

# Help is just a click or phone call away.

If you ever have product questions or need additional assistance obtaining optimal comfort, please visit us at [sleepnumber.com](http://sleepnumber.com) or call 1.800.472.7185

Representatives are available:  
(Central Standard Time):

Monday–Friday 8 a.m. – 6 p.m.  
Saturday 8:30 a.m. – 5 p.m.  
Sunday Closed



Click to see DualTemp™  
in action

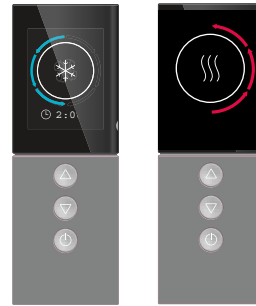
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Connect with us on Facebook and Twitter



## DualTemp<sup>SM</sup>

TEMPERATURE BALANCING LAYER INSTRUCTION MANUAL



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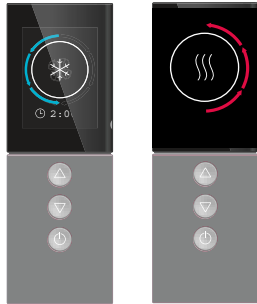
®

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# DualTemp™ Layer

It's a new degree of sleep.



The DualTemp™ system features an extraordinary comfort layer that can be added to any bed and an innovative cooling and heating source. It allows you to select your ideal temperature on each side at the simple touch of a button. So you both can achieve a balanced, blissful night's sleep.



## What's Inside.

DualTemp™ Comfort Layer (1)



Heating and Cooling Source (2)



Remote (2)  
Batteries included



Power Supply (2)



Power Cord (2)



# Assembly

Follow these 6 simple steps to correctly assemble your DualTemp™ comfort layer.



1 Place the DualTemp™ comfort layer on the bed with the lighter side facing up.



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



3 Connect the power supply to the heating and cooling source and to the power cord. Plug the power cord into an outlet or surge protector.




4 Plug the power supply into the first heating and cooling source.




5 Attach the connector to the heating and cooling source by aligning the notch on the connector to the silver ball on the heating and cooling source. Push together until you hear a click.



6 Insert batteries in the remote and press the  button to bind the remote to the heating and cooling source.

Repeat steps 2–6 on the other side of the DualTemp™ comfort layer with the second heating and cooling source and its remote.

# Remote Function

After installing batteries, press the  button and follow the on-screen instructions to set up your remotes.

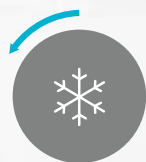


Use the up/down buttons to control the warming/cooling levels



## Cooling levels

There are three levels of cooling, with the fan speed increasing as the setting gets cooler. The cool air circulates underneath you to keep you sleeping cool and comfortably, so you won't wake up hot.



low



medium



high

## Fan

Blows room-temperature air underneath you for extra breathability; it may feel cool.



## Heating levels

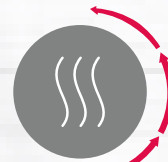
There are three levels of heating, with the fan speed increasing as the setting gets warmer. The warm air circulates underneath you to keep you comfy and cozy with a warm sleeping environment.



low



medium



high



# DualTemp™ System Operation

## Optimize DualTemp™ comfort layer performance

- To maximize thermal comfort, it is recommended to turn on the DualTemp™ comfort layer 20 minutes prior to going to bed. Keep the layer covered with a blanket/comforter/quilt to maintain the desired temperature.
- The DualTemp™ comfort layer is meant to be used on top of your mattress/mattress pad and underneath a fitted sheet only. For best results, place a blanket/comforter/quilt on top of the bed to create a comfortable micro-climate.
- Do not place a mattress pad on top of the DualTemp™ comfort layer. Doing so will greatly reduce the performance of the system.



- Use sheets made from a breathable material that will allow the air to flow through. Flannel and micro-fleece sheets are not recommended; they will reduce the airflow and the effectiveness of the system.
- Optional: For more airflow to the foot of the bed, or to reduce the level of white noise created from air blowing in the DualTemp™ comfort layer, you may place the layer on the bed with the connectors at the foot of the bed. Be sure the lighter gray side of the comfort layer is facing up.
- If you often wake up too warm or too cold, it is recommended to set the timer for your DualTemp™ system to turn off after 3-5 hours.

## Using the Timer

The timer may be set to turn off the DualTemp™ system after a specified length of time. The timer can be set for 1–9 hours. To set the timer, press the button on the side of the remote. Then press the up arrow on the front of the remote until you reach the desired length of time. If you do not set the timer, the system will automatically shut off after 10 hours.

## Optimize heating and cooling source performance

- System air temperature is dependent on the room temperature. In a cool room, the settings will be cooler, than in a warmer room.
- The DualTemp™ system is not a replacement for air-conditioning or heating your home.
- If you have a bed skirt and want to optimize the comfort layer's thermal performance you may need to place the heating and cooling source next to the bed vs. underneath, or consider removing your bed skirt.



- If you store items under your bed, ensure you have a 1 foot open perimeter around the heating and cooling source.
- The filters on the heating and cooling source should be cleaned or replaced every 6 months. They may be washed and reused or additional filters may be purchased from Sleep Number. See page 13 for instructions on cleaning/replacing filters.

NOTE: When using the cooling mode in a high 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 and avoid moving the heating and cooling source until the cycle is complete.

## Warnings

- The Dual Temp™ System is not to be used with an adjustable base.
- The connector at the head of the bed should not be pinched between the bed and any other object, as this will degrade system performance.

# Troubleshooting

## My heating and cooling source will not turn on

- Make sure the power supply is securely plugged into the heating and cooling source and the power cord is securely plugged into a working wall 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 switch.
- Verify that the power supply light is illuminated.

## My DualTemp™ comfort layer is not getting warm/cool

- It is important to turn on the DualTemp™ comfort layer for 20 minutes to achieve the desired temperature.
  - The system warms/cooling based on the room temperature. If your room is extremely cold it may affect the comfort layer's performance. Increasing the temperature of your bedroom should assist the layer in achieving the warmth level desired.
  - If the room is too hot it may affect the layer's performance. Decreasing the temperature of your bedroom should assist the layer in achieving the level of coolness desired.

- Cover the bed with a blanket/comforter/quilt to insulate and keep the warm/cool air from escaping

## My remote does not work

- Check the batteries. If the batteries are not working they should be replaced.
- 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.

## One or both of the sides of the DualTemp™ system turn off while in use

- The DualTemp™ system is designed for 10 hours of continuous use. There is an automatic shutoff after 10 hours of use.
- Check to ensure the connector is attached to the heating and cooling source.
- Verify that the sleep timer was not set.

## The foam has an odor

- When removing your DualTemp™ comfort layer from its packaging, you may notice a new product scent. The scent is non-toxic, normal and is associated with the production of the foam.
- If you wish to reduce the volume of the scent, simply allow the product to air out in a well-ventilated, shaded, open space for up to 48 hours.

## The system is noisy

- You may experience the white noise of the fans as they operate the heating and cooling source. Wood or tile floors may create slightly more white noise. Place a carpet or other sound absorbing material directly beneath the heating and cooling source.
- Operate at a lower setting to reduce white noise.

## 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 to lift it.



# Product Care

## DualTemp™ comfort layer care

### 1. Outer Cover

- Machine wash gentle cycle in cold water. Line dry.

NOTE: The top of the comfort layer can be zipped off for washing. It is recommended that only the top portion of the cover be removed for washing.



### 2. 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.



### 4. Heating and cooling source and remote

- Wipe body of heating and cooling source and remote 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 lint-free cloth.



## Replacing the filters

- 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 shorter filter. Replace the magnetic filter frame.
- 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 longer filter. Replace the magnetic filter frame.
- Replacement filters can be ordered at a Sleep Number® store, online at [sleepnumber.com](http://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 filter. Replace the magnetic filter frame. Remove the magnetic filter frame from the front/side of the heating and cooling source and remove the second (longer) filter. Replace the magnetic filter frame.
- Heating and cooling source filters can be hand washed with a mild liquid soap. Air dry the filters completely before replacing them in the heating and cooling source.
- To replace the clean filters, remove the magnetic filter frame from the top of the heating and cooling source and place the shorter filter in the rectangular space. Replace the magnetic filter frame. Repeat with the magnetic filter frame on the front/side of the heating and cooling source and the longer filter.



# Warranty & Notification

## 30 Day In-Home Trial

We are confident that you will be completely satisfied with your Sleep Number DualTemp™ system. Please take into consideration that it may take several weeks to adjust and get completely comfortable. After 30 days, if for any reason you decide to return the system, contact Customer Service before packing it up. Simply call us toll-free within 45 days of delivery to authorize its return. Upon receipt, we'll reimburse the full purchase price less your initial shipping or Home Delivery and Setup fees. You pay return shipping. All merchandise being returned must be in good condition and be given a Return Merchandise Authorization number from Customer Service, which will expire 30 days from date of issue. All refunds will be issued to the original method of payment within approximately 15 business days after all products have been received at Sleep Number. All shipping and incidental charges to return the bed are the customer's responsibility.

## 3-Year Limited Warranty

What is covered:

- Select Comfort ("Sleep Number") provides a limited warranty for your DualTemp™. The limited warranty provides protection from defects in materials and workmanship for a period of 20 years from the original purchase date. Warranty is limited to product repair or replacement only.
- Sleep Number, at its option, will repair or replace the warranted product or component.

- Sleep Number reserves the right to substitute products or components of equal or better quality, and to use or deliver refurbished products or components in the repair or replacement of any product under this Limited Warranty.

What is not covered:

- Conditions arising from normal wear and tear. (Conditions arising from normal wear and tear include, but are not limited to: foam compression or discoloration of components)
- Damage from tampering with any component or from opening the heating and cooling system
- Damage from misuse or abuse of the warranted product or component
- Damage from laundering or dry-cleaning
- Acts of nature, such as but not limited to lightning damage
- Sale, transfer or other disposal of the warranted product or component

What you must do:

- Return the warranted product or component in sanitary condition to an authorized Sleep Number® service center. *Sleep Number* will incur the cost of shipping.
- Please telephone our Customer Service department at the number on the back cover to locate the nearest authorized service center and arrange for the return of the warranted product or component.

## 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

Warning: There are no user serviceable parts inside the heating and cooling source. Any attempt to do so shall void the warranty.

## 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.

