number* setting, this section will take you through the process of finding your *Sleep Number* setting and will provide you with additional information about your SLEEP NUMBER® bed. If you don't already have your *Sleep Number* setting or if you would like to experiment with finding a different *Sleep Number* setting, use the instructions below.

## EVALUATING YOUR COMFORT LEVEL

As you are customizing the *Sleep Number* bed for your optimum comfort level, you will want to evaluate your sleep position and determine how you feel as compared to the diagrams below, then make adjustments to your firmness or pillow if needed. Your pillow should help keep your body aligned properly, otherwise it may interfere with your ability to sleep comfortably. Visit [sleepnumber.com](http://sleepnumber.com) or one of our stores to get fit for a perfect pillow and see the extensive selection of innovative pillows we carry for all sleep positions and fill preferences.

### RIGHT



- Neck and back are aligned in the same position as when you are upright.
- No discomfort at shoulder and hip pressure points.
- You feel the mattress support the small of your back (back sleepers) or the curve of your side (side sleepers).

### WRONG



- Body alignment is not straight.
- Your pillow makes your head tilt at an angle to the rest of your body.
- You feel discomfort from pressure at your neck, shoulders, back, hips or legs.

## GIVE IT TIME

It sometimes takes several nights of sleeping at different settings to discover your ideal *Sleep Number* setting. If you would like to experiment further with your *Sleep Number*, you may want to consider keeping a sleep journal. When you have found a *Sleep Number* setting where you feel comfortable, log this number into your sleep journal. Try to sleep at this *Sleep Number* setting for three to four nights, adjusting in increments of 5 or 10 only. It will take your body that long to become accustomed to a new sleep surface. After five nights, reevaluate your comfort level and log the new setting into your sleep journal, adding comments if helpful. Repeat the process until you have found the perfect setting for you.

*If, after trying four different Sleep Number settings, you have not found your ideal Sleep Number setting and would like additional assistance, go to [sleepnumber.com](http://sleepnumber.com) and click on Customer Center or call the number on the back cover to reach a Customer Service Representative. Our trained Customer Service Representatives may be able to recommend adjustments, make suggestions or pinpoint concerns that might be contributing to less than ideal comfort. Improving your sleep is our expertise.*

# FIRMNESS Control™ System

## IDENTIFY YOUR REMOTE AND ITS FUNCTIONS

### Single Chamber



Firmer  
Softer  
wakes when any button is pressed

### Dual Chamber



Firmer  
Side  
Softer  
wakes when L or R button is pressed



Firmer  
Softer  
wakes when any button is pressed

A 9-Volt battery is included and should last about six months under normal use. Replace the battery when the low battery indicator is displayed.

BUTTON	FUNCTION
Firmer ▲ Softer ▼	Press and <b>release</b> the ▲ or ▼ button several times until desired SLEEP NUMBER® setting is displayed. Adjustment will begin after a slight delay.
Side (L) and (R)	Press to choose a side, it will display the previous <i>Sleep Number</i> setting.
Fill	This will allow you to inflate one or both chambers to a <i>Sleep Number</i> setting of 100. <b>Wireless Remote</b> - To fill both chambers press and hold the Fill button for at least 2 seconds. - To fill one chamber press any button to wake up remote, then press L or R to select a side. Press and hold Fill button for at least 2 seconds. <i>To stop the fill feature at any time, press any button on the remote.</i>
Memory	This feature allows you to set your favorite <i>Sleep Number</i> setting into memory and recall it at any time. <b>SETTING MEMORY—Wireless Remote</b> - Press L or R to choose a side and wake up the remote. - Adjust the bed to the <i>Sleep Number</i> setting you'd like as your memory setting. - Press and hold the Memory button for 3 seconds. - "Memory Set" will appear above the <i>Sleep Number</i> when it's set. <b>RECALLING MEMORY—Wireless Remote</b> - Press L or R on the side you would like to recall. - Press the Memory button 2 times within 5 seconds. <i>The first press of the button will display the current Sleep Number set in memory. The second press of the button will adjust the bed to the memory setting. As the adjustment is taking place, the number displayed and tick marks will indicate the change.</i> <i>You can set the memory to "20" for easy change to the Sleep Number when traveling to mountainous regions.</i> <b>Important Note Before Traveling:</b> If you plan to travel with your <i>Sleep Number</i> mattress into mountainous regions, either (1) temporarily disconnect the mattress from the pump hose to allow air to escape or (2) deflate the mattress chamber to a <i>Sleep Number</i> setting of 20. Rapid changes in altitude will affect the air pressure inside the mattress. The chamber may be damaged if the pressure becomes too great.

\*Caution Statement: (per CFR 15.21) Changes or modifications not expressly approved by the party responsible for compliance could void the users authority to operate the equipment.

Device Statement: (Section 15.105 (b) of the FCC Rules) "Note: This equipment has been tested and found to comply with the limits, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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.

#### Important Safety Instructions

- **WARNING**—To reduce the risk of fire or electric shock, do not use this Firmness Control™ System with any solid-state speed control device.
- No user serviceable parts are included. For service needs, contact Select Comfort Customer Service.
- Protect the Firmness Control™ System against water ingress.
- Certain Firmness Control™ Systems have a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit in the polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to defeat this safety feature.

## FINDING YOUR SLEEP NUMBER® SETTING

### ► Step 1

- Lie on one side of the SLEEP NUMBER® bed in your normal sleep position, holding your remote.

### ► Step 2

- Evaluate your comfort level.

### ► Step 3

- **Premier:** If you have a dual chamber bed press L or R to choose a side.
- **Deluxe:** Press and hold the firmer or softer button and let the bed adjust. Repeat until you have reached your desired level of comfort.

### ► Step 4

- **Premier:** Tap the firmer or softer buttons until you reach the desired SLEEP NUMBER® setting and let the bed adjust. Repeat until you have reached your desired level of comfort. Your new *Sleep Number* setting will be displayed.
- **Deluxe:** Try this comfort setting for a minimum of five nights, then reevaluate and adjustments accordingly.

### ► Step 5

- Your setting will be displayed for five seconds.

### ► Step 6

- Try this *Sleep Number* setting for a minimum of five nights, then reevaluate and make adjustments accordingly.

#### NOTE

When setting or checking your *Sleep Number* setting you must be lying on the bed in your normal sleep position. If you are off the bed or not in your normal sleep position, you will see variations in your *Sleep Number* setting.

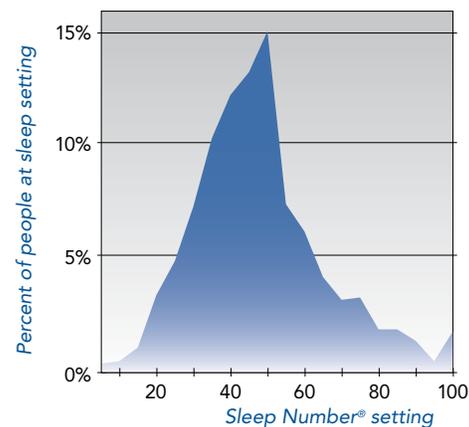
## One Bed, Two Sleep Number® settings

Because most couples disagree on mattress firmness, the *Sleep Number* bed adjusts on both sides. You can each find your ideal comfort level—your *Sleep Number* setting—at the touch of a button.



## Sleep Number® setting study

As you can see, *Sleep Number* bed owners find comfort at all settings from 0–100, however the majority of sleepers find their *Sleep Number* setting between 35–50.



# MATTRESS

## care

### TROUBLESHOOTING

For answers to some common questions regarding your mattress, see the Frequently Asked Questions at the end of this manual.

### MATTRESS CARE

The cover of your SLEEP NUMBER® mattress may be spot cleaned with carbonated water. Do not dry clean the mattress cover or put it in a washing machine. Also, please do not apply stain guard, as it may cause yellowing of the fabric.

Select Comfort is a leader in the industry in the use of materials designed to inhibit the growth of allergens or microorganisms that, in rare circumstances, can form inside any mattress, bedding, pillow or upholstered product.



*"I bought my Sleep Number bed nine years ago and it has been the smartest purchase I've ever made. Every single night, I sleep in ultimate comfort."*

- Thao T., Sugar Land, TX

sleep  number.

Advanced antimicrobial safeguards are incorporated into every SLEEP NUMBER® bed. Key components of the mattress have been treated to protect the bed from contaminants such as mold, mildew and bacteria growth. The unique, zip-open design of the *Sleep Number* bed allows you to easily open, ventilate or vacuum if you choose.

In rare instances under the right conditions, mold or mildew can form inside many types of mattresses, bedding or upholstered products. Should this condition occur in your mattress, please contact our customer service department so we can work with you to return your bed to factory-fresh condition.

## TRANSPORTING YOUR SLEEP NUMBER® BED

Your *Sleep Number* bed is lighter than any conventional bed, making it much easier to move.

### Moving it yourself

- If you have a full-size mattress moving box, the mattress can be fully inflated, capped off and packaged.
- If you don't have a mattress box, the cover and foam should all be double bagged to prevent stains. The chambers should be deflated and boxed to prevent possible abrasions and other damage.
- The Firmness Control™ System should be packed in a box, surrounded by some sort of packing material if the original box is not available.
- The remote, caps and instructions should be tucked in the box with the pump to prevent them from being lost.

### Using a moving company

- The mattress can be fully inflated, capped off, and should be packaged in a mattress box for moving.
- The Firmness Control™ System should be packed in a box, with packing material, and transported in a manner where it will be exposed to minimal shock and vibration.

## CREATING A HEALTHY SLEEP ENVIRONMENT

An estimated 50 million Americans suffer from allergies, and the bedroom presents some especially difficult challenges. A few simple steps you can take to create a healthy sleep environment include:

- Use a dehumidifier to reduce any potential mold or mildew growth. Keep humidity levels under 60 percent.
- Use a high-quality mattress pad to protect your mattress from moisture. You may want to consider a waterproof mattress pad if you perspire heavily while sleeping.
- Use allergen covers on pillows and mattresses to reduce dust mites, which can trigger allergies and asthma. Wash bedding weekly in hot water.
- Vacuum the bedroom regularly, using a high quality vacuum cleaner such as one with a HEPA filter, one that does deep cleaning, or a central vacuum system.
- Wait 20-30 minutes before making your bed each morning, turning the covers back and allowing the mattress to air out for a bit.
- If possible, avoid placing your bed on an outside wall or above an air conditioning or heating vent, which can cause condensation and increase the likelihood of mold growth in many mattresses.
- You could also use a high-quality electronic air purifier to remove additional airborne particulates from the bedroom.
- Please note: Ozone generators ARE NOT recommended for use in the same room with the *Sleep Number* bed, as they can degrade components of the bed over time.

# WARRANTY

*" We love our bed. Now all of our friends are getting Sleep Number beds and they love them too. I just received an email from a friend who purchased a King Sleep Number bed and finally found relief from his back pain. What more can we say than 'Thank You' for this fabulous product. We'll never stop recommending your beds."*

*- Jolie C., Homewood, IL*

## DEFECTIVE OR DAMAGED COMPONENTS

If any component of the mattress or foundation is found to be defective in materials or workmanship within first two years of the original purchase date, they will be replaced by Select Comfort at no cost to you. Within the first two years, all shipping charges to replace a defective component will be covered by Select Comfort. If any component of the mattress or foundation is found to be defective in materials or workmanship after two years from the original purchase date, the terms of the Limited Warranty will apply. After two years from the date of purchase, you will be responsible for the cost of shipping the defective component back to Select Comfort and any related costs. Contact our Customer Service Department at the number on the back cover for troubleshooting assistance and if you need to process the replacement order.

We recognize that components may break, become soiled or unusable and may not be covered under the warranty. In the event that replacement components are required or if you wish to upgrade to newer components, you may purchase these items by simply providing proof of purchase. All component sales are final and carry a 2-Year Limited Warranty from the purchase date. Product discounts and accessory promotions do not apply to components. Call our Customer Service department for current pricing and to process the component purchase.

## LIMITED WARRANTY

### What is covered:

- Select Comfort provides a limited warranty for your mattress and/or foundation. The limited warranty provides protection from defects in materials and workmanship for a period of 20 years from the original purchase date. Warranty is limited to product repair or replacement only.

### What we will do:

- Select Comfort, at its option, will repair or replace the warranted product or component at a cost to the original purchaser based on the following table. The "price" is the price of the warranted product or component at the time the warranty claim is made, or the price of a comparable product or component if the original product or component is no longer in production.

Years after purchase date	Original purchaser's cost
Up to 2 years	No Cost
2-20 years	20% plus 4% of price for each year from original purchase date.

- For example, if a warranty claim arises 12 years after the original purchase date, the cost to the original purchaser would be 68% of the price (that is, 20% plus 4% for each of the 12 years) and Select Comfort would be responsible for the remaining 32% of the price.
- Select Comfort reserves the right to substitute products or components of equal or better quality, and to use or deliver refurbished products or components in the repair or replacement of any product under this Limited Warranty.

### What is not covered:

- Conditions arising from normal wear and tear. (Conditions arising from normal wear and tear include, but are not limited to: mattress cover compression, foam compression, or discoloration of components.)
- Damage from tampering with any component or from opening the Firmness Control™ System.
- Damage from misuse or abuse of the warranted product or component.
- Damage from laundering or dry-cleaning.
- Acts of God, such as but not limited to lightning damage.

### What you must do:

- Return the warranted product or component in sanitary condition to an authorized SELECT COMFORT® service center. Select Comfort will incur the cost of shipping up to two years after the original purchase date; after two years, the return shipping to Select Comfort will be at the customer's expense.

- Please telephone our Customer Service Department at the number on the back cover to locate the nearest authorized service center and arrange for the return of the warranted product or component.

### What will void this warranty:

- Tampering with any component or opening the Firmness Control™ System and its hand control unit.
- Misuse or abuse of the warranted product or component.
- Sale, transfer or other disposal of the warranted product or component.

### Limitations:

- Your exclusive remedy, IN LIEU OF ALL INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING FOR NEGLIGENCE, is limited to repair or replacement of any product or component deemed to be defective under the terms and conditions stated above. Select Comfort will bear no other damages or expenses.
- Customer maintains responsibility for installation of parts replaced under terms of the warranty.
- Select Comfort reserves the right to refuse to repair or replace any product or component that is returned in an unsanitary condition.
- Warranty for exterior surfaces against stains and soil is limited to manufacturer's defect only, within the first 30 days of delivery. No other warranty coverage against stains and soils is included.
- This Limited Warranty applies only to the product as used in the United States and Canada. It is not applicable in U.S. territories or other countries.
- This Limited Warranty is non-transferable.
- Repair or replacement of a product or component under the terms of this Limited Warranty in no way lengthens the Limited Warranty period.
- ANY IMPLIED WARRANTIES APPLICABLE TO THIS PRODUCT, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

All claims relating to the Limited Warranty of Select Comfort products should be made by contacting Customer Service at the number on the back cover or writing to Select Comfort Customer Service, 6105 Trenton Lane North, Minneapolis, MN 55442.

# FAQ'S

## frequently asked questions

### **Important Note Before Traveling:**

If you plan to travel with your SLEEP NUMBER® mattress into mountainous regions, either (1) temporarily disconnect the mattress from the pump hose to allow air to escape or (2) deflate the mattress chamber to a *Sleep Number* setting of 20. Rapid changes in altitude will affect the air pressure inside the mattress. The chamber may be damaged if the pressure becomes too great.

### MATTRESS FAQ'S

#### **Q. Where are the caps for air chamber(s)? And where should I store them?**

**A.** The caps are in the Firmness Control™ System box. Please store these in the mattress cover in case you should ever want to disassemble your bed and temporarily cap your air chamber(s).

#### **Q. What if my foam comfort pad appears to be too small or irregular?**

**A.** Gently shake the pad as you place it on your mattress and it will recover its full size overnight.

#### **Q. What do I do if the Firmness Control™ System doesn't run?**

**A.** Make sure the power cord is securely plugged into the Firmness Control™ System and the outlet. Check to see if the power cord is plugged into an outlet that has power.

#### **Q. What if I feel like I'm rolling toward the edge or toward the center of the mattress?**

**A.** Although rare, these sensations could potentially be experienced if one side of the mattress is set quite firm and the other side quite soft. Call Customer Service for a remedy to this situation if it is bothersome to you.

#### **Q. What if I notice a rubber smell from the air chamber?**

**A.** The odor you may smell is non-toxic and will fade over time. To minimize the smell, unzip the mattress cover and allow the air chamber to air out for a few hours. Laying a couple of dryer sheets on top of the air chamber will also help mask any odor by adding a fresh scent.

#### **Q. Will my bed deflate if there is a power surge or power loss?**

**A.** No, your mattress will maintain its firmness. To protect your Firmness Control™ System, we do recommend using a surge protector.

## Q. The mattress is losing air. What should I do?

A. The air loss could be due to a loose connection or caused by either the air chamber or the Firmness Control™ System. First, make sure the hoses are connected securely to the air chambers. Press the hose connections together firmly until they click. If an air loss is still suspected follow the instructions below.

### Single Air Chamber beds:

- Inspect the o-ring and connectors for cracking or damage—reconnect the pump to the air chamber making sure that the connector snaps into place.
- Fill the bed to your normal SLEEP NUMBER® setting plus an additional 15 (i.e., if you sleep at 35, fill to 50) while lying in your normal sleep position. We ask that you over inflate to allow for air that will escape while you are capping the air chamber.
- Remove the hose from the air chamber and cap the air chamber quickly.
- Leave the air chamber capped for a minimum of 48 hours.
- If air chamber becomes noticeably softer, contact Customer Service. If not, reconnect the pump to the air chamber and continue to use the bed. Repeat troubleshooting steps if the mattress continues to consistently lose air.

### Dual Air Chamber beds:

- Inflate the Left and Right air chamber to “100.”
- Allow to remote to go blank after the second air chamber has reached “100.”
- Press the “L” or “R” button to wake-up the remote. Then, press and hold the “▲” button until the remote displays the diagnostic status (about 15 seconds). The remote will display “20” when the test has been successfully initiated.

The Diagnostic Test will run for 20 minutes and the display will be blank for most of the test. If a button is pushed, the time remaining in the test will be displayed. A rotating cursor indicates that the diagnostic test is running. The diagnostic test may be cancelled at any time by pressing and holding “▲” and “▼” until the current *Sleep Number* setting is shown (about 2 seconds).

- Record the results.
- Initiate a second Diagnostic Test. Begin by switching the hoses so the left hose(s) now connect to the right air chamber and vice versa.
- Rerun the Diagnostic Test a second time (go to steps 1-4).
- Record the results of the second test.
- If either test #1 or test #2 produced a “No” result, there is no loss of air from the air chamber. Reconnect the hoses to the correct air chambers and continue to use the bed.
- If both tests resulted in either a “LL” or “Lr”, contact Customer Service with the complete result of the testing.
- Exit Diagnostic Test Mode: Press-and-hold the “▲” and “▼” until the current *Sleep Number* setting is shown (about 2 seconds).

## STILL NEED HELP?

If you still have questions or need assistance, look for answers on our Web site [sleepnumber.com](http://sleepnumber.com) or please call Customer Service at the number on the back cover.

*“ I’ve had my bed for one week and I just love it. I sleep better than I have in years. I love that you can adjust the softness or firmness. I wake up refreshed with little or no back pain.”*

- Judy O., Lewisville, KY

# FAQ'S

## frequently asked questions

*" We have had our Sleep Number bed for several years now. It has been very comfortable and has held up well for all these years."*

*- Kathey Y., Summerville, SC*

### **Q. Why are there body impressions on the mattress cover?**

**A.** For the best looking, most crisp appearance, customers should fully inflate the mattress (100 if using a digital SLEEP NUMBER® remote). If going to full inflation does not help with body impressions in the cover, the quilted top can be removed and shaken to restore some of the loft to the fiberfill. In addition, a vacuum nozzle may be used to fluff the cover in areas where the fibers have settled from use.

Body impressions in a normal innerspring mattress would be an indication that the spring support is compressing or breaking down. The SLEEP NUMBER® bed uses air to support your body. Since air cannot break down, you receive the same support after years of use as you do on the first day of use.



## FIRMNESS CONTROL™ SYSTEM FAQ'S

### **Q. Why does my Sleep Number® setting change?**

- A.** There are several factors that can contribute to fluctuations in a SLEEP NUMBER® setting. A *Sleep Number* setting is based on the combination of body weight, volume of air in the air chamber and sleep position.
- **Temperature:** An increase or decrease in temperature can cause changes in a *Sleep Number* setting. A heated mattress pad will cause the *Sleep Number* setting to increase.
  - **Barometric Pressure:** Changes in atmospheric pressure related to weather and altitude can cause your *Sleep Number* setting to change.
  - **Weight:** The Firmness Control™ System acts similarly to a scale; more weight means a higher *Sleep Number* setting. In addition, the way that the weight is distributed will affect the reading.
  - **Sleep Position:** The more concentrated the weight is, the greater chance the *Sleep Number* setting will be higher (i.e., when you lie on your side). When it is distributed throughout the chamber more, it is more likely that the *Sleep Number* setting will be lower (i.e., when you lie on your back or stomach).

### **Q. The wireless pump remote is displaying "Er." What is the problem?**

- A.** An "Er" can be caused by several factors. The Firmness Control™ System base may not have power, or the remote and Firmness Control™ System base may have lost communication with one another.
- Make sure the Firmness Control™ System is firmly plugged into a working outlet and is receiving power. You will know that the unit has power if it "clicks" when you plug it in.
  - Make sure that the power cord is plugged into the side of the Firmness Control™ System.
  - Wait for the display to shut off (about 10 seconds). Then try to adjust the bed again. But this time, move the remote control a few inches to the left or right.
  - If the "Er" persists call Customer Service at the number on the back cover.

## STILL NEED HELP?

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# HELP IS JUST a click or phone call away.

If you ever have product questions or need additional assistance obtaining optimal comfort, please visit us at:

[sleepnumber.com](http://sleepnumber.com)

or call

**1.800.318.2231**

Representatives are available (Central Standard Time):

Monday–Friday	8am – 6pm
Saturday	8:30am – 5pm
Sunday	Closed



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6105 Trenton Lane North, Minneapolis, Minnesota 55442