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
  *remote may vary
  Twin Extra-Long receives 1
- Power Supply (2)
  Twin Extra-Long receives 1
- Power Cord (2)
  Twin Extra-Long receives 1

Measure secure fit band placement 26 and 38 inches from the head of the bed.

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.

- 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.

- 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.

- 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.
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).

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.

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

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

Plug the power supply into the first heating and cooling source with the flat side of the plug facing down.

For Queen and King size beds, repeat steps 3 - 6 on the other side with the second heating and cooling source.
Using Your 3-Button Sleep Number® Remote

Press the side button to select one side of the layer. Press the Menu/Select button in the Home menu, select DualTemp™, then select Adjust Temperature to turn on the DualTemp™ layer and adjust to the desired temperature.

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. 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.

To set the timer, press the Menu/Select button, choose Timers, then use the up/down arrows to select the time. Press the Menu/Select button.

Setting the timer

Cooler

Warmer

Use the up/down buttons to control the warming and cooling levels.
Using Your 7- or 9-Button Sleep Number® Remote

Press the side button to select one side of the layer. Press the Home button in the Home menu, select DualTemp™, then select Adjust Temperature to turn on the DualTemp™ layer and adjust the temperature.

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 1/4 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.

To set the timer, press the Timer button, choose DualTemp™, then use the up/down arrows to set the time. Press the Enter button.

Warmer
Cooler

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

(low medium high)

(low medium high)
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/duvet.
• 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 15 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.
Cleaning 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.

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.

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.

Caring for Your DualTemp™ Layer

*Remotes may vary
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 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.

• 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.

• The DualTemp™ layer is not a replacement for air-conditioning or heating your home. You must run heating or air conditioning for optimal performance.

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 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.
Claims This Warranty Does Not Cover:
Your warranty excludes claims for or damage to products or parts related to normal wear and tear including but not limited to covering compliance, discoloration of parts or normal malfunctions.

What Is The Warranty On Repaired Or Replaced Products Or Parts?
Sleep Number shall repair or replace any SureTemp™ layer or any component part that is repaired or replaced under this warranty as provided in the written Service Agreement. The warranty coverage and will become void if damage is caused by tampering with or modifications to any component part. The warranty coverage shall not apply to any alteration, removal, or enrichment of the heating and cooling source, or any non-functional remote control. Damage caused by burning or drying the product or any other wear and tear damage caused by misuse or abuse including but limited to riots, smoke, dust, tears, or any other component part that is replaced or repaired under this warranty.

What Are The Limitations On This Warranty?
Sleep Number is not responsible for damage caused by tampering with or modifications to any component part. This warranty shall not apply to any product or part found to be unsanitary or unreasonably unsanitary condition if it is so pervasively soiled that an inspection is unable to be conducted due to the presence of body fluids, blood borne pathogens, insects or other substances that otherwise suggest that the product has an unreasonably unsanitary condition. This warranty does not provide coverage for products or parts related to normal wear and tear including but not limited to covering compliance, discoloration of parts or normal malfunctions if damage is caused by tampering with or modifications to any component part. The warranty coverage shall not apply to any alteration, removal, or enrichment of the heating and cooling source, or any non-functional remote control. Damage caused by burning or drying the product or any other wear and tear damage caused by misuse or abuse including but limited to riots, smoke, dust, tears, or any other component part that is replaced or repaired under this warranty.

What Are Important Instructions:
• Use the heating and cooling source only as described in the warranty. Improper use of the heating and cooling source may cause the manufacturer to cease electrical, shock, or injury to persons, including the following:
• Always plug in the heating and cooling source directly to a grounded (3-wire) outlet. Never use an extension cord or a non-grounded power tap.

SAVER THESE INSTRUCTIONS

FCC Compliance

Electronic components are tested to ANSI/UL certification (Part 15, section 15.19). 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.

The warranty is your responsibility to keep...