

DualTemp™

sleep  number.

USER GUIDE



**WARNING:** Read all instructions before use to avoid injury. Improper use of product can result in serious injury or death. Follow the safety information in this user guide. Keep this user guide for future reference.

# 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 DualTemp™ 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 the night.
- Once you've completed assembly, place a fitted sheet over the DualTemp™ layer and finish making your bed. Use a blanket or comforter to help the DualTemp™ layer maintain your desired bed temperature.

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

- 20 minutes before bed, use your remote to turn on the DualTemp™ layer and choose the level of cooling or warming that fits you best. 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  
can be used on either side of the bed

hose

hose  
connector

attachment flap

## 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.



Locate the attachment flaps rolled up at each end of the layer. Remove the tape from the attachment flaps and unroll to reveal fastener strips.

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, firmly securing 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. See page 8 for placement tips. Remove the clear protective film from the face of the heating and cooling source.

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

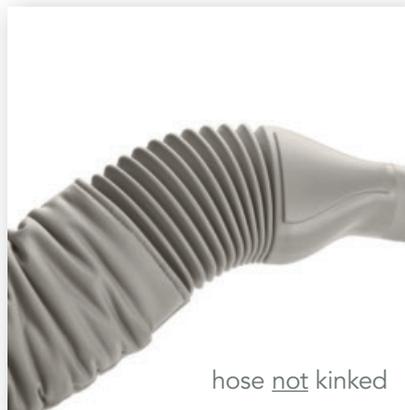
**CAUTION:** The heating and cooling source has no user serviceable parts. Do not open.



Attach the layer's hose to the heating and cooling source by aligning the hole on the top of the hose connector to the silver ball on top of the air outlet on the heating and cooling source. Push together until hose is securely connected.



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 up. Plug the power cord into a grounded outlet; power light will illuminate and blink for one minute, then turn solid to indicate connection.

NOTE: Connect to properly grounded outlets only, as pictured. 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).



With power light on the heating and cooling source blinking, place two batteries in the remote. Follow prompts on screen to add your name. See page 10 for instructions.

If you miss the light blinking, remove batteries, unplug and re-plug the power supply into the heating and cooling source, then reinsert the batteries.

If necessary, pair the remote to the heating and cooling source by following screen instructions. Once connected, you'll see a fan icon on the remote, and the heating and cooling source will power on. If you see an error message, see Troubleshooting on page 14.



If you are using a second DualTemp™ layer, wait five minutes to allow the system to connect, then repeat steps 1-8 on the other side of the bed with the second layer. Make sure the light on the first power source is solid before setting up the second layer.

IMPORTANT: 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
- If you use a bed skirt

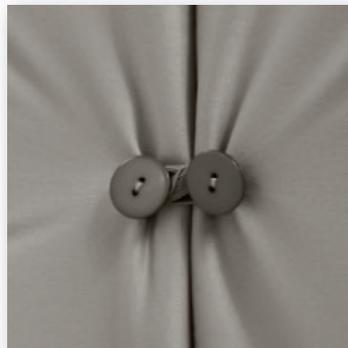
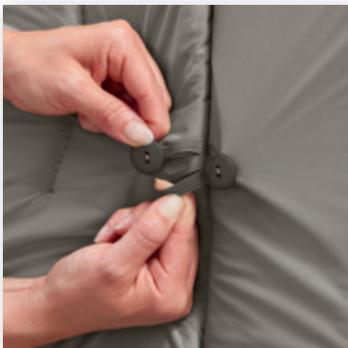


## CONNECTING TWO DUALTEMP™ LAYERS

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.

If you have a Split King mattress, do not button the two layers together. This will allow for independent movement of each side of the bed.



# USING YOUR DUALTEMP™ REMOTE

## Getting Started

It's easy to adjust to the right temperature at the touch of a button.

Start by pressing  to turn on your remote. You'll know the remote is turned on when you hear the fan on the heating and cooling source. If your remote displays an error message, see Troubleshooting on page 14.

## Add Your Name

To enter your name into the remote, follow the on-screen instructions.

Press  to start when prompted. Then, press  or  to scroll through the letters, then press  to select a letter, up to 7 characters.

When finished, press and hold  to continue. Select YES when asked to confirm your name. Press  to continue.



## CHOOSE YOUR LEVEL OF COOLING OR WARMING

To choose the temperature of your DualTemp™ layer, press:



Cooler

Press  to select from three levels of cooling.



low



medium



high

Between cooling and warming settings is a fan setting, which will circulate room-temperature air.



fan

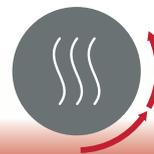


Warmer

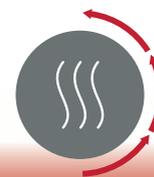
Press  to select from three levels of warming.



low



medium



high



Press  to return to the last setting you've selected on any remote screen.



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 confirm selection. Once the timer is set, the time remaining will display at the bottom of the temperature screen. After 9 hours, the timer will automatically reset to 0.

To change a timer, press  and use  or  to adjust.

To turn off a timer, press  again and scroll up or down to find Turn Off Timer; select this option and press .

Once a timer is set, press  to see the last temperature setting. **If you change the temperature after a timer has been set, the timer will start over.**

## For Optimal Heating and Cooling

- 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.



For instructions on operating your DualTemp™ layer using your Sleep Number® bed remote, please visit [sleepnumber.com/support](https://sleepnumber.com/support)

## USING AND CARING FOR YOUR DUALTEMP™ LAYER

### 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.

### Cleaning your DualTemp™ layer

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

### Cleaning your heating and cooling source and remote(s)

- Keep the metal screen on the heating and cooling source free of dust and debris by wiping with a clean, damp cloth or lightly vacuuming the surface.



- Wipe the display screen on 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.
- 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/cooling 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. Press  and scroll to select a timer setting.

### 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.

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

- Press and hold both arrow buttons  for 5 seconds to take you to the SYSTEM menu.
- Select "Re-Name Side".

### 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.
- 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.
- If you still see an error message, remove the batteries from your remote and unplug the power cord from the electrical outlet. Wait 30 seconds, then plug the power cord back in and reinstall the batteries in the remote. Repeat as necessary until the remote no longer displays ER.
- If error message (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.

# LIMITED WARRANTY AND NOTIFICATION

## 1-Year Limited Warranty

Limited Warranty information can be found at [sleepnumber.com/warranty](http://sleepnumber.com/warranty)

## Important Safety 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.
- 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 limited warranty is void if these units are tampered with.
- 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.
- Keep the heating and cooling source and remote(s) away from heat sources such as radiators, heat registers, 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.
- **WARNING** – Risk of burns, serious injury or death. 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** – Risk of burns, serious injury or death. 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 or unplug when not in use. To disconnect, turn all controls to the off position, then remove from outlet.
- 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 or dropped into water. 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.
- 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 heater/cooler.
- 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. Keep the air openings free of lint, hair, and the like.
- A heater/cooler 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 heater/cooler 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 heaters/coolers directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
- Always remove plug from outlet before disconnecting from heater/cooler; do not disconnect it when power is "ON."

**DANGER** – To reduce the risk of electric shock:

Always unplug this furnishing from the electrical outlet before cleaning.

**WARNING** – To reduce the risk of burns, fire, electric shock or injury to persons:

Unplug from outlet before putting on or taking off parts.

Close supervision is necessary when this furnishing is used by or near children, invalids or disabled persons.

Use this furnishing only for its intended use as described in these instructions. Do not use attachments that are not recommended by the manufacturer.

Keep the cord away from heated surfaces.

Keep the heating and cooling source and remote(s) away from heat sources such as radiators, heat registers, etc.

Never drop or insert any object into any opening.

Do not operate where aerosol (spray) products are being used or where oxygen is being administered.

**WARNING** – Risk of Electric Shock – connect this furnishing to a properly grounded outlet only.

SAVE THESE INSTRUCTIONS

## FCC Compliance

Electrical components are rated for 110/120 Volts, 60Hz, 3.9 amps. 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). The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment.

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](https://sleepnumber.com)

or call  
1-800-472-7185

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