

Air Loss Guide for Firmness Control™ Systems Manufactured On or After March 1, 2007

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
to Expose Air Chamber

Step 2: Verify Firmness Control™ System Hoses are Securely Connected to Air Chambers



Remove Foam Border
Wall from Head of Bed



Locate Hose Connections
at Head of Bed



Gently Tug on Hoses
Verify Secure Connection

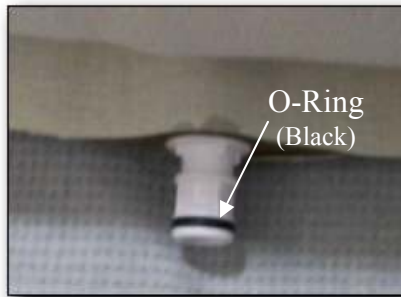
Outcome 1: Hose(s) Not Securely Connected – Reconnect hose(s) and reassemble bed to determine if issue is resolved.

Outcome 2: Hoses Securely Connected – Proceed to Step 3.

Step 3: Examine Connectors and O-Rings for Damage



Push in Grey Tab
Where Hose Attaches to
Air Chamber & 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 & O-rings – Proceed to next section on isolating air loss.

Isolating Air Loss

Step 1: Switch Air Hose Connections from One Air Chamber to the Other



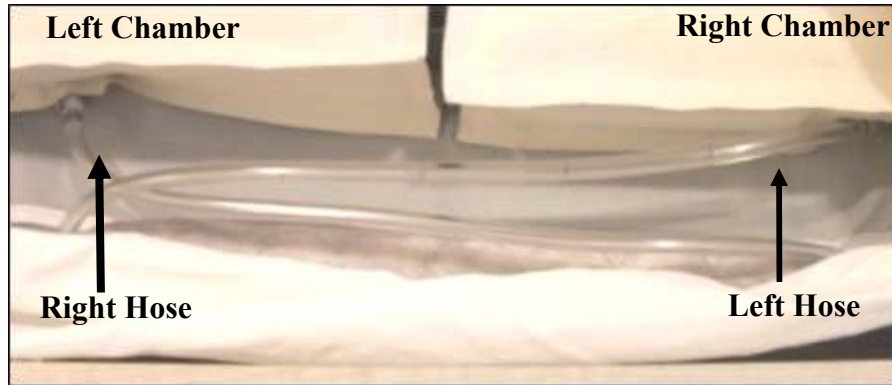
Push in Grey Tab on
Air Hose Where It
Connects to Air Chamber
And Remove Hose



Connect Hose to Opposite
Air Chamber



Repeat So Both
Air Hoses are Connected
To the Opposite Chamber



Birds Eye View of the Switched Hoses –
Left Hose on Right Chamber & Right Hose on Left Chamber

Step 2: Verify Hose Connections are Secure After Switching of Hoses Completed



Gently Tug on Hoses to
Verify Connections are Secure

Step 3: 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 4: Sleep on Bed for 2 Nights at Your Normal SLEEP NUMBER® Setting Unless You Feel Noticeable Air Loss in Less than 2 Nights

- ★ Please judge whether you are experiencing an air loss based on feel of the bed and not on the *Sleep Number* shown on the remote.
- ★ During the Switching process, the *Sleep Number* reading on the remote for the right side of bed will be on the left side (L button on dual remote) and the left side of bed will be on the right side (R button on dual remote).

Step 5: Please call Sleep Number Customer Service at 1-888-580-9237 and Communicate the Result of the Switching Process

Outcome 1: If the air loss transferred to the other side of the bed, the air loss is attributable to the Firmness Control™ System.

Outcome 2: If the air loss stayed with the same side of the bed, the air loss is attributable to the Air Chamber.