Welcome and Congratulations

Congratulations on your purchase of a SLEEP NUMBER® bed! You’re about to join the nearly 8 million people who’ve traded their innerspring mattresses for the most innovative sleep surface ever. The technology behind the Sleep Number bed is one that recognizes the unique sleeping needs of every individual, which vary according to comfort preference, body type, height, weight, sleeping position, and other health and lifestyle factors. By creating a fully personalized sleep surface, your new Sleep Number bed offers you customized comfort that can significantly improve your sleep quality.

You’ll enjoy years of the latest generation of sleep comfort and technology in your Sleep Number bed. Our commitment to quality is at the heart of our manufacturing process and every Sleep Number bed is designed and crafted in the USA. Our focus on constant innovation, value, and customer satisfaction has repeatedly earned us the Consumers Digest Best Buy award.

We thank you for your purchase and wish you years of personal comfort and restful sleep.

Dear QVC Customer,

Congratulations! We are delighted that you purchased the SLEEP NUMBER® bed. We know you will enjoy your Sleep Number bed for many years!

QVC and SLEEP NUMBER are committed to providing exceptional service to you. To provide that priority service, we have established the Sleep Number® GOLD SERVICE program with a phone number, 1.800.790.9298, exclusively for QVC customers. This number will allow you to quickly reach a SLEEP NUMBER® representative.

These Sleep Number representatives are product specialists who are able to answer any questions you may have regarding setup, finding your SLEEP NUMBER® setting, manufacturer’s warranty details, or any other product-related questions—including comfort tips. When you call, please have your QVC Order Number readily available. Sleep Number representatives are available Monday through Friday, 8 a.m. to 6 p.m. CST and Saturday, 8:30 a.m. to 5 p.m. CST. You can also visit the SLEEP NUMBER® customer website at mygoldservice.com, where you will find assembly information, troubleshooting FAQs and warranty information.

For all other questions, please contact QVC Customer Service at 1.800.367.9444 or visit qvc.com/customerservice. Thank you for your purchase. QVC and Sleep Number look forward to serving you in the future.

Sleep Well!
What’s Inside

Setting up your new SLEEP NUMBER® bed only takes about an hour, but you’ll enjoy the benefits of better sleep for years to come. You won’t need any tools and, although it’s nice to have a helper, you can do it by yourself. First, you’ll need to remove your old bed.

Note: If you ordered the Sleep Number® adjustable base system, please see the Sleep Number® Adjustable Base Assembly Instructions, then proceed to page 12 of this manual to complete your mattress assembly.

Assembly Video

For a step-by-step demonstration on how to assemble a SLEEP NUMBER® bed, watch this video.

Models may vary. For instructions specific to your bed, please follow printed assembly steps.
**Before You Begin Your Base Assembly**

- Carefully check the contents of your base boxes:
  - a. Make sure you have the number of components required for the size of bed you purchased (see Base Parts and Components list on the following page).
  - b. If you are missing any items listed on the following page, please call 1.800.790.9298 or email Customer Service at customerservice@selectcomfort.com.

- Prepare your bed frame, if you have one:
  - Your base can be assembled directly onto your current bed frame or on the floor. Some bed frames have slats that run from one side of the bed to the other. If your bed frame has slats, position the slats evenly to support the base. If your bed frame has fewer than three slats, we recommend adding additional slats to ensure adequate support for your base.
  - NOTE: Be sure the size of your base corresponds to the size of your bed frame. To ensure adequate support, check your frame for center support. If the frame does not have center support, we recommend the use of bed slats.

- King bases:
  - King and California King bases consist of two bases side by side, as shown below. Complete the assembly of one unit, assemble the second, then place side by side on the bed frame.

---

**Base Parts and Components**

<table>
<thead>
<tr>
<th>Component</th>
<th>Full</th>
<th>Queen</th>
<th>King/California King</th>
</tr>
</thead>
<tbody>
<tr>
<td>Side Rails</td>
<td>2 each</td>
<td>2 each</td>
<td>4 each</td>
</tr>
<tr>
<td>Support/End Beams</td>
<td>6</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td>Deck Panels</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Pin Components</td>
<td>2</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Coverlet</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Firmness Control™ System</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

**Important**

- Decide where to put your new bed.
- Make sure there's an electric power source nearby to operate your Firmness Control™ system.
- **IMPORTANT**: Use a surge protector.
  - While the Firmness Control™ system may be plugged directly into a wall outlet, we recommend using a surge protector to guard against unexpected power surges. Please note: Your 20-Year Limited Warranty does not cover damage to the Firmness Control™ system due to a power surge, regardless of the source. See the Limited Warranty on pages 24-25 for more details.

- Open all boxes.
  - CAUTION: Immediately dispose of packaging as it can pose choking or other hazards to small children and pets.

- **IMPORTANT NOTE**: Prepare your foam pad:
  - a. Locate box with foam comfort pad.
  - b. Carefully open the foam comfort pad and set aside. At least 30 minutes of expansion time is needed.

- **Firmness Control™ System**:
  - a. Locate box with Firmness Control™ system.
  - b. Set Firmness Control™ system aside. It will be required later during base assembly.

- **Careful check the contents of your base boxes**:
  - a. Make sure you have the number of components required for the size of bed you purchased (see Base Parts and Components list on the following page).
  - b. If you are missing any items listed on the following page, please call 1.800.790.9298 or email Customer Service at customerservice@selectcomfort.com.

- **Prepare your bed frame, if you have one**:
  - Your base can be assembled directly onto your current bed frame or on the floor. Some bed frames have slats that run from one side of the bed to the other. If your bed frame has slats, position the slats evenly to support the base. If your bed frame has fewer than three slats, we recommend adding additional slats to ensure adequate support for your base.
  - NOTE: Be sure the size of your base corresponds to the size of your bed frame. To ensure adequate support, check your frame for center support. If the frame does not have center support, we recommend the use of bed slats.

- **King bases**:
  - King and California King bases consist of two bases side by side, as shown below. Complete the assembly of one unit, assemble the second, then place side by side on the bed frame.

---

**Modular Base Assembly**

- Carefully check the contents of your base boxes.
- If you are missing any items listed above, please call 1.800.790.9298 or email Customer Service at customerservice@selectcomfort.com.
1. Side Rails
- Connect the components labeled A side rail and B side rail together
- Make sure a shorter side rail is paired with a longer side rail for each connection; push firmly; joints fit tightly

2. Pins
- Insert pins by sliding into side rails in the direction of the arrow
- Push firmly
- Make sure that the top of the pin is flush with the top of the side rail as shown in image "B" below

3. Support/End Beams
- Match "A" end of the support/end beam with the "A" groove of the side rail.
- Match "B" end of the support/end beam with the "B" groove of the side rail.

  For Queen and King beds:
  - Slide one of the beams labeled "support beam" into the end of the side rails at the head of the bed, ensuring the tabs are pointed up; push firmly until top is flush; joints fit tightly
  - Slide remaining support beams into grooves of the side rails, beginning at the head of the bed and progressing toward the foot.
  - Be sure to match the "A" end of the support beam with the "A" groove of the side rail and the "B" end of the support beam with the "B" groove of the side rail

  For Full and California King beds:
  - Slide one of the beams labeled "end beam" into the side rails ensuring the tabs are pointed up; push firmly until top is flush; joints fit tightly at the head of the bed
  - Slide support beams into grooves of the side rails, beginning at the head of the bed and progressing toward the foot. Be sure to match the "A" end of the support beam with the "A" groove of the side rail and the "B" end of the support beam with the "B" groove of the side rail
  - Slide remaining beam labeled "end beam" into the grooves at the foot of the bed
Coverlet
- Place coverlet on top of base
- Carefully cover one corner at a time, positioning the seam at the head of the bed

Deck Panels
- Slide deck panels onto frame from outside in, locking each deck panel into place by securing it to the tabs of the frame and beams
- Ensure the deck panels are flush on all sides
- Panels fit snugly; do not force
  
  NOTE: King and California King bases consist of two bases, side by side.

Firmness Control™ System
- Place the Firmness Control™ system under the base at the head of the bed with the hoses pointing in the direction of the head of the bed
- CAUTION: If base is placed directly onto floor, place Firmness Control™ system next to the head of the base
- Plug the power cord into the Firmness Control™ system and into a surge protector
- Extend hoses in front of the head of the bed and toward their respective sides of the bed (for dual chamber beds) or to one side (for single chamber beds)

CAUTION: If base is placed directly onto floor, place Firmness Control™ system next to the head of the base.

Note: Texture and surface appearance may vary.
Important

- **Orientation**
  These instructions refer to "left" and "right" as if you are lying on your back on the bed looking toward the foot of the bed.
- **Open all boxes**
  CAUTION: Immediately dispose of packaging as it can pose choking or other hazards to small children and pets.
- **Carefully check the contents of your mattress boxes**
  a. Verify that you have the number of components required for the size of bed you purchased.
  b. If you are missing any item listed on the following page, please call 1.800.790.9298 or email Customer Service at customerservice@selectcomfort.com.

**IMPORTANT:** Use a surge protector. The warranty does not cover damage to the Firmness Control™ system due to a power surge. Using a surge protection device (not included) is recommended.

**NOTE:** If you have not done so already

- a. Firmness Control™ System
  - Place the Firmness Control™ system under the base at the head of the bed with the hoses pointing in the direction of the head of the bed (see page 10 for reference).
  - CAUTION: If base is placed directly onto floor, place Firmness Control™ system next to the head of the base.
  - Plug the power cord into the Firmness Control™ system and into a surge protector.
  - NOTE: For best results, do not plug surge protector into an outlet that’s controlled by a wall switch.
  - Extend hoses in front of the head of the bed and to their respective sides of the bed (for dual chamber beds) or to one side (for single chamber beds).

**Note:** The warranty does not cover damage to the Firmness Control™ system due to a power surge. Using a surge protection device (not included) is recommended.

### Mattress Parts and Components

<table>
<thead>
<tr>
<th></th>
<th>Full</th>
<th>Queen/King</th>
<th>California King</th>
<th>Split King</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mattress Cover</strong></td>
<td>1</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td><strong>Foam Border Walls</strong></td>
<td>4</td>
<td>4</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td><strong>Air Chambers</strong></td>
<td>1</td>
<td>2 (may be in one package)</td>
<td>2 (may be in one package)</td>
<td></td>
</tr>
<tr>
<td><strong>Firmness Control™ System with Remote(s)</strong></td>
<td>1</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td><strong>Center Foam Wall</strong></td>
<td>0</td>
<td>1</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>Foam Comfort Pads</strong></td>
<td>2</td>
<td>4</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td><strong>Foam Base Pad</strong></td>
<td>1</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

If you are missing any items listed above, please call 1.800.790.9298 or email Customer Service at customerservice@selectcomfort.com.
1. Mattress Cover
• Place on base or on existing bed platform
NOTE: Make sure the holes in the bottom of the mattress cover are at the head of the bed.

2. Mattress Cover Top
• Unzip mattress cover at zipper A
• Set mattress cover top aside

3. Foam Side Walls
• Place long border walls along inside of mattress cover, extending the entire length of the bed
• Ensure that the notches are facing the center of the bed

4. Foam End Walls
• Place short border walls at the head and foot inside the mattress cover, between the side walls
• Make sure the foam border walls are connected securely and squarely
• Ensure that the zipper is aligned with the top edge of the foam border walls
NOTE: It is okay if the foam walls bow to the inside of the bed at this point in the assembly.

Color and pattern may vary.
**Mattress Assembly**

### 5 Foam Base Pad
- Carefully shake out the pad prior to placing it in position
- Place the foam base pad on bottom of mattress cover

### 6 Air Chamber(s)
- Place air chamber(s) on top of foam base pad so the hose connectors lie on the bottom when inflated and the connectors face the head of the bed

### 7a Firmness Control™ System for Dual Chamber Beds
- Locate the hoses for the Firmness Control™ system
- Pass the hose marked “L” through the opening on the left side of the mattress cover. Connect the hose to the left air chamber by pushing together until you hear a click. (Left is indicated as though you are lying on your back on the bed, looking toward the foot of the bed)
- Repeat with the unmarked hose and remaining air chamber

To Calibrate:
1. Unplug and re-plug your Firmness Control™ system into a surge protector.
2. While standing next to the bed, choose L or R to initiate one side of the bed, and then press and hold the firmer ▲ arrow to reach a SLEEP NUMBER® setting of 100.
3. Once the chamber has reached 100, use the softer ▼ arrow to reach a Sleep Number setting of 50.
4. Repeat Steps 2 and 3 one more time for the initial chamber.
5. Perform Steps 2 and 3 twice for the second chamber.

### 7b Firmness Control™ System for Single Chamber Beds
- Locate the hose for the Firmness Control™ system
- Pass the hose through the opening in the mattress cover and connect to the air chamber by pushing together until you hear a click

To Calibrate:
1. Unplug and re-plug your Firmness Control™ system into a surge protector.
2. While standing next to the bed, press and hold the firmer ▲ arrow to reach a SLEEP NUMBER® setting of 100.
3. Once the chamber has reached 100, use the softer ▼ arrow to reach a Sleep Number setting of 50.

NOTE: During this exercise the Sleep Number reading may fluctuate.
4. Repeat Steps 2 and 3.

**Diagram:**
- Dual chamber bed shown.
- Hose connection shown.
- Foam base pad shown.
- Air chamber caps inside mattress at head of bed.
8 Center Foam Wall (Dual Chamber Beds Only)
   • Insert center foam wall between the air chambers

9 Duvet Cover
   • Install mattress cover at zipper A.
   • Remove mattress cover top at zipper B; set aside to expose duvet cover

10 Foam Comfort Pads
   • Place the foam comfort pads on top of the duvet cover
   Important Safety Notice: Make sure the patterned side is up. Then extend the border wrap over the foam comfort pads.

11 Border Wrap
   • Ensure that the border wrap extends over the foam comfort pads as shown below
   Important Safety Notice: To ensure compliance with federal flammability requirements, the border wrap must be positioned correctly within the mattress as shown.

12 Mattress Cover Top
   • To close mattress cover, place mattress cover top on bed and ensure zipper pull is at head of bed.
   • Make sure the zipper pin is completely inserted into the zipper box. Zip the top of the mattress cover closed

Foam color and pattern may vary.
Border Wrap
Color and pattern may vary.
Your Remote and Its Functions

**Button**

- **Side (L) and (R)**: Press to choose a side, it will display the previous SLEEP NUMBER® setting.
- **Firmness ▲ or ▼**: Press and release the ▲ or ▼ button several times until desired Firmness setting is displayed. Adjustment will begin after a slight delay.
- **Fill Memory**: The memory feature allows you to set your favorite SLEEP NUMBER® setting into memory and recall it at any time.
  - **Memory Set**: Press L or R to choose a side, then press any button to wake up remote, then press L or R on the side you would like to recall.
  - “Memory Set” will appear above the Sleep Number® when it's set.
  - Adjust the bed to the Memory setting.
  - Press the Memory button 2 times within 5 seconds to recall that setting.
  - Press L or R to choose a side and wake up the remote.
  - Press L or R to choose a side, it will display the previous SLEEP NUMBER® setting.
  - Press and release the ▲ or ▼ button several times until desired Sleep Number® setting is displayed. Adjustment will begin after a slight delay.
- **Firmer**: Side (L) and (R) Press to choose a side. Then press and hold Fill button for at least 2 seconds. The memory feature allows you to set your favorite SLEEP NUMBER® setting into memory and recall it at any time.
- **Fill**: For more information on your remote see pages 26-27.

**Function**

- Press to choose a side, it will display the previous SLEEP NUMBER® setting.
- Press and release the ▲ or ▼ button several times until desired Firmness setting is displayed. Adjustment will begin after a slight delay.
- Fill Memory: The memory feature allows you to set your favorite SLEEP NUMBER® setting into memory and recall it at any time.
  - Memory Set: Press L or R to choose a side, then press any button to wake up remote, then press L or R on the side you would like to recall.
  - “Memory Set” will appear above the Sleep Number® when it's set.
  - Adjust the bed to the Memory setting.
  - Press the Memory button 2 times within 5 seconds to recall that setting.
  - Press L or R to choose a side and wake up the remote.
  - Press L or R to choose a side, it will display the previous SLEEP NUMBER® setting.
  - Press and release the ▲ or ▼ button several times until desired Sleep Number® setting is displayed. Adjustment will begin after a slight delay.
- Firmness ▲ or ▼: The memory feature allows you to set your favorite SLEEP NUMBER® setting into memory and recall it at any time.

Sleep Number® Setting

**What Is a Sleep Number® Setting?**
Your SLEEP NUMBER® setting is a number between 0 and 100 that represents the ideal combination of mattress comfort, firmness and support for your body, giving you the best night's sleep possible.

**Your Sleep Number® Setting**
When you shopped for the SLEEP NUMBER® bed, you may have discovered your Sleep Number®. You should use this as a starting point when setting the firmness of your SLEEP NUMBER® mattress. If you don’t already have a Sleep Number® setting, or if you would like to experiment with finding a different Sleep Number®, setting, use the instructions below:

**Find Your Sleep Number® Setting**

**Step 1** — Ready: Lie down in your favorite sleeping position and adjust your pillow to your liking. Using your remote, change your Sleep Number® setting to 100 (firmest), and then down to 20 (very soft).

**Step 2** — Set: Next, set your Sleep Number® back to 100. As the mattress gets firmer, how do your neck, shoulders, hips and back feel? When you feel comfortably supported, stop. Make adjustments up or down by 5–10.

**Step 3** — Sleep: Try sleeping at the setting for 3–5 nights. If you need to make an adjustment, change your number by 5–10, and try the new setting for 3–5 nights.

**Evaluating Your Comfort Level**
As you are customizing the Sleep Number® for your optimum comfort level, you will want to evaluate your sleep position and determine how you feel as compared to the diagrams shown to the right, then make adjustments to your firmness or pillow if needed. Your pillow should help keep your body aligned properly, otherwise it may interfere with your ability to sleep comfortably. Visit sleepnumber.com or one of our stores to get fit for a Sleep Number® setting. If you don’t already have a Sleep Number® setting, or if you would like to experiment with finding a different Sleep Number®, you have not found the perfect setting for you. If, after trying four different Sleep Number® settings, you have not found your ideal Sleep Number® setting and would like additional assistance, go to sleepnumber.com and click on Customer Service or call 1.800.790.9298 to reach a Customer Service Representative. Our trained Customer Service Representatives will provide help to improve your comfort. Your sleep is our expertise.

**Give It Time**
It sometimes takes several nights of sleeping at different settings to discover your ideal Sleep Number®. If you would like to experiment further with your Sleep Number®, you may want to consider keeping a sleep journal. When you have found a Sleep Number® setting where you feel comfortable, log the number into your sleep journal. Try to sleep at this Sleep Number® setting for three to five nights, adjusting in amounts of 5 or 10 only. It will take your body that long to become accustomed to a new sleep surface. After five nights, reevaluate your comfort level and log the new setting into your sleep journal, adding comments if helpful. Repeat the process until you have found the perfect setting for you.

**Right**
- Neck and back are aligned in the same position as when you are upright.
- Your pillow makes your head tilt at an angle to the rest of your body.
- No discomfort at shoulder and hip pressure points.
- You feel distinct comfort pressure at your neck, shoulders, body, hips, legs.

**Wrong**
- You feel the mattress support the small pressure points.
- Your pillow makes your head tilt at an angle to the rest of your body.
- Body alignment is not straight.
- Neck and back are aligned in the opposite position as when you are upright.
- Your pillow makes your head tilt at an angle to the rest of your body.
- No discomfort at shoulder and hip pressure points.
- You feel distinct comfort pressure at your neck, shoulders, body, hips, legs.

For more information on your remote see pages 26-27.
Things to Remember

- Reasons to alter the firmness of your bed
  - strained muscles
  - back pain
  - weight change
  - pregnancy
  - sunburn
  - new sleep position
  - to facilitate getting out of bed, if needed
  - to achieve a fuller bed appearance

- Dual Adjustability
  If you purchased a dual chamber bed, you have the ability to personalize each side of your SLEEP NUMBER® bed. Since no two body types are the same, each sleep partner should find their own comfort level.
  
  If your bed came with one remote for a dual chamber bed, the “L” button on the remote corresponds to the left side of the bed (left is determined when lying on your back on the bed). The “R” button corresponds to the right side.

Sleep Number® Setting Study
As you can see in the chart below, Sleep Number bed owners find comfort at all settings from 5-100, however the majority of sleepers find their SLEEP NUMBER® setting between 30 and 50.

Product Care

Mattress Care
The cover of your SLEEP NUMBER® mattress may be spot cleaned with carbonated water. Do not dry clean the mattress cover or put it in a washing machine. Also, please do not apply stain guard, as it may cause yellowing of the fabric.

SLEEP NUMBER® is a leader in the industry in the use of materials designed to inhibit the growth of allergens or microorganisms.

Advanced antimicrobial safeguards are incorporated into every SLEEP NUMBER® bed. Key components of the mattress have been treated to protect the bed from contaminants such as mold, mildew and bacteria growth. The unique, zip-open design of the Sleep Number bed allows you to easily open, ventilate or vacuum if you choose.

In rare instances under the right conditions, mold or mildew can form inside many types of mattresses, bedding or upholstered products. Should this condition occur in your mattress, please contact our Customer Service department at 1.800.790.9298 so we can work with you to return your bed to factory-fresh condition.

Remote Care
To Clean:
- Wipe body of remote with a clean cloth dampened with a mild soap and water solution
- Wipe the display screen with a clean, dry lint-free cloth

CAUTION: Do not immerse in water or place in dishwasher.

Transporting Your Sleep Number® Bed
Your Sleep Number bed is lighter than any conventional bed, making it much easier to move.

Mooving your bed
- Always disassemble the base. Bag all hardware so that it is not lost
- The mattress can be fully inflated, capped off and packaged in a mattress box for moving
- If you don’t have a mattress box, the cover and foam should be double-bagged to prevent stains. The air chamber(s) should be deflated and boxed to prevent possible damage
- Pack the Firmness Control™ system in a box with packing material. It should be transported with minimal exposure to shock and vibration
- Tuck the remotes, caps and instructions in the box with the Firmness Control™ system to prevent them from being lost
Warranty & Notification

Return Policy and 30 Day In-Home Trial

We hope you are completely satisfied with your SLEEP NUMBER® bed, but if you are not, contact QVC. They will be able to provide you with further details.

Defective or Damaged Components

If any component of the mattress or base is found to be defective in materials or workmanship after the first two years of the original purchase date, they will be replaced by SLEEP NUMBER at no cost to you. Within the first two years, all shipping charges to replace a defective component will be covered by Sleep Number. If any component of the mattress or base is found to be defective in materials or workmanship after the first two years from the original purchase date, the terms of the Limited Warranty will apply. After two years from the date of purchase, you will be responsible for the cost of shipping the defective component back to Sleep Number and any related costs. Contact our Customer Service department at 1-800-790-1928 for troubleshooting assistance if you need to process a replacement order.

In the event that replacement components are required or if you wish to upgrade to newer components that are not covered in the warranty, you may purchase these items by simply providing proof of purchase. Product discounts and bedding promotions do not apply to components. Call our Customer Service department for current pricing and to process a warranty claim. If the mattress is replaced, the prorated replacement charge for the remaining 36% of the price. If the mattress is replaced in years 20–25, the prorated replacement charge will be 50% of the purchase price. If the mattress is replaced in year 26, the prorated replacement charge will be 66% of the purchase price. If the mattress is replaced in year 27, the prorated replacement charge will be 80% of the purchase price. If the mattress is replaced in years 28–29, the prorated replacement charge will be 85% of the purchase price. If the mattress is replaced in year 30, the prorated replacement charge will be 90% of the purchase price. If the mattress is replaced in years 31–35, the prorated replacement charge will be 95% of the purchase price. If the mattress is replaced in year 36, the prorated replacement charge will be 100% of the purchase price.

Limited Warranty

What is covered

Select Comfort® (“SLEEP NUMBER”) provides a limited warranty for your mattress and/or base. The limited warranty provides protection for defects in materials and workmanship for up to 25 years from the original purchase date. After 25 years from the original purchase date, the cost to the original purchaser for replacement or repair only, will be at the customer's expense.

What will not be replaced by SLEEP NUMBER

If any component of the mattress or base is found to be defective in materials or workmanship after the first two years of the original purchase date, the terms of the Limited Warranty will apply. After two years from the date of purchase, you will be responsible for the cost of shipping the defective component back to Sleep Number. If you are interested in upgrading to newer components that are not covered in the warranty, you may purchase these items by simply providing proof of purchase. Product discounts and bedding promotions do not apply to components. Contact our Customer Service department for current pricing and to process a warranty claim at 1-800-790-1928.

Defective or Damaged Components

If any component of the mattress or base is found to be defective in materials or workmanship after the first two years of the original purchase date, they will be replaced by SLEEP NUMBER at no cost to you. Within the first two years, all shipping charges to replace a defective component will be covered by Sleep Number. If any component of the mattress or base is found to be defective in materials or workmanship after the first two years from the original purchase date, the terms of the Limited Warranty will apply. After two years from the date of purchase, you will be responsible for the cost of shipping the defective component back to Sleep Number and any related costs. Contact our Customer Service department at 1-800-790-1928 for troubleshooting assistance if you need to process a replacement order.

In the event that replacement components are required or if you wish to upgrade to newer components that are not covered in the warranty, you may purchase these items by simply providing proof of purchase. Product discounts and bedding promotions do not apply to components. Call our Customer Service department for current pricing and to process a warranty claim. If the mattress is replaced, the prorated replacement charge for the remaining 36% of the price. If the mattress is replaced in years 20–25, the prorated replacement charge will be 50% of the purchase price. If the mattress is replaced in years 26–29, the prorated replacement charge will be 66% of the purchase price. If the mattress is replaced in year 30, the prorated replacement charge will be 80% of the purchase price. If the mattress is replaced in years 31–35, the prorated replacement charge will be 85% of the purchase price. If the mattress is replaced in year 36, the prorated replacement charge will be 100% of the purchase price.

Limited Warranty

What is covered

Select Comfort® (“SLEEP NUMBER”) provides a limited warranty for your mattress and/or base. The limited warranty provides protection for defects in materials and workmanship for up to 25 years from the original purchase date. After 25 years from the original purchase date, the cost to the original purchaser for replacement or repair only, will be at the customer's expense.

What will not be replaced by SLEEP NUMBER

If any component of the mattress or base is found to be defective in materials or workmanship after the first two years of the original purchase date, they will be replaced by SLEEP NUMBER at no cost to you. Within the first two years, all shipping charges to replace a defective component will be covered by Sleep Number. If any component of the mattress or base is found to be defective in materials or workmanship after the first two years from the original purchase date, the terms of the Limited Warranty will apply. After two years from the date of purchase, you will be responsible for the cost of shipping the defective component back to Sleep Number and any related costs. Contact our Customer Service department at 1-800-790-1928 for troubleshooting assistance if you need to process a replacement order.

In the event that replacement components are required or if you wish to upgrade to newer components that are not covered in the warranty, you may purchase these items by simply providing proof of purchase. Product discounts and bedding promotions do not apply to components. Call our Customer Service department for current pricing and to process a warranty claim. If the mattress is replaced, the prorated replacement charge for the remaining 36% of the price. If the mattress is replaced in years 20–25, the prorated replacement charge will be 50% of the purchase price. If the mattress is replaced in years 26–29, the prorated replacement charge will be 66% of the purchase price. If the mattress is replaced in year 30, the prorated replacement charge will be 80% of the purchase price. If the mattress is replaced in years 31–35, the prorated replacement charge will be 85% of the purchase price. If the mattress is replaced in year 36, the prorated replacement charge will be 100% of the purchase price.

Limited Warranty

What is covered

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FAQ'S

Modular Base FAQ's

Q. What if I can't fit my center support beams flush with the side rails?
   A. Make sure the center support beam matches the side rail. For example, if the end of the support beam labeled "A" should connect to the side rail with the "A" on it. Additional force may be required.

Q. How can I get my pins in all the way?
   A. Insert the pins by sliding into side rails in the direction of the arrow. Make sure that the top of the pin is flush with the top of the side rail.

Q. What can I do if I can’t get the deck panels to lay flat?
   A. Make sure all of the end panels have been fastened. Then, set the deck panel over the notches. You should then be able to slide the panel inward into place.

Q. Where is the hardware for the footboard and headboard brackets?
   A. The hardware is in the modular base box. Please store these in the mattress base box.

Q. Why are there body impressions on the mattress cover?
   A. There are several factors that can contribute to body impressions in a SLEEP NUMBER® bed:
     - Weight
     - Sleep Position
     - Barometric Pressure
     - Temperature

     - Weight: The Firmness Control™ system acts similarly to a scale; more weight means a higher SLEEP NUMBER® setting. In additional, the way that the weight is distributed will affect the reading.

     - Sleep Position: The more concentrated the weight is, the greater chance the Sleep Number setting will be higher, i.e., when you’re on your side. It is distributed throughout the chamber more, it is more likely that the Sleep Number setting will be lower (i.e., when you are lying in your normal sleep position when adjusting and checking the setting).

     - Barometric Pressure: Changes in atmospheric pressure related to weather and altitude can cause your SLEEP NUMBER® setting to change. In addition, the way that the weight is distributed will affect the reading.

     - Temperature: An increase or decrease in temperature can cause changes in a SLEEP NUMBER® setting. For example, a heated mattress pad will cause the Sleep Number setting to increase.

     - Sleep Position:

     - Barometric Pressure:

     - Temperature:

     - Sleep Position:

     - Temperature:

     - Sleep Position:

     - Barometric Pressure:

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Help is just a click or phone call away

If you ever have product questions or need additional assistance obtaining optimal comfort, please visit us at:

mygoldservice.com

or call

1.800.790.9298

Representatives are available (Central Standard Time):
Monday–Friday 8 a.m. – 6 p.m.
Saturday 8:30 a.m. – 5 p.m.
Sunday Closed

sleep number.

9800 59TH AVENUE NORTH
MINNEAPOLIS, MN 55442