

**Air Loss Guide for Firmness Control™ Systems
Manufactured Before March 1, 2007 & ALL Single Chamber Beds**

This guide is designed to provide support to customers who feel they are experiencing air loss in a SLEEP NUMBER® bed. By following the steps below, you can quickly diagnose and remedy air loss issues.

Step 1: Open Your Mattress Cover



Locate Zipper
at Head (Top) of Bed



Unzip Cover



Pull Back Cover and Foam Pad
to Expose Air Chamber

Step 2: Verify Firmness Control™ System Hose(s) is Securely Connected to Air Chamber(s)



Remove Foam Border
Wall from Head of Bed



Locate Hose Connection(s)
at Head of Bed



Gently Tug on Hose(s)
to Verify Connection is Secure

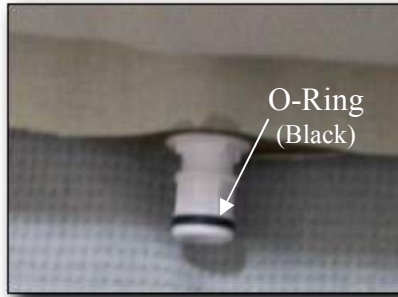
Outcome 1: Hose(s) is Not Securely Connected – Reconnect the hose(s) and reassemble bed to determine if issue resolved.

Outcome 2: Hose(s) Securely Connected – Proceed to Step 3.

Step 3: Examine Connector(s) and O-Ring(s) for Damage



Push in Grey Tab on Air Hose Where It Connects to Air Chamber and Remove Hose



Inspect Connector and O-ring on Air Chamber for Damage



Inspect Connector on End of Hose for Damage

Outcome 1: Damage to Either Connector(s) or O-ring(s) – Please call Sleep Number Customer Service at 1-888-580-9237 and report which piece is damaged

Outcome 2: No Damage to Connectors or O-rings – Proceed to next section on isolating air loss.

Isolating Air Loss

Step 1: Locate White Plastic Closure Caps that Came with Bed

- ★ UPS: If you received your bed from UPS, the caps arrived in a small plastic envelope as shown below.
- ★ Home Delivery: If you had your bed installed by Home Delivery, the caps should be located at the head of the bed, underneath the foam border wall or Air Chambers.



If you are unable to locate the plastic caps that came with your bed, then you can request a set by clicking the link online in the FAQ Answer for Air Loss or by calling Sleep Number Customer Service at 1-888-580-9237.

Caps are sent via First Class mail and take 5 - 7 business days to arrive.

Step 2: Inflate Your Bed 15 Points* Over Your Normal SLEEP NUMBER®

*You are inflating the bed 15 points over your usual Sleep Number to account for air loss that will occur in the next step. If you do not have a remote that shows the Sleep Number, hold down the inflate button for 10 seconds to account for air loss during capping.



Your Comfort Setting
(Sleep Number 35)

+15 Pts



Pre-Capping Setting
(Sleep Number 50)

Step 3: Place Closure Cap(s) on Air Chamber Connector(s)



Push in Grey Tab
On the End of Hose
& Remove Hose



Quickly Place
Closure Cap Over the
Air Chamber Connector



Push Closure Cap
Securely Onto the
Air Chamber Connector

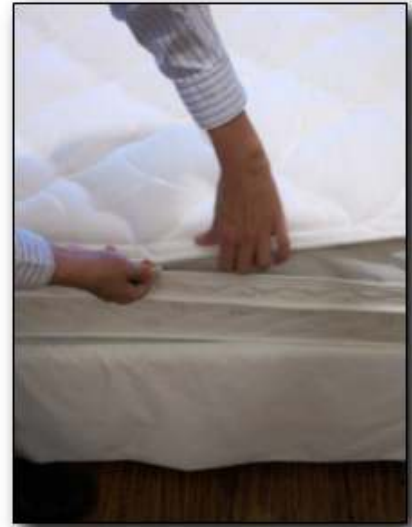
Step 4: Reassemble Bed



Insert Border Wall
at Head (Top) of Bed



Position Foam Over
Chamber & Cover with
Border Wrap



Zip Cover
Closed With Minimal
Pressure

Step 5: Sleep on Bed for 2 Nights or Until You Feel Noticeable Air Loss

- ★ During capping, the *Sleep Number* reading on the remote will not be accurate as the Firmness Control™ System is disconnected from the Air Chamber.
- ★ Please do not reattach the Firmness Control™ System to the Air Chamber during the capping test. The reattachment process results in air escaping from the Air Chamber and skews the test results.

Step 6: Please contact Sleep Number Customer Service at 1-888-580-9237 and Communicate the Result of the Capping Process

Outcome 1: If your bed held air while the Air Chamber(s) was capped, the air loss is attributable to the Firmness Control® System.

Outcome 2: If your bed lost air while the Air Chamber(s) was capped, the air loss is attributable to the Air Chamber.