

sleep  number®

DualTemp™

TEMPERATURE BALANCING LAYER
INSTRUCTION MANUAL



DualTemp™

It's a new degree of sleep.



First we individualized your comfort with the SLEEP NUMBER® bed. Now we're personalizing your temperature with the SLEEP NUMBER® DualTemp™ layer—an extraordinary temperature balancing layer that can be added to any bed. It features an innovative heating and cooling source that allows you to select your ideal temperature on each side at the simple touch of a button. So you both can achieve a balanced, blissful night's sleep.





What's Inside

DualTemp™ Layer (1)



Heating and Cooling Source (2)

Twin Extra-Long receives 1



Remote (2)

Batteries included

Twin Extra-Long receives 1



Power Supply (2)

Twin Extra-Long receives 1



Power Cord (2)

Twin Extra-Long receives 1



Assembly

Follow these 6 simple steps to assemble your DualTemp™ layer.



1 Place the DualTemp™ layer on your bed with the lighter gray side facing up.



2 Place the heating and cooling source on the floor next to or underneath your bed on a level surface.



3 Connect the power supply to the power cord. Plug the power cord into an outlet or surge protector.



4 Plug the power supply into the first heating and cooling source.



5 Attach the connector to the heating and cooling source by aligning the round opening on the connector to the silver ball on top of the air outlet. Push together until you hear a click.



6 Insert two AA batteries (included) in the remote and press the  button to bind the remote to the heating and cooling source.

For a Queen or King size, repeat steps 2–6 on the other side of the DualTemp™ layer with the second heating and cooling source and its remote.

Using Your Remote

After installing two AA batteries, press the  button and follow the on-screen instructions to set up your remotes.



Warmer



Cooler

Use the up/down buttons to control the warming and cooling levels



Cooling

To enjoy cooler, more comfortable sleep, press the down arrow to select from three levels of cooling: low, medium or high. You'll notice the fan speed increasing as the setting gets cooler.



low



medium



high



Fan

Room-temperature air circulates underneath you. It may feel cool.

Heating

For warmer, cozier sleep, press the up arrow to select from three levels of warmth: low, medium or high. You'll notice the fan speed increasing as the setting gets warmer.



low



medium



high



Using Your DualTemp™ Layer

Create your ideal microclimate

- It's recommended that you turn on the DualTemp™ layer 20 minutes before going to bed.
- Keep the layer covered with a blanket/comforter/quilt to maintain the desired temperature.
- If you often wake up too warm or too cold, try setting the layer's timer to turn off after 3-5 hours.
- For more airflow to the lower portion of your bed, place the connectors at the foot of the bed. Be sure the lighter gray side of the layer is facing up.



Bedding tips for your DualTemp™ layer

- The DualTemp™ layer is meant to be used on top of your mattress and mattress pad, and underneath a fitted sheet only.
- Do not place a mattress pad on top of the DualTemp™ layer. Doing so will greatly reduce its performance.
- Use sheets made from a breathable material that will allow for airflow. Flannel and micro-fleece sheets are not recommended.
- Layers may shift with use. Re-align inner layers as needed to ensure a smooth sleeping surface.



Setting the timer

The DualTemp™ layer can be set to turn off in 1-9 hours. Press the button on the side of the remote to set the timer in 1-hour increments up to 9 hours. Once it reaches 9 hours, the next increment goes back to 0. If you do not set the timer, the layer will automatically shut off after 10 hours.

Optimize heating and cooling performance

- The DualTemp™ layer is not a replacement for air-conditioning or heating your home.
- The temperature of the air circulating in the layer is dependent on your room temperature. In a cool room, the settings will be cooler than in a warmer room.
- If you have a bed skirt you may need to place the heating and cooling source next to the bed rather than underneath, or consider removing your bed skirt.



- If you store items under your bed, ensure you have at least one foot of space around the heating and cooling source.
- Clean or replace filters on the heating and cooling source every 6 months. See page 13 for details.

NOTE: When using the cooling mode in a high humidity environment, water can collect in the bottom of the heating and cooling source. The water will automatically be removed during the refreshing system cycle. Do not unplug or move the heating and cooling source until the cycle is complete.

Warnings

- The Dual Temp™ layer is not compatible with adjustable bases.
- The connectors at the head of the bed should not be pinched against a wall or nightstand as this will interfere with performance.

Troubleshooting

My heating and cooling source will not turn on

- Make sure the power supply is securely plugged into the heating and cooling source and the power cord is securely plugged into a working wall outlet or surge protector.

NOTE: A grounded electrical surge protection device is recommended. Test outlet by plugging in another working appliance.

- Check to make sure the outlet is not controlled by a wall switch.
- Verify that the power supply light is illuminated.

My DualTemp™ layer is not getting warm/cool

- It is important to turn on the DualTemp™ layer 20 minutes before going to bed to achieve the desired temperature.
- Check to ensure the connector is attached to the heating and cooling source.
- Create your ideal microclimate by covering the bed with a blanket/comforter/quilt to keep the warm or cool air from escaping.
- The DualTemp™ layer is not a replacement for air-conditioning or heating your home.

- The layer warms/cools based on the air temperature of your room. If your room is extremely cold or hot, it may affect the layer's performance. Increasing or decreasing the temperature of your bedroom will help achieve the temperature level desired.

My remote does not work

- Check for low battery symbol  and replace batteries if illuminated.
- Verify that you are using the correct remote for the appropriate side of the bed.

My heating and cooling source does not shut off

- The refreshing system cycle may run the drying fans up to 14 hours after use. Once the system has completed refreshing it will shut off on its own.

One or both heating and cooling sources turn off while in use

- The DualTemp™ layer is designed to automatically shut off after 10 hours.
- Verify that the timer was not set.

The layer has a new foam smell

- Your DualTemp™ layer may have a new product scent when it arrives. This non-toxic scent is perfectly normal and associated with the production of the foam.
- To reduce the scent, allow the layer to air out in a well-ventilated, shaded, open space for up to 48 hours.

I hear white noise from the heating and cooling source

- The heating and cooling source generates white noise while operating. Most people find white noise soothing.
- Wood or tile floors may create slightly more white noise. Reduce it by placing a square of carpet or other sound absorbing material directly beneath the heating and cooling source.
- Operate at a lower setting to reduce white noise.
- Another option is to position the layer with the connectors at the foot of the bed. Be sure the lighter gray side of the layer is facing up.

My remote is displaying “ER”

- An “ER” indicates there is an error. The heating and cooling source may not have power, or the remote and heating and cooling source may have lost communication with one another.

- Follow on screen instructions.
- Make sure the heating and cooling source is firmly plugged into a working outlet and is receiving power. Check to make sure the outlet is not controlled by a wall switch.
- Make sure that the power cord is plugged into the heating and cooling source.
- Wait for the display to shut off (about 10 seconds). Then try to adjust temperature again.
- If the “ER” persists call Customer Service at 1.800.472.7185

I want to update the name on my remote

- Press and hold both arrow buttons for  5 seconds
- Follow on screen instructions to enter name.

My DualTemp™ layer is shifting

- Use deep-pocket sheets for a secure fit. Recommended for use with Sleep Number® sheets.
- Layers may shift with use. Re-align inner layers to ensure a smooth surface.

My connector is not long enough or my heating and cooling source does not touch the floor

- Place the heating and cooling source on a book or box.

Caring for Your DualTemp™ Layer

Cleaning your DualTemp™ layer

1 Outer cover

- The top of the layer can be zipped off for washing. Machine wash on gentle cycle in cold water. Line dry.

NOTE: Only the top portion of the cover should be removed for washing.



2 Foam comfort layer

- If necessary, spot clean foam with a warm, soapy solution using a mild detergent. Do not saturate. Air dry.



Active layer

- If necessary, spot clean with a warm, soapy solution and damp cloth using a mild detergent. Do not saturate. Air dry.



Cleaning your heating and cooling source and remote

- Wipe with a clean cloth dampened with a mild soap and water solution. Do not immerse in water or place in dishwasher.
- Wipe the display screen of the remote with a clean, dry, lint-free cloth.



Replacing the filters

Top filter

- Remove the magnetic filter frame from the top of the heating and cooling source. Next, remove the used filter and replace it with the new filter. Replace the magnetic filter frame.

Front/side filter

- Remove the magnetic filter frame from the front/side of the heating and cooling source. Remove the used filter and replace it with the new filter. Replace the magnetic filter frame.
- Replacement filters can be ordered at a SLEEP NUMBER® store, online at sleepnumber.com or by telephone at 1-800-472-7185.



Cleaning the filters

- Remove the magnetic filter frame from the top of the heating and cooling source, then remove the (shorter) filter. Remove the magnetic filter frame from the front/side of the heating and cooling source and remove the second (longer) filter.
- Hand wash filters with a mild liquid soap. Air dry completely.
- Insert the clean filters and replace the magnetic filter frames.

Trial, Warranty & Notification

100-Day In-Home Trial

We are confident that you will be completely satisfied with your Sleep Number® DualTemp™ system. Please take into consideration that it may take several weeks to adjust and get completely comfortable. Within 100 days, if for any reason you decide to return the system, contact Customer Service to authorize its return. All merchandise being returned must be in good condition and be given a Return Merchandise Authorization number from Customer Service, which will expire 30 days from date of issue. Upon receipt, we'll reimburse the full purchase price less your initial shipping or Home Delivery and Setup fees. You pay return shipping. Refunds will be issued to the original method of payment within approximately 15 business days after all products have been received at Sleep Number. All shipping and incidental charges to return the DualTemp™ system are the customer's responsibility.

3-Year Limited Warranty

What is covered:

- Select Comfort ("Sleep Number") provides a limited warranty for your DualTemp™ system. The limited warranty provides protection from defects in materials and workmanship for a period

of 3 years from the original purchase date. Warranty is limited to product replacement only.

- Sleep Number, at its option, will replace the warranted product or component.
- Sleep Number reserves the right to substitute products or components of equal or better quality, and to use or deliver refurbished electronic products or components in the 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: foam compression or discoloration of components.)
- Damage from tampering with any component or from opening the heating and cooling system or remote.
- Damage from misuse or abuse of the remote, warranted product or component.
- Damage from laundering or dry-cleaning.
- Acts of nature, such as but not limited to lightning damage.
- Warranty is void upon sale, transfer or other disposal of the warranted product or component.
- Damage resulting from "unintended use".

What you must do:

- 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. You must have a Return Merchandise Authorization number provided by Customer Service.
- Return the warranted product or component in sanitary condition to an authorized Sleep Number® service center. Sleep Number will incur the cost of shipping.

Important Safety Instructions

- The remote is not a toy and should only be used under adult supervision.
- Do not open heating and cooling source or remote(s) (with the exception of the battery compartment). The warranty is void if these units are tampered with.
- Keep the heating and cooling source and remote(s) away from heat sources such as radiators, heat registers, etc.
- Heating and cooling source and remote(s) are not water resistant. Do not use or store near water – for example, in a wet basement, near an open window, etc.
- To reduce risk of electrical shock, unplug unit before cleaning.

Warning: There are no user serviceable parts inside the heating and cooling source. Any attempt to do so shall void the warranty.

Important Instructions

When using electrical appliances, 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 the DualTemp™ layer.
- WARNING - Do not use the DualTemp™ layer with an infant, a disabled person, a person with diminished capacity or anyone insensitive to heat, such as a person with poor blood circulation.
- WARNING - Do not use the DualTemp™ layer with any other heated blanket, comforter, quilt, sheet, mattress pad, mattress, foot warmer, throw blanket or similar heated or cooled bedding.
- Let power cord hang free. Do not place between mattress and foundation. Do not allow the power cords to be pinched.
- Turn off power or unplug when not in use.
- Do not operate the heating and cooling source with a damaged cord or plug or after the heating and cooling source malfunctions, has been dropped or damaged in any manner. Discard heating and cooling source, or return to

authorized service facility for examination and/or repair.

- Do not use outdoors.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
- To disconnect heating and cooling source, turn controls to off, then remove plug from outlet.
- Connect to properly grounded outlets only.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heating and cooling source.
- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
- A heating and cooling source has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored.
- Use this heating and cooling source only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric

shock, or injury to persons.

- Always plug heating and cooling source directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
- SAVE THESE INSTRUCTIONS.

FCC Compliance

Electrical components are rated for 110/120 voltage, 60Hz, 3.9 amp. Components meet Class B digital device rating (Part 15, FCC rules) for residential use.

Warning: 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).

Per FCC 15.19(a)(3) and (a)(4) 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.

Help is just a click or phone call away.

If you ever have questions about your DualTemp™ layer and how to find your ideal comfort, please visit us at sleepnumber.com or call 1.800.472.7185

Representatives are available
(Central Standard Time):

Monday–Friday 8 a.m. – 6 p.m.

Saturday 8:30 a.m. – 5 p.m.

Sunday Closed



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DualTemp™

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