Dual Temp™

sleep ⬍ number®

USER GUIDE

Welcome to
DualTemp™

Tonight, you're in control of better sleep.

Get to know your DualTemp™ layer. On the following pages, you'll find what's included, step-by-step assembly instructions, and tips for sleeping better from the first night.

So, let's get started.

• Place your DualTemp™ layer on top of your mattress pad.

• Tuck the layer's attachment flaps snugly underneath your mattress for a nice, flat fit. This will give your layer stability and hold it in place throughout each night.

• Once you've completed assembly, finish making your bed by placing the fitted sheet over the DualTemp™ layer. Using a blanket or comforter over the layer helps the DualTemp™ layer maintain your desired bed temperature.

To get your best night's sleep on your new DualTemp™ layer:

• Use your remote to turn on the DualTemp™ layer and choose the level of cooling or warming that fits you best. Allow the layer 20 minutes to reach the desired temperature before you enter the bed. Adjust the temperature as needed.

• Set the timer in one-hour increments, up to nine hours.

• Keep your room at 72° or lower for optimal cooling.

Now relax and enjoy the soothing effects of sleeping at just the right temperature— and wake refreshed in the morning.

YOUR DUALTEMP™ LAYER INCLUDES

air outlet

Heating and Cooling Source

Remote
batteries included

Power Supply

Power Cord

DualTemp™ Layer

hose

attachment flap

hose connector

ASSEMBLE YOUR DUALTEMP™ LAYER

Place the DualTemp™ layer on one side of your bed with the buttons on the underside, facing the mattress, and the hose centered on the outer edge of the mattress as shown.

fastener strip

Locate the black fastener strips on the underside of the attachment flaps.

NOTE: Fastener strips may grab and attach to other fabrics; only apply on the underside of the mattress to avoid snagging.

Carefully tuck the attachment flaps at the head and foot of the layer under the mattress with the fastener strips facing the mattress. Firmly secure the fastener strips to the underside of the mattress at each end.

NOTE: If you have a FlexFit™ adjustable base, raise and lower the head and foot of the bed and adjust the layer's fastener strips as needed to ensure a smooth, secure fit.

Place the heating and cooling source on the floor next to your bed.

WARNING: Electrical shock hazard. Do not place, use or store in water or near extremely damp locations.

CAUTION: The heating and cooling source has no user serviceable parts. Do not open, with the exception of removing the filter frames to clean or replace the filters (shown on page 15).

Attach the layer's hose to the heating and cooling source by aligning the hole on the hose connector to the silver ball on top of the air outlet on the heating and cooling source. Push together until you hear a click. The hose connector is designed to swivel to keep the hose from kinking.

hose kinked

hose not kinked

For optimal airflow and performance, ensure that the hose is free of kinks by allowing the hose connector to swivel freely.

Connect the power cord to the power supply. Plug the power supply into the heating and cooling source with the flat side of the plug facing down. Plug the power cord into a grounded outlet.

NOTE: Connect to properly grounded outlets only. Always plug the heating and cooling source directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).

Place two batteries (included) in the remote. The remote will wake automatically. Follow the prompts on the remote to add your name.

If necessary, pair the remote to the heating and cooling source by following the instructions on the screen.

If you are using a second DualTemp™ layer, repeat steps 1-8 on the other side of the bed, then follow the instructions on page 8.

IMPORTANT: Be sure to complete assembly on one side of the bed and place batteries in the first remote before beginning assembly of the second layer and remote. Never stack two DualTemp™ layers on the same side of the bed.

HEATING AND COOLING SOURCE PLACEMENT
FOR OPTIMAL PERFORMANCE

Place under the middle of the bed

• If your furniture is open with underbed clearance

NOTE: If you store items under your bed, ensure you have at least one foot of space around the heating and cooling source.

Place near the head of the bed

• If your furniture is closed or goes completely to the floor with no underbed clearance, or

• If you use a bed skirt

CONNECTING TWO DUALTEMP™ LAYERS

If you are using two DualTemp™ layers, connect them by buttoning the 3 sets of buttons and elastic loops on the underside of the layers.

If you have a FlexTop® King mattress, leave the top set of buttons unattached to allow for independent movement of the head of each side of the bed.

(underside of layers shown)

USING YOUR DUALTEMP™ REMOTE

It's easy to adjust to the right temperature with the touch of a button.
Start by pressing ⏻ to turn on your remote, then press:

Cooler

low   medium   high

Select from three levels;
the fan speed will increase
as the setting gets cooler.
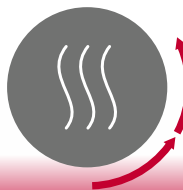
Warmer

low   medium   high
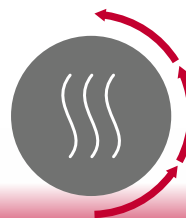
Select from three levels;
the fan speed will increase
as the setting gets warmer.

Fan

Room-temperature air circulates underneath you. It may feel cool.
Pressing 🌡 will take you directly to the fan.

Timer

The DualTemp™ layer can be set to turn off in 1 to 9 hours. Press 🕐 and use △ or ▽ to adjust time in one-hour increments, up to 9 hours, then press ⏻ to set. Once it reaches 9 hours, the timer resets to 0. If you do not set the timer, the layer will automatically shut off after 10 hours. To turn off the DualTemp™ layer, press and hold ⏻.

USING YOUR 5-BUTTON SLEEP NUMBER® REMOTE

Press (Left/Right) to select the side of the bed with the layer you'd like to control. In the Home menu, select *DualTemp*,™ then select *Adjust Temperature* to turn on the DualTemp™ layer and adjust to the desired temperature.
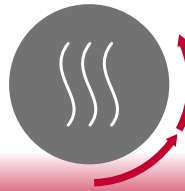
Cooler

low   medium   high

Select from three levels; the fan speed will increase as the setting gets cooler.

Warmer

low   medium   high

Select from three levels; the fan speed will increase as the setting gets warmer.

Fan

On the fan setting, room-temperature air circulates underneath you. It may feel cool.

Timer

The DualTemp™ layer can be set to turn off in 1 to 9 hours. Press (Enter), choose *Timers,* then use △ or ▽ to adjust time in one-hour increments, up to 9 hours, then press (Enter) to set. Once it reaches 9 hours, the timer resets to 0. If you do not set the timer, the layer will automatically shut off after 10 hours. To turn off the DualTemp™ layer, press and hold (Enter).

USING YOUR 10- OR 12-BUTTON SLEEP NUMBER® REMOTE

Press (Left/Right) to select the side of the bed with the layer you'd like to control. In the Home menu, select *DualTemp,*™ then select *Adjust Temperature* to turn on the DualTemp™ layer and adjust to the desired temperature.

▽ Cooler

low   medium   high

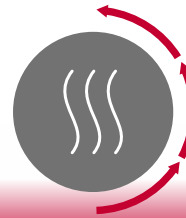Select from three levels; the fan speed will increase as the setting gets cooler.

△ Warmer

low   medium   high

Select from three levels; the fan speed will increase as the setting gets warmer.

Fan
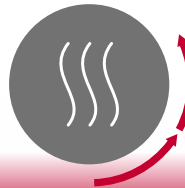
On the fan setting, room-temperature air circulates underneath you. It may feel cool.

🕐 Timer

The DualTemp™ layer can be set to turn off in 1 to 9 hours. Press (🕐), choose *DualTemp,*™ then use △ or ▽ to adjust time in one-hour increments, up to 9 hours, then press (Enter) to set. Once it reaches 9 hours, the timer resets to 0. If you do not set the timer, the layer will automatically shut off after 10 hours. To turn off the DualTemp™ layer, press and hold (Enter).

For Optimal Cooling and Warming

- For best cooling performance, keep your room temperature at 72° or lower.

- 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.

Create your ideal microclimate

• For optimal cooling, keep your room temperature at 72° or lower.

• Turn on the DualTemp™ layer 20 minutes before going to bed to allow your bed to reach the desired temperature before you enter the bed.

• To maintain the desired temperature, always keep the layer covered with a blanket/comforter/quilt.

• If you wake up too warm or too cold, try setting the layer's timer to turn off after 3 to 5 hours by adjusting in one-hour increments. You may turn off the DualTemp™ layer at any time by pressing and holding ⏻.

Bedding tips for your DualTemp™ layer

• **The DualTemp™ layer should 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.

Optimize heating and cooling performance

• For optimal cooling, keep your room temperature at 72° or lower.

• 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.

• Clean or replace filters on the heating and cooling source every 6 months. See page 15 for details.

• CAUTION: When using the cooling mode in a higher 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, which may run up to 10 hours. Do not unplug or move the heating and cooling source until the cycle is complete.** If it is unplugged before the refreshing cycle is complete and the unit has shut off on its own, this will prevent the layer from working properly the next time it is used.

Cleaning your DualTemp™ layer

• Spot clean layer with a warm, mild soap and water solution. Follow the cleaning instructions on the care label.

Replacing the filters

• Clean or replace filters on the heating and cooling source every 6 months.

• Replacement filters can be ordered at a Sleep Number® store, online at sleepnumber.com or by telephone at 1-800-472-7185.

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.

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.

• Rinse the filters gently under warm running water. Allow the filters to air dry completely.

• Insert the clean filters and replace the magnetic filter frames.

Cleaning your heating and cooling source and remote(s)

• 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.

*remote may vary
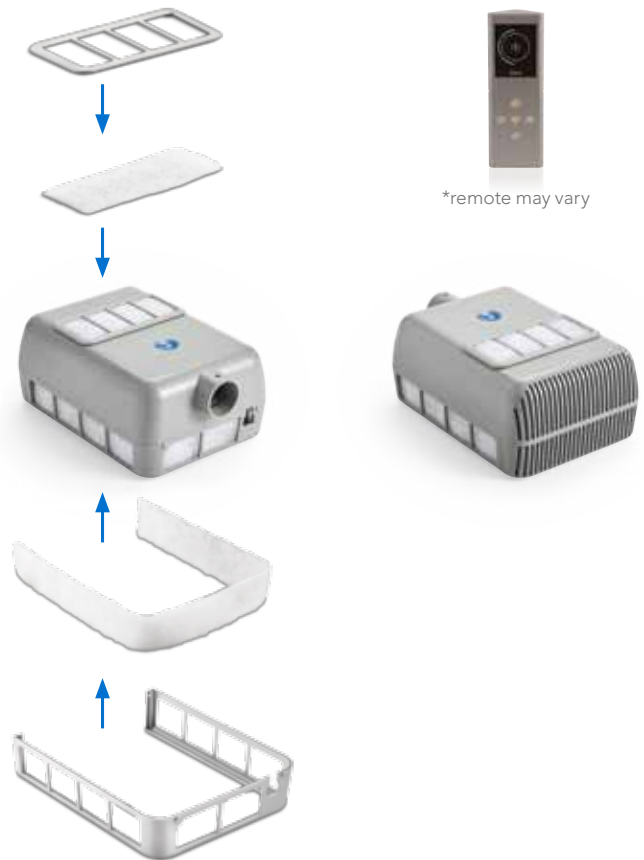
TROUBLESHOOTING

My heating and cooling source will not turn on.

• Make sure the power supply cord is securely plugged into the heating and cooling source and the power cord is securely plugged into a working grounded outlet.

• 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.

• To enjoy the layer's cooling effect, your room must be kept at 72° or lower.

• It's important to turn on the DualTemp™ layer 20 minutes before going to bed to allow your bed to reach the desired temperature before you enter the bed.

• Check to ensure the hose is attached to the heating and cooling source and is not twisted, kinked or pinched.

• 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. You must run heating or air conditioning for optimal performance.

• 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 desired temperature level.

My heating and cooling source turns off while in use.

• The DualTemp™ layer is designed to automatically shut off after 10 hours.

• Verify that the timer is not set.

I hear white noise from the heating and cooling source.

• To reduce white noise, operate at a lower setting.

• If operating on a wood or tile floor, reduce white noise by placing a square of carpet or other sound-absorbing material directly beneath the heating and cooling source, ensuring it is on a flat, level surface.

My heating and cooling source does not shut off.

• The refreshing system cycle may run the drying fans up to 10 hours after use. Once the system has completed refreshing it will shut off automatically. Do not unplug the heating and cooling source before the refreshing cycle is complete and the unit has shut off on its own. Doing so may prevent the product from working properly the next time it's turned on.

I want to update the name on my DualTemp™ remote.

• Press and hold both arrow buttons ⌃⌄ for 5 seconds.

• Follow on-screen instructions to enter a name.

My remote is displaying "ER."

• "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 supply cord is firmly 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.

My remote does not work.

• Check for low battery symbol 🔋 and replace batteries if illuminated. If screen is black, replace batteries.

• If you use a DualTemp™ layer on both sides of the bed, verify that you're using the correct remote for the appropriate side of the bed.

WARRANTY AND NOTIFICATION

3-Year Limited Warranty

Warranty information can be found at sleepnumber.com/warranty.

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: The heating and cooling source has no user serviceable parts. Do not open, with the exception of removing the filter frames to clean or replace the filters.

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.
- Do not use 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 grounded 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.

NEED HELP?

Chat with us at
sleepnumber.com

or call
1-800-472-7185

sleep ⬥ number.

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