



SLEEP NUMBER 360<sup>®</sup> SMART BED  
AND FLEXFIT<sup>™</sup> ADJUSTABLE BASE  
ASSEMBLY 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.

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# Getting Started

## WHAT YOU'LL NEED

- Two people to lift the mattress and base
- SleepIQ® technology compatible device
- Time to complete: about 1-2 hours
- Sleep Number 360® Smart Bed and FlexFit™ Adjustable Base Assembly Guide
- Sleep Number 360® Smart Bed Magnet Installation Guide

## BEFORE YOU START

- Bring all boxes inside and allow to sit at room temperature for at least 2 hours. Materials cannot be assembled when cold.
- Measure your furniture to make sure your adjustable base will fit inside your existing bed frame, if applicable.
- Determine adjustable leg height based on furniture and personal preference.
- Read through all steps in this assembly guide to make sure you understand all the steps.
- Make note of the exact type of base you purchased. You can find this on your receipt or online order history. (Example: FlexTop® King).

## IMPORTANT

- Leave rubber caps on legs to protect hard surfaces such as wood floors.



### **WARNING – STRONG MAGNETS**

- Before and during assembly, maintain a minimum of 6 inches between any medical device such as a pacemaker or medical implant and the mattress. 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.
- Keep tools and other metal objects away. To avoid damage, keep magnetic media such as computer disks and credit cards away.
- Failure to follow this warning could result in pinched fingers or serious injury.
- Remove magnets from the shipping box and leave them in their cardboard packaging until it's time to install them per the following instructions.

# What's Included

## **FLEXFIT™ ADJUSTABLE BASE: QUEEN, FULL, TWIN XL (1 BOX)**

- Base
- Hardware box, containing:
  - 4 legs with removable rubber caps
  - 4 magnets
  - Pump tray
- Warranty registration card
- Safety instructions

## **FLEXFIT™ ADJUSTABLE BASE: KING (2 BOXES)**

### **BOX 1**

- Right side of base
- Head rail
- Hardware box, containing:
  - 4 legs with removable rubber caps
  - 8 magnets
  - 6 speed screws
- Warranty registration card
- Safety instructions

### **BOX 2**

- Left side of base
- Foot rail
- Hardware box, containing:
  - 4 legs with removable rubber caps
  - Pump tray
  - Warranty registration card
  - Safety instructions

## **MATTRESS**

- Mattress wrapped in plastic bag

### **BOX 1**

- Pump, white air chamber caps and user guide

### **BOX 2 (WITH OPTIONAL REMOTE PURCHASE ONLY)**

- Remote control
- 2 AA batteries
- Remote control user guide

### **BOX 3 (FLEXFIT™ 3 ADJUSTABLE BASE ONLY)**

- Foot Warming kit with 2 fabric envelopes with pads inside

# Assembling Your FlexFit™ Adjustable Base

Do not plug in the power cord until all other steps are completed.

- ① Place base on its side to attach legs.
  - Use your thumb to press in the metal button and slide leg into the frame receiver. Stop at your preferred height setting. Twist to lock the metal button in place.
  - Remove the rubber caps if using on a carpeted surface. We recommend leaving caps on if the base will rest on a hard surface such as wood floors or tile to avoid scratches.
  - Do not remove the spacer tape. This is designed to ensure a snug fit.
  - Make sure all legs are set to the same height.
- ② Check cord connections.
  - On the right side of the bed, near the head, locate the tan control box. Ensure that all cord connections are securely pushed into the back of the control box.
  - Make sure the underbed light near the head of the bed is secure in frame.
  - Cut all orange twist ties securing power cord and the hose on the right side.
- ③ Place base down on its legs and move to the desired location.
  - **For King bases:** Align the left and right sides of the base so they're touching in the middle. Ensure the cords that connect the left and right sides of the base are securely connected. These are located near the head of the base.

- ④ Attach head and foot rails (*King beds only*)
  - Slide the head rail through the grooves at the head of the base on both sides. Gently push the rail down until it clicks securely in place. Secure all screws loosely before tightening each one by hand.
  - Repeat this process for the foot rail at the foot of the base.
- ⑤ Secure the hoses to the foot and side rails. (*King beds only*)
  - Run the hose along the foot rail and secure to the rail with the silver clips attached to the base.
  - On the side rail, align the white sticker located on the hose with the silver clip to avoid excess slack. Excess slack in the hose could cause a kink.
- ⑥ Check one last time that the cords at the back of the control box are pushed in all the way.
- ⑦ Attach the pump tray to the foot rail by inserting the blue rubber grommets into the large holes and slide the tray down to lock in place.
- ⑧ Set the pump into the pump tray and connect the hoses – blue to blue, white to white. Plug the white power cord into the pump as well as the smaller black cord coming from the base.
- ⑨ Plug power cord into a grounded wall outlet.

# Attaching Magnets to the Mattress

*Warning: Magnets are extremely strong. Unpackage only one magnet at a time. Do not unpackage the next magnet until you've secured the previous magnet per the following instructions.*

- ① Flip mattress upside down and locate the magnet mounting plates on the bottom of the mattress cover. There are two sizes of mounting plates, each color coded.
- ② Hand-tighten each magnet to its matching color-coded mounting plate – gray to gray and black to black. Avoid overtightening as doing so can rip the fabric. Refer to the **Sleep Number 360® Smart Bed Magnet Installation Guide** for the correct magnet placement for your bed size.

*Depending on the size of your bed, you may have received extra magnets. Refer to the **Sleep Number 360® Smart Bed Magnet Installation Guide** for proper placement. If you have extra magnets, please attach them to the inside of the base frame near the head of the bed.*

# Attaching the Mattress to the Base

This step requires two people.

- ① Flip the mattress over and make sure the mattress label is toward the foot of the bed before positioning above the base. Once securely connected, magnets will be extremely difficult to disconnect, so be sure the mattress is in the correct position. To avoid pinch or injury, **do not place your fingers between the mattress and the base.**
- ② Connect magnets by lowering the mattress on top of the base.
- ③ Connect the hoses to the mattress.
  - Lift one side of the mattress and reach inside the slit in the cover to locate the mattress connection. Remove the air chamber cap and push the hose connection into the mattress connection until you hear a click.
  - Repeat on the other side. (Not applicable to single-chamber mattresses.)
- ④ Store the air chamber caps inside the pump tray with the pump.

# Installing Foot Warming (FlexFit™ 3 Base Only)

Follow instructions carefully as attaching incorrectly can cause permanent damage to the foam.

- ① Unzip the bottom half of the mattress cover.
  - The zipper starts at the head of the mattress on the right side. Unzip cover all the way to the middle of the left side of the mattress.
  - If you have a Split King, unzip the bottom half of each side of the mattress.
- ② Pull back the mattress cover from the bottom two corners and fold back onto the mattress.
- ③ Gently pull back the next white fabric layer below the cover from the bottom two corners, exposing the foam. Fold the fabric back onto the mattress.
- ④ Before removing the adhesive backing, position the fabric envelopes on top of the foam. See Foot Warming diagram.
  - Each envelope should be placed approximately 2-3 inches from the side (2" for Queen and smaller, 3" for King) and 2 inches from the foot of the mattress.
  - Ensure the opening with the cords is facing the outside edge of the mattress.
  - Once the envelopes are attached, they cannot be removed without damaging the foam.

- ⑤ Peel off the adhesive backing, starting on the side facing the middle of the mattress, and gently press the envelope down onto the foam. As you pull off the rest of the adhesive backing, run your hand along the envelope to press the rest of the envelope onto the foam.
- ⑥ Run the wire straight down and along the side of the foam. Locate the slit in the bottom of the mattress cover and feed through the hole where the hoses are.
- ⑦ Connect the Foot Warming cord to the base connection.
  - Reach down and pull the braided wire from the base up through the slit where hoses are. Push connections together until you hear a soft click.
  - Repeat on the other side of the bed.
- ⑧ Fold the white fabric layer and mattress cover back onto the foam. Tuck the foam back into the corners of the cover so that the mattress is square. Zip the cover closed.

*NOTE: It is normal for the foam to look a bit misshapen after first being assembled. It can take up to 48 hours for the foam to fully rebound from being vacuum sealed.*

# Getting Your Bed Online

Getting your bed online ensures you can start taking advantage of all the benefits of your new smart bed on your very first night. The SleepIQ® app will guide you through the process step by step. Should you need help or have any questions, start by visiting [sleepnumber.com/support](https://sleepnumber.com/support).

*NOTE: If you have a King bed, you will not be able to control your base and will see a FlexFit™ error message until you finalize setup in the next step. If you purchased a remote, you will be able to configure your FlexFit™ base during remote setup.*

## WHAT YOU'LL NEED

### ① A SleepIQ® technology compatible mobile device

SleepIQ® technology is compatible with Apple devices running iOS 11 or later, and Android devices running Android OS 6 or later. Bluetooth Low Energy (BLE) 4.0 is also required for use, which is available on most newer Android and Apple devices. For a full list of compatibility requirements, visit [sleepnumber.com/support](https://sleepnumber.com/support).

### ② Your home Wi-Fi network name and password

## BEFORE YOU START

- Make sure the bed is fully assembled and plugged in.
- Turn on Bluetooth in your mobile device settings and enable location services.
- Keep the device next to your bed the entire time.
- Make sure you have already registered your SleepIQ® account. You should have received an email inviting you to do so.

## STEPS

- 1 Download the SleepIQ® app if you haven't already.
- 2 Open the SleepIQ® app and log in.
- 3 Tap **Profile**.
- 4 Tap the account settings icon in the top right corner.
- 5 Under **My Sleep Number Beds**, tap the bed you are setting up.

Add sleepers if you haven't already done so. This needs to be done before you can get your bed online. This option will be faded if you've already added sleeper profiles.

- 6 Tap **Need to get your bed online?**
- 7 Tap **New bed parts** and follow the guided steps for pairing your bed.
- 8 Tap **Pair Bed**. Follow the guided steps to verify your pump information and connect to your home Wi-Fi network.

The MAC address is a product ID that starts with CC or 64 or DB.

If you're seeing more than one MAC address, check the label on your pump or unplug any bed you aren't pairing and try searching for beds again. If no beds are found, make sure your outlet is working and check for power lights on the pump.

# Setting Up Your Remote and Completing Bed Setup

- ① Insert included batteries in remote, if purchased.
- ② Follow guided steps in the remote to pair your remote.

If you have a King bed, you will be prompted during the guided setup on your remote to select the type of base you purchased. It is extremely important to select the correct type of base to ensure you can access all the features of your Sleep Number® bed. This information is located on your receipt or online order history. If you have questions about your base type, please give us a call at 1-888-484-9263.

**King bed and no remote?** If you did not purchase a remote control with a King bed, you will need to contact Sleep Number customer service to complete bed setup. Please give us a call at 1-888-484-9263.

## Registering Your FlexFit™ Adjustable Base

While it's not mandatory to return the warranty card to Leggett & Platt (the manufacturer of the FlexFit™ base), it is highly recommended since it helps to determine warranty status and identify you should you ever call in for service.

Warranty cards may be mailed in or completed online at [lpadjustablebeds.com/register](http://lpadjustablebeds.com/register).

# Important Safety Instructions

**IMPORTANT:** To avoid injury, read and follow all safety precautions in this document and in all warnings attached to the product. Keep this guide for future reference.

## SAVE THESE INSTRUCTIONS

### USE INFORMATION

Read the following information carefully before using this product. This adjustable base has 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 adjustable bases are 600 lbs for 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 the head or foot of the bed when it is in raised position.

### ELECTRICAL INFORMATION

When using an electrical furnishing, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

(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 wall power adapter, if it is not working properly, 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.

## **OPERATION INFORMATION**

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

1. An adult must always keep the bed in sight when the base 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's base before or during operation.

3. Do not allow children to operate the bed, the base, or the remote control 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.

### **SERVICING OF A DOUBLE-INSULATED APPLIANCE**

In a double-insulated product, two systems of insulation are provided instead of grounding. No grounding means is provided on a double-insulated product, nor should a means for grounding be added to the product. Servicing a double insulated product requires extreme care and knowledge of the system, and should be done only by qualified service personnel. Replacement parts for a double insulated product must be identical to the parts they replace. A double insulated product is marked with the words "DOUBLE INSULATION" or "DOUBLE INSULATED." The symbol may also be marked on the product.

### **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.

### **HOSPITAL USE DISCLAIMER**

**CAUTION:** This product is designed for in-home use only. It is not approved for hospital use and does not comply with hospital standards. Do not use the adjustable base where oxygen is being administered or near explosive gases.

## 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.

## FCC COMPLIANCE

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

- Statement for all intentional and unintentional radiators: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- Statement for digital devices for Class B:

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, 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, it 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 the receiver.
- Connect the equipment to 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.

# NEED HELP?

Chat with us at

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

or call

1-888-484-9263



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