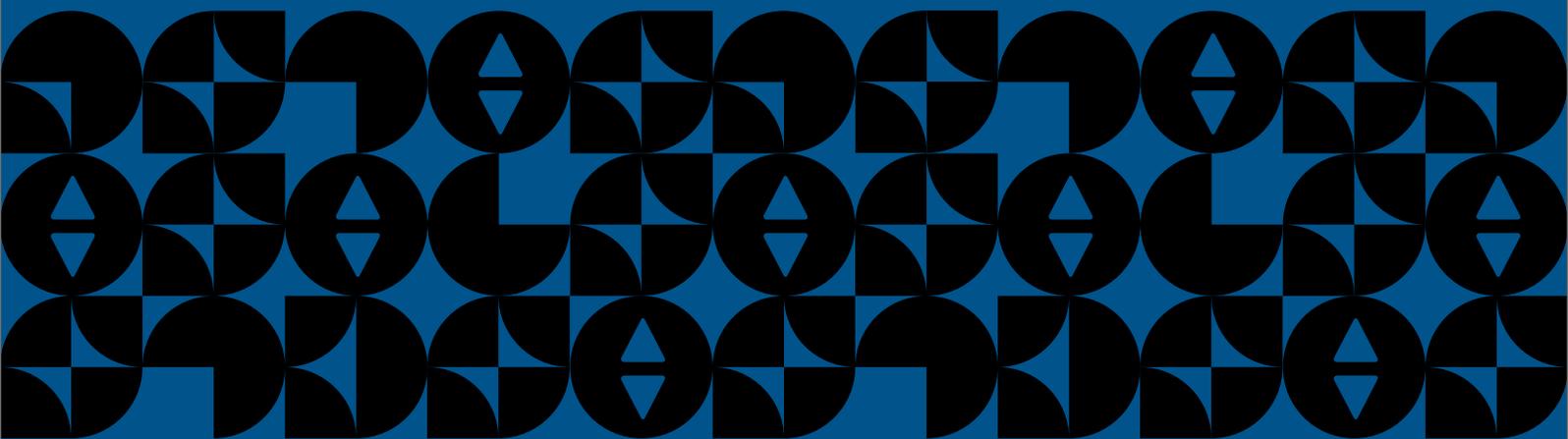


sleep  number.



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 .....	4
Using Your Bed on Night One .....	6

## GETTING TO KNOW **SleepIQ® Technology**

Setting Up SleepIQ® Technology.....	8
Using SleepIQ® Technology .....	10

## GETTING TO KNOW **Your Base**

FlexFit™ Smart Adjustable Base and Integrated Base Features.....	14
Using Your FlexFit™ Smart Adjustable Base.....	16
Using Your Integrated Base.....	18

## Learn More

Bed and Bedding Tips .....	20
Other Optional Items .....	21
Sleep Number® InnerCircle™ Membership.....	22
Warranty.....	24
Frequently Asked Questions.....	24
Important Safety Instructions.....	26

# 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.

*For information on how to adjust your Sleep Number® setting, see page 6.*



### SLEEP IQ® 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.

*To learn more about SleepIQ® technology and how to use it, see page 10.*



### 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.

*For information on how to use Responsive Air® technology, see page 7.*

## Using Your Bed on Night One

Let's get started! Follow the steps below or find a tutorial in the SleepIQ® app (in *Feed*, choose *Getting to Know Your 360 Smart Bed*).

### SET UP YOUR SLEEPIQ® ACCOUNT

- 1 If you haven't, please set up SleepIQ® technology to prepare your bed for smart sleep. See page 8 for instructions on setting up SleepIQ® technology.

### FIND YOUR SLEEP NUMBER® SETTING

- 1 Lie down on your bed in your preferred sleeping position. In the SleepIQ® app, choose **Bed Controls** on the bottom navigation; on the Sleep Number screen choose **Help Me Find My Sleep Number Setting**. 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. Press **Set** to save.
- 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.



Adjust to your ideal firmness—your Sleep Number® setting.

### 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
  - On the Sleep Number tab choose **Bed Controls**, toggle **Responsive Air** to **On**. Responsive Air® technology will remain activated unless you turn it off or turn on the Privacy feature. *Learn more about Privacy settings on page 13.*
- 2 How do you know if Responsive Air® technology is working?
  - A few seconds after you go 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. To set up a Bedtime Routine, see Accessories on page 11.

You're done setting up your mattress! Turn to page 14 to set up your base and get ready for your first night of smart, effortless sleep.

# GETTING TO KNOW SleepIQ® Technology

SleepIQ® technology within the Sleep Number 360® smart bed provides easy adjustability, sleep tracking and more. Intelligent biometrics track your heart rate, breathing rate and movement to give you a SleepIQ® score each morning.

Using the SleepIQ® app, choose **Feed** and follow the guided SleepIQ® tutorial or follow the steps below to get started.

## Setting Up SleepIQ® Technology

SleepIQ technology must be set up and connected in order to use selected features like Responsive Air® technology and automatic underbed lighting. Follow these simple steps to register your account, connect your bed and start using SleepIQ technology.

1. Visit the Apple or Android app store and download the SleepIQ app.
2. Create and register your account. Write down your login information and keep it in a safe place for reference.
3. Connect your bed to SleepIQ technology using your home Wi-Fi network name and password. Follow the Pair Your Bed process in the app.
4. Set up your profile to help SleepIQ technology learn more about you and provide tips relevant to you.
5. Select your preferences, including routines, bedtime push notifications, automatic on/off features and more.
6. Connect SleepIQ technology to your apps and smart devices, like your fitness tracker and health apps, to learn more about how life affects your sleep and sleep affects your life.

## ADDITIONAL SET UP NOTES

- SleepIQ® technology is only compatible with a 2.4GHz router. If you have a dual band router in your home, be sure to choose the 2.4GHz network, not the 5GHz network.
- While SleepIQ technology is accessible online ([sleepnumber.com/sleepiq](https://sleepnumber.com/sleepiq)), the bed cannot be controlled from a personal computer. SleepIQ technology is compatible with iPhones, version 5 or higher, and AOS 4.4.
- Only one device (smartphone, tablet, remote) may operate the bed at any given time. If you and your sleep partner are each trying to control the bed at the same time from different devices, the bed will only respond to one device at a time. *Refer to page 24 for more information about SleepIQ technology.*



## Using SleepIQ® Technology

The navigation bar at the bottom of the SleepIQ® app is designed for quick and easy access to the most frequently used features.

Learn more below.

### SLEEP

The Sleep screen provides information about your last night's sleep at a glance: your SleepIQ® score, Sleep Number® setting, biometrics and sleep times. A summary at the bottom of the screen provides insights you can apply to your daily life.

Tap the Sleep screen chart to see a detailed view of the night before, including restful sleep, restless sleep and time out of bed. You can edit the time you fell asleep or got out of bed, which may change your SleepIQ score. Simply tap **Edit Sleep Session** on the detailed chart view and use the sliders to adjust the time.

### INSIGHTS

See your sleep patterns in Insights. Track your SleepIQ score or Time in Bed against monthly or historical time variables. Compare your SleepIQ scores to your sleep partner's, or to those of people who live near you or are of a similar profile (age, gender). Data from third-party apps is also presented in Insights. Use Insights to learn how to sleep smarter.

See *Connect Your World* on page 13 for details on compatible third-party apps.

In the morning you'll see how you slept—your SleepIQ® score.



### BED CONTROL

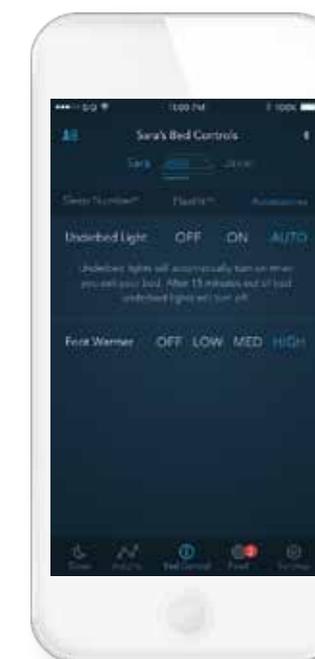
Use Bed Control to access the following features of your mattress and base. (Note that your smart bed knows which features are connected to your bed; therefore, if you do not have a FlexFit™ adjustable base or any special accessories, you may not see all of the tabs that are noted here within Bed Control.)

**SLEEP NUMBER®:** Follow the step-by-step instructions to find your Sleep Number® setting — your ideal level of comfort. Change your Sleep Number® setting quickly and easily using the up/down arrows.

Turn Responsive Air® technology on and off under the Sleep Number® tab. When turned on, Responsive Air® technology will automatically adjust to you during the night. See *page 7 to learn about Responsive Air® technology*.

**FLEXFIT™:** To change the position of your adjustable base, simply tap and hold the up/down arrows. Follow the simple on-screen instructions to choose a preset position. Create a new favorite position by adjusting a preset to the exact position you'd like, and overriding the existing preset. The base connects to your device via Bluetooth technology; please ensure that Bluetooth is turned on in your smart device. *For more details on setting a favorite position and connecting it to the side button on the base, see page 17.*

**ACCESSORIES: Underbed Lighting** (available on all FlexFit™ smart adjustable bases) and **Foot Warming** (available on the FlexFit™ 3 smart adjustable base) are controlled on the Accessories tab. Here you can also create a **Bedtime Routine**; simply choose Set Up a Routine at the bottom of the screen for step-by-step instructions. See *pages 17-18 for more information on underbed lighting and foot warming*.



Bed controls

## FEED

Here you'll find tutorials about your bed and educational information. Notifications will appear after most SleepIQ® app updates. Additionally, you'll find links to articles on sleep, health and wellness from the Sleep Number blog to help you improve your sleep performance. Get expert advice that you can apply to your own life for better overall health.

You'll also **receive monthly emails** with an **individualized report** of your **previous month's SleepIQ® data**, tips for better sleep and updates on new SleepIQ® features. Your SleepIQ® report email will be sent to the email address used to register your SleepIQ® account. If each sleeper would like their own individualized SleepIQ® report, ensure that the non-account owner's email address is a part of their SleepIQ® profile.

## SETTINGS

Here you can update the profiles of all sleepers connected to one account, as well as adjust routines, connect third-party apps (see Connect Your World on page 13 for more information) and view account settings. You may also go to **Settings** for troubleshooting; self-diagnostics save time by helping you resolve issues yourself. Get easy access to Help within the [sleepnumber.com](https://www.sleepnumber.com) website, and find Frequently Asked Questions inside the SleepIQ® app.



Feed

**SLEEP IQ® PROFILE:** You'll be asked to provide your age, gender, height and weight. One of the most important elements of your profile is your sleep goal, which is the amount of sleep that you feel is best for you on a nightly basis. It helps SleepIQ® technology provide you with personalized recommendations. If your sleep patterns change, you can always adjust your sleep goal.

**CONNECT YOUR WORLD:** Learn how your daily activities, like exercise, impact your sleep, and how your sleep impacts your day. You can connect your SleepIQ® app and Sleep Number 360® smart bed to a variety of other apps by choosing **Settings**, then **Sleeper Profile**, then **Connected Apps**. This allows SleepIQ technology to take information from these apps and add it to your SleepIQ data, so you see the impact on your sleep.

SleepIQ® technology currently connects to Apple HealthKit™, Fitbit® and other major health and wellness devices. Check **Connected Apps** or watch your SleepIQ report emails for new connections being added.

**PUSH NOTIFICATIONS:** You'll receive push notifications from the SleepIQ app, highlighting your personal trends, informing you of new app features and more.

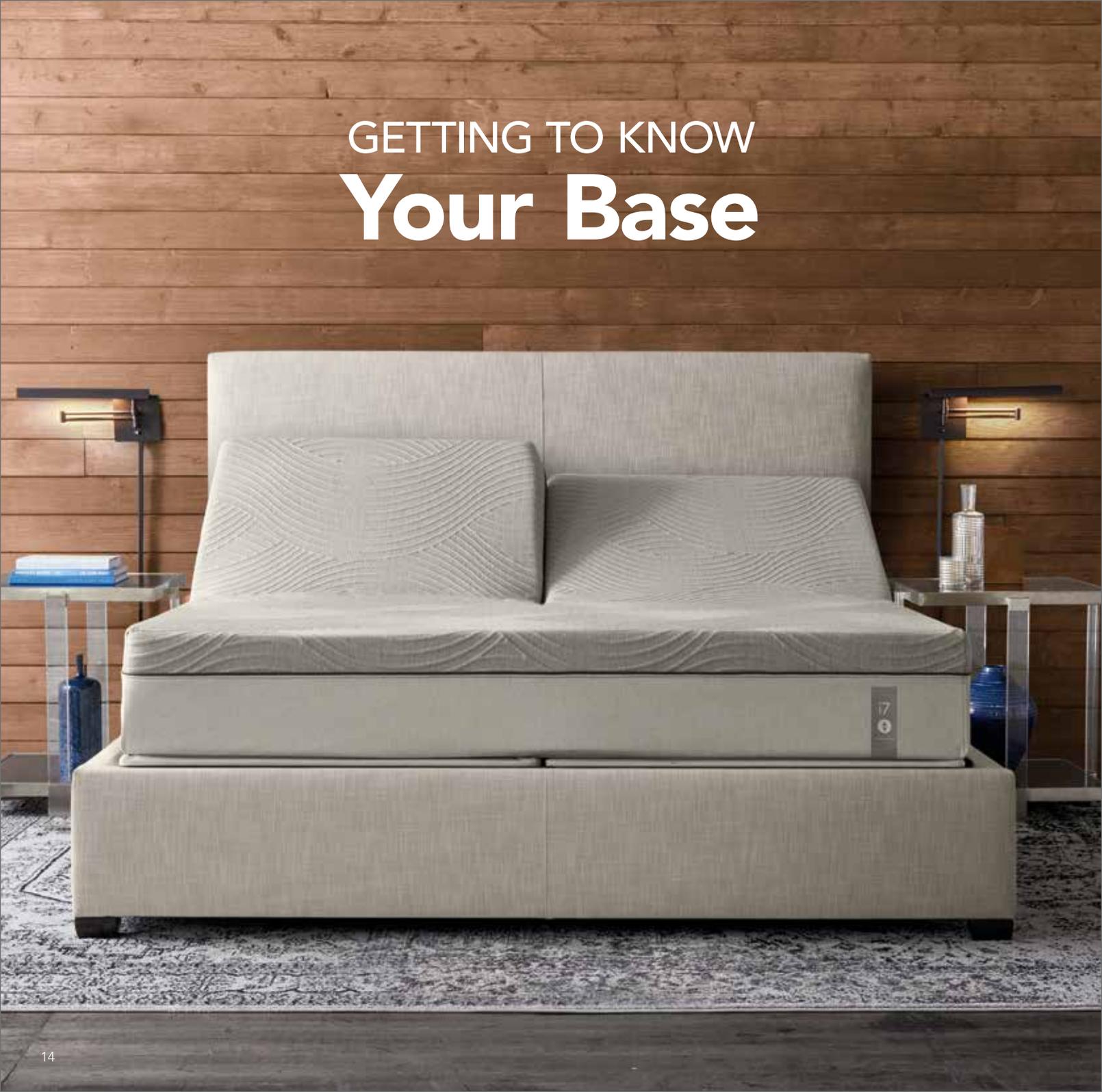
**STAYING UP-TO-DATE:** Like most apps, the SleepIQ app periodically updates to add new features or adjust functionality. You'll have the most success if you're using the latest version of the app. Please refer to the app store on your smart device to ensure the SleepIQ app is up-to-date.

**PRIVACY SETTINGS:** To turn Privacy settings on or off, go to **Settings, Bed Settings & Troubleshooting**, then choose **Privacy**. Please note that no sleep data is collected while privacy mode is on, nor will a SleepIQ score be visible.

**TROUBLESHOOTING:** If your bed is offline for more than four hours, the SleepIQ app will tell you. Your bed may be offline for a variety of reasons, such as if you've installed a new router or moved to a new location. In **Settings**, you'll see a red dot indicating that your bed is offline (when it's online, there's a green dot). If you see the red dot, go to Troubleshooting for a variety of self-help options.

If you need additional help, please visit [sleepnumber.com/support](https://www.sleepnumber.com/support) or call **1-800-472-7185**.

# GETTING TO KNOW Your Base



## FlexFit™ Smart Adjustable Base and Integrated Base Features

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



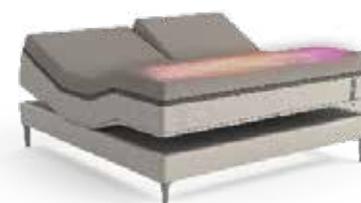
Shows you how well you slept



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 of our integrated base add a premium feel to any décor. Designed specifically for the Sleep Number 360® smart bed, it coordinates with the mattress and holds the Firmness Control™ system with one plug into a wall outlet.

\*May temporarily relieve common mild snoring in otherwise healthy adults. Partner Snore is available with Split King and FlexTop® King mattresses.

## Using Your FlexFit™ Smart Adjustable Base

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

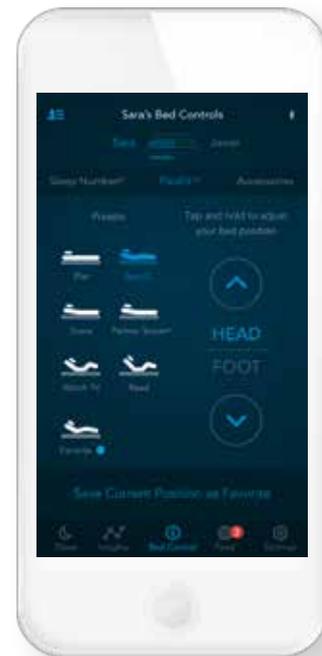
- ① SleepIQ® app: Use the SleepIQ app to set a preset position on your FlexFit smart adjustable base. Within the app, go to **Bed Control** and choose **FlexFit**.
- ② Side button: Use the button on each side of the FlexFit smart adjustable base to quickly move between your favorite position and flat.
- 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. To adjust the head of the bed, touch **Head** so it's illuminated in blue, and then tap and hold the up or down arrow to adjust. For FlexFit 2 and 3 smart adjustable bases, choose **Foot** to adjust the foot.



Adjust and save your favorite bed positions.

**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. To save a favorite position:

- ① Open the SleepIQ® app and choose **Bed Controls**, then **FlexFit™**.
- ② Choose one of the available preset positions or adjust the bed to your desired position using the Head/Foot and up/down arrows.
- ③ Touch **Save Current Position as Favorite** at the bottom of the screen.
- ④ Confirm your choice on the next screen. Once confirmed, this position will be saved as the favorite both in the SleepIQ app and the button on the side of the base.
- ⑤ Use the button on the base to toggle between your favorite bed position and flat.
- ⑥ To save a new position as a favorite, repeat steps 2–4.

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

### UNDERBED LIGHTING

Underbed lighting is designed to light your way in the dark. When underbed lighting is set to Auto, 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.

To turn the underbed lighting feature on or off using the SleepIQ app, select **Bed Control** in the bottom navigation, then choose **Underbed Lighting**. To have it turn on and off automatically with your bed presence, set it to Auto.

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

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

- 1 Set up Foot Warming in the SleepIQ® app by choosing **Bed Control** then **Accessories**. You may adjust the temperature (low, medium or high) and turn Foot Warming on or off. To set a timer, tap **Remaining Time** and select how long you would like Foot Warming to remain on in increments of 30 minutes, up to 2 hours; it will turn off automatically after the selected length of time. When your bed is delivered, Foot Warming will be defaulted to off.
- 2 You may also access Foot Warming through the **Routine** feature. When part of a routine, Foot Warming will gently warm your bed 30 minutes prior to you getting into bed, and turn off automatically when it senses your presence.  
*See page 11 for more details on Routines.*
- 3 Foot Warming may also be controlled 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.

## OPTIONAL 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.

## Using Your Integrated Base

- The integrated base is the foundation for your Sleep Number 360® mattress.
- The Sleep Number 360® Firmness Control™ system and its connections are housed in an easy-to-access panel within the integrated base.
- The integrated base plugs into the wall via a single plug at the head of the base.
- Optional items include a hand-held remote, a 9" stylish metallic-finish bed frame and universal headboard brackets.



# Learn More

## Bed and Bedding Tips

### MAKING THE BED

Trying to make a bed with a FlexTop® King mattress on a FlexFit™ 2 or 3 adjustable base? Put the bed in the Zero G position to raise both the head and foot for easy accessibility.

We recommend using Sleep Number® sheets, featuring our exclusive SmartFit™ sheet design, to ensure the optimal fit on your Sleep Number 360® smart bed.

### BEDDING TIPS

- Replace your pillow every two years. After two years, one-third of a pillow's weight consists of dead skin, bugs and dust mites.
- Extend the life of your pillow by using a pillow protector to keep it clean and fresh longer.

Keep your sheets looking great longer by following these care instructions:

- Wash sheets in warm or cold water, never hot. Follow the instructions on the care labels.
- Launder sheets separately (never with towels) to prevent pilling.
- To prevent wrinkles, remove from the dryer immediately after they are dry.
- As an alternative to a clothes dryer, line drying provides a fresh smell, it's gentle on fabrics, and will disinfect and remove static without the use of chemicals.
- Avoid overloading the washing machine, which can cause fibers to break down from excessive abrasion and agitation.
- Avoid detergents with bleach or "ultra" cleaning power; they can cause fabrics to fade and break down.
- Avoid fabric softener or fabric dryer sheets; they can weaken and break down fibers.

### CLEANING THE MATTRESS

To clean the surface of your mattress, follow these simple steps:

- Spot clean the mattress cover with a solution of mild detergent, such as Woolite, and warm water or sparkling water. Avoid saturating the fabric to avoid shrinking.
- Lay cover flat to air-dry.
- Do not dry clean the mattress cover. This will result in shrinking and will permanently damage the cover.

### ELIMINATING ODORS

If you notice a slight odor after cleaning your mattress, dryer sheets can be tucked inside the zipper of the mattress cover.

CAUTION: Machine washing, dry cleaning, or heat-drying could damage the mattress cover and will void the warranty. Vacuuming the cover may snag, soil or otherwise damage it.

## Other Optional Items

### 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 integrated or FlexFit™ smart adjustable base, you'll need headboard brackets to hold it in place.

### MATTRESS PROTECTOR

Our Total Protection Mattress Pad helps protect your mattress investment from spills and stains.

### MATTRESS RETAINER BAR

Use a mattress retainer bar to hold any mattress in place on a FlexFit™ adjustable base.

### BEDDING SOLUTIONS

From temperature balancing sheets to pillows designed for every sleeping style, discover bedding that meets your unique comfort needs. Visit a Sleep Number® store or go to [sleepnumber.com](https://www.sleepnumber.com)

## Thanks for Being an Insider

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



Access exclusive Insider savings and discounts



Earn \$100 each time a referral purchases a bed and \$799 on the 10<sup>th</sup> referral purchase<sup>†</sup>



Enter for a chance to win free products



Earn even more \$\$ rewards for sharing, learning, writing reviews and more



Everyday 24-month financing<sup>‡</sup> with a Sleep Number<sup>®</sup> credit card



Be the first to know about our newest innovations

ENTER FOR THE CHANCE TO WIN<sup>§</sup>

free Sleep Number<sup>®</sup> bedding at [sleepnumber.com/innercircle](https://sleepnumber.com/innercircle)

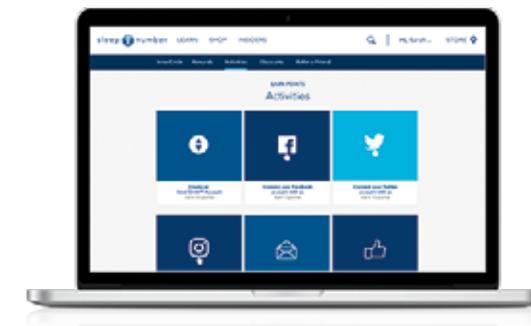
## More Comfort + Extra Rewards

### STEP 1 | Log in

Or, if you haven't already, create your Insider 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.**

<sup>†</sup>Reward issued in the form of a Sleep Number<sup>®</sup> store credit upon verification of sale. Reward redeemable toward Sleep Number<sup>®</sup> beds and bedding purchases. Excludes it<sup>®</sup> bed. <sup>‡</sup>Subject to credit approval. Equal monthly payments required. See store for details. <sup>§</sup>No purchase necessary to enter or win. A purchase will not increase the chance of winning. Must be the age of majority or older to enter. See Official Rules at [sleepnumber.com/innercircle](https://sleepnumber.com/innercircle). SLEEP NUMBER, SLEEP IQ, SLEEP NUMBER 360, the Double Arrow Design, SELECT COMFORT, and IT are registered trademarks of Sleep Number Corporation.

## LIMITED WARRANTY

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

## 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.

## 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. Turn it on by selecting **Bed Control** in the bottom navigation. Look for Responsive Air to turn it on or off.

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. In the SleepIQ®

app, go to **Settings, Bed Settings & Troubleshooting** and open the individual sleeper profile. 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://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 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.

*How do I turn the Underbed Lighting feature on or off?*

In your SleepIQ app, select **Bed Control** in the bottom navigation. Look for Underbed Lighting to turn on or off.

*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.

# 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, invalids 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.

# Important Safety Instructions

## SMALL CHILDREN/PETS WARNING

**WARNING:** Immediately dispose of packaging material as it can suffocate small children and pets. To avoid injury, children or pets should not be allowed to play under or on the bed. Children should not operate this bed without adult supervision. Keep bed in sight during operation to ensure safety and avoid injury.

## 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.

## 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**.

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.

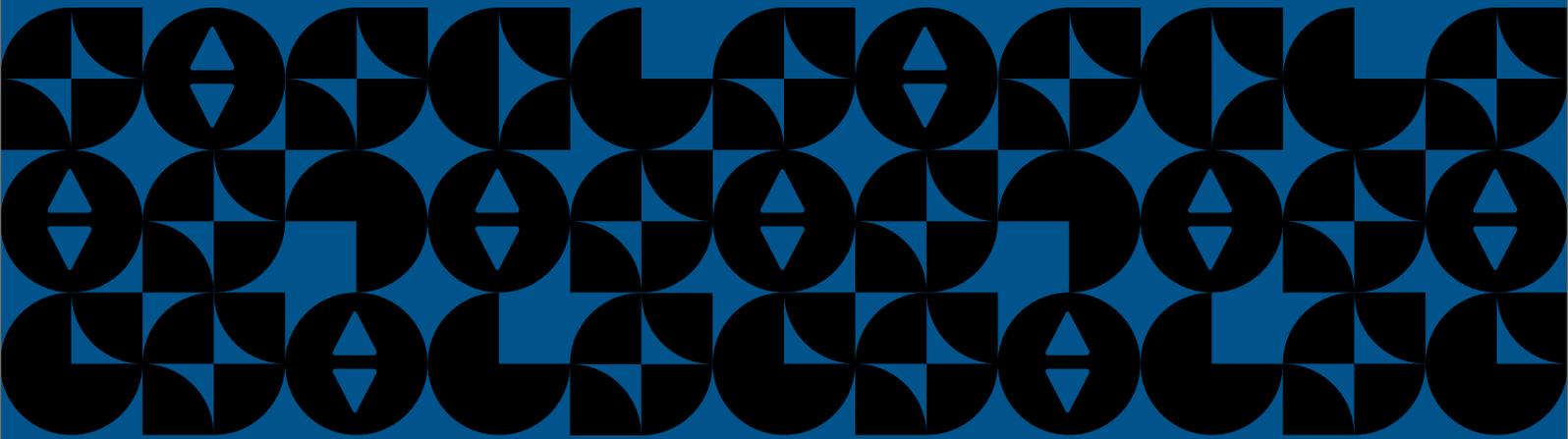
## SERVICE REQUIREMENTS

**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?

Chat with us at  
[sleepnumber.com](https://sleepnumber.com)

or call  
1-800-472-7185



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