Help is just a click or phone call away
If you need help finding your ideal comfort or troubleshooting, please visit us at sleepnumber.com/chat to chat with a live representative 7 a.m. – 11 p.m. (Central Standard Time) daily.
To speak to a representative by phone, call 1.800.472.7185 (Central Standard Time):
Monday-Friday 8 a.m. – 8 p.m.
Saturday 8:30 a.m. – 5 p.m.
Sunday Closed
Our DualTemp™ layer features active air technology that allows each of you to select your ideal temperature at the simple touch of a button. So you both can sleep exactly the way you like.

Let’s get started.
What’s Inside

DualTemp™ Layer (1)
*layer may vary

Secure Fit System Bands (2-4)

Heating and Cooling Source (2)
Twin Extra-Long receives 1

Remote(s)
Batteries included
*Twin Extra-Long receives 1

Power Supply (2)
Twin Extra-Long receives 1

Power Cord (2)
Twin Extra-Long receives 1

Before Putting the DualTemp™ Layer on Your Mattress

Position the secure fit bands under your mattress to keep the layer firmly in place. This step varies depending upon your base.

If you have an adjustable base, raise the head and foot slightly so it’s easier to place the bands. When finished, return to flat position.

FlexTop™ King adjustable base
(1 long band, 2 short bands)

• Slide the long band under the mattress 38 inches from the head of the bed until the rigid portion of the band is centered under the mattress.

• Slide one of the short bands under the width of the mattress 26 inches from the head of the bed until the rigid portion of the band is centered under one side of the mattress.

• Repeat with the second short band on the other side of the bed.

Modular base or box spring
(2 long bands)

• Slide the first band under the mattress 38 inches from the head of the bed until the rigid portion of the band is centered under the mattress.

• Repeat with the second band, placing it 26 inches from the head of the bed.

Queen/King adjustable base
(2 long bands)

• Slide the first band under the mattress 38 inches from the head of the bed until the rigid portion of the band is centered under the mattress.

• Repeat with the second band, placing it 26 inches from the head of the bed.

Split King adjustable base
(4 short bands)

• Slide one of the bands under the width of the mattress 38 inches from the head of the bed until the rigid portion of the band is centered under one side of the mattress.

• Repeat with the second band, placing it 26 inches from the head of the bed.

• Repeat at both the 26- and 38-inch marks on the other side of the mattress.

Measure secure fit band placement
26 and 38 inches from the head of the bed.
Connect the power cord to the power supply. Plug it into a grounded outlet or surge protector.

Place the DualTemp™ layer on your bed with the hoses toward the head of the bed and the lighter gray side facing up.

Secure the bands to the metal loops on the DualTemp™ layer on each side of the mattress (and in the middle between each mattress for Split King and FlexTop™ King mattresses).

Place the heating and cooling source on the floor next to or underneath your bed on a level surface.

If you haven’t yet, insert two AA batteries (included) in the remote. Plug the power supply into the first heating and cooling source with the flat side of the plug facing down.

Attach the connector to the heating and cooling source by aligning the round opening on the connector to the silver ball on top of the air outlet. Push together until you hear a click.

Press the power button to bind the remote to the heating and cooling source. Follow the instructions on the screen.

For Queen and King size beds, unplug the first heating and cooling source from the outlet or surge protector. Repeat steps 3-7 on the other side with the second heating and cooling source and its remote.
Using Your DualTemp™ Remote

Press the power button on your remote.

Use the up/down buttons to control the warming and cooling levels.

**Cooling**
To enjoy cooler, more comfortable sleep, press the down arrow to select from three levels of cooling: low, medium, or high. You’ll notice the fan speed increasing as the setting gets cooler.

**Fan**
Room-temperature air circulates underneath you. It may feel cool.

**Heating**
For warmer, cozier sleep, press the up arrow to select from three levels of warmth: low, medium, or high. You’ll notice the fan speed increasing as the setting gets warmer.

**Setting the timer**
The DualTemp™ layer can be set to turn off in 1-9 hours. Press the button on the side of the remote to set the timer in 1-hour increments, up to 9 hours. Once it reaches 9 hours, the next increment goes back to 0. If you do not set the timer, the layer will automatically shut off after 10 hours.
Using Your DualTemp™ Layer

Create your ideal microclimate
• You must keep your home at 72° or cooler to optimize cooling.
• Turn on the DualTemp™ layer 20 minutes before going to bed.
• To maintain desired temperature, always keep the layer covered with a blanket/comforter/blanket.
• If you wake up too warm or too cold, try setting the layer’s timer to turn off after 3-5 hours.
• For more airflow to the lower portion of your bed, place the connectors at the foot of the bed. Be sure the lighter gray side of the layer is facing up.

NOTE: For FlexTop™ beds connectors may not be placed at foot.

Bedding tips for your DualTemp™ layer
• The DualTemp™ layer should be used on top of your mattress and mattress pad, and underneath a fitted sheet only.
• Do not place a mattress pad on top of the DualTemp™ layer. Doing so will greatly reduce its performance.
• Use sheets made from a breathable material that will allow for airflow. Flannel and micro-fleece sheets are not recommended.

Optimize heating and cooling performance
• You must keep your home at 72° or cooler to optimize cooling.
• The DualTemp™ layer is not a replacement for air-conditioning or heating your home.
• The temperature of the air circulating in the layer is dependent on your room temperature. In a cool room, the settings will be cooler than in a warmer room.
• If you have a bed skirt you may need to place the heating and cooling source next to the bed rather than underneath, or consider removing your bed skirt.
• If you store items under your bed, ensure you have at least one foot of space around the heating and cooling source.
• Clean or replace filters on the heating and cooling source every 6 months. See page 13 for details.

NOTE: When using the cooling mode in a higher humidity environment, water can collect in the bottom of the heating and cooling source. The water will automatically be removed during the refreshing system cycle. Do not unplug or move the heating and cooling source until the cycle is complete.

Warning
• The connectors at the head of the bed should not be pinched against a wall or nightstand as this will interfere with performance.
Caring for Your DualTemp™ Layer

1. Outer cover
   The top of the layer’s outer cover can be zipped off. Machine wash only the top portion of the cover on gentle cycle in cold water. Line dry.

2. Foam Comfort Layer
   If necessary, spot clean foam with a warm, soapy solution using a mild detergent. Do not saturate. Air dry.

3. Active Layer
   If necessary, spot clean with a warm, soapy solution and damp cloth using a mild detergent. Do not saturate. Air dry.

Replacing the filters

NOTE: It is recommended that you clean or replace the filters on the heating and cooling source every 6 months.

1. Top filter
   - Remove the magnetic filter frame from the top of the heating and cooling source. Next, remove the used filter and replace it with the new filter. Replace the magnetic filter frame.

2. Front/side filter
   - Remove the magnetic filter frame from the front/side of the heating and cooling source. Remove the used filter and replace it with the new filter. Replace the magnetic filter frame.

Replacement filters can be ordered at a SLEEP NUMBER® store, online at sleepnumber.com or by telephone at 1.800.472.7185.

Cleaning the filters

- Remove the magnetic filter frame from the top of the heating and cooling source, then remove the (shorter) filter. Remove the magnetic filter frame from the front/side of the heating and cooling source and remove the second (longer) filter.
- Hand wash filters with a mild liquid soap. Air dry completely.
- Insert the clean filters and replace the magnetic filter frames.

Cleaning your heating and cooling source and remote(s)

- Wipe with a clean cloth dampened with a mild soap and water solution. Do not immerse in water or place in dishwasher.
- Wipe the display screen of the remote with a clean, dry, lint-free cloth.

*Remotes may vary

Cleaning your heating and cooling source and remote(s)
Troubleshooting

My heating and cooling source will not turn on.

• Make sure the power supply cord is securely plugged into the heating and cooling source and the power cord is securely plugged into a working grounded outlet or surge protector.

  NOTE: A grounded electrical surge protection device is recommended. Test outlet by plugging in another working appliance.

  • Check to make sure the outlet is not controlled by a wall dimmer switch.

  • Verify that the power supply light is illuminated.

My DualTemp™ layer is not getting warm/cool.

• Your room must be kept at 72° or cooler.

• It is important to turn on the DualTemp™ layer 20 minutes before going to bed to achieve the desired temperature.

  One or both heating and cooling sources turn off while in use.

  • The DualTemp™ layer is designed to automatically shut off after 10 hours.

  • Verify that the timer was not set.

The layer has a new foam smell.

• Your DualTemp™ layer may have a new product scent when it arrives. This non-toxic scent is perfectly normal and is associated with the production of the foam.

  • To reduce the scent, allow the layer to air out in a well-ventilated, shaded, open space for up to 48 hours.

I hear white noise from the heating and cooling source.

• The heating and cooling source generates white noise while operating. Most people find white noise soothing.

  • Wood or tile floors may create slightly more white noise. Reduce it by placing a square of carpet or other sound-absorbing material directly beneath the heating and cooling source.

  • Operate at a lower setting to reduce white noise.

  • Another option is to position the layer with the connectors at the foot of the bed. Be sure the lighter gray side of the layer is facing up.

  • NOTE: For FlexTop™ beds connectors may not be placed at foot.

My remote is displaying “ER”.

• An “ER” indicates there is an error. The heating and cooling source may not have power, or the remote and heating and cooling source may have lost communication with one another.

  • Follow on-screen instructions.

  • Make sure the heating and cooling source is firmly plugged into a working outlet and is receiving power. Check to make sure the outlet is not controlled by a wall switch.

  • Make sure that the power supply cord is plugged into the heating and cooling source.

  • Wait for the display to shut off (about 10 seconds). Then try to adjust temperature again.

  • If the “ER” persists call Customer Service at 1.800.472.7185.

I want to update the name on my DualTemp™ remote.

• Press and hold both arrow buttons for 5 seconds

• Follow on-screen instructions to enter name.

My connector is not long enough or my heating and cooling source does not touch the floor.

• Place the heating and cooling source on a book or box.

The layer warms/cools based on the air temperature of your room. If your room is extremely cold or hot, it may affect the layer’s performance. Increasing or decreasing the temperature of your bedroom will help achieve the desired temperature level.

My remote does not work.

• Check for low battery symbol and replace batteries if illuminated. If screen is black, replace batteries.

  • Verify that you are using the correct remote for the appropriate side of the bed.

My heating and cooling source does not shut off.

• The refreshing system cycle may run the drying fans up to 14 hours after use. Once the system has completed refreshing it will shut off on its own.

  • Check to ensure the connector is attached to the heating and cooling source.

  • Create your ideal microclimate by covering the bed with a blanket/comforter/quilt to keep the warm or cool air from escaping.

  • Place the heating and cooling source on a book or box.

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To use or deliver refurbished products or parts in the replacement replacement shop. This will not start that does not come into contact with the sleep
tissue under this limited warranty.

This Warranty Provides Coverage To:
Your warranty is non-transferable and sale,

By all means existing sale or any product or parts except as provided

of any product or component deemed to be
damaged by misuse, abuse, or parts related to your warranty claim.

the product or part for which a

How State Law Relates To This Warranty:
Some states do not allow the exclusion or

your exclusive remedy, in lieu of all incidental,

This warranty does not provide coverage and

layer in a sanitary condition. This warranty shall not apply to any product or part

the warranty claim.

no warranty is provided with any DualTemp

We reserve the right to troubleshoot the product or part for which a

of your original receipt at the time of any

how long an implied warranty lasts so the foregoing limitations may

condition. No express or implied warranties are

specific legal

This warranty shall not apply to any product or part

In connection with your warranty claim, you are required to return the system

either way. In either
case, you remain responsible for bringing your authorized return to your nearest UPS facility

Your warranty is non-transferable and sale,

this warranty.

from the date of your original purchase or invoice

your product as being a

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also contact us by email at customerservice@selectcomfort.com or in writing to: Sleep Number Customer Service, 9800 59th Avenue North, Minneapolis, MN 55442.

Important Safety Instructions

• The remote is not a toy and should only be used under adult supervision.
• Do not open heating and cooling source or remote(s) (with the exception of the battery compartment). The warranty is void if these units are tampered with.
• Keep the heating and cooling source and remote(s) away from heat sources such as radiators, heat registers, etc.
• Heating and cooling source and remote(s) are not water resistant. Do not use or store near water — for example, in a wet basement, near an open window, etc.
• To reduce risk of electrical shock, unplug unit before cleaning.
• WARNING: There are no user serviceable parts inside the heating and cooling source. Any attempt to do so shall void the warranty.

Important Instructions

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

• Read all instructions before using the DualTemp™ layer.
• WARNING - Do not use the DualTemp™ layer with an infant, a disabled person, a person with diminished capacity or anyone insensitive to heat, such as a person with poor blood circulation.
• WARNING - Do not use the DualTemp™ layer with any other heated blanket, comforter, quilt, sheet, mattress pad, mattress, foot warmer, throw blanket or similar heated or cooled bedding.
• Let power cord hang free. Do not place between mattress and foundation. Do not allow the power cords to be pinched.
• Turn off power or unplug when not in use.
• Do not operate the heating and cooling source with a damaged cord or plug or after the heating and cooling source malfunctions, has been dropped or damaged in any manner. Discard heating and cooling source, or return to authorized service facility for examination and/or repair.
• Do not use outdoors.
• Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
• To disconnect heating and cooling source, turn controls to off, then remove plug from outlet.
• Connect to properly grounded outlet only.
• Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heating and cooling source.
• To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
• Do not use in areas where gasoline, paint, or flammable liquids are used or stored.
• Use this heating and cooling source only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
• Always plug heating and cooling source directly into a grounded outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
• SAVE THESE INSTRUCTIONS.

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. Warning: Any attempt to make changes or modifications to the remote (e.g., an intentional radiator) could void the user’s authority to operate the remote according to FCC certification (section 15.231).

Per FCC 15.19(a)(3) and (a)(4) This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.