



## SLEEP NUMBER 360® SMART BED USER GUIDE

# Congratulations

on the purchase of your new Sleep Number 360® smart bed. You're about to discover the smartest, most comfortable sleep of your life. We hope you enjoy your Sleep Number 360® smart bed as much as we enjoyed creating it for you.



IMPORTANT: To avoid injury, read all safety precautions. Follow the information on the safe use of all the features. Keep this guide for future reference.

# Getting to Know Your Bed

## Sleep Number 360® Smart Mattress Features

All Sleep Number 360® smart mattresses come with the following features to make your sleep smarter and more effortless than ever before.



### DUALAIR™ ADJUSTABILITY

All Sleep Number 360® smart mattresses offer DualAir™ adjustability, which allows sleepers to adjust comfort on each side of the mattress to their ideal Sleep Number® setting.

The uniquely designed air chambers inside the Sleep Number 360® smart mattress provide a gentle cushion of support. Each sleeper can easily adjust their Sleep Number® setting—a setting between 0 (softest) and 100 (firmest)—to their ideal combination of firmness, comfort and support.



### SLEEPIQ® TECHNOLOGY

Track and optimize your sleep with SleepIQ® technology. Sensors work directly with DualAir™ technology inside the Sleep Number 360® smart bed to measure your average breathing rate, average heart rate and movement to track how you're sleeping.

In the morning, you'll learn how your bed is adjusting to your individual comfort and the amazing effects the bed has on your sleep quality—it's called your SleepIQ® score.



### RESPONSIVE AIR® TECHNOLOGY

Responsive Air® technology effortlessly adjusts individual comfort, contouring to you. This begins as soon as you get in bed and continues as Responsive Air® technology "checks in" with you to keep you at your chosen Sleep Number® setting all night long.

# Using Your Bed on Night One

Let's get started! Follow the steps below or find a tutorial in the SleepIQ® app.

## SET UP YOUR SLEEP IQ® ACCOUNT

- 1 If you haven't, please set up SleepIQ® technology to prepare your bed for smart sleep. For more information visit [sleepnumber.com](https://sleepnumber.com).

## FIND YOUR SLEEP NUMBER® SETTING

- 1 Lie down on your bed in your preferred sleeping position. In the SleepIQ® app, choose **Bed** on the bottom navigation; choose Sleep Number setting, and then select Find Favorite bar on the bottom of the screen. Follow the step-by-step instructions to find your favorite Sleep Number® setting. Or, use the up/down arrows to reach any setting you'd like. The mattress will adjust to that Sleep Number® setting.
- 2 Over time, you may want to try different Sleep Number® settings to see what's most comfortable for you. Try a setting for two to five nights. If you're not comfortable after that, try adjusting your setting by 5 or 10, increasing for a firmer mattress; decreasing for a softer mattress.

- 3 Remember that your Sleep Number® setting is always adjustable and can be a tremendous tool in helping both you and your partner sleep better—and feel better overall. If you've had a hard workout, are sick or pregnant, try a softer Sleep Number® setting. If you need more support for your back or hips, try a firmer setting. Use your Sleep Number® adjustability to ensure your night is meeting the needs of your day.

## TURN ON RESPONSIVE AIR® TECHNOLOGY

- 1 When your bed arrives, Responsive Air® technology is defaulted to off. To turn it on:
  - Open the SleepIQ® app on a smart device.
  - Choose **Bed** on the bottom navigation, then toggle **Responsive Air** to **On**. Responsive Air® technology will remain activated unless you turn it off or turn on the Privacy feature.
- 2 How do you know if Responsive Air® technology is working?
  - Within a minute of going to bed, you may feel the mattress adjust — like a gentle hug. This is Responsive Air® technology and SleepIQ® technology working together, sensing your presence and adjusting as you settle in for the night.

- Throughout the night, the mattress measures your movements, adjusting to your different sleep positions and contouring to you.
- Your Sleep Number® setting remains the same as the mattress monitors and adjusts to relieve pressure points. You may feel the mattress rise or fall slightly.
- Keep in mind that many people do not feel Responsive Air® technology working, simply because they're sleeping soundly. In that case, Responsive Air® technology may not have to adjust.

3 Additional notes on Responsive Air® technology:

- Responsive Air® technology will not operate if your FlexFit™ smart adjustable base is in an elevated position. Your bed must be in the flat position.
- You may not feel the initial adjustment if someone else (like a pet or child) has already been on your side of the bed.

## SET UP A ROUTINE

Consistency is the key to getting great sleep. Set up a routine in the SleepIQ® app to activate features before bedtime and stay on schedule.



# Getting to Know Your Base

Please reference your order information to confirm which base you purchased.

## FLEXFIT™ 1 SMART ADJUSTABLE BASE



Endless head positions for reading and watching TV



Gently raise your partner's head to help alleviate snoring\*



Find your way at night



Shows you how well you slept



Control your comfort from your smart device

The FlexFit™ 1 smart adjustable base allows you to elevate your head to read, watch TV and surf the web in comfort.

## FLEXFIT™ 2 SMART ADJUSTABLE BASE



Endless head/foot positions & favorites like "Zero G"



Gently raise your partner's head to help alleviate snoring\*



Find your way at night



Shows you how well you slept



Control your comfort from your smart device

Our FlexFit™ 2 smart adjustable base offers enhanced comfort with endless head and foot positions designed to provide soothing, relaxing support for tired muscles.

## FLEXFIT™ 3 SMART ADJUSTABLE BASE



Foot warming—designed to help you fall asleep faster



Endless head/foot positions & favorites like "Zero G"



Gently raise your partner's head to help alleviate snoring\*



Find your way at night



Shows you how well you slept



Control your comfort from your smart device

Our FlexFit™ 3 smart adjustable base offers the ultimate in individualized comfort. It warms your feet on either side to help you fall asleep faster.

## INTEGRATED BASE

The modern, clean lines add a premium feel to any décor. Designed specifically for the Sleep Number 360® smart bed, it coordinates with the mattress.

# Using Your FlexFit™ Smart Adjustable Base

You can control your FlexFit™ smart adjustable base in three ways:

- 1 SleepIQ® app: Use the SleepIQ® app to set a preset position on your FlexFit™ smart adjustable base.
- 2 Side button: Use the button on each side of the FlexFit™ smart adjustable base to quickly move between your favorite position and flat.
- 3 Remote: The optional remote is a great solution for quick, middle-of-the-night adjustments to your base.

## ADJUST YOUR BASE USING THE SLEEPIQ® APP

**PRESET POSITIONS:** You'll find the same preset positions in the SleepIQ® app that appear on the optional remote that take you to these popular, comfortable positions:

- FlexFit™ 1: Flat, Favorite, Snore/Partner Snore
- FlexFit™ 2: Flat, Favorite, Snore/Partner Snore, Zero G
- FlexFit™ 3: Flat, Favorite, Snore/Partner Snore, Zero G, Watch TV, Read

**UP/DOWN ARROWS:** Use the up/down arrows to move the bed to your preferred position or to make small adjustments.

**SIDE BUTTON:** There is a button on each side of the FlexFit™ smart adjustable base that allows you to adjust to your favorite bed position or go back to a flat position.

You can save a favorite position in the SleepIQ® app or the optional remote. The favorite position on the base will be the most recent favorite position saved, either in the app or remote.

## UNDERBED LIGHTING

Underbed lighting is designed to light your way in the dark. When underbed lighting is set to Auto in the app, it will turn on automatically when you get out of bed, to softly illuminate the floor around your bed, and turn off when you get back in bed. If you do not get back into bed, it will automatically turn off after 10 minutes. You can also turn underbed lighting on or off using your SleepIQ® app or optional remote.

## FOOT WARMING (FLEXFIT™ 3 SMART ADJUSTABLE BASE ONLY):

Research has shown that having your feet gently warmed may help you fall asleep faster.

You can set up Foot Warming in the SleepIQ® app as part of a routine, or control it using the optional remote. When using the remote, Foot Warming will not turn off automatically when it senses you in bed, but can be turned off manually or by setting a timer in the remote. This is ideal if you'd like to turn Foot Warming back on while you're in bed or keep it on until a designated time.

# Frequently Asked Questions

## RESPONSIVE AIR® TECHNOLOGY AND ROUTINES FAQs

### *How do I know Responsive Air® technology is working?*

When you receive your Sleep Number 360® smart bed, Responsive Air® technology is defaulted to off in the SleepIQ® app. You will need to turn it on in the app.

When you get into bed each night, the bed senses you, making nighttime adjustments to help you sleep more comfortably. It's so soothing, you may not even notice anything has happened!

NOTE: With a FlexFit™ adjustable base, Responsive Air® technology works only when the base is in the flat position.

### *What if I'm in bed before my routine starts?*

If you're already in bed, routines for the night are disabled.

## SLEEP IQ® TECHNOLOGY FAQs

### *Do I need Wi-Fi in my bedroom?*

Yes, to get your SleepIQ® score and see your data, the SleepIQ® system needs to be connected to the internet via Wi-Fi. Bed controls may be operated via Bluetooth if Wi-Fi is not available.

### *Can I turn off SleepIQ® technology?*

You can turn it off any time through your Sleep Number® remote, SleepIQ® app or SleepIQ® website. By turning the Privacy mode toggle to on, you'll stop collecting SleepIQ® data. From your remote, press the Home button and hold for 2 seconds. You'll be asked if you'd like to turn off SleepIQ®. It will stay off until you turn it back on.

### *Is my data kept private?*

Your SleepIQ® data is confidential to you and your sleep partner. See the End User Agreement at [sleepnumber.com](https://www.sleepnumber.com) for detailed information.

### *Which network do I choose when setting up SleepIQ® technology if I have a dual band router?*

Choose the 2.4GHz version of your network, not the 5GHz network.

### *If I choose not to use SleepIQ® technology, how will my bed work?*

Without connectivity to SleepIQ® technology, smart features like Responsive Air® technology, Routines and Foot Warming will not function. Foot Warming may be manually turned on and off with the optional remote.

## SIDE BUTTON FAQs

(Available only with a FlexFit™ smart adjustable base)

### *What does the side button do?*

The button on the side of the bed remembers the favorite position you set in the SleepIQ® app. Press the button when flat and it will take you to your favorite position. Press it while elevated, and it will take you back to flat.

### *Can I set different positions per side?*

If you have a Split King mattress you can set a different favorite position on each side.

### *Why is the side button turning colors?*

If the side button is blue, everything is okay. If it's any other color, look to the SleepIQ® app or call customer service for troubleshooting.

### *How do I pair my optional remote to the side button?*

Set a favorite position on the optional remote and it will automatically pair to the side button on the base. The base button reflects the most recent position set as favorite, either in the SleepIQ® app or with the optional remote.

## **UNDERBED LIGHTING FAQS**

(Available only with a FlexFit™ smart adjustable base)

### *How does Underbed Lighting work?*

When you get out of bed, Underbed Lighting softly illuminates the floor around your bed, and turns off when you get back in. If you do not get back in bed, it will automatically turn off after 10 minutes.

### *Why is my Underbed Lighting turning on and off at random times?*

Your Underbed Lighting responds to changes in pressure to turn the light on or off. If the light does not seem to be working correctly in auto mode, you can turn the feature off in your SleepIQ® app.

### *I just got out of bed for the day and my Underbed Lighting is still on. Why?*

The light will remain on for 10 minutes after you get out of bed. Then it will automatically turn off.





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## Optional Items

### REMOTE

An optional, hand-held remote is available for separate purchase for each FlexFit™ smart adjustable base.

Follow the instructions that come with the remote for directions on how to use it. Visit a Sleep Number® store or call 1-888-484-9263 to purchase.

### DECORATIVE LEGS

Enhance the look of your adjustable base with optional decorative legs.

### BED FRAME

Sleek, metallic-finish frame raises the integrated base 9 inches from the floor.

### HEADBOARD BRACKETS

If you wish to use a headboard with your base, you'll need headboard brackets to hold it in place.

### LIMITED WARRANTY

Please visit [sleepnumber.com/warranty](https://sleepnumber.com/warranty) for specific warranty information.

## Learn More

### MOVING INSTRUCTIONS

Visit [sleepnumber.com/support](https://sleepnumber.com/support) for information on how to move your Sleep Number 360® smart bed.

### ADDITIONAL QUESTIONS OR SUPPORT

Help is always available. If you have additional questions or need assistance with your Sleep Number 360® smart mattress, integrated or FlexFit™ smart adjustable base, or SleepIQ® technology, please visit [sleepnumber.com/support](https://sleepnumber.com/support) or call **1-800-472-7185**.

### IN-HOME TRIAL PERIOD

It can take up to 30 nights for your body to adjust to a new mattress, and we are confident that by the end of that 30 nights you will have found your ideal Sleep Number® setting and be well on your way to better sleep. If, however, after sleeping on your new bed for a full 30 nights, you are not completely satisfied, contact us before the end of the 100-Night In-Home Trial period to arrange for the return of your Sleep Number 360® smart mattress.

Except as noted in the Exclusions/Final Sale section on [sleepnumber.com](https://sleepnumber.com), all new Sleep Number 360® smart mattresses are covered by a 100-Night In-Home Trial period that begins the day your new bed arrives.

Please visit [sleepnumber.com](https://sleepnumber.com) for more information on the 100-Night Trial.

## Thanks for Being an Insider

As a Sleep Number<sup>®</sup> bed owner, you're a valued Insider. Sign in to your InnerCircle<sup>SM</sup> account today or create an account at [sleepnumber.com/innercircle](https://sleepnumber.com/innercircle) to enjoy all your exclusive benefits.



### CHANCES TO WIN

free Sleep Number<sup>®</sup> products, event tickets and other surprises.



### SHARE BETTER SLEEP

with friends — refer and earn up to \$1,000\* in referral rewards.



### EARN \$\$ REWARDS

for sharing, learning, writing reviews and more.



### ACCESS EXCLUSIVE DISCOUNTS

and pass-along savings for friends and family.



### EVERYDAY 24-MONTH FINANCING

with a Sleep Number<sup>®</sup> credit card.†



### BE THE FIRST TO KNOW

about our newest innovations.

**These special savings and rewards are only available to Insiders like you!**

Create an account at [sleepnumber.com/innercircle](https://sleepnumber.com/innercircle) today.

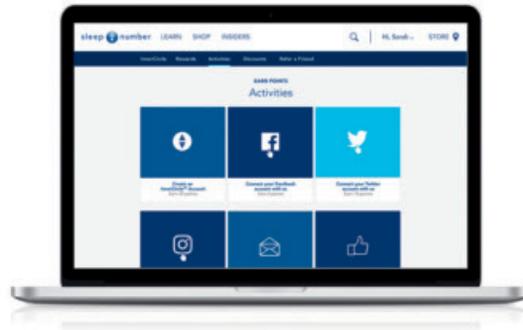
# More Comfort + Extra Rewards

### STEP 1 | Sign in

Or, if you haven't already, create your InnerCircle<sup>SM</sup> account at [sleepnumber.com/innercircle](https://sleepnumber.com/innercircle)

### STEP 2 | See, Save, Share

Enjoy exclusive Insider discounts, share with friends, redeem rewards. See activities for earning points, like watching a video on how to fold a fitted sheet.



### STEP 3 | Rest Easy

From how to prep for delivery to tips on getting comfortable, you'll find answers here. We're dedicated to helping you get your best possible sleep. If you can't find the answer, **chat with us online or call 800-472-7185.**

# Important Safety Instructions

## IMPORTANT:

To avoid injury, read and follow all safety precautions in this User Guide, other product documentation, and in all warnings attached to the product. Keep this guide for future reference.

## USE INFORMATION

Read the following information carefully before using this product. This adjustable base and Firmness Control™ system have been quality-engineered with design features to optimize your comfort and safety when operated properly.

## PRODUCT RATINGS

The bed lift motors are not designed for continuous use. Reliable operation and full life expectancy will be realized as long as the lift motors do not operate any more than 2 minutes within a 20 minute period, or approximately 10% duty cycle.

Any attempt to circumvent or exceed product ratings will shorten the life expectancy of the product and may void the warranty. The recommended weight restrictions for FlexFit™ adjustable bases are as follows: DC equipped-600 lb all sizes. The bed will structurally support the recommended weights distributed evenly across the head and foot sections. This product is not designed to support or lift this amount in the head or foot sections alone.

NOTE: Exceeding the recommended weight restrictions could damage the adjustable bed and void the warranty. For best performance, consumers should enter and exit the adjustable bed with the base in the flat (horizontal) position.

**WARNING:** To avoid injury, do not sit on head or foot of bed when it is in raised position.

## ELECTRICAL INFORMATION

When using an electrical furnishing, basic precautions should always be followed. Read all instructions before using this furnishing.

**DANGER:** To reduce the risk of electric shock:

1. Always unplug this furnishing from the electrical outlet before cleaning.

**WARNING:** To reduce the risk of burns, fire, electric shock or injury to persons:

1. Unplug from outlet before putting on or taking off parts.
2. Close supervision is necessary when this furnishing is used by or near children, persons affected by illness or injury, or disabled persons.
3. Use this furnishing only for its intended use as described in these instructions. Do not use attachments not recommended by the manufacturer.
4. Never operate this furnishing if it has a damaged cord or plug, if it is not working properly, or if it has been dropped, damaged or dropped into water. Return the furnishing to a service center for examination and repair.
5. Keep the cord away from heated surfaces.
6. Never operate the furnishing with the air openings blocked. Keep the air openings free of lint, hair and the like.

7. Never drop or insert any object into any opening.
8. Do not use outdoors.
9. Do not operate where aerosol spray products are being used or where oxygen is being administered.
10. To disconnect, turn all controls to the off position, then remove plug from outlet.
11. This product is intended for household use only.

## GROUNDING INSTRUCTIONS

**WARNING:** Electrical ground is required on this product. Do not connect to an ungrounded outlet. Do not use an extension cord or two prong adapter that eliminates the connection to ground.

**CAUTION:** This furnishing is designed for indoor use only. This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

**DANGER:** Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to if it will not fit the outlet; have a proper outlet installed by a qualified electrician.

This product is for use on a nominal 120-volt circuit and has a grounding plug. Make sure that the product is connected to an outlet having the configuration as the plug. No adapter should be used with this product.

## OPERATION INFORMATION

**WARNING:** To prevent injury from pinching or entrapment:

1. An adult must always keep the bed in sight when the bed is moving and confirm there are no people, children or pets near the moving parts of the bed.
2. Do not allow any person, child or pet to go under the bed before or during operation.
3. Do not allow children to operate the bed or base with the remote control, SleepIQ® app, or side button without adult supervision.
4. Keep hands and feet away from moving parts.

After bed assembly is complete, operate remote to ensure proper bed functions.

Keep moving parts free of obstruction (including sheets, clothing, tubing, wiring and products using electric power cords) during operation.

Distribute body weight evenly over bed surface. Do not place entire weight on raised head or foot sections of the bed, including during repositioning and entering or exiting bed.

## SMALL CHILDREN/PETS WARNING

**WARNING:** Immediately dispose of packaging materials as they can suffocate small children and pets. To avoid injury:

- Children or pets should not be allowed under the bed or base;
- Children or pets should not be allowed to play on the bed or base;
- Children should not operate the bed or base without adult supervision;
- Keep bed and base in sight during operation.

## FCC COMPLIANCE

This device complies with part 15 of the FCC (Federal Communications Commission) 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.

Any attempt to make changes or modifications to the remote (e.g., an intentional radiator) could void the user's authority to operate the remote according to FCC certification (section 15.231).

## HOSPITAL USE DISCLAIMER

**CAUTION:** This base is designed for in-home use only. It is not approved for hospital use and does not comply with hospital standards. Do not use this FlexFit™ smart adjustable base with the tent-type oxygen therapy equipment or near explosive gases.

## FOOT WARMING SAFETY INSTRUCTIONS

**WARNING:** Do not use the warming feature with infants or very small children, people with disabilities, anyone who is immobile or cannot operate the controls properly, anyone who is insensitive to heat or anyone who cannot understand these instructions.

1. Be sure to read carefully this instruction booklet before using this product.
2. Do not allow the cords to be pinched.
3. Keep the control away from drafty areas that may become damp or wet, such as an open window.
4. Do not use pins; they may damage the electric wiring.
5. Only plug Foot Warming into a FlexFit™ smart adjustable base system.
6. Turn off when not in use.
7. Excessive heating may result from folding the foot warming pads, when in actual use.
8. If improper operation of this bedding is observed, discontinue its use immediately and contact our customer service team at 1-800-472-7185.
9. Do not machine wash or dry clean the foot warming pad.

## MAGNET INSTRUCTIONS

**WARNING:** A mattress with a FlexFit™ smart adjustable base has strong magnets on the bottom of the mattress. These magnets emit magnetic fields which may interfere with pacemakers, defibrillators, or other medical implants or devices.

Before using this mattress, consult your physician and/or medical device manufacturer concerning a safe distance of separation required between your medical device and the mattress. If you suspect the mattress is interfering with your medical device or implant, stop using the mattress.

Unless your physician or medical device manufacturer tells you otherwise, maintain the following safe distances of separation between your medical device and the mattress:

1. When the mattress is **not** fully assembled or **not** attached to the FlexFit™ smart adjustable base (such as during delivery, set-up, transport or service), maintain a minimum of 6 inches between your medical device and the mattress.
2. When the mattress is fully assembled and attached to the FlexFit™ smart adjustable base, the magnetic field is less than 5 Gauss at any distance and is generally considered safe.

In addition, strong magnets can create a pinch hazard. To minimize such risk, keep magnets away from each other and from other metal objects.

Last, at close distances, magnetic fields can damage electronics, electronic/magnetic storage devices, AV equipment, bank/credit/debit cards, etc.

## SERVICE REQUIREMENTS

**NOTE:** Service technicians are not responsible for moving furniture, removing headboards and footboards or any items required to perform maintenance on the adjustable bed. In the event the technician is unable to perform service due to lack of accessibility, the service call will be billed to the purchaser and the service will have to be rescheduled.

NEED HELP?  
WANT TO LEARN MORE?

Chat with us at

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

or call

1-800-472-7185

sleep  number.

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