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**

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 Step 4.

Step 4: 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 5: Verify Hose Connections are Secure After Switching of Hoses Completed

Gently Tug on Hoses to Verify Connections are Secure

Step 6: Reassemble Bed

Insert Border Wall At Head (Top) of Bed
Position Foam Over Chamber & Cover with Border Wrap
Zip Cover Closed

Step 7: 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).
- Note: If your bed has been taking more than 2 nights to notice air loss then keep hoses switched for at least the same amount of time or longer.

Step 8: 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.