

# DualTemp<sup>®</sup>

user guide

## Help is just a click or phone call away

If you need help finding your ideal comfort or troubleshooting, please visit us at [sleepnumber.com/chat](https://sleepnumber.com/chat) to chat with a live representative 7 a.m. – 11 p.m. (Central Standard Time) daily.

To speak to a representative by phone, call **1.800.472.7185** (Central Standard Time):

Monday-Friday	8 a.m. – 8 p.m.
Saturday	8:30 a.m. – 5 p.m.
Sunday	Closed



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sleep  number<sup>®</sup>  
know better sleep<sup>™</sup>

# Welcome to **DualTemp**<sup>®</sup>



Our DualTemp™ layer features active air technology that allows each of you to select your ideal temperature at the simple touch of a button. So you both can sleep exactly the way you like.

Let's get started.



## What's Inside



DualTemp™ Layer (1)  
\*layer may vary



Secure Fit System Bands (2-4)



Heating and Cooling Source (2)  
Twin Extra-Long receives 1



Remote(s)  
Batteries included  
\*remote may vary  
Twin Extra-Long receives 1



Power Supply (2)  
Twin Extra-Long receives 1



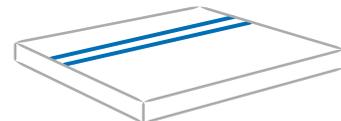
Power Cord (2)  
Twin Extra-Long receives 1



Measure secure fit band placement  
26 and 38 inches from the head of the bed.

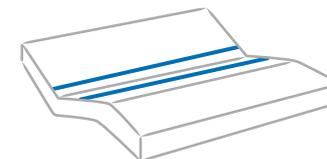
## Before Putting the DualTemp™ Layer on Your Mattress

Position the secure fit bands under your mattress to keep the layer firmly in place. This step varies depending upon your base. If you have an adjustable base, raise the head and foot slightly so it's easier to place the bands. When finished, return to flat position.



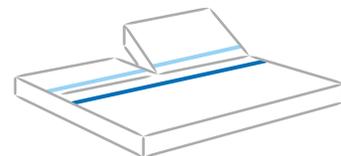
Modular base  
or box spring  
(2 long bands)

- Slide the first band under the mattress 38 inches from the head of the bed until the rigid portion of the band is centered under the mattress.
- Repeat with the second band, placing it 26 inches from the head of the bed.



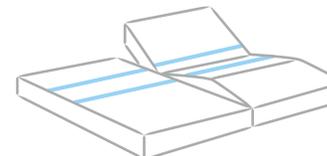
Queen/King  
adjustable base  
(2 long bands)

- Slide the first band under the mattress 38 inches from the head of the bed until the rigid portion of the band is centered under the mattress.
- Repeat with the second band, placing it 26 inches from the head of the bed.



FlexTop™ King  
adjustable base  
(1 long band, 2 short bands)

- Slide the long band under the mattress 38 inches from the head of the bed until the rigid portion of the band is centered under the mattress.
- Slide one of the short bands under the width of the mattress 26 inches from the head of the bed until the rigid portion of the band is centered under one side of the mattress.
- Repeat with the second short band on the other side of the bed.



Split King  
adjustable base  
(4 short bands)

- Slide one of the bands under the width of the mattress 38 inches from the head of the bed until the rigid portion of the band is centered under one side of the mattress.
- Repeat with the second band, placing it 26 inches from the head of the bed.
- Repeat at both the 26- and 38-inch marks on the other side of the mattress.

## Assembly



1 Place the DualTemp™ layer on your bed with the hoses toward the head of the bed and the lighter gray side facing up.



2 Secure the bands to the metal loops on the DualTemp™ layer on each side of the mattress (and in the middle between each mattress for Split King and FlexTop™ King mattresses).



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



4 Connect the power cord to the power supply. Plug it into a grounded outlet or surge protector.



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 Plug the power supply into the first heating and cooling source with the flat side of the plug facing down.



7 For Queen and King size beds, repeat steps 3-6 on the other side with the second heating and cooling source.

## Using Your 3-Button Sleep Number® Remote

Press the side button  to select one side of the layer. Press the Menu/Select button . In the Home menu, select DualTemp™, then select Adjust Temperature to turn on the DualTemp™ layer and adjust to the desired temperature.



Warmer



Cooler

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



Sleep Number® 3-Button Remote

### 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

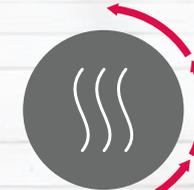
For warmer, cozier sleep, press the up arrow to select from three levels of warmth: low, medium or high. You'll notice the fan speed increasing as the setting gets warmer.



low



medium



high



Sleep Number® 3-Button Remote

### Setting the timer

The DualTemp™ layer can be set to turn off in 1-9 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.

To set the timer, press the Menu/Select button , choose Timers, then use the up/down arrows to select the time. Press the Menu/Select button .

## Using Your 7- or 9-Button Sleep Number® Remote

Press the side button  to select one side of the layer. Press the Home button . In the Home menu, select DualTemp™, then select Adjust Temperature to turn on the DualTemp™ layer and adjust the temperature.



Warmer



Cooler

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



Sleep Number® 7-Button Remote

### 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

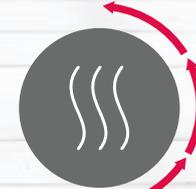
For warmer, cozier sleep, press the up arrow to select from three levels of warmth: low, medium or high. You'll notice the fan speed increasing as the setting gets warmer.



low



medium



high



Sleep Number® 9-Button Remote

### Setting the timer

The DualTemp™ layer can be set to turn off in 1-9 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.

To set the timer, press the Timer button , choose DualTemp™, then use the up/down arrows to set the time. Press the Enter button .

## Using Your DualTemp™ Layer

### Create your ideal microclimate

- You must keep your home at 72° or cooler to optimize cooling.
- Turn on the DualTemp™ layer 20 minutes before going to bed.
- To maintain 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 3-5 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.

NOTE: For FlexTop™ beds connectors may not be placed at foot.

### 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

- You must keep your home at 72° or cooler to optimize cooling.
- 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 15 for details.

NOTE: 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. Do not unplug or move the heating and cooling source until the cycle is complete.

### Warning

- The connectors at the head of the bed should not be pinched against a wall or nightstand as this will interfere with performance.



# Caring for Your DualTemp™ Layer

## Cleaning your DualTemp™ layer

### 1 Outer cover

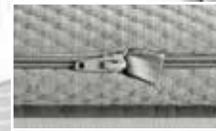
The top of the layer's outer cover can be zipped off. Machine wash only the top portion of the cover on gentle cycle in cold water. Line dry.

### 2 Foam Comfort Layer

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

### 3 Active Layer

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



## Replacing the filters

NOTE: It is recommended that you clean or replace the filters on the heating and cooling source every 6 months.

### 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](http://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.

## 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.



# 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 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 dimmer switch.
- Verify that the power supply light is illuminated.

## My DualTemp™ layer is not getting warm/cool.

- Your room must be kept at 72° or cooler.
- 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. 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 remote does not work.

- Check for low battery symbol  and replace batteries if illuminated. If screen is black, replace batteries.
- 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 is 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.  
  
NOTE: For FlexTop™ beds connectors may not be placed at foot.

## 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.

## 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 supply 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.

# 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 on DualTemp™ Layer

What We Will Do:

At our option, *Sleep Number* will repair or replace the warranted product or part provided that it is returned to us as provided herein. Any covered repairs or replacement parts will be at no cost to you. *Sleep Number* reserves the right to substitute products or parts of comparable quality and value or, where permissible by law, to use or deliver refurbished products or parts in the repair or replacement of any product or part that does not come into contact with the sleep surface under this limited warranty.

## Who This Warranty Provides Coverage To:

Your warranty is non-transferrable and sale, transfer or disposal of the warranted product or part will void this warranty. For the purposes of this warranty, an "original purchaser" is an individual who purchases the product directly from *Sleep Number* or an authorized reseller for personal, consumer use and not with the intent to resell the product or use for commercial purposes. This warranty does not apply to products purchased either with the intent to resell or through unauthorized resellers including, without limitation, third party websites such as Craigslist, eBay or Amazon. If you are not the original purchaser, you take the product "as is" and with any and all faults.

## Claims This Warranty Does Not Cover:

Your warranty excludes claims for conditions arising from normal wear and tear including but not limited to cover compression, foam compression, discoloration of parts or normal body indentations. This warranty does not provide coverage for claims related to comfort preference. The warranty does not provide coverage and will become void if claims are a result of damage caused by tampering with or modifications to any component including the opening of the heating and cooling source or remote control. Damage caused from laundering or dry-cleaning the product or any part as well as damage caused by misuse or abuse including but not limited to stains, soil, burns, cuts, tears or spills or factors other than a product defect are also excluded under and will void this warranty. This warranty does not provide coverage and will become void if damage is caused by acts of nature or relating to forces outside of Select Comfort's control including but not limited to fire, flood or lightning damage or for damage caused by power surges.

## Costs This Warranty Does Not Cover:

In connection with your warranty claim, you are responsible for returning the warranted product or part to us. Shipping of products or parts related to your warranty claim will be at your expense in both directions. In either case, you remain responsible for bringing your authorized return to your nearest UPS facility or drop-off location. This warranty does not provide coverage for or the cost associated with the transportation, inspection, removal or installation of any product or parts except as provided above. The responsibility for the installation of any product or part replaced under this warranty and any related installation costs are yours regardless of whether there is any cost to you for the repaired or replaced product or part.

## What You Must Do To Keep The Warranty In Effect:

Keep your original receipt. You may be required to provide your original receipt at the time of any warranty claim.

Do not remove the law label. Do not remove any label that may be attached to your SLEEP NUMBER® DualTemp™ layer. This label identifies your product as being a genuine SLEEP NUMBER® product and may be required to establish warranty coverage.

Keep the DualTemp™ layer in a sanitary condition. This warranty shall not apply to any product or part found to be in an unreasonably unsanitary condition. A product is in an unreasonably unsanitary condition if it is so pervasively soiled that an inspection is unable to be conducted due to the presence of body fluids, blood borne pathogens, insects or other substances that otherwise suggest that the product has been subjected to misuse or abuse beyond ordinary wear and tear.

## What Is The Warranty On Repaired Or Replaced Products Or Parts?

No new warranty is provided with any DualTemp™ layer or any component part that is repaired or replaced under this warranty. The warranty for any replacement layer or component part runs from the date of your original purchase or invoice date, whichever is later. Any layer or component part that is replaced under this warranty will be required to be returned to *Sleep Number* at the time of replacement.

## What Are The Limitations On This Warranty?

Your exclusive remedy, in lieu of all incidental, special or consequential damages, including for negligence, is limited to repair or replacement of any product or component deemed to be defective under the terms and conditions stated in this warranty. SLEEP NUMBER SHALL NOT BE LIABLE IN ANY CASE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

ARE THERE ANY IMPLIED WARRANTIES? EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO YOUR SLEEP NUMBER® DUALTEMP™ LAYER IS LIMITED IN DURATION TO THREE YEARS. EXCEPT AS OTHERWISE MAY BE REQUIRED BY LAW, THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OTHER THAN THE WARRANTY DESCRIBED HEREIN. *Sleep Number* does not make any warranty and specifically disclaims any warranty that your *Sleep Number* DualTemp™ layer is suitable for any particular medical condition. No express or implied warranties are extended to any persons who purchased the product from anyone other than

SLEEP NUMBER or its authorized retailers and all such warranties are hereby excluded. *Sleep Number* does not authorize any person or entity to create for it any other obligation or liability in connection with this warranty.

## How State Law Relates To This Warranty:

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts so the foregoing limitations may not apply to you. This warranty gives you specific legal rights. You may also have other rights. These rights may vary from state to state.

## How To File A Warranty Claim:

You must contact our Customer Service department at the phone number printed on the back cover of your user guide to obtain a Return Merchandise Authorization (RMA) number prior to returning any products or parts to us. You may be asked to undertake certain steps to troubleshoot the product or part for which a claim is being made. These steps are essential to determining whether your warranty claim is covered and ensuring shipment of the correct replacement product or part. Products or parts returned to us without an RMA will be destroyed and no warranty claim will be honored. You may also contact us by email at customerservice@selectcomfort.com or in writing to: Sleep Number Customer Service, 9800 59th Avenue North, Minneapolis, MN 55442.

## 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.
- 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.