



An Air Adjustable  
Number Bed



Owner's Manual

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# Welcome

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## Congratulations on your Personal Comfort® purchase!

We welcome you to our family of restful and happy Personal Comfort® Bed owners. As a Personal Comfort® bed owner, you can be rest assured that you have made a wise investment. Your new bed is an innovative construction of 100% upgradable and replaceable components.

Our Personal Comfort® family increases every day and we are pleased you have joined the thousands who are lifetime members of our referral rewards program.

As a member of our Personal Comfort® family, you will receive exclusive benefits, industry news, discounts, and great referral rewards\*. Now that you are part of the family you can use your referral rewards for every purchase from our bedding accessories, adjustable bases and additional Personal Comfort sleep systems.

Our Personal Comfort® Bed sleep specialists are dedicated to adjusting your sleep experience by improving the way you sleep. Our many years of developing the best possible mattress has given us the confidence to offer industry leading Limited Lifetime Warranty. We have been manufacturing high quality mattresses since 1973.

In 1995, we became the only adjustable firmness consumer air mattress available that is manufactured in our FDA registered manufacturing facility. We have set the benchmark of the mattress industry and ultimately developed the last sleep system you will ever need. Our U.S.A. based manufacturing facility continues to develop innovative sleep products; everything from mattresses to bedding accessories designed to help give you the best night's sleep.

MANUFACTURED IN AN  
  
REGISTERED  
FACILITY, IN THE USA

We love referrals and love our customers. The more we can welcome to the Personal Comfort® family the more we can change the way people sleep for the better. We look forward to your better night sleep and to give you the best quality, comfort and customer service in the industry.



\*See Referral Rewards section for details.

# Air Pump & Controller Operation

## Adjusting Your Sleep Setting

Your digital display will allow you to adjust the mattress from 1 and 50 mm/Hg). This is a pressure monitoring scale used world wide within the medical profession to measure the pressure against the human body. You can adjust this number up and down in single digit increments, giving you precise control exclusive to Personal Comfort® Sleep Systems.

## How to Determine Your Ideal Sleep Setting

While lying on the mattress, in your desired sleeping position, use your controller to adjust the firmness to your desired comfort level. Note: The pump will turn on and off as it measures the pressure between your body and the air chamber. Once the pump has reached the desired sleep setting the digital display will constantly read and display the internal pressure of the air chambers. You will notice that when you change positions, exit or enter the bed that the numbers displayed will change. Once you have chosen your desired comfort level you can save that setting to one of the two memory settings, to do so see below and right.

**Quick Tip:** Start at max setting  
go down to 5, then  
back up until you  
reach your level  
of comfort.

Digital Display  
(00-50 mm/Hg)

Firmer  
(touch & hold)

Softer  
(touch & hold)

**NEW GEN III**  
Touch Screen Controller  
and Pump System



Memory  
(two settings per side)

Touch & hold to  
memorize  
(wait until display flashes)

Touch & release to go to  
stored number  
(pump will auto adjust)

Wake Up Display  
(touch to illuminate  
screen)

Dual Remotes  
(available on queen,  
king, cal king, split king,  
split cal king)



## Give Your Body Time to Adjust

It may take several nights of sleeping at different settings in order to determine your ideal sleep setting. When you have found a setting that you feel offers you the ideal combination of both comfort and support, program this setting into the memory feature of the hand control. Try sleeping at this setting for a minimum of 5 nights. It will take that long for your body to become accustomed to a new sleep surface. After five nights, evaluate your sleep experience. If necessary, adjust your Personal Comfort® Sleep System to a firmer or plusher setting and repeat the process until you have found the perfect level of comfort and support.

## Reasons to Alter Your Ideal Sleep Setting

Once you have found your ideal sleep setting, you should be able to return to this setting each night and experience a deep, restorative level of sleep. However, you may need to adjust your sleep setting for any of the following reasons:

- Strained or pulled muscles
- Back pain
- Weight change
- Pregnancy
- Sunburn
- New sleep position
- To get in and out of bed easier
- To give bed a full appearance



# Reversible Top Cover



## **Only Available at Personal Comfort®**

The only reversible two-sided cover available in the entire mattress industry. Our patented, reversible top cover mattress cover is exclusive to select Personal Comfort® mattresses.

Our patented reversible cover provides unmatched value with 2 cover options. Large zipper design makes it easy to remove and flip cover when needed. We recommend you flip your cover every other season (ex: flip summer and winter). Easily sanitize your cover when both sides have been used. \*Recommended dry clean or professional cleaning only.



## **Changeable & Replaceable Components**

An additional comfort and support feature that is only available by Personal Comfort® Bed. Instantly change the topper support foam or cover by switching out the center panel system at any time.



As the benchmark of the mattress industry, the Personal Comfort® Bed is the last bed you will ever need. No other mattress company offers the ability to protect your investment for the life of your mattress like Personal Comfort®. Replace any component at anytime for any reason, without having to purchase a brand new mattress.

# Fully Upgradable



## Upgrade Your Mattress at Any Time

All of our mattress components can be upgraded at any time. Our patented technology allows you to replace and adjust the top and center comfort layers quickly and easily with our easy to zip mattress top cover layers.



If you bought an entry line mattress from any of our three series (Classic, Advanced and Elegance Series) your mattress can be easily upgraded over time. These photos (left) show our James model upgraded to the Silver Edition center and top panels. Your Personal Comfort® mattress is truly the last mattress you will ever need.

Upgrade to an adjustable base at any time for an unprecedented night's sleep.

Utilize the highest form of sleep by upgrading to our adjustable bed bases which allow you to adjust and elevate your head and feet at any time.



2

1. Standard Platform Bed Base
2. Standard Adjustable Base
3. Deluxe Adjustable Base (split twin xl)

\*Massage features available on some models.



1



3

# Bedding



## **Enhance the Way You Sleep with Personal Comfort® Bedding**

To compliment your Personal Comfort® mattress purchase we offer an exclusive line of exceptional quality bedding products.

Every person is different and every person has a unique way they sleep. Our mattress allows you to find your personalized comfort so we invite you to enhance the way you sleep through our bedding solutions:

- Visco Memory Foam Pillows
- Contour Visco Memory Foam Pillows
- Ventilated Cool Gel Infused Memory Foam Pillows
- Available in Standard, Queen & King Sizes
- 300 to 600 Thread Count Egyptian Sheets
- Deep Pocket Sheets Available

**Call 1-888-694-4088 to order**



# Accessories

## **Built on a Solid Foundation**

We build, develop and test our Personal Comfort® mattresses on a solid foundation and we highly recommend you have that same reassurance that your investment has a solid resting place.

It's very important that your sleeping surface is level and sturdy to support your new investment. Our warranty does not cover damage to your mattress caused by weakened or broken box springs.

Our Personal Comfort® family of bed foundations and bed base accessories includes the following:

- Metal Platform Bed Base
- Head & Foot board brackets
- Platform Bed Base coverlets
- All Bed Bases are Available in Twin, Twin XL, Full, Queen, King and California King Sizes

Protect your Personal Comfort® bed with one of our hypoallergenic waterproof mattress protectors.

Our protectors also help eliminate dust mites and allergy-causing bacteria. Accommodates mattress depths from 6" - 22"

**Call 1-888-694-4088 to order**



Above: Platform Bed Base (with and w/o coverlet)



Above: Mattress Protector

Ask about using your Referral Rewards to purchase bedding and accessory products.

# **Mattress Care**

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## **Care of Your Mattress Cover - Dry Clean Only**

The mattress cover on your Personal Comfort® mattress can be completely zipped off and professionally dry cleaned. Do not attempt to wash the cover yourself. Also, do not apply stain guard, as it may yellow the fabric. The zip-off feature also makes it easy to ventilate your mattress and air out your cover if so desired.

## **Mattress Protector**

We recommend protecting your investment by using a Personal Comfort bed mattress protector to guard against unwanted spills. A mattress protector also helps assist in protecting your mattress from dust mites and other unwanted allergens.

## **Foundations**

We recommend that you place your Personal Comfort bed on our recommended mattress foundation. We recommend that you place the bed on a sturdy flat surface to ensure proper support of your new sleep system. Furniture such as a platform bed is also another recommended flat surface you can place your new Personal Comfort bed on to. Failure to place your new mattress on the acceptable foundation may alter the way the sleep system performs. The best way to protect your investment is by using the correct foundation from the time of purchase.

## **Moving Your Personal Comfort® Sleep System**

The Personal Comfort® Mattress is lightweight and can easily be moved anywhere there is a 110 volt electrical outlet and an approved surge protector to plug in the processor. There is no need for disassembly of any kind, since your Personal Comfort® mattress is a one-piece component.

Before unhooking your mattress be sure to fill up your chambers with air, then disconnect the hose connections to the air pump. Your mattress will stay inflated thanks to our air holding quick disconnect air hose system. We recommend boxing up the air pump and controls in their original boxes to prevent possible damage from transporting your sleep system to your new home. We recommend disassembling and reassembling your Platform Bed Base or Forever Foundation before and after moving. We recommend wrapping your mattress with plastic before transporting. This will assist in helping to protect your mattress cover from potential damage and stains.

# Referral Rewards

## We Love Your Referrals - Best of All Everyone Benefits!

If you have referred a past customer, or plan on referring us to a new customer, please give us a call at 1-888-694-4088. One of our sleep specialists will take down your information and the information of the customer you referred or will be referring. We are very thankful for your interest in our product.



On orders of \$1,599 or more we will send you and the person you referred a \$50 gift certificate. This can be used to purchase new mattresses, upgrade your current mattress, accessory items and bedding solutions. This discount can only be applied to product costs and can not be applied to shipping costs.

## Defective or Damaged Components

We will replace any materials deemed defective or faulty workmanship within the first three (3) years of the original purchase date. The defective component will be repaired or replaced at no cost to you by Personal Comfort® Bed less transportation costs. If found defective after the first three (3) years from purchase date the Lifetime Limited Warranty will apply. At this time you will be responsible for the shipping costs back and any related costs..

If any of your mattress components break or become soiled, or if you would like to upgrade any of your components please contact us 1-888-694-4088 about replacement parts. We do not apply discounts or referral rewards to replacement parts. There is a 2 Year Limited Warranty for all replacement parts.

## 120 Night Risk Free Trial - Return Policy

If you are not completely satisfied with your Personal Comfort® mattress, we understand, and that's ok. Adjustable sleep systems are not for everyone.

In order to qualify for a return you must keep the bed for 45 nights after shipment arrival date of original purchase. After the initial 45 nights, you will have an additional 75 nights to return your mattress for a full refund (available only on select models). If 120 nights has expired you will give up your rights to return the bed for a full refund minus any disposal fees, damage fees and/or cleaning fees. Shipping is paid both ways for select models during the 120 night risk free trial (must be in original boxes). Your trial will start on the delivery date of the product.

\*These terms are subject to change. Please review the Return Policy on [www.personalcomfortbed.com](http://www.personalcomfortbed.com)

# Troubleshooting

## **Mattress F.A.Q.**

**Q: I just received my bed, how long does it take for the foam to decompress?**

A: Please allow up to 60 minutes for full expansion. In order to ship your Personal Comfort® mattress efficiently we had to roll and compress some of the foam components for your mattress.

**Q: Why does my mattress slope to the edge or middle?**

A: You may need to reposition your air chambers. To do so, deflate your mattress to approximately half capacity. Unzip the cover assembly to expose the air chambers and reposition them towards the middle by pushing them together.

**Q: Why is my mattress bulging in areas after assembly?**

A: You may need to readjust your comfort layers. Unzip your top panel mattress cover to expose your comfort layers (not available on all models). Readjust the comfort layer so there is an even distribution of material over your mattress. You may have to completely remove your top panel and/or comfort layers to reposition properly.

**Q: Why is one side of my mattress loosing air throughout the night?**

A: Check all connections between the mattress and the air pump. Disconnect each fitting, examine the black O-ring for any damage. Lubricate with a non-petroleum based lubricant like mineral oil or vegetable oil (DO NOT USE VASELINE). To identify which is leaking, air chamber or air pump, switch the connections at the pump. Re-inflate the mattress and take note of which air chamber deflates over time. If the leak switched to the other chamber your pump may need to be repaired/replaced. If the leak stayed on same side your air chamber may need to be repaired/replaced. Please call 888-694-4088 ext. 2.

**Q: What is the rubber smell coming from the air chambers?**

A: If you are sensitive to smells and notice a rubber type smell coming from the air chambers, this is normal. Your product is a brand new mattress and it's very similar to that brand new car smell. This smell is non-toxic and will fade over time. You may wish to unzip your center and top panels and let your mattress air out. A simple trick we've learned is to take a few dryer sheets and lay them on top of the air chambers to mask any odor with a fresh laundry scent.

## Instant Comfort Air Pump & Controllers F.A.Q.

### Q: What causes my Sleep Setting to change?

A: There are many reasons why your Sleep Setting may change over time. Variables that can cause settings to change include but are not limited to; body weight, temperature, barometric pressure and sleep position.

### Q: What if my air system doesn't turn on?

A: Make sure you have power to your surge protector and to your Instant Comfort air pump system. Check to see if the surge protector is plugged into an outlet that has power and not connected to an on/off wall switch. If the electrical outlet is controlled by a switch, make sure the switch is in the ON position.

### Q: Why are my displays not working and my pump not inflating or deflating?

A: Make sure you have power to your surge protector and to your Instant Comfort air pump system. Check the fuse in the back of the air pump. If fuse is blown please replace with a compatible fuse. Make sure the power cord is completely inserted in the receptacle on the back of the pump.

### Q: Why can I hear the pump active but it's not inflating?

A: Check all hoses from the Instant Comfort air pump to the mattress air chambers for any kinks, twists, or other air flow restrictions.

### Q: Why does the hand display work, but the pump will not inflate?

A: Check to make sure no hoses are kicked or restricting the air flow from the pump to the air chambers inside the mattress. Check to see if the air chamber has reached maximum capacity (50 mm/Hg). If this is the case the controller will not activate.

### Q: Why does only one controller display work and not the other?

A: Check to make sure the hand controller is properly connected to the air pump. Inspect all cords to make sure they have not been damaged or cut.

Disconnect the non functioning hand controller and connect it to the other side of the pump. If the hand controller continues to be non operational the hand controller will need to be repaired or replaced. If the hand controller works on one side but not the other, the air pump may not be functioning properly. Contact customer service at 888-694-4088 ext. 2.

**Q: Will my bed deflate if I loose power?**

A: No, your air chambers should remain full and your mattress should stay at the same Sleep Setting you were at. You may need to reset your pump by unplugging it from the surge protector, wait 30 seconds, and reconnect to reset the system.

**Q: Will my stored memory sleep settings reset if I loose power?**

A: No.

**Q: What if my Sleep Setting deflates to a lower number after I set it?**

A: The Instant Comfort™ system uses software to inflate and deflate your air chambers efficiently. If it is not reacting properly to your commands there is a good chance your pump has recently lost power when it was deflated the first few times it was operating. We recommend you unplug your pump from your surge protector, wait 30 seconds, and plug it back in to reset the system.

## Other Frequently Asked Questions

**Q: Where is the nearest Personal Comfort® Bed store?**

A: Personal Comfort® Bed manufactures products that are available to retailers. However if you would like to try one of our products you could take advantage of our 120 night risk free trial. We have elected to make our beds available via the Internet in order to make them affordable to everyone. Understanding that it is best to experience a bed in your home, we offer a 120 night in home try-out. We specialize in custom comfort sleep systems tailored to your unique individual needs.

**Q: Is shipping free?**

A: For all mattress orders we offer fast free shipping & handling for all of our customers in the continental United States. Accessories, Bedding solutions, Rush shipping and White Glove services are not free and priced accordingly. Rush shipping and white glove services are not free and priced accordingly.

**Q: What is the 120 Night Risk Free Trial?**

A: At Personal Comfort® Bed we believe a full 120 nights is needed for your body to adjust to a new sleep support system. If during any part of the 120 night trial you feel unsatisfied with the overall comfort, Personal Comfort® will honor our 120 Night Comfort Exchange Policy. We strive to provide you with the best night's sleep you can experience. On rare occasions, sometimes the air chambers functionality isn't enough for your comfort requirements. Our Comfort Exchange Policy allows for you to exchange components of your mattress to help accommodate for a more plush or firm feeling. We will even exchange your recently purchased mattress for one of equal value. \*Limit one Comfort Exchange per customer.

**More Troubleshooting and Frequently Asked Questions Visit:  
[www.personalcomfortbed.com](http://www.personalcomfortbed.com) and Click on "FAQ"**

**Or Call [1-888-694-4088 Ext. 2](tel:18886944088) for Customer Service  
and One of Our Sleep Specialists Will Help You**

# Personal Comfort® Bed

## 25 Year Limited Lifetime Warranty

This sleep system is designed to provide maximum comfort and durability, using the finest quality of materials and workmanship. The Personal Comfort Bed is exclusively manufactured by American National Manufacturing. American National warrants to the original purchaser, if, within twenty five years of the date of purchase, a defect is found in the material or workmanship, we will inspect, and, at our option, repair or replace the product under the terms and conditions of this warranty.

This warranty covers the entire mattress set, including the ticking, foam cavity, foundation air chambers, and control system. All warranties date from the original purchase date.

We reserve the right to substitute materials if the original materials are no longer available.

This warranty covers defects in manufacturing and does not apply to any defects caused by misuse, improper assembly, negligence, accidental damage or normal wear.

To obtain performance under this limited warranty, contact us, provide proof of purchase, explain the defect and arrange with our customer service representative for return of the defective part for service. If further information is needed regarding this limited warranty, contact our customer service department at 888-694-4088.

American National's liability is limited to this written warranty. No other warranty is expressed or implied, nor does this warranty cover so called incidental or consequential damages.

Some states do not permit limitations on how long an implied warranty may last. Some states do not permit the exclusion or limitations of incidental or consequential damages, so either or both of the above limitations may not apply to you.

The consumer will be responsible for the expense of shipping or delivering the component to our factory as well as the cost of returning the replacement or repaired item.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Mattress Component	0-3 Years	3 Years (+1 Day) to 8 Years	8 Years (+1 Day) to 13 Years	13 Years (+1 Day) to 20 Years	20 Years (+1 Day) to 25 Years
Air Chamber	Repair or replace at no charge	Replace at 50% of the suggested retail price	Replace at 65% of the suggested retail price	Replace at 80% of the suggested retail price	Replace at 90% of the suggested retail price
Control Unit	Repair or replace at no charge	Replace at 50% of the suggested retail price	Replace at 65% of the suggested retail price	Replace at 80% of the suggested retail price	Replace at 90% of the suggested retail price
Mattress & Base	Repair or replace at no charge	Replace at 50% of the suggested retail price	Replace at 65% of the suggested retail price	Replace at 80% of the suggested retail price	Replace at 90% of the suggested retail price
Foam Cavity	Repair or replace at no charge	Replace at 50% of the suggested retail price	Replace at 65% of the suggested retail price	Replace at 80% of the suggested retail price	Replace at 90% of the suggested retail price
A COPY OF THE ORIGINAL SALES RECEIPT WITH A LEGIBLE SALES DATE MUST ACCOMPANY ALL RETURNS					

\* The suggested retail price at the time of return. If the original model is no longer being manufactured, a comparable model will be used to calculate any charges involved.

\*\* If service is required, contact Customer Service at 888-694-4088 for specific instructions on returning the defective item.

\*\*\* This warranty does not cover conditions resulting from normal wear and tear. Conditions resulting from normal wear and tear include, but are not limited to: mattress cover compression, compression of foam, or discoloration of foam or air chambers.

# Customer Care

## Help is just a phone call, or click, away

If you ever have product questions or need assistance please call, or click:

**1-888-694-4088**

For adjustable bed base and accessory warranty or service questions contact the manufacturer phone number listed on the box or warranty paperwork that came with your product shipment.

Sleep Specialists are available  
Monday through Friday from  
9:00 am until 5:00 pm (EST)

You may also visit  
**www.personalcomfortbed.com**  
and chat with a Sleep Specialist online.

Connect with us on Facebook, Pinterest and Twitter



## Save your sales receipts and original boxes

You must present your original receipt in order to process a warranty claim. It is your responsibility, not the responsibility of Personal Comfort® Bed or your retailer, to keep your receipt(s) in a safe place. Claims presented without a receipt cannot be processed under the terms of the warranty. For any warranty claims or returns we require you to ship the product within the original boxes. Please break them down and store them in case you need them in the future.



Personal Comfort Bed  
3411 Lake Breeze Drive  
Orlando, FL 32808



## Installation Guide

- Equipment:
- Controller, power cord
  - optional hand controller
  - APP for iOS or Android
  - sleep system

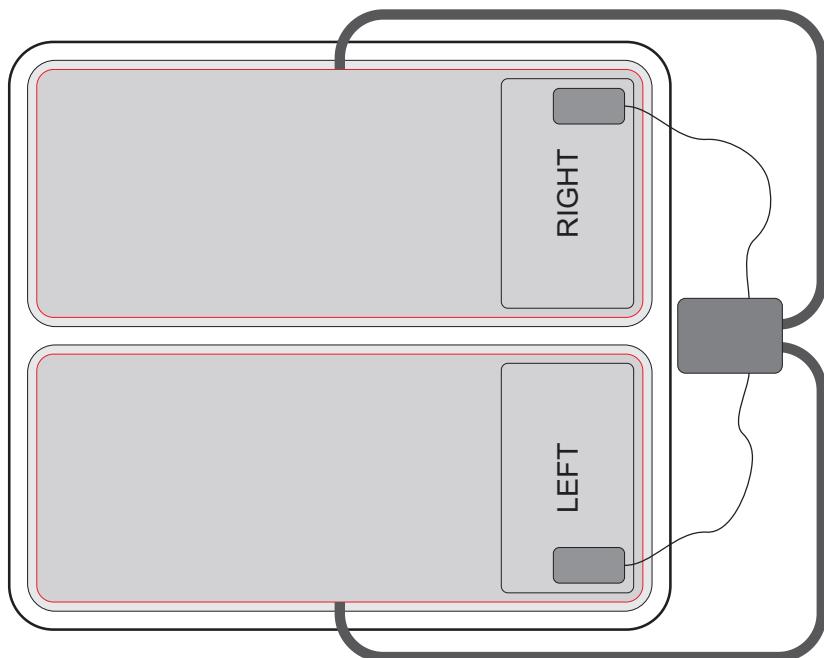




Set up the bed  
connect the controller tubes to the bed  
plug in power  
install hand held if necessary  
download app from store



APP



2 port connectors

Set up the bed as shown

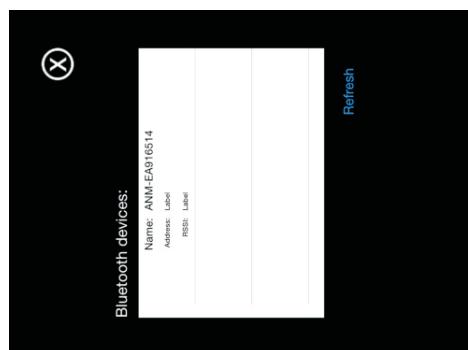
Open the app  
by touching  
the start icon



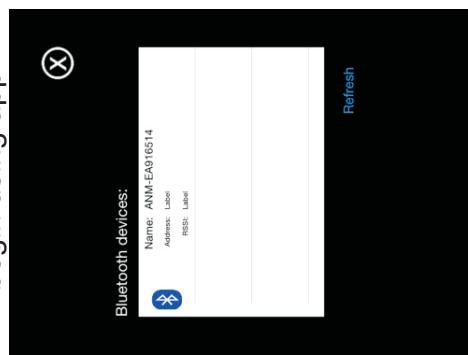
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Bluetooth wireless for  
app connection

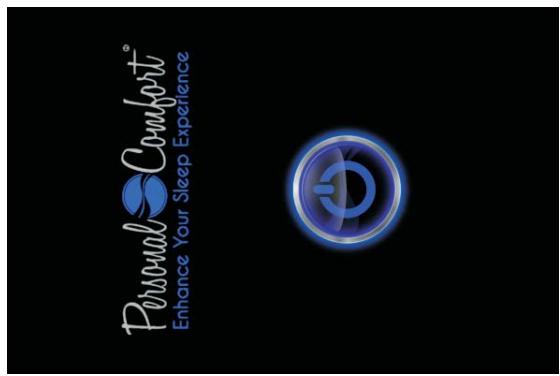
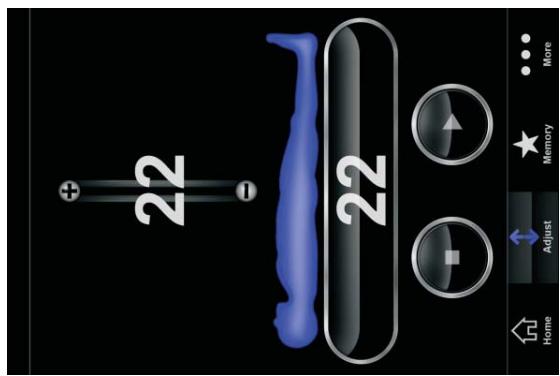
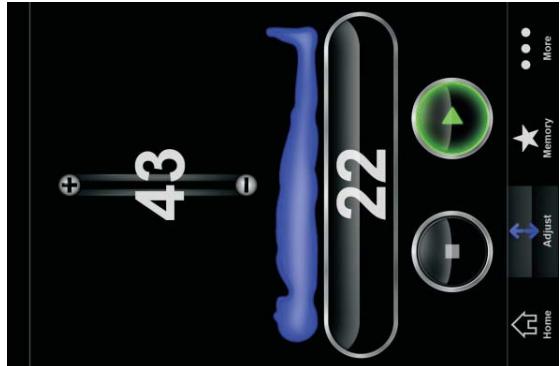


The app will direct  
to the connection  
page. select BT  
device

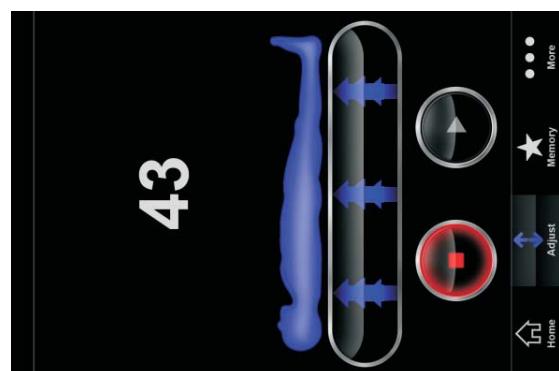
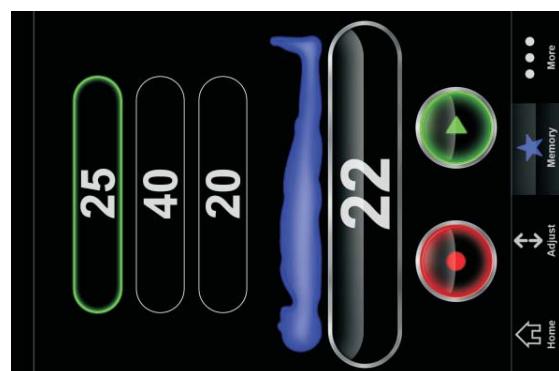
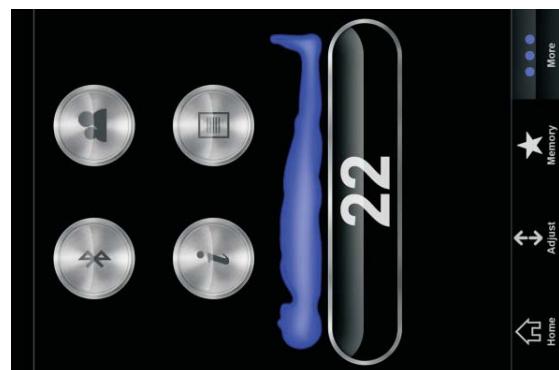
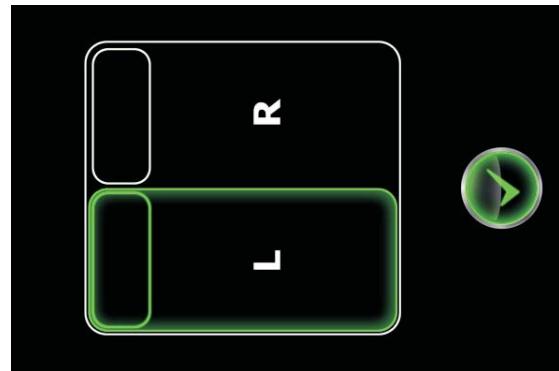


Icon will show connection  
is made. User can  
go to home page and  
begin using app





once connected,  
App will open to home page  
to make adjustments, touch the number bubble or  
touch the adjust icon  
select new value



system will run until it reaches value  
touch memory to adjust to set value,  
or store new value  
select more page to view manual,  
or select side of bed

Note: This equipment has been tested and found to comply 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 in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, 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 to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

**Warning:** Changes or modifications to this unit not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

#### **FCC Radiation Exposure Statement**

This equipment complied with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.