

COMFORTAIRE® r3 AND r5 BEDS BY SLEEP NUMBER

ASSEMBLY GUIDE

# Congratulations

on the purchase of your Comfortaire® r3 or r5 bed by Sleep Number.  
You're about to discover the most comfortable sleep of your life on the road.

## Welcome

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WARNING: Read all instructions before use to avoid injury. Improper use of product can result in serious injury or death. Follow the safety information in this assembly guide. Keep this assembly guide for future reference.

Getting Started

**CAREFULLY CHECK THE CONTENTS OF YOUR MATTRESS BOXES.** Make sure you have the correct number of components for the size of bed you purchased. If you are missing any items listed below, please call Customer Service at 1-800-472-7185.

 **CAUTION:** Properly dispose of all packaging as it can create choking hazards to small children or pets.

**PREPARE YOUR FOAM COMFORT LAYER.** Foam comfort layer should be stored at room temperature for at least 4 hours before mattress assembly. Carefully open the foam comfort layer and set aside. It'll need at least 30 minutes to fully expand.

**PREPARE YOUR SLEEPING PLATFORM.** If you plan to use your mattress in an RV, make sure there's a 120 VAC electric power source nearby to operate your Firmness Control™ system. NOTICE: Only full sine wave power inverters should be used to prevent damage to the Firmness Control™ system. Assembly of this mattress on your platform requires the use of a small saw and an electric drill. Be sure you have these tools before you begin.

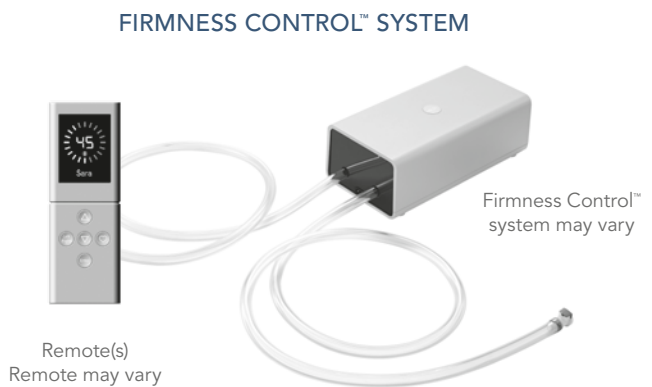
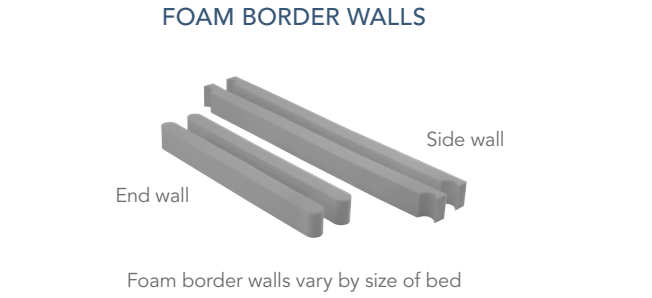
IMPORTANT: This mattress requires a strong supportive surface. USE AN APPROPRIATE FOUNDATION. Your mattress is designed to work on a firm, solid, supportive surface that is sufficiently strong and stable, capable of supporting the weight of the mattress and its occupants. The Firmness Control™ system should be installed under the platform. Drill 3 holes in platform using a 1 inch hole saw near the head of the platform to allow the air hoses and the power cord to pass through the platform.

**CAUTION:** Shock hazard. Firmness Control™ system has no user serviceable parts. Do not use or store near water.

	Twin Long	Short Queen/ Radius Short Queen	Queen/ Radius Queen	RV Radius King	Eastern King/ RV King
MATTRESS COVER	1	1	1	1	1
FOAM BORDER WALLS	4	3	4	3	4
FOAM COMFORT LAYER	1	1	1	1	1
FIRMNESS CONTROL™ SYSTEM	1	1	1	1	1
AIR CHAMBERS	1	2	2	2	2
HOSE EXTENSIONS	0	2/4*	2/4*	4*	2

\*Radius mattresses only

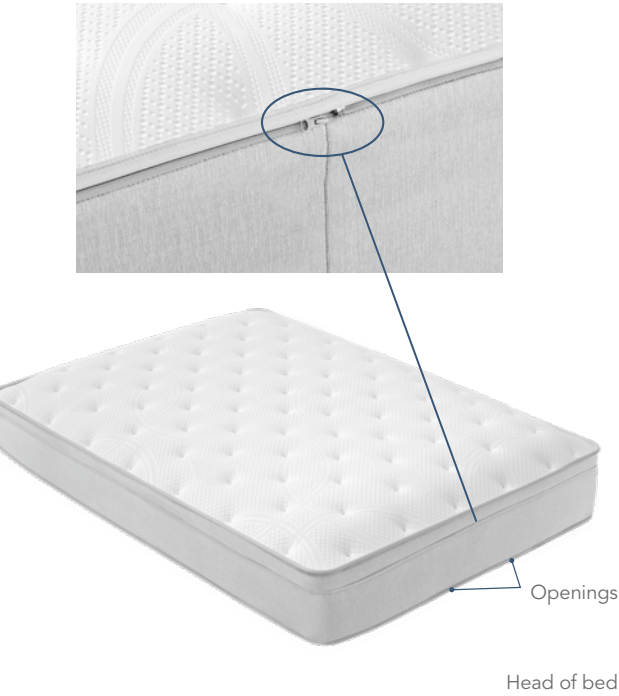
What's Included



# Assembling Your Mattress

## 1 MATTRESS COVER

- Place the mattress cover on the existing bed platform, making sure the openings in the bottom of the mattress cover are at the head of the bed.
- Unzip the mattress cover (see below).
- Set the top of the mattress cover aside.



Color and pattern may vary

## 2 FOAM SIDE WALLS

- Place the long border walls along the inside of the mattress cover, extending the entire length of the bed.
- Make sure that the notches are facing the center of the bed.

### FOR SHORT RADIUS QUEEN AND RADIUS KING BEDS:

- Make sure the tapered end is placed at the foot of the bed and facing the center of the bed.



## 3 FOAM END WALLS

- Place the short border walls at the head and foot, between the side walls. Some sizes have 1 end wall, whereas others come with 2. Please reference pg 4.
- Make sure the foam side wall and foam end walls are flush and secure.

NOTE: It is okay if the foam walls bow to the inside of the bed at this point in the assembly.

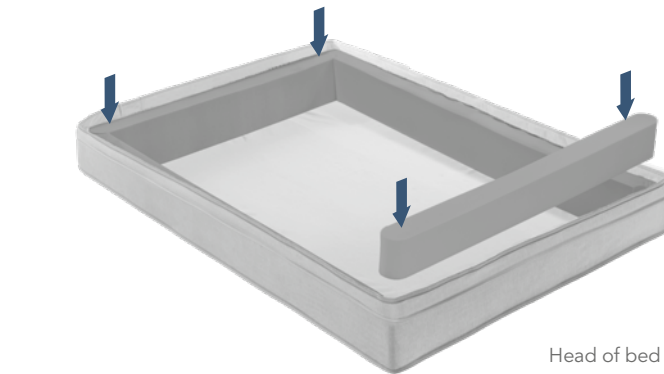
### FOR SHORT QUEEN, SHORT RADIUS QUEEN AND RADIUS KING BEDS:

- Place the short border wall at the foot of the bed between the side walls.

### FOR RADIUS MODELS:

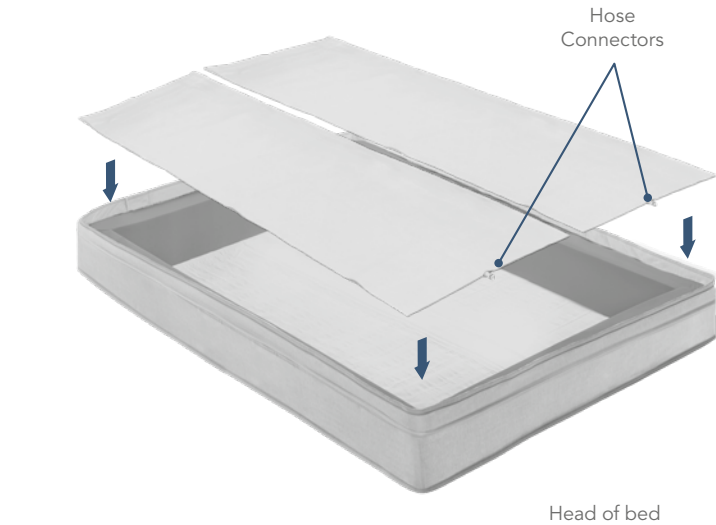
- Make sure the flat side of each foam border wall is facing the center of the bed.

NOTE: It is okay if the foam walls bow to the inside of the bed at this point in the assembly.



## 4 AIR CHAMBERS

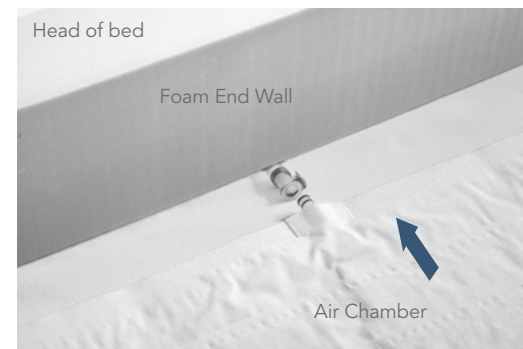
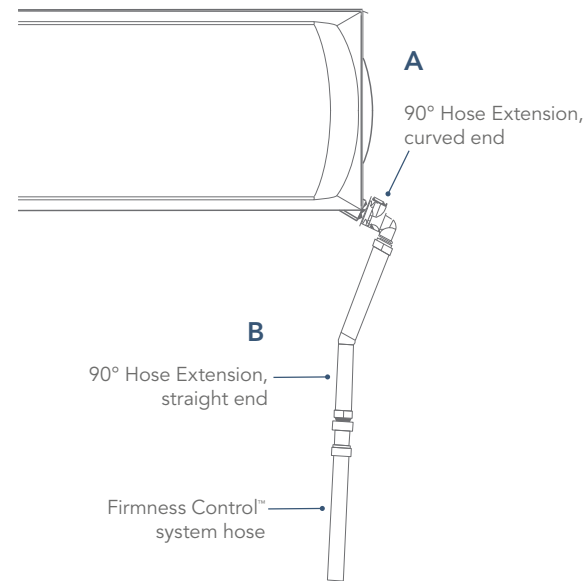
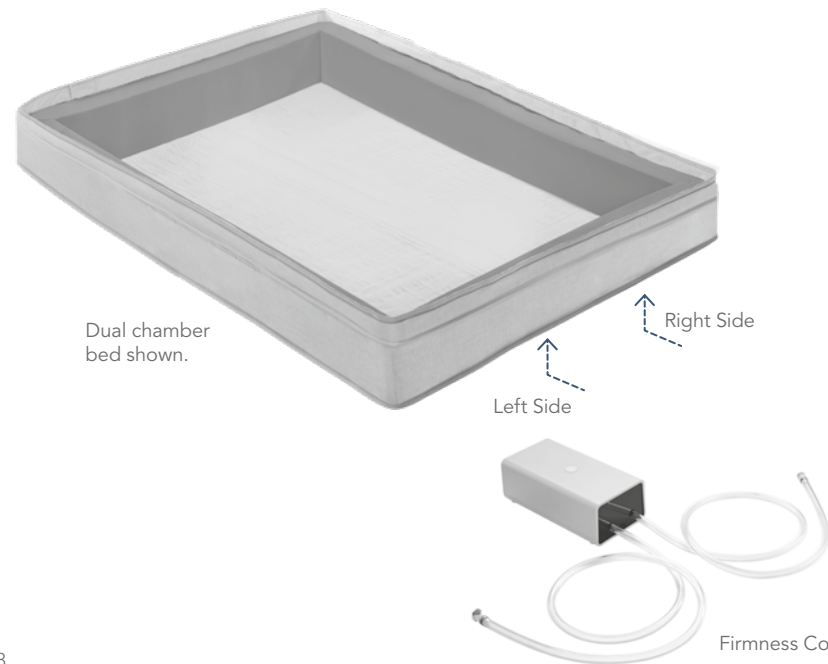
- Place the air chamber(s) in the mattress cover so the hose connectors face the head of the bed and lie on the bottom when inflated.
- Zip air chambers together.





5 FIRMNESS CONTROL™ SYSTEM

- **FOR RADIUS BEDS ONLY** Attach one hose extension to the left Firmness Control™ system hose (marked with either a white band or the letter “L”) by pushing together until you hear a click (diagram A). Repeat on the right side with the other hose extension and Firmness Control™ system hose (either unmarked or marked with a blue band).
- **FOR ALL BEDS** Pass the left Firmness Control™ system hose (marked with either a white band or the letter “L”) or hose extension (Radius beds only) to the left air chamber by pushing together until you hear a click. (Radius mattresses, see diagram B.)
- Repeat on the right side of the mattress, using the right Firmness Control™ system hose (either unmarked, or marked with a blue band). Optional hose extensions have been included for convenience, if needed.



6 ACTIVATE DUALAIR™ TECHNOLOGY

At the heart of the Sleep Number® bed is our most advanced DualAir™ technology. Adjustable air chambers and a Firmness Control™ system easily find your ideal level of comfort and support on each side—your Sleep Number® setting.

- Plug your Firmness Control™ system into a working electrical outlet. NOTE: Only full wave power supply inverters should be used to prevent damage to the Firmness Control™ system.
- Insert two AA batteries (included) into your remote.
- Your remote will turn on simply by picking it up or pressing any button. Easy-to-follow instructions will guide you through the next steps.
- Please wait while your mattress inflates. This will take a few minutes. When complete, you'll be prompted to complete your bed assembly.

**IF USING IN AN RV,**

**IMPORTANT NOTE BEFORE TRAVELING:**

If you plan to travel with your Comfortaire® mattress by Sleep Number into mountainous regions, either (1) temporarily disconnect the mattress from the Firmness Control™ system hoses to allow air to escape or (2) deflate the air chambers to a Sleep Number® setting of 20. CAUTION: Rapid changes in altitude will affect the air pressure inside the mattress. The chambers may be damaged if the pressure becomes too great.

Remove batteries from the remote(s) during long trips or while in storage to preserve charge.

YOUR REMOTE AT A GLANCE



## 7 FOAM COMFORT LAYER

- Place the foam comfort layer on top of the air chambers with the smooth side of the foam facing down.



Foam pattern may vary.  
Firmness Control™ system may vary.

Head of bed

## 8 BORDER WRAP

- Extend the border wrap over the foam comfort layer as shown below.

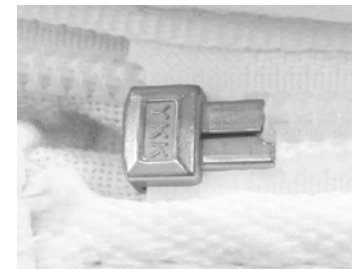
Warning: To ensure compliance with federal and state flammability requirements, the border wrap must be positioned over the foam comfort layer.



Head of bed

## 9 MATTRESS COVER TOP

- To close the mattress cover, place it on the bed with the zipper pull at the head of the bed.
- Make sure the zipper pin is completely inserted into the zipper box. Zip the top of the mattress cover closed.



Proper zipper alignment






Cover pattern may vary

Head of bed

**YOU'RE DONE!**

# Find Your Sleep Number® Setting

There’s nothing quite like finding your Sleep Number® setting — that moment when your body feels aligned, relaxed and perfectly supported. Your Sleep Number® remote is designed to easily guide you to your ideal level of firmness, comfort and support.

Begin by lying on the bed in your preferred sleeping position. Press  to choose your side of the bed. Press  and choose Sleep Number®. Press  and choose Find Sleep Number®. Follow the instructions on your remote to find your favorite Sleep Number® setting. This may take a few minutes.

① Over time, you may want to try different Sleep Number® settings to see what’s most comfortable for you. Try a setting for two to five nights. If you’re not comfortable after that, try adjusting your setting by 5 or 10, increasing for a firmer mattress; decreasing for a softer mattress.



RIGHT

- Neck and back are aligned in the same position as when you are standing
- No discomfort at shoulder and hip pressure points
- You feel the mattress support the small of your back (back sleepers) or the curve of your side (side sleepers)

② Remember that your Sleep Number® setting is always adjustable and can be a tremendous tool in helping both you and your partner sleep better — and feel better overall. If you’ve had a hard workout, are sick or pregnant, try a softer Sleep Number® setting. If you need more support for your back or hips, try a firmer setting. Use your Sleep Number® adjustability to ensure your night is meeting the needs of your day.



WRONG

- Body alignment is not straight
- Your pillow makes your head tilt at an angle from the rest of your body
- You feel discomfort from pressure at your neck, shoulders, back, hips or legs

## Transition Tips for Travelers

Shifting bedtimes and wake-up times before traveling to a new time zone can help you adjust. In a new time zone, soak up the morning sun and avoid bright lights before bed.

# Frequently Asked Questions

## FIRMNESS CONTROL™ SYSTEM FAQs

*Why does my Sleep Number® setting change?*

Your Sleep Number® setting is based on the combination of body weight, volume of air in the air chamber, and sleep position. Several factors may contribute to fluctuations in your Sleep Number® setting:

- Temperature can cause changes in your Sleep Number® setting. For example, a heated mattress pad will cause the Sleep Number® setting to increase.
- Barometric pressure related to weather and altitude can cause your Sleep Number® setting to change.
- Weight can affect your Sleep Number® setting. The Firmness Control™ system acts similarly to a scale. More weight means a higher Sleep Number® setting.
- Different sleep positions can affect your Sleep Number® setting. The more concentrated the weight is, the greater chance the Sleep Number® setting will be higher (e.g., when you lie on your side). When weight is distributed more evenly throughout the chamber, it is more likely that the Sleep Number® setting will be lower (e.g., when you lie on your back or stomach).

*I feel the mattress is losing air. What should I do?*

Air loss can be caused by an unsecured hose connection, a defective air chamber, or a defective Firmness Control™ system. First, make sure the hoses and hose extensions are securely connected to the air chambers. If you do not find any damaged or loose connections, identify which of the following situations matches your situation and follow the instructions for remedying your issue.

NOTE: To avoid variations in your Sleep Number® setting or level of comfort, make sure that you are lying in your preferred sleep position when adjusting and checking your Sleep Number® setting.

If you have a dual air chamber bed and suspect only one (1) side of your Sleep Number® bed is getting softer:

- Inspect the o-ring and connectors for cracking or damage.
- Switch the hoses on the air chambers so the left hose (marked with a white band) is attached to the right air chamber and the right hose (marked with a blue band) is attached to the left air chamber. You should hear a click when the hose is securely connected to the air chamber.
- Fill the air chambers to the appropriate Sleep Number® setting(s) for the person sleeping on each side of the bed.

- Sleep on the bed and monitor the feel of the bed’s firmness on both sides.
- If neither chamber feels softer over time, you may have had a loose connection that was fixed when the hoses were switched. Switch the hoses back to their correct positions and continue to use the bed as usual.
- If an air chamber feels softer after switching hoses, contact Customer Service with the results (the issue stayed on the same side of the bed or it moved to the other side after switching hoses).

If you have a dual air chamber bed and both (2) air chambers are getting softer, or you have a single air chamber bed and feel the air chamber getting softer:

- Inspect the o-ring(s) and connector(s) for cracking or damage, then reconnect the Firmness Control™ system to the air chamber(s).
- Lie down in your normal sleep position and fill the air chamber(s) with suspected air loss to your normal Sleep Number® setting plus an additional 15 points (e.g., if you sleep at 35, fill to 50). Over-inflation will compensate for air that may escape in one of the next steps.
- Locate the air chamber caps that came with your bed.\*
- Disconnect the hose(s) from the air chamber(s) and quickly cap the chamber(s).
- Leave the air chamber(s) capped for a minimum of 48 hours.
- If the air chamber(s) become noticeably softer when capped, contact Customer Service.
- If the air chamber(s) hold air, reconnect the hose(s) and continue using the bed. The air loss issue may have been due to environmental factors or a connection issue. Contact Customer Service if the air loss issue returns after reattaching the Firmness Control™ system.

\*Air chamber caps are typically found at the head of the bed inside the mattress cover in a small plastic bag. If you cannot find the caps, they may be available at your nearest Sleep Number® store. You can also request them by calling 1-800-472-7185.

*Will my bed deflate if there is a power surge or power loss?*

No, your mattress will maintain its firmness.

*How will I know if there’s a problem, like the chamber isn’t inflating or the system isn’t receiving power?*

The remote is designed to let you know if something isn’t working like it’s supposed to. An error message will let you know an issue has been detected, along with prompts for how to fix it. If the error is still not resolved, you will be instructed to visit [sleepnumber.com/chat](https://sleepnumber.com/chat) or to call us at 1-800-472-7185.

**REMOTE CONTROL FAQs**

*How do I capitalize a letter in the middle of my name?*

Select the letter and press the  and  simultaneously.




*How many characters can I use for my name?*

Eleven.

*My remote says there’s an inflation/connectivity error. What should I do?*

An error message lets you know an issue has been detected, along with prompts for how to fix it. If the error is still not resolved, you will be instructed to visit [sleepnumber.com/chat](https://sleepnumber.com/chat) or to call us at 1-800-472-7185.

*How do I restore the remote’s original settings?*

To erase all stored information, hold down all three buttons (Up/Down/Enter)    simultaneously for 7 seconds.

*Why won’t my remote turn on?*

You may need to replace the batteries. Your remote comes with two AA batteries that should last about six months with normal use. If new batteries don’t resolve the issue, please visit [sleepnumber.com/chat](https://sleepnumber.com/chat) or call us at 1-800-472-7185.

**MATTRESS FAQs**

*Where are the air chamber caps? And where should I store them?*

The caps are in the Firmness Control™ system box. Please store these in the mattress cover at the head of the bed in case you should ever need to temporarily cap your air chambers.



*What if my foam comfort layer appears to be too small or irregular?*

Gently shake the layer as you place it on your mattress and it will recover its full size overnight.

*What if I feel like I’m rolling toward the edge or toward the center of the mattress?*

Although rare, these sensations could potentially be experienced if one side of the mattress is set quite firm and the other side quite soft. Call Customer Service at 1-800-472-7185 for a remedy to this situation if bothersome to you.

*What if I notice a rubber smell from the air chamber(s)?*

The odor you may smell is non-toxic and will fade over time. To minimize the smell, unzip the mattress cover and allow the air chamber to air out for a few hours. Laying a couple of dryer sheets on top of the air chamber will also help mask any odor by adding a fresh scent.



Product Care

CLEANING THE MATTRESS

To clean the surface of your mattress, follow these simple steps:

- Spot clean the mattress cover with a solution of mild detergent, such as Woolite, and warm water or sparkling water. Avoid saturating the fabric to avoid shrinking.
- Lay cover flat to air-dry.

CAUTION: Machine washing, dry cleaning, or heat-drying could damage the mattress cover and will void the warranty. Vacuuming the cover may snag, soil or otherwise damage it.

MOVING YOUR SLEEP NUMBER® BED

- The mattress can be fully inflated, capped off and packaged in a mattress box for moving.
- If you don't have a mattress box, double-bag the cover to prevent stains. Deflate and box the air chambers to prevent possible damage.
- Pack the Firmness Control™ system in a box with packing material. Transport with minimal exposure to shock and vibration.
- Tuck the remote, air chamber caps and instructions in the box with the Firmness Control™ system to prevent them from being lost.



WARRANTY REGISTRATION

Congratulations on the purchase of your new Comfortaire® bed by Sleep Number.  
Please complete and return this card for warranty registration.

NAME\_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY / STATE / ZIP\_\_\_\_\_

PHONE \_\_\_\_\_

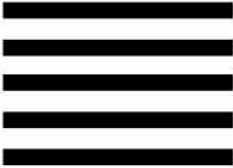
E-MAIL\_\_\_\_\_

MATTRESS MODEL\_\_\_\_\_

PURCHASE DATE\_\_\_\_\_

CUT ALONG EDGE, FOLD, TAPE EDGE AND MAIL





POSTAGE WILL BE PAID BY ADDRESSEE  
SLEEP NUMBER CORPORATION  
1001 THIRD AVE S  
MINNEAPOLIS MN 55404-9980



## Important Information

### FCC COMPLIANCE

The equipment described in this guide has been tested and found compliant with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING: Any attempt to make changes or modifications could void the user's authority to operate the equipment according to FCC certification.

### IMPORTANT SAFETY INSTRUCTIONS

- Your Sleep Number® bed is intended for in-home or RV, non-commercial use only. Any unintended use voids the limited warranty.
- The remote is not a toy and should be used under adult supervision.
- Do not open the Firmness Control™ system or remote(s) (with the exception of the battery compartment). The warranty is void if these units are tampered with. The Firmness Control™ system has no user serviceable parts.
- Keep the Firmness Control™ system and remote(s) away from heat sources such as radiators, heat registers, etc.
- Firmness Control™ system 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.

### REPLACEMENT COMPONENTS

In the event that replacement components are required or if you wish to upgrade to newer components that are not covered in the warranty, you may purchase these items by simply providing proof of purchase. All component sales are final and carry a 2-Year Limited Warranty from the purchase date. Product discounts and bedding promotions do not apply to components. For current pricing and to process a component purchase, call our Customer Service department at 1-800-472-7185.

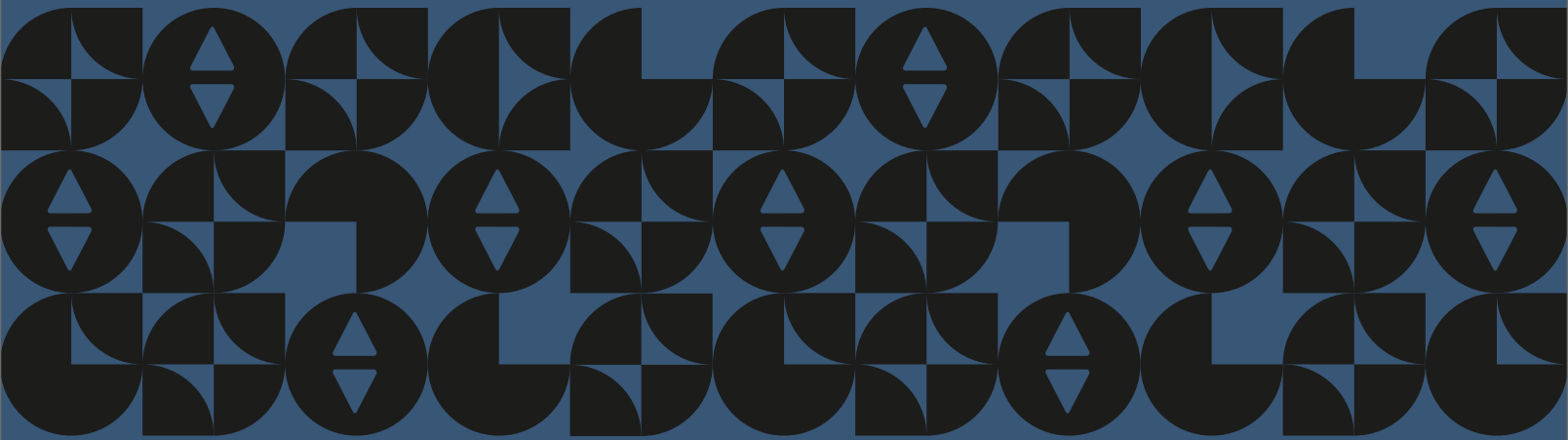
## NEED HELP?

Chat with us at

[sleepnumber.com](https://sleepnumber.com)

or call

1-800-472-7185



sleep  number.

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