



sleep  number®

Adjustable Base and Mattress Assembly Instructions



Welcome and Congratulations

Congratulations on your purchase of a Sleep Number® bed! You’re about to join the more than 10 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 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.

What’s Inside

With your new Sleep Number® adjustable base, you’ll enjoy the benefits of better sleep for years to come. In this manual we’ve included everything you’ll need to know for setup, so you can start your Sleep Number® experience tonight. First, you’ll need to remove your old bed. Next, we’ll guide you through assembling the bases and mattress step-by-step. And, finally—the best part—you can indulge in the personalized comfort of your Sleep Number® bed.

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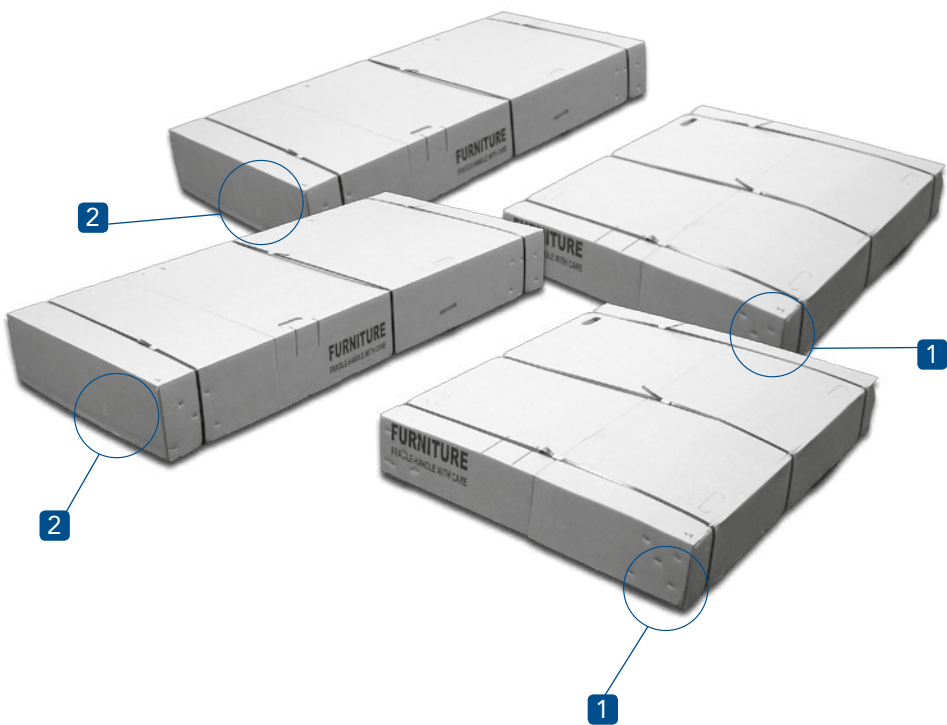
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WARNING: Read all instructions before use to avoid injury. Improper use of product can result in serious injury or death. Follow the safety information in this assembly guide. Keep this assembly guide for future reference.

FlexTop® King Base Assembly

1 Locate Two Box 1s and Two Box 2s

NOTE: You will do steps 1–13 for both bases for all King models.



Boxes are marked as shown.

2 Cut and Remove Plastic Bands on Box 1

CAUTION: Sharp tools are a cut hazard. Always keep blades away from fingers and body.



3 Open Box and Remove Packaging

- Open Box 1 to reveal one (1) adjustable base deck assembly.
- Remove the protective plastic covering from the adjustable deck assembly.

CAUTION: Dispose of all packaging as it can create choking hazards to small children or pets.



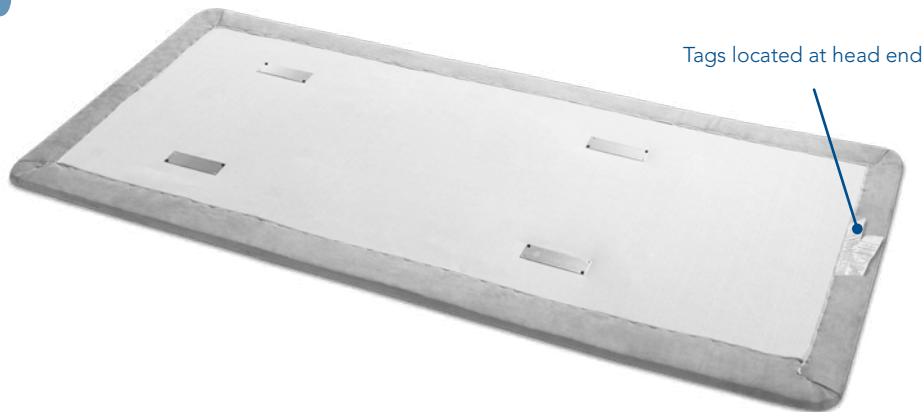
4 Unfold Deck Assembly

- Place on a clean flat surface.



5 Position Deck Assembly

- Make sure that the deck assembly is bottom side up.

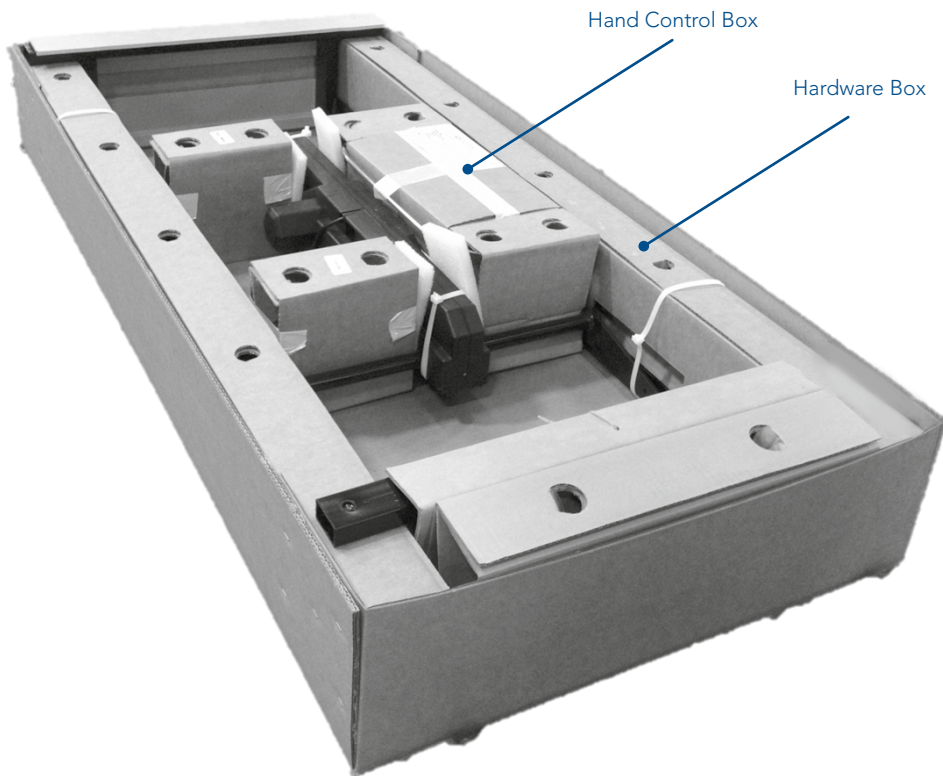


6 Cut and Remove Plastic Bands on Box 2

CAUTION: Sharp tools are a cut hazard. Always keep blades away from fingers and body.












- Remove the edge packaging.
- Remove the hardware box.
- Remove the hand control box.
- Verify the contents. 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.
- Remove the mattress retainer bar (taped to the inside of the hardware box).

CAUTION: Dispose of all packaging as it can create choking hazards to small children or pets.



Boxes are marked as shown.

Parts and Components

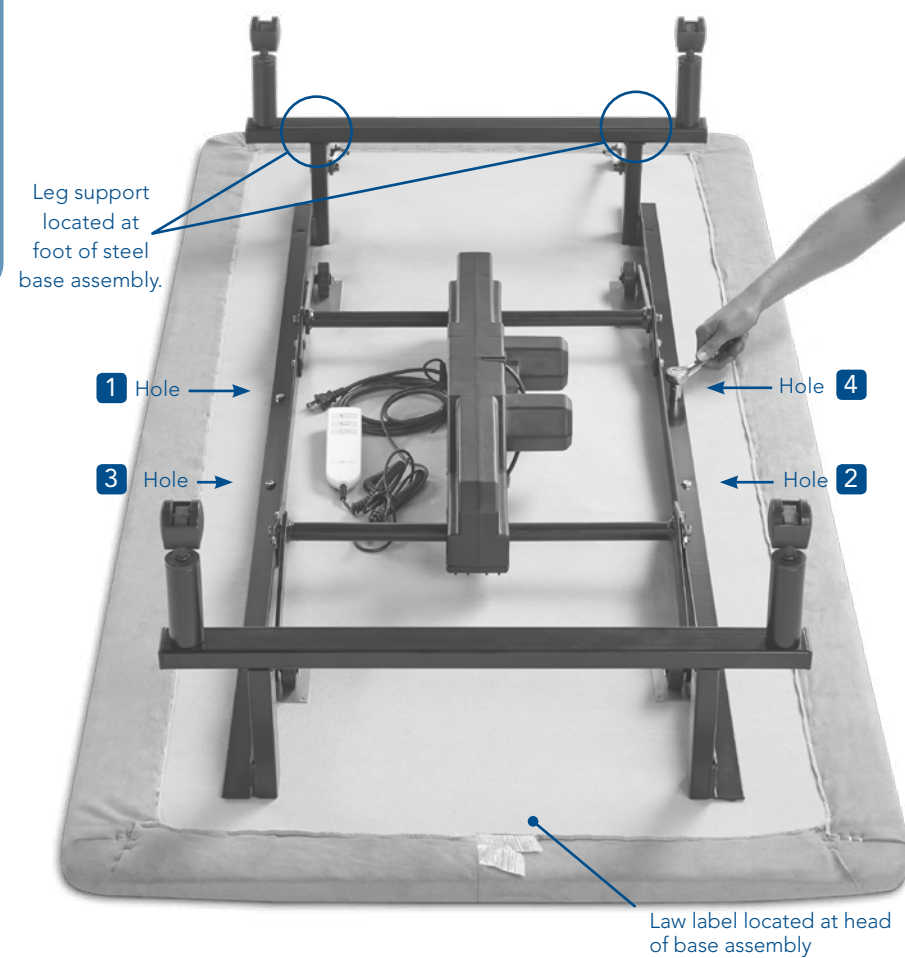
		Quantity
Hand Control		2
Wrench		1
Bolt		16
Leg Support Assembly		4
Plastic End Cap		8
Bushing		4
4-inch Leg		8
Caster		8
Headboard Bracket Assembly Kit		2
DC Connector Cable*		1
Mattress Retainer Bar Zip-tied to frame		2

7 Remove Base Assembly From Box

- Using the cross frame, carefully remove the steel base assembly from the box.

CAUTION: To avoid injury, use at least two people to lift the steel base assembly from the box.

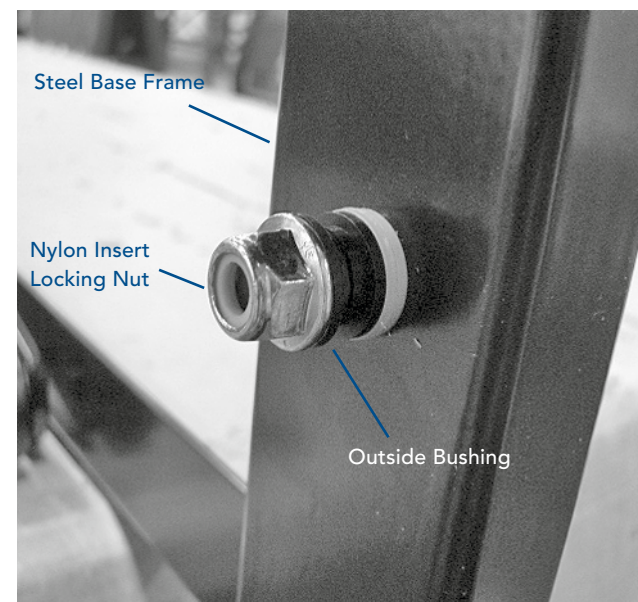
- Place the steel base assembly onto the deck assembly with the Leg Support opposite the law label.
- Align the 4 holes in the steel base assembly with the 4 holes in the deck assembly.
- Insert 4 bolts into the deck assembly.
- Hand tighten the 4 bolts.



8 Prepare Leg Support Assemblies

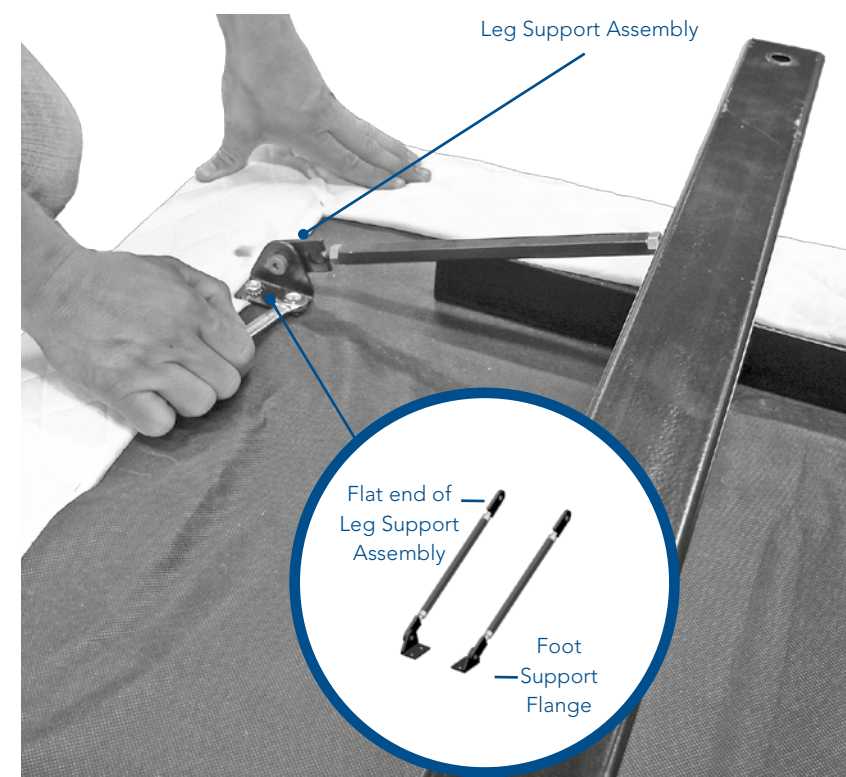
- Using the wrench, remove the 2 nylon insert locking nuts and outside bushings.

NOTE: Retain the nylon locking nut and outside bushing for step number 10.



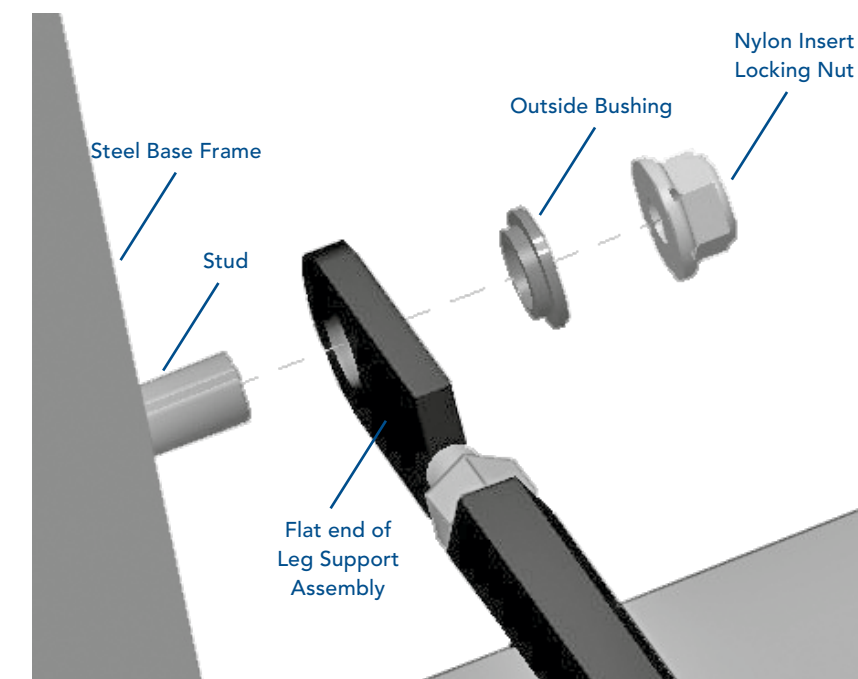
9 Install Leg Support Assemblies

- Align the 2 holes in the leg support assembly with the 2 holes in the base.
- Insert 2 bolts into the holes.
- Hand tighten the 2 bolts.
- Following the instruction above, install the second leg support assembly to the opposite side of the base.



10 Install Leg Support Assemblies (continued)

- Install the flat end of the leg support assembly to the stud in the steel base assembly.
- Place the outside bushing (from step 8) onto the stud with the large side of the bushing facing outward.
- Hand tighten the nylon insert locking nut.
- Repeat the above steps for the opposite side.

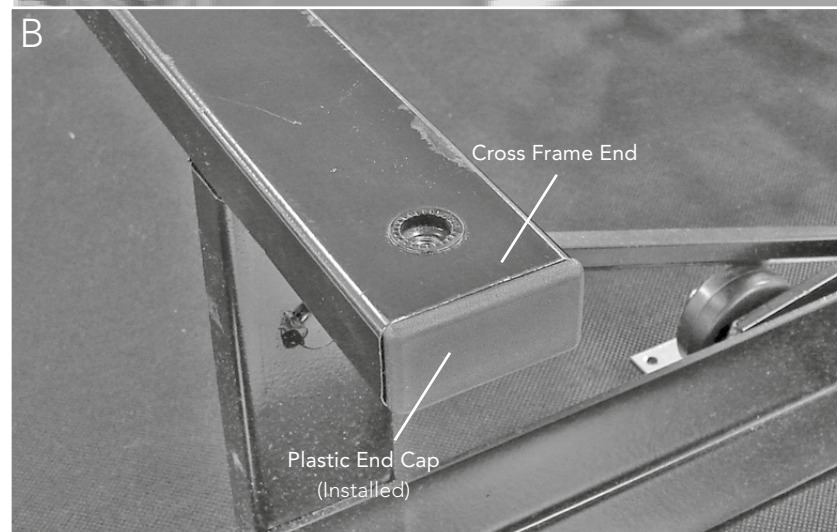
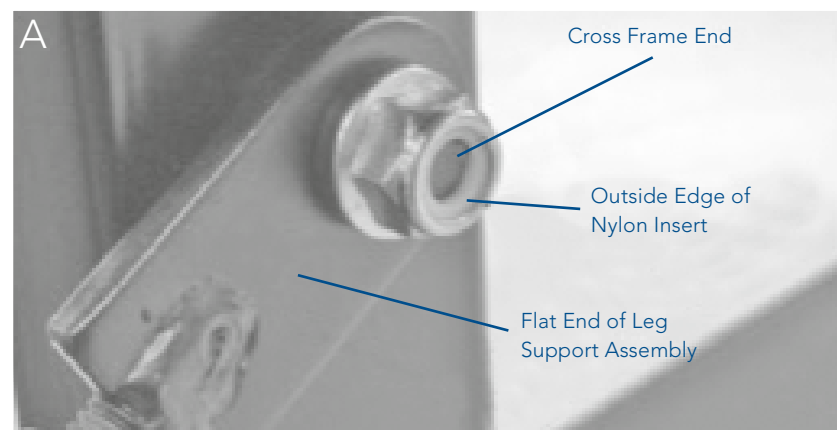


11 Tighten Bolts and Install Frame End Caps

- Using the wrench, firmly tighten the 8 bolts in the base assembly.
- Using the wrench, tighten the 2 nylon insert locking nuts.

NOTE: The end of the stud is indented approximately 1/16" from the edge of the nylon insert nut (see photo A).

- Insert plastic end caps into each of the 4 cross frame ends.



12 Install Legs

- Align the stud of the leg with the threaded hole in the cross bar.
- Turn the leg clockwise until the leg makes contact with the cross bar.

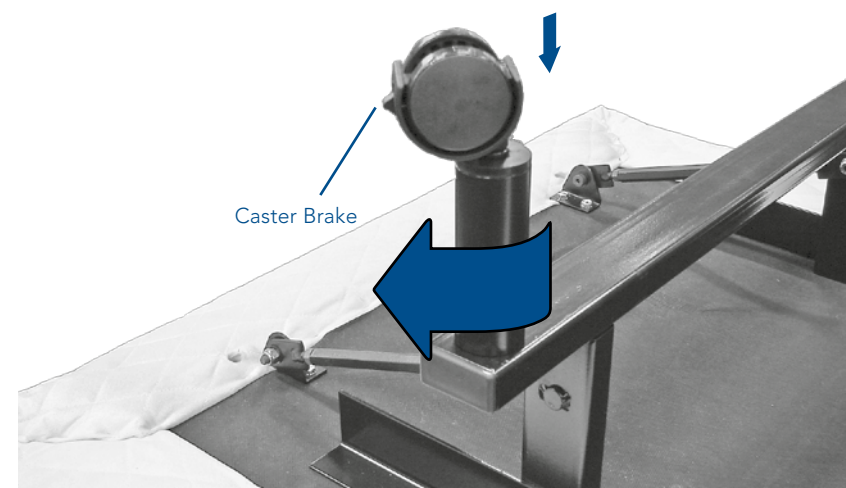
NOTE: Make sure that the leg is securely tightened.

- Insert a caster into the end of the leg.
- Repeat the above steps for the remaining legs.

CAUTION: To avoid injury, make sure that the caster brake is engaged once the sleep set is in position.

13 Assembly of Second Adjustable Base

- Repeat steps 1–12 before proceeding to step 14.



14 Install Connector Cable

- Align the head end of one base with the head end of the second base.
- Position both bases about 2 feet apart.
- Lift the outside long edge of one base so that it rests on its long edge. The flat sides of the bases should face each other.
- Lift the outside long edge of the second base so that it rests on its long edge.

CAUTION: To avoid injury, use at least two people to turn the base.

CAUTION: Injury can occur if base tips over. Do not bump base during assembly. Keep children and pets away.

- Locate the base with the wired hand control.
- Unplug the hand control and set aside.
- Plug the DC connector cable plug into the insertion receptacle on one of the motors.
- Plug the second DC connector cable plug into the insertion receptacle on the other motor.
- Insert one of the DC wired hand control plugs into the dual DC connector cable receptacle.
- Insert the second DC wired hand control plug into the dual DC connector cable receptacle.
- Turn one of the bases to its right side up position.

CAUTION: To avoid injury, use at least two people to turn the base.

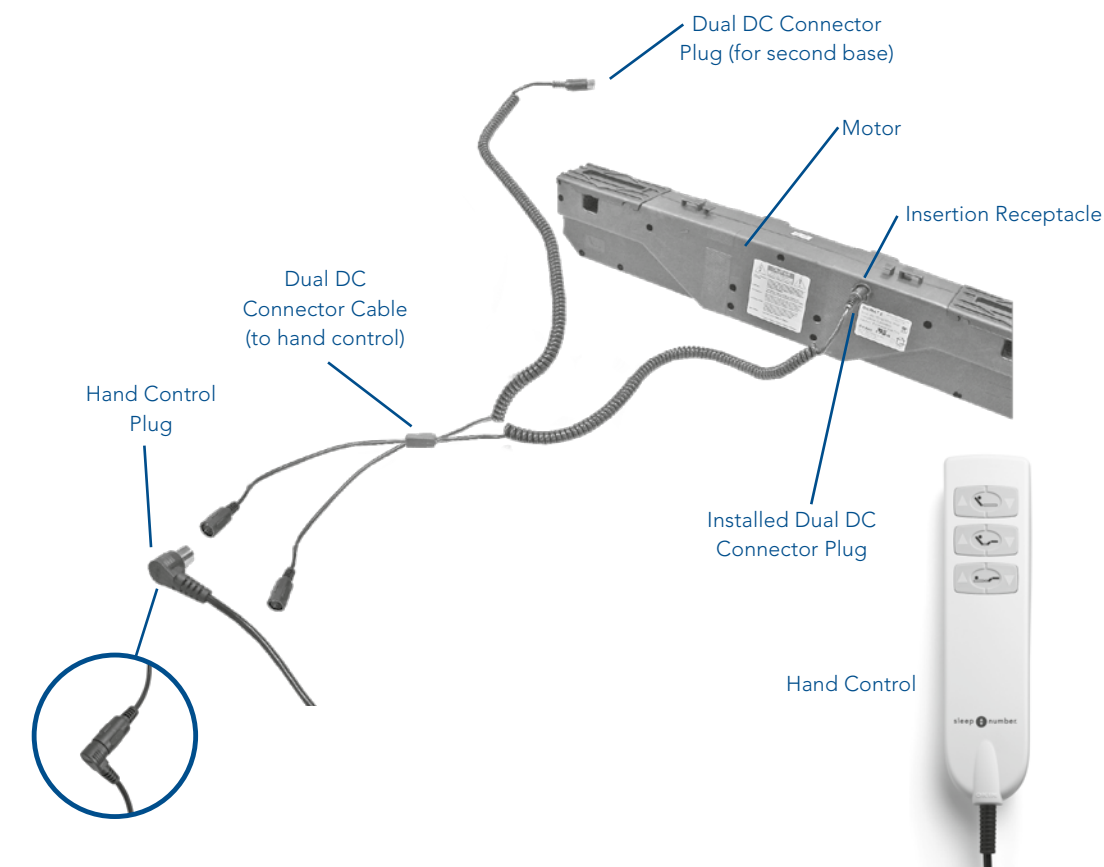
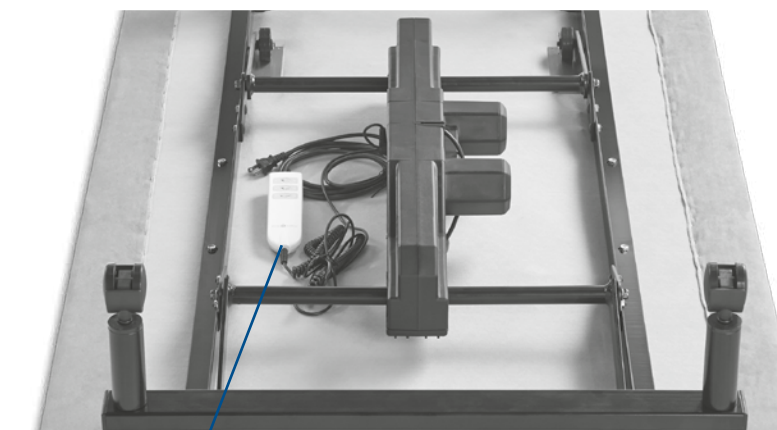
NOTE: Make sure there is enough room between the two bases for the second base to be turned to its right side up position.

- Turn the second base to its right side up position.

CAUTION: To avoid injury, use at least two people to turn the base.

- Push the bases together.
- Align the head and foot of the bases.
- Plug the power cord into a wall outlet.

NOTE: Make sure that the power and hand control cords are not obstructed.



15 Insert Spacer Disks

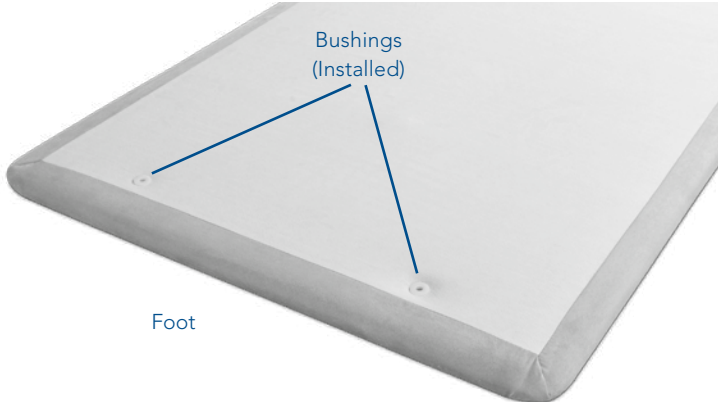
- Insert spacer disks on the outside of the bed assembly at the head and foot.

16 Install Bed Straps (optional, recommended)

- Loosen inside legs slightly (at the head and foot of the bed).
- Slip bed straps onto the two inside legs at the head of the bed, then tighten securely.
- Repeat with second bed strap and inside legs at the foot of the bed.

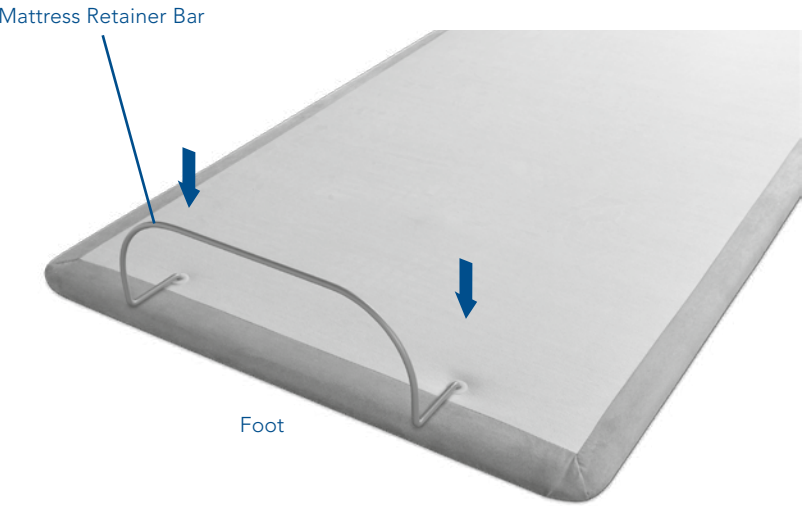
17 Install Retainer Bushings

- Press 2 mattress retainer bushings into each base.

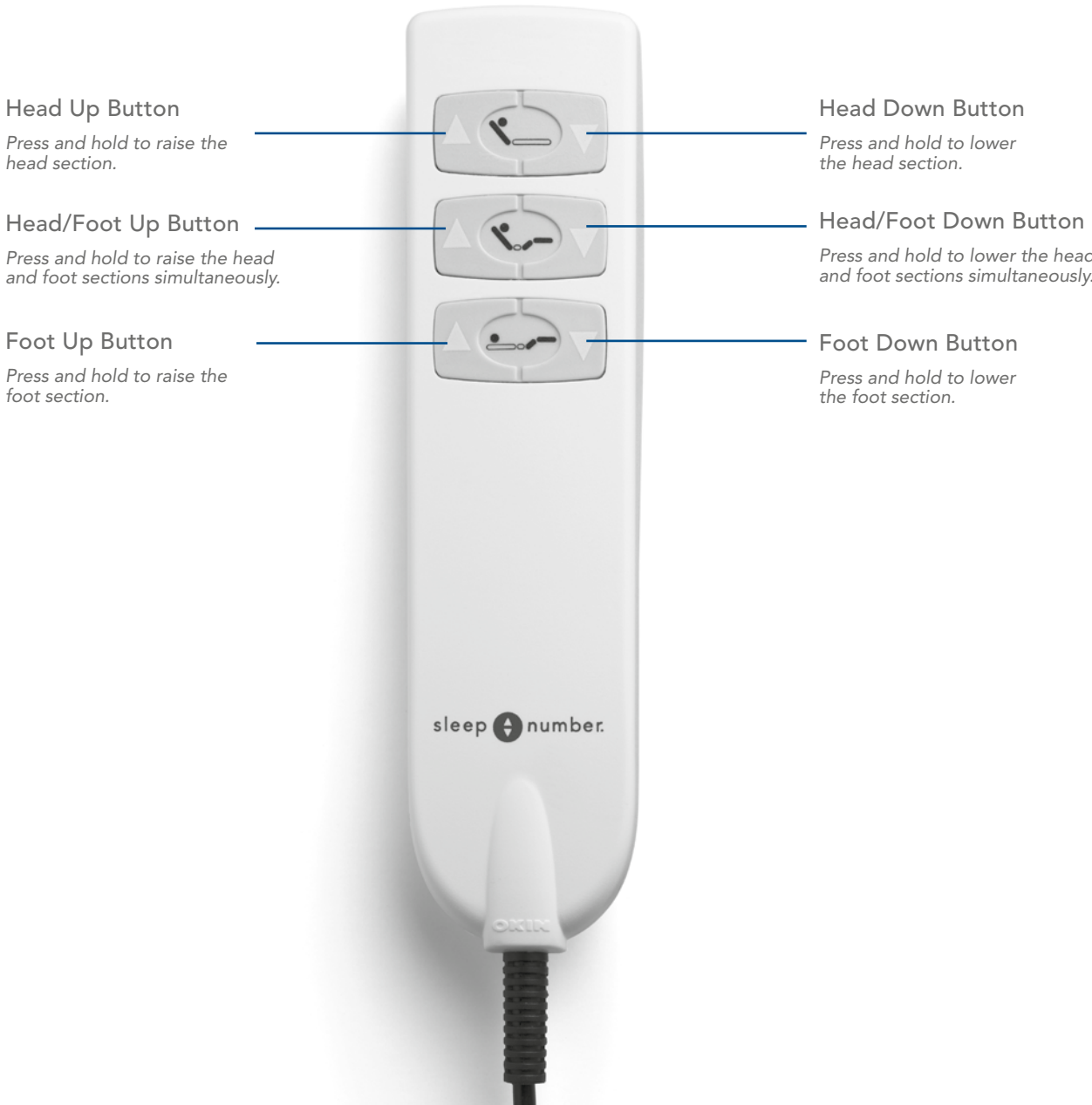


18 Install Mattress Retainer Bar

- Insert a mattress retainer bar into the bushings of each base.
- NOTE: The retainer bar will sit firmly against the deck.



Adjustable Base Hand Control Function



Headboard Bracket Assembly (optional)

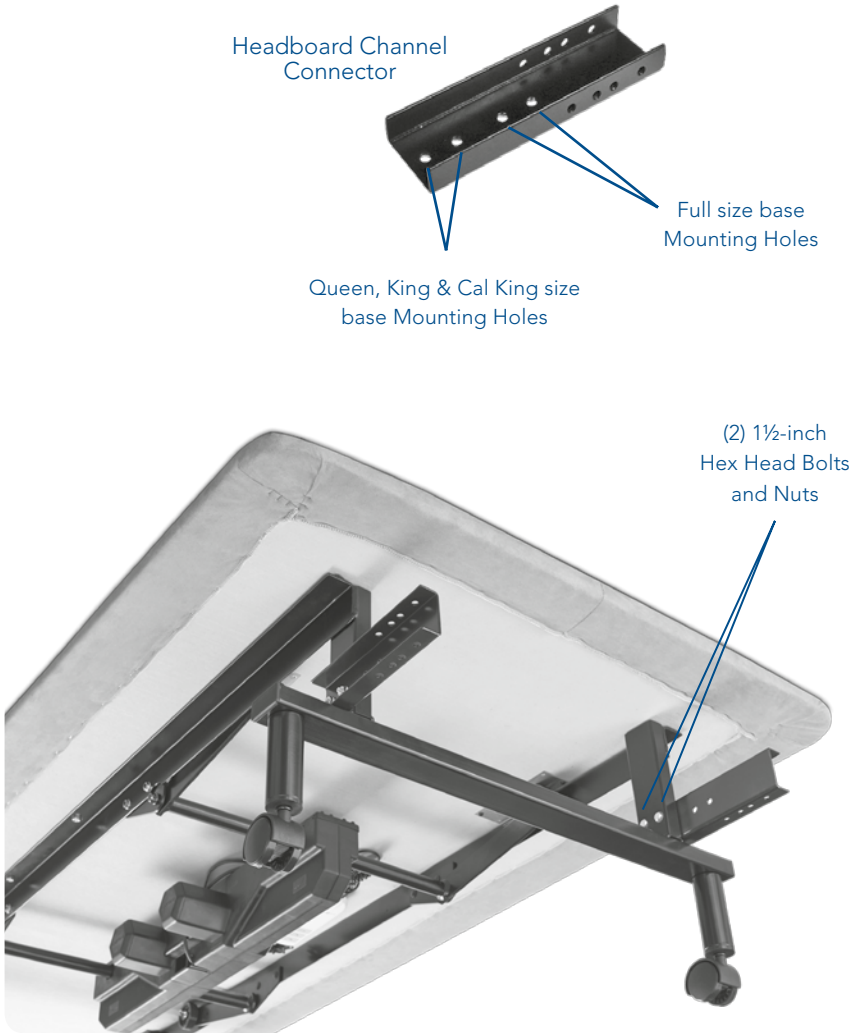
1 Install Optional Headboard Brackets

- NOTE: Headboard brackets are only needed for non-freestanding headboards.
- Depress the head up button on the hand control to raise the head section of the bed.
 - Locate the headboard bracket assembly kit. On one (1) side of the bed base frame, locate two (2) holes for headboard channel connector mounting.



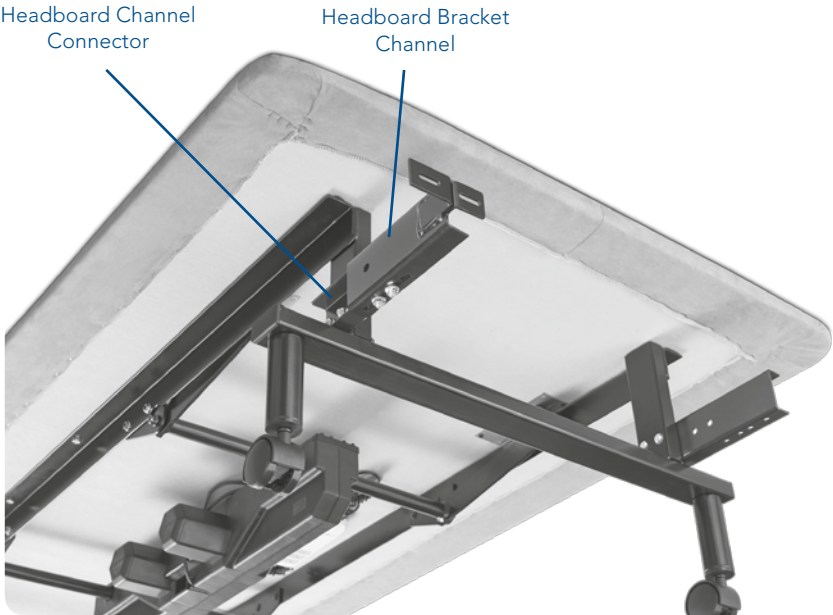
2 Position Headboard Channel Connector

- NOTE: For FlexTop® King beds, use mounting holes closest to the end of the channel connector.
- Position the headboard channel connector so the flat side is flush against the bed base frame. Attach the headboard channel connector to the bed base frame using two (2) 1½-inch hex head bolts/nuts.



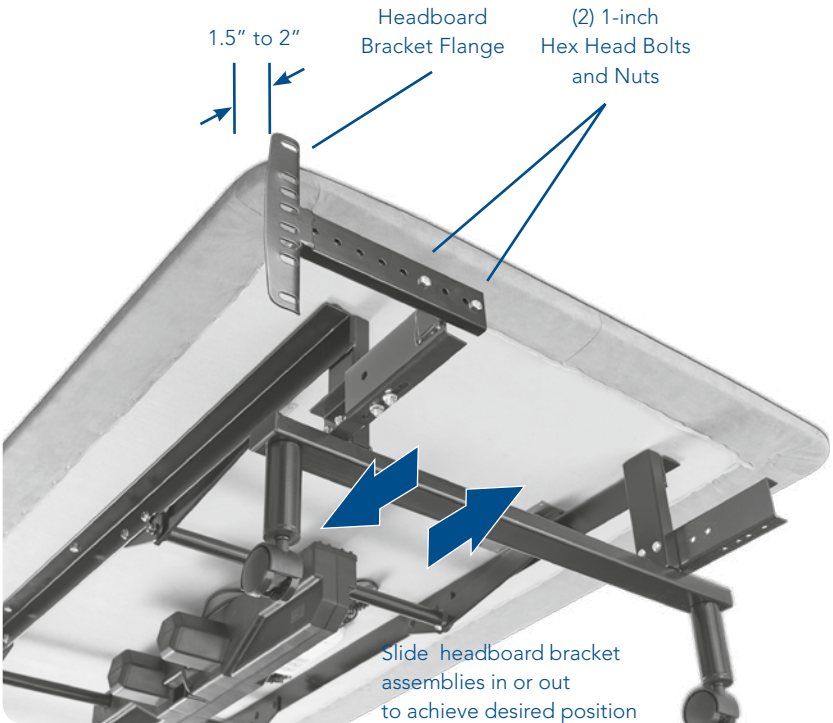
3 Attach Headboard Bracket Channel

- Using two (2) 3-inch carriage bolts/nuts, attach one (1) headboard bracket channel to one (1) headboard channel connector. Hand-tighten bolts/nuts (loosely) to allow adjustment of the headboard bracket channels.



4 Attach Headboard Bracket Flange

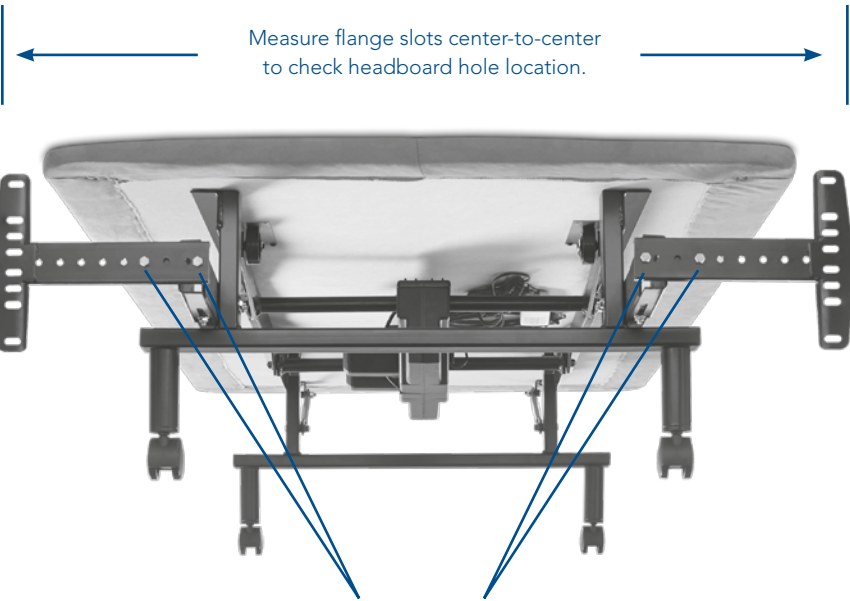
- Attach one (1) headboard bracket flange to one (1) of the headboard bracket channels with two (2) 1-inch hex head bolts/nuts.
- Repeat on the other side to attach the other headboard bracket flange.
- Slide headboard bracket assemblies (in or out) to achieve a distance of 1½ inches (38.1 mm) to 2 inches (50.8 mm) between the edge of the bed base and the headboard bracket flanges.



5 Adjust and Secure Headboard Bracket

- Measure the distance (center to center) between the mounting holes on the headboard.
- Measure the center to center distance between the mounting slots of the headboard bracket flanges.
- Adjust the headboard bracket flange so that its distance is the same as the width of the headboard.
- Use a wrench to tighten the 3" carriage bolts on both headboard bracket channels.

NOTE: If adjustment is required repeat the above steps.



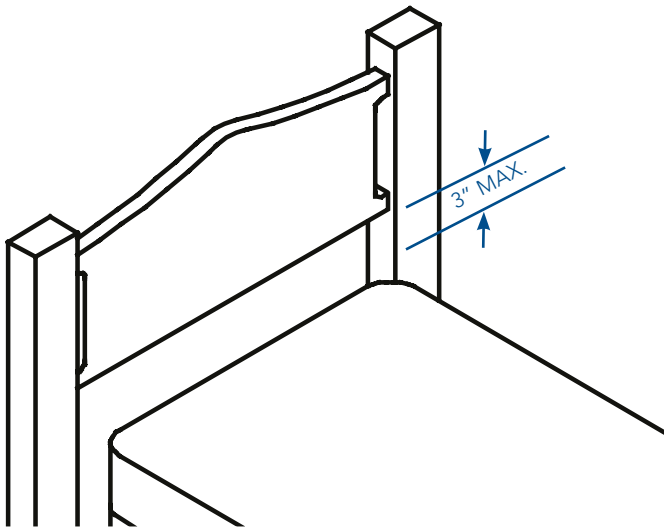
Remove 1-inch hex head bolts and relocate flanges to achieve center-to-center distance required for headboard mounting holes.

6 Install Headboard

- Securely install the headboard following the manufacturer's instructions.

CAUTION: Entrapment hazard. The bottom of the headboard cross member must be positioned so that there is no more than 3 inches (76.2mm) between the headboard and the top of the mattress.

Do not exceed 3 inches (76.2mm) in order to avoid a person or pet being caught in the space (referenced below) while the bed is in motion. Failure to follow these instructions could result in serious personal injury or death.



CAUTION: Headboard cross member location must not exceed 3 inches (76.2mm) from the top of the mattress.

Advisory

IMPORTANT: READ THE FOLLOWING INFORMATION CAREFULLY BEFORE USING THIS PRODUCT

This Sleep Number® adjustable base has been quality engineered with design features to ensure comfort and safety when operated properly.

ELECTRICAL GROUNDING

This product is equipped with a polarized or grounded electrical power cord. The power cord will only fit into a grounded electrical surge protection device (not included) or a grounded electrical outlet.

WARRANTY WARNING

Do not attempt to open the motor or hand control. The product warranty will be void if these components are tampered with. Do not attempt to alter component wiring or adjust or modify the structure of the product in any way or the warranty will be void. Any repair or replacement of adjustable bed parts must be performed by authorized personnel.

LUBRICATION

This product is designed to be maintenance free. The lift motors are permanently lubricated and sealed—no additional lubrication is required. Do not apply lubricant to lift motor lead screws or any nylon nuts or the bed may inadvertently creep downward from the elevated position.

PRODUCT RATINGS

The bed lift motors are not designed for continuous use. Reliable operation and full life expectancy will be realized as long as the lift motors do not operate any more than five (5) minutes over a thirty (30) minute period, or approximately 15% duty cycle. Any attempt to circumvent or exceed product ratings will shorten the life expectancy of the product and may void the warranty.

The recommended weight restrictions for Sleep Number® adjustable bases are Full, Queen: 450 lb (204 kg); King, Cal King, Split King, FlexTop® King: 900 lb (408 kg). The bed will structurally support the recommended weights distributed evenly across the head and foot sections. This product is not designed to support or lift this amount in the head or foot sections alone.

NOTE: Exceeding the recommended weight restrictions could damage the adjustable bed and void the warranty. For best performance, consumers should enter and exit the adjustable bed with the bed in the flat (horizontal) position.

DO NOT SIT ON THE HEAD OR FOOT SECTIONS WHILE IN THE RAISED POSITION.

UL (Underwriters Laboratories) listed components. CFR 1633 approved for use with most mattresses. Made in USA.

SMALL CHILDREN / PETS WARNING

After the bed is unboxed, immediately dispose of packaging material as it can smother small children and pets. To avoid injury, children or pets should not be allowed to play under or on the bed. Children should not operate this bed without adult supervision.

HOSPITAL USE DISCLAIMER

This bed is designed for in-home use only. It is not approved for hospital use and does not comply with hospital standards. Do not use this bed with tent-type oxygen therapy equipment or use near explosive gases.

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.

RAISING/LOWERING MECHANISMS

The raise/lower feature will emit a minimal humming sound during operation. This is normal. During operation, the lift arm wheels make contact with the platform support of the bed. This applies slight tension on the moving components and resonance is reduced to a minimum level. If excessive noise or vibration is experienced, reverse the movement action (up or down) of the bed with the hand control. This should realign the bed's activating mechanisms to the proper operational position.

Base Troubleshooting

In the event the Sleep Number® adjustable base fails to operate, investigate the symptoms and possible solutions provided below.

No features of the adjustable bed will activate.

- Verify that the power cord is plugged into a working, grounded electrical outlet. Test outlet by plugging in another working appliance.
- Unplug the power cord, wait 30 seconds and plug it in again to reset electronic components.
- The electrical circuit breaker may be tripped; check the electrical service breaker box to verify.

Head or foot section will elevate, but will not return to the flat (horizontal) position.

- The bed mechanism may be obstructed. Elevate bed and check for obstruction. Remove obstruction.
- The head section may be too close to the wall.



FlexTop® King Q Series Mattress Assembly Guide



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 correct number of components required for the size of bed you purchased.
 - 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.
- 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 24 for reference).
 - Plug the power cord into the Firmness Control™ system and a working electrical outlet.
NOTE: For best results, do not plug the Firmness Control™ system 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).

Mattress Parts and Components

	Quantity
<div>Mattress Cover</div> <div>Color and pattern may vary</div> <div></div>	1
<div>Foam Border Walls</div> <div>Two long, one medium and two short</div> <div></div>	5
<div>Air Chambers</div> <div></div> <div></div>	2 May be in one package
<div>Firmness Control™ System with Remote</div> <div>Remote may vary</div> <div></div>	1
<div>Center Foam Wall</div> <div>Dual chamber beds only</div> <div></div>	1
<div>Foam Comfort Layer</div> <div>Color and pattern may vary Shown as packaged</div> <div></div>	1

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

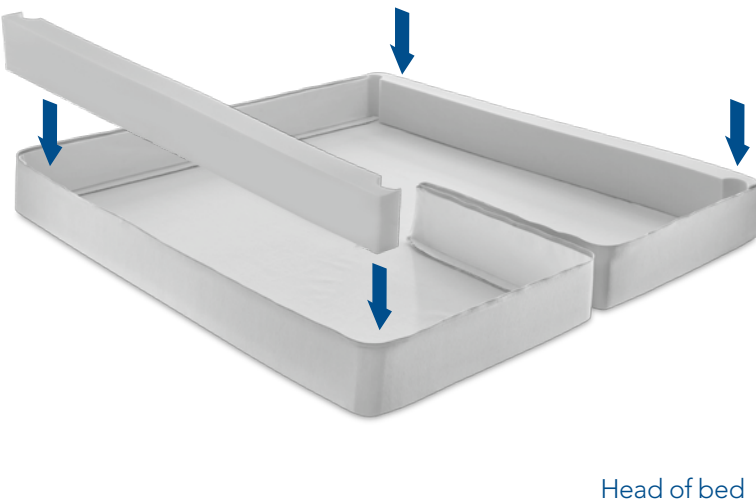
- Place the mattress cover on the adjustable base, making sure the openings in the bottom of the mattress cover are at the head of the bed.
- For FlexTop® King mattresses, unzip the outer cover from one head corner around the foot to the other head corner, and set aside.



Color and pattern may vary.

2 Foam Side Walls

- Place the long border walls along the inside of the mattress cover, extending the entire length of the bed.
- Make sure that the notches are facing the center of the bed.

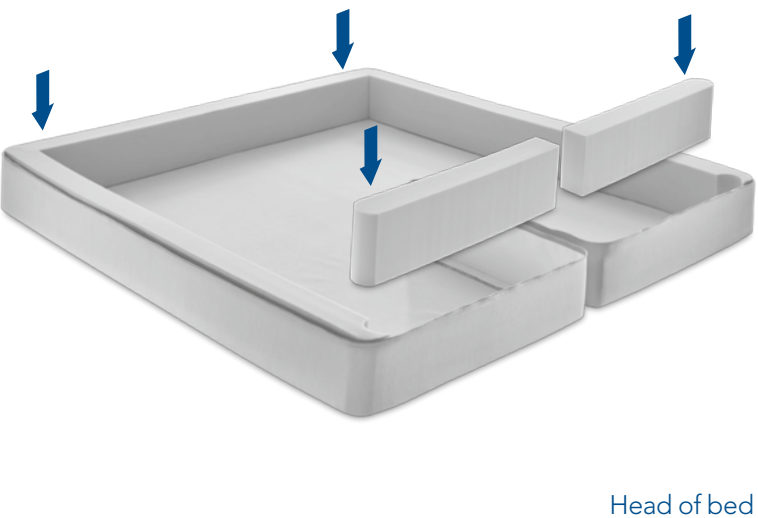


FlexTop® King shown

3 Foam End Walls

- For FlexTop® King mattresses, place the shortest border walls at the head of the bed with the flat edge facing the middle.
- Place the medium-length foam border wall at the foot, 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.

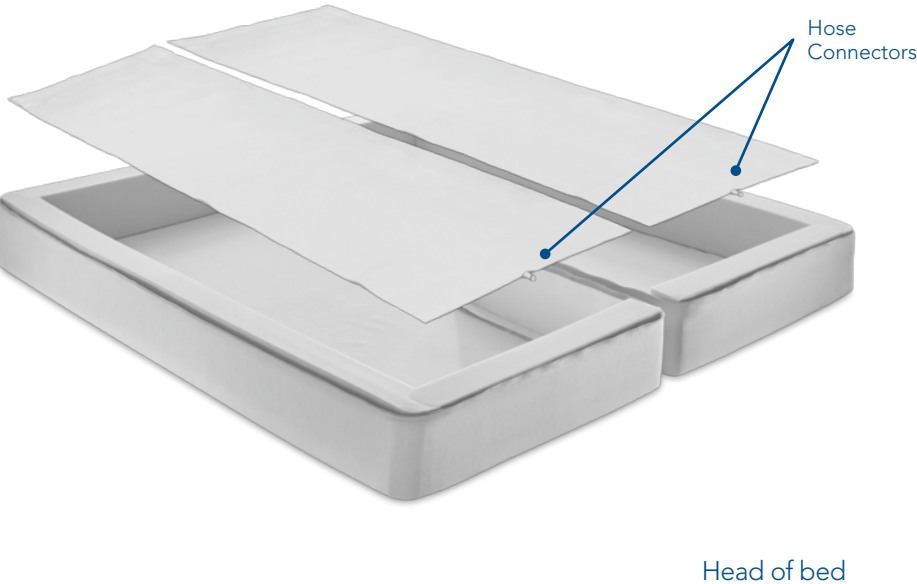
NOTE: It is okay if the foam walls bow to the inside of the bed at this point in the assembly.



FlexTop® King shown

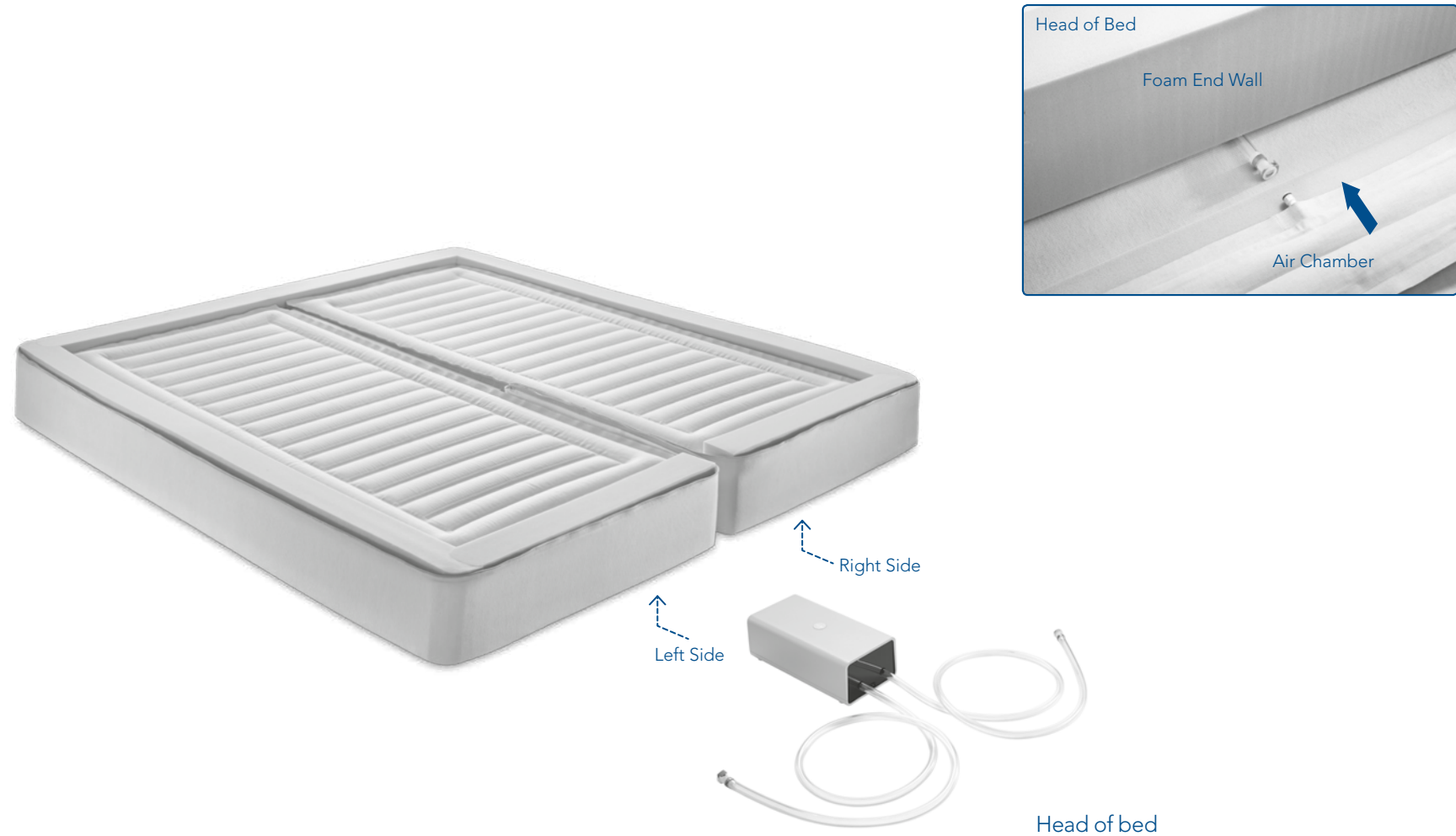
4 Air Chambers

- Place the air chambers in the bottom of the mattress cover so the hose connectors lie on the bottom when inflated and the connectors face the head of the bed.



5 Firmness Control™ System

- Pass the left Firmness Control™ system hose (marked with a white band) through the opening on the bottom left side of the mattress cover.
- Connect the Firmness Control™ system hose to the left air chamber by pushing together until you hear a click.
- Repeat for the right side of the mattress, using the right Firmness Control™ system hose (marked with a blue band).



DualAir™ Technology Inside

At the heart of the Sleep Number® bed is our most advanced DualAir™ technology. Adjustable air chambers and a Firmness Control™ system allow you to easily find your ideal level of comfort and support on each side—your Sleep Number® setting.

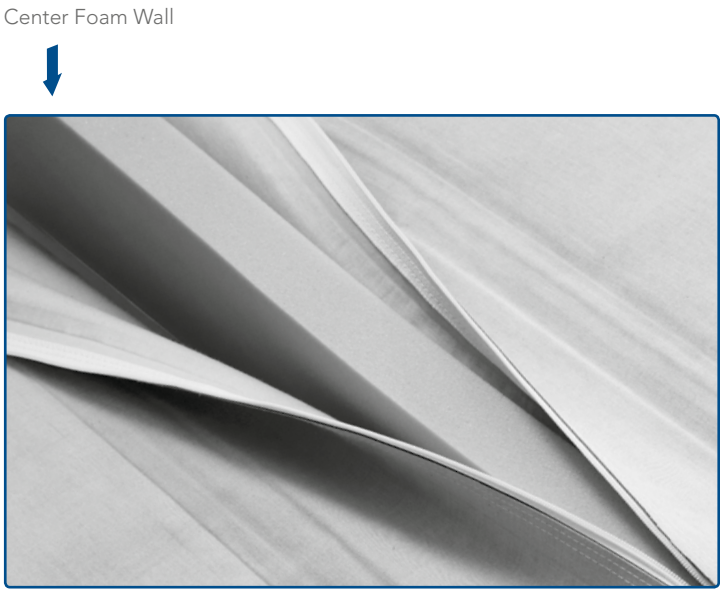


6 Activate DualAir™ Technology

- Plug the power cord into the Firmness Control™ system and then into an electrical outlet.
- Insert two AA batteries (included) into your remote.
- Your remote will turn on simply by picking it up or pressing any button. Easy-to-follow instructions will guide you through the next steps.
- Please wait while your mattress inflates. This will take a few minutes. When complete, you'll be prompted to complete your bed assembly.
- Proceed to step 7 in this manual.

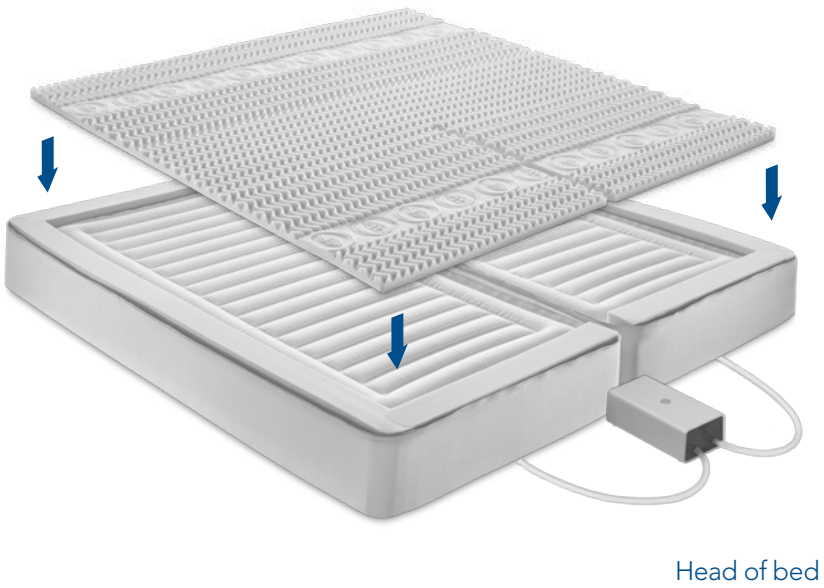
7 Center Foam Wall

- Insert the center foam wall between the air chambers.



8 Foam Comfort Layer

- Place the foam comfort layer on top of the air chambers with the smooth side of the foam facing down.

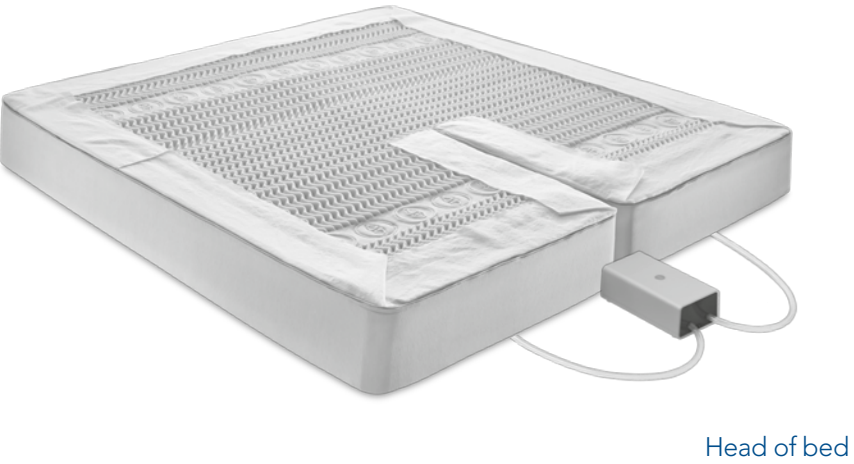
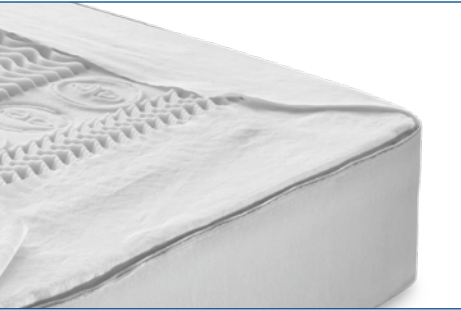


Foam pattern may vary.

9 Border Wrap

- Extend the border wrap over the foam comfort layer as shown below.

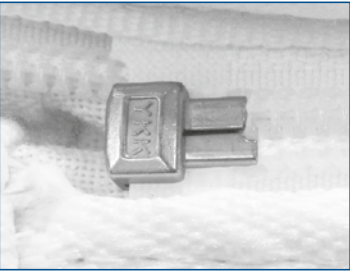
CAUTION: To ensure compliance with federal flammability requirements, the border wrap must be positioned correctly within the mattress as shown.



10 Mattress Cover Top

- To close the mattress cover, place it on the bed with the zipper pull at the head of the bed.
- Make sure the zipper pin is completely inserted into the zipper box. Zip the top of the mattress cover closed.

Proper zipper alignment



Color and pattern may vary.

You're done!

Getting Comfortable with Your Sleep Number® Setting

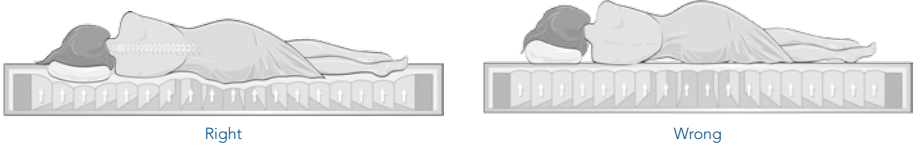
There’s nothing quite like finding your Sleep Number® setting—that moment when your body feels aligned, relaxed and perfectly supported. Your Sleep Number® remote is designed to easily guide you to your ideal level of firmness, comfort and support.

Begin by lying on the bed in your preferred sleeping position. Press the Side button to choose your side of the bed. Press the Home/Menu button and choose Sleep Number.® Press the Favorites button and choose Find Sleep Number.® Follow the instructions on your remote to find your favorite Sleep Number® setting. This may take a few minutes.

Give It Time

Don’t worry if your bed doesn’t feel “exactly right” at first. Try a Sleep Number® setting that feels the most comfortable for at least five nights. Then, evaluate your comfort. Make small adjustments until you’ve found the setting that feels most comfortable for you.

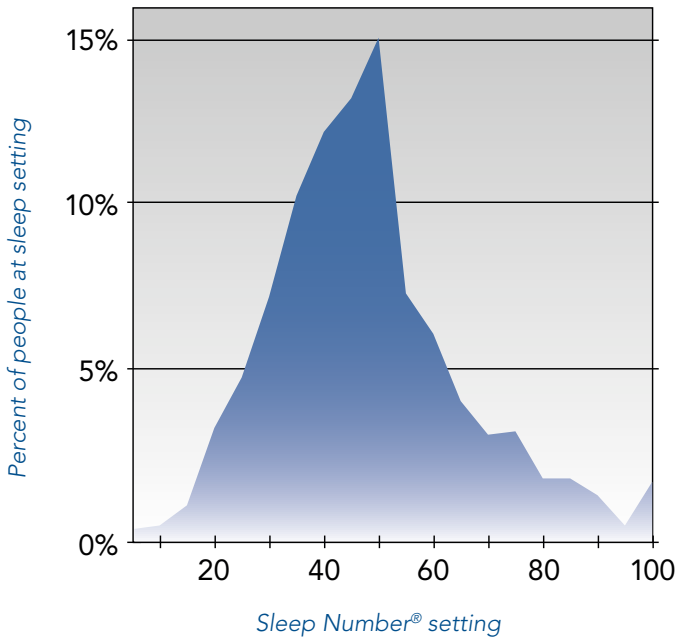
If you need additional assistance, visit sleepnumber.com and click on Customer Service or call 1.800.790.9298 to reach a Customer Service Representative. Our trained Customer Service Representatives will provide help to improve your comfort.



- Neck and back are aligned in the same position as when you are standing
- No discomfort at shoulder and hip pressure points
- You feel the mattress support the small of your back (back sleepers) or the curve of your side (side sleepers)
- Body alignment is not straight
- Your pillow makes your head tilt at an angle from the rest of your body
- You feel discomfort from pressure at your neck, shoulders, back, hips or legs

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 35 and 50.



Things to Remember

The best part about your Sleep Number® bed is that it’s adjustable every day, as your comfort needs change.

Reasons you may wish to adjust the firmness of your bed:

- strained muscles
- back pain
- weight change
- pregnancy
- sunburn
- new sleeping position

Tips for a Great Night’s Sleep

Not getting 8 hours of sleep a night? Don’t despair. These tips from the experts at Sleep Number can help you fall asleep more easily and sleep more soundly.

- Keep a regular sleep schedule, even on the weekends.
- Avoid TVs, computers, phones and tablets before bedtime.
- Exercise regularly, but not too close to bedtime.
- Eliminate caffeine after noon.

Product Care

Cleaning Your Mattress

Spot clean the cover of your Sleep Number® mattress with carbonated water. Do not dry clean the mattress cover or put it in a washing machine. Do not apply stain guard; it may cause the fabric to turn yellow.

Sleep Number is an industry leader 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 and 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.

Cleaning Your Remote

- Wipe the body 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.

Moving Your Sleep Number® 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, double-bag the cover to prevent stains. Deflate and box the air chamber(s) to prevent possible damage.
- Pack the Firmness Control™ system in a box with packing material. Transport with minimal exposure to shock and vibration.
- Tuck the remote, air chamber caps and instructions in the box with the Firmness Control™ system to prevent them from being lost.

Replacement Components

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. All component sales are final and carry a 2-Year Limited Warranty from the purchase date. Product discounts and bedding promotions do not apply to components. For current pricing and to process a component purchase, call our Customer Service department at 1.800.790.9298.

FAQs

Mattress FAQs

Q. Where are the air chamber caps? And where should I store them?

A. The caps are in the Firmness Control™ system box. Please store these in the mattress cover at the head of the bed in case you should ever need to temporarily cap your air chamber(s).

Q. What if my foam comfort layer appears to be too small or irregular?

A. Gently shake the layer as you place it in your mattress and it will recover its full size overnight.

Q. What if I feel like I’m rolling toward the edge or toward the center of the mattress?

A. Although rare, these sensations could potentially be experienced if one side of the mattress is set quite firm and the other side quite soft. Call Customer Service at 1.800.790.9298 for a remedy to this situation if bothersome to you.

Q. What if I notice a rubber smell from the air chamber(s)?

A. The odor you may smell is non-toxic and will fade over time. To minimize the smell, unzip the mattress cover and allow the air chamber to air out for a few hours. Laying a couple of dryer sheets on top of the air chamber will also help mask any odor by adding a fresh scent.

Firmness Control™ System FAQs

Q. Why does my Sleep Number® setting change?

A. Your Sleep Number® setting is based on the combination of body weight, volume of air in the air chamber and sleep position. Several factors may contribute to fluctuations in your Sleep Number® setting:

- Temperature can cause changes in your Sleep Number® setting. For example, a heated mattress pad will cause the Sleep Number® setting to increase.
- Barometric pressure related to weather and altitude can cause your Sleep Number® setting to change.
- Weight can affect your Sleep Number® setting. The Firmness Control™ system acts similarly to a scale. More weight means a higher Sleep Number® setting.
- Different sleep positions can affect your Sleep Number® setting. The more concentrated the weight is, the greater chance the Sleep Number® setting will be higher (e.g., when you lie on your side). When weight is distributed more evenly throughout the chamber, it is more likely that the Sleep Number® setting will be lower (e.g., when you lie on your back or stomach).

Q. What do I do if the Firmness Control™ system doesn’t run?

A. Make sure the power cord is securely plugged into the Firmness Control™ system. Verify that the power cord is plugged into an outlet that has power and is not connected to a wall switch.

Q. I feel the mattress is losing air. What should I do?

A. Air loss can be caused by an unsecured hose connection, a defective air chamber or a defective Firmness Control™ system. First, make sure the hoses are securely connected to the air chambers. If you do not find any damaged or loose connections, identify which of the following situations matches your situation and follow the instructions for remedying your issue.

NOTE: To avoid variations in your Sleep Number® setting or level of comfort, make sure that you are lying in your preferred sleep position when adjusting and checking your Sleep Number® setting.

If you have a dual air chamber bed and suspect only one (1) side of your Sleep Number® bed is getting softer:

Inspect the o-ring and connectors for cracking or damage.

- Switch the hoses on the air chambers so the left hose (marked with a white band) is attached to the right air chamber and the right hose (marked with a blue band) is attached to the left air chamber. You should hear a click when the hose is securely connected to the air chamber.
- Fill the air chambers to the appropriate Sleep Number® setting(s) for the person sleeping on each side of the bed.
- Sleep on the bed and monitor the feel of the bed’s firmness on both sides.
- If neither chamber feels softer over time, you may have had a loose connection that was fixed when the hoses were switched. Switch the hoses back to their correct positions and continue to use the bed as usual.
- If an air chamber feels softer after switching hoses, contact Customer Service with the results (the issue stayed on the same side of the bed or it moved to the other side after switching hoses).

If you have a dual air chamber bed and both air chambers are getting softer or you have a single air chamber bed and feel the air chamber getting softer:

- Inspect the o-ring(s) and connector(s) for cracking or damage, then reconnect the Firmness Control™ system to the air chamber(s).
- Lie down in your normal sleep position and fill the air chamber(s) with suspected air loss to your normal Sleep Number® setting plus an additional 15 points (e.g., if you sleep at 35, fill to 50). Over-inflation will compensate for air that may escape in one of the next steps.
- Locate the air chamber caps that came with your bed.*
- Disconnect the hoses from the air chamber(s) and quickly cap the chamber(s).
- Leave the air chamber(s) capped for a minimum of 48 hours.
- If the air chamber(s) become noticeably softer when capped, contact Customer Service.
- If the air chamber(s) hold air, reconnect the hose(s) and continue using the bed.

The air loss issue may have been due to environmental factors or a connection issue. Contact Customer Service if the air loss issue returns after reattaching the Firmness Control™ system.

*Air chamber caps are typically found at the head of the bed inside the mattress cover in a small plastic bag. If you cannot find the caps, they may be available at your nearest Sleep Number® store. You can also request them by emailing Sleep Number at CustomerService@selectcomfort.com with your request, or by calling 1.800.790.9298.

Q. Will my bed deflate if there is a power surge or power loss?

A. No, your mattress will maintain its firmness.

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.

Q. How will I know if there’s a problem, like the chamber isn’t inflating or the system isn’t receiving power?

A. The remote is designed to let you know if something isn’t working like it’s supposed to. An error message will let you know an issue has been detected, along with prompts for how to fix it. If the error is still not resolved, you will be instructed to visit sleepnumber.com/chat or to call us at 1.800.790.9298.

Remote Control FAQs

Q. How do I capitalize a letter in the middle of my name?

A. Select the letter and press the up/down arrows simultaneously.




Q. How many characters can I use for my name?

A. Eleven

Q. My remote says there’s an inflation/connectivity error. What should I do?

A. An error message lets you know an issue has been detected, along with prompts for how to fix it. If the error is still not resolved, you will be instructed to visit mygoldservice.com or to call us at 1.800.790.9298.

Q. How do I restore the remote’s original settings?

A. To erase all stored information, hold down all three buttons (Up/Down/Menu)    simultaneously for seven seconds.

Q. Why won’t my remote turn on?

A. You may need to replace the batteries. Your remote comes with two AA batteries that should last about six months with normal use. If new batteries don’t resolve the issue, please visit sleepnumber.com/chat or call us at 1.800.790.9298.

Return Policy

Return Policy and In-Home Trial

We hope you are completely satisfied with your Sleep Number® bed, but if you are not, contact QVC at 1.800.367.9444. They will be able to provide you with further details.

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. – 8 p.m.

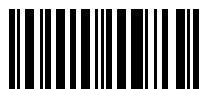
Saturday 8:30 a.m. – 5 p.m.

Sunday Closed

Warranty: For warranty details please visit sleepnumber.com/warranty or call 1.800.472.7185.

sleep  number.

9800 59TH AVENUE NORTH
MINNEAPOLIS, MN 55442



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Upholstered headboard not included.
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