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, the issue can be quickly diagnosed and remedied.

**Step 1: Open Your Mattress Cover**

1. Locate Zipper
2. Unzip Cover
3. Pull Back Cover and Foam Pad at Head (Top) of Bed to Expose Air Chamber

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

1. Remove Foam Border Wall from Head of Bed
2. Locate Hose Connection(s) at Head of Bed
3. 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 Step 4.

Isolating Air Loss

Step 4: 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 going to Sleepnumber.com, Customer Service, choose the Product Support tab 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 5: Inflating 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)

Pre-Capping Setting
(Sleep Number 50)

Step 6: 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 7: Reassemble Bed

Insert Border Wall at Head (Top) of Bed

Position Foam Over Chamber & Cover with Border Wrap

Zip Cover Closed

Step 8: 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.
★ Note: If your bed has been taking more than 2 nights to notice air loss then keep capped for at least the same amount of time or longer.

Step 9: 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.