

user guide



mattress setup

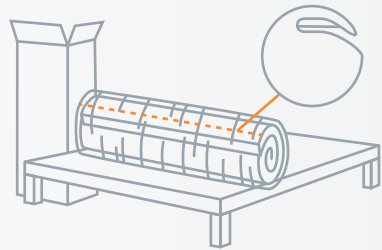


To view the unboxing video visit:
<https://www.myisense.com/pages/installation>
or scan the QR code.

This video walks through the Elite Adjustable Base Install, Mattress Setup, Comfort Control™ Unit Setup, Remote Setup/Pairing, and the iSense App Setup.

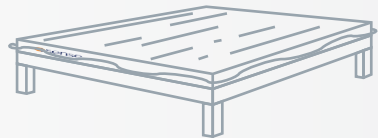
1 Open

Lay your mattress onto your bedframe or adjustable base and slide it out of the box. Use the cutting tool provided to remove the exterior plastic without damaging your mattress.



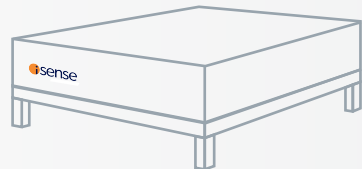
2 Unroll

Unroll the mattress. The foot of the bed will show the iSense logo. Carefully unwrap (using the cutting tool provided) and remove the plastic from your mattress.



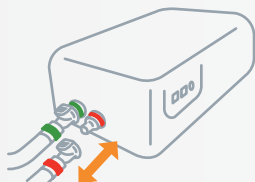
3 Wait

At this point, your bed will regain its shape. We recommend a few hours of recovery time before use.*



*Please note that your bed can arrive in a more firm feel when shipped during cold weather, but will soften to normal as the foam reaches room temperature.

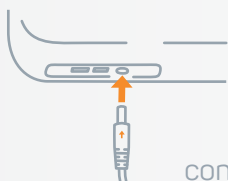
Comfort Control™ Unit setup



Air Tubes

1

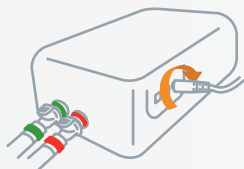
Connect the tubes to their matching colors. You'll know that they are securely attached when you hear a distinct "click" noise.



Connect Power

2

On the power plug, locate the arrow pointing forward. This side should be facing up when connecting the cable to the Comfort Control™ Unit.



Connect Power Cont.

3

Once the power plug is connected, twist 90 degrees clockwise to secure it into place.



Plug-In

4

Firmly plug the Comfort Control™ Unit into a power outlet (one not controlled by a switch). If using a power strip, it may cause delays in the functionality of the Comfort Control™ Unit.*

Power Up

5

Once connected to power, the Comfort Control™ Unit will execute a power up routine and make a series of quiet "clicking" noises. Please keep the unit's box through the 180 night return window. Returning the unit in a larger box may result in shipping charges.

*Attaching all of these connections securely is extremely important to the function of your pump. If you are having issues, please double-check all of these connections first.

sensor setup

Sleep Sensor:

The option is available to customize any of our mattresses with a sleep sensor. Through vibrations, the in-bed sleep sensor will detect your heartrate, breath, and movement. This information provides you with a daily sleep score which can be used to guide you in making small adjustments to improve your sleep performance.

In-Bed

If you have purchased a product equipped with the in-bed sensor, the only setup steps that you will need to follow are the “Plug-In” options on [page 6](#).



Split King or Replacement

If you have purchased a split king or are receiving a replacement sensor, the sleep sensor will need to be placed **underneath your mattress**. The following are instructions how to properly place your sensor for optimal performance. **Incorrect placement may result in inaccurate sleep performance scores.**



sensor setup

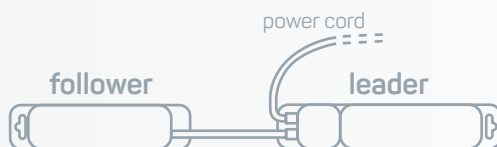
Peel & Stick 1

Your sleep sensor comes with adhesive squares. Carefully peel off one side of the adhesive squares and place them on each sensor where indicated.



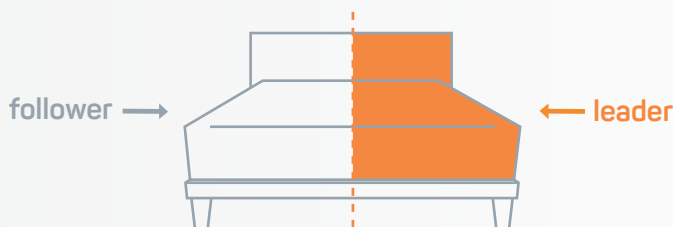
Identify 2

Each sensor has two halves, one is the leader and the other is the follower. The follower is smaller and has a cable coming from one end. Take this cable, and connect it to one of the ports in the leader. Also connect the power cord provided to the other leader port.



Left and Right 3

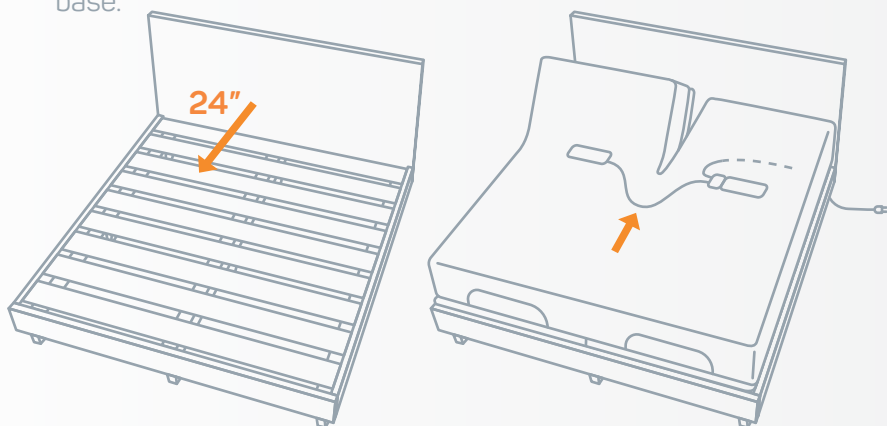
It is important for proper function of the sensor that the halves be **centered on their correct sides**. When lying on the bed, the leader should be placed under the left side of the mattress.



sensor setup

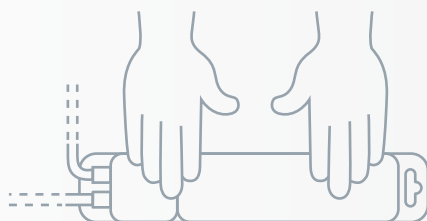
4 Locate Placement

The sensor should be placed onto your base roughly 24 inches from the head of the bed (level with your heart). Ensure that it is placed on a slat or another solid support. Also be sure that the connector cord has plenty of slack if you are using an adjustable base.



5 Peel, Stick, & Place

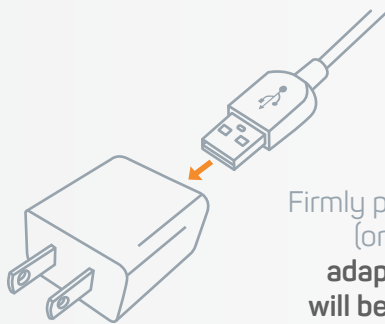
Now that you have located the appropriate positioning for your sensor, peel off the remaining side of the adhesive square and place it onto your base or other solid support. Gently press down and hold for 30 seconds.



sensor setup

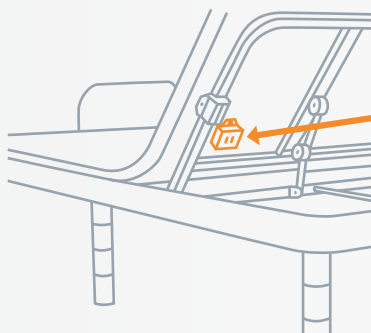
Plug-In 6

Option 1

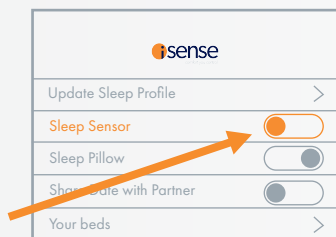


Firmly plug in the power cord to an outlet (one not controlled by a switch). **The adapter provided for the power outlet will be located in the Comfort Control™ Unit box.** For the in-bed sensor, the white USB power cord will be protruding from the head of the mattress alongside one of the air hoses.

Option 2



If you have purchased an Elite Adjustable Base, you may plug the sensor's USB power plug directly into the outlet available on your base.



Note *

If you do not wish to utilize your sensor, it can be disabled at any time on the isense app settings screen.

remote setup

Your remote should come already paired. If you are having trouble with it's functionality, follow these steps.

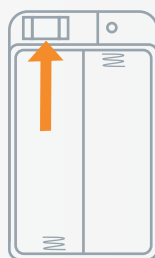
1 Remove Panel

Remove the panel from the back of your remote and insert the batteries provided.



2 Press Button

While the panel on the back of the remote is still removed, press and hold the grey button above the left battery for 5-10 seconds.



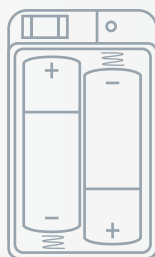
3 Wait For Sync

The button will flash blue while being synced. Once the remote has been paired, it will stop flashing and you may release the grey button above the left battery. The pressure reading may be inaccurate at first. It is best to calibrate your pump for accuracy. **See calibrating instructions on the next page.**

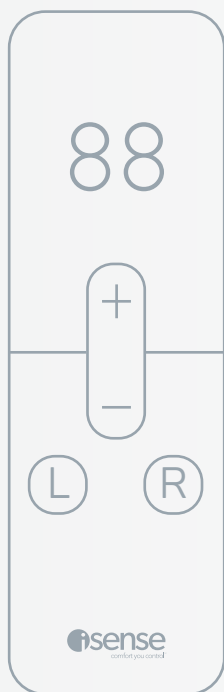


4 Batteries

If the batteries in your remote need replacements, use 2 AAAs. Your remote should remain synched. If not, repeat the instructions above.



remote function



LCD Display

This screen shows an accurate reading of the pressure in the Comfort Control™ Chambers that range numerically from 10-99. MBAR is a unit measure of pressure that stands for Millibar.

Inflate And Deflate

The "+" button inflates the Comfort Control™ Chambers to increase the firmness of the bed. The "-" button releases air from the Comfort Control™ Chambers to make the bed feel more plush.

Left And Right Control

The "L" and "R" buttons indicate which side of the bed that you would like to adjust the firmness or plushness of. "L" and "R" is from the perspective of lying on your back on your mattress.

(Recommended) Calibrating The Comfort Control™ Unit

Your Comfort Control™ Unit comes already calibrated, but it is important to recalibrate it to your specific body weight. To do this, lie on the side of the mattress you wish to calibrate first. In this case, it will be the left side. Press "L" on the wireless remote and click the "-" button to deflate the Comfort Control™ Chambers to the lowest setting. Then inflate them to the highest setting by clicking the "+" button. Do this 3 times. To switch to the right side, press the "R" button on the remote and repeat all of the same calibration steps.

Your Comfort Control™ Unit is a smart pump. As every person is unique, it will learn your specific body weight as you use your device. In the beginning, you may notice some slight variations in the pressure reading, but as you use the control unit, it will adapt and provide more accurate readings as it learns your specific body type.

app setup

1 Enable Bluetooth

Be sure to enable the Bluetooth on your smartphone, so that the app can connect to your product(s).



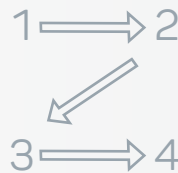
2 Download

Download the free isense app from the App Store or Google Play Store.



3 Follow

Follow the onscreen instructions. For installation purposes, "L" is left when lying on your back on the mattress.



4 Name

Be sure to name your side of the bed to establish which is which. Now you're all set up to enjoy your isense Comfort Control™ Solution!

John's Side |

180-night comfort guarantee

No Return or Restocking Fees, No Hassles,
No Risks, and Absolutely No Gimmicks

180-Night Risk Free Trial Terms:

We believe your body needs time to adjust to its new sleep system, that's why we give you up to 180 nights for you to experience your iSense mattress or pillow with the comfort of knowing you can return the product at no risk or cost to you. All we ask is that you give it 45 nights before initiating a return. If you choose to return the mattress or pillow after 45 nights and before 180 nights, you need only contact one of our Comfort Control™ Specialists on 1-866-910-8605 who will step you through the process. Your trial date starts on the date you receive your mattress.

***Note: This does not include Adjustable Base purchases or Premium Platform Bases**

All returns processed before night 45 of sleep trial will result in a mandatory 25% restocking fee. Total estimated time to receive a refund is up to 30 business days once product is received and inspected. If any of the components appear damaged, you will be responsible for the retail cost of replacement for each component that is deemed damaged. Evidence of damaged component(s) will be kept on your sales order.

Once your order is shipped, orders cancelled or refused after shipping, will be credited with a refund, minus the freight cost to ship both ways and a 25% restocking fee.

Contact a Comfort Control™ Specialist at 1-866-910-8605 or email us at customer.service@mysense.com to initiate a return.

warranty

iSense 10-Year Limited Warranty

Warranty timeline is determined by the date of purchase. No new warranty is provided with any product or any component part that is repaired or replaced under this warranty. If you receive replacement products or parts under this warranty but fail to return any replaced product or part to us as required, further warranty coverage will be suspended until such replaced product or part is returned.

iSense reserves the right to substitute products or parts of comparable quality and value or, where permissible by law, to use or deliver refurbished electrical products or parts in the repair or replacement of any product or part that does not come into contact with the outer sleeping surface of the mattress under this limited warranty. If the warranted products or parts are no longer manufactured or available and no other products or parts of comparable quality and value are available, iSense reserves the right, in its sole discretion, to satisfy its obligations hereunder by offering the prorated monetary value of the warranted product or part in the form of a one-time payment.

The limited warranty covers the following items during normal wear. Deterioration causing the mattress to have a viable indentation greater than three quarters (0.75) of an inch, that is not associated with an indentation or sag which results from use of an improper or unsupportive foundation or adjustable bed base and any physical flaw in the mattress cover that causes the material to split or crack, despite normal usage and proper handling.

Because of this, iSense encourages our customers to ensure their mattress is continuously supported by a firm, solid surface consisting of a proper non-spring foundation or an adjustable bed base. You would want to ensure the foundation is sufficiently strong and stable so it can support the weight of the mattress and its occupants. Failure to use an appropriate foundation may void your warranty. iSense may ask for proof of or documentation of surface support to assist with the warranty claim.

warranty

All pump(s) and controls (electrical) aspects of the isense mattress are covered under a three (3) year limited warranty. At three years (3) and 1-day, electrical components will be prorated up to ten (10) years from purchase date. The prorated amount will be as follows:

Mattress (Electrical) Component	0-3 Years	3 Years - 8 Years	8 Years - 10 Years
Remote	Repair or replace at no charge	isense will cover 50% of the suggested retail price - Customer pays other 50%	isense will cover 35% of the suggested retail price - Customer pays other 65%
Control Unit (Pump)	Repair or replace at no charge	isense will cover 50% of the suggested retail price - Customer pays other 50%	isense will cover 35% of the suggested retail price - Customer pays other 65%
Biometric Sensors	Repair or replace at no charge	isense will cover 50% of the suggested retail price - Customer pays other 50%	isense will cover 35% of the suggested retail price - Customer pays other 65%

This warranty is limited to the repair or replacement of the defective electrical component at the option of isense and any damages for breach of warranty due to consequential losses to property other than the warranted component is expressly excluded. The pump(s), control(s) or sensor(s) must not have been tampered as this may void the limited warranty of these parts. If the parts were deemed tampered, isense may deem the warranty void.

Our limited warranty does not cover: a normal increase/decrease in softness of the material; comfort preferences; damage from using an improper bed frame, foundation, or adjustable base; or damage to the mattress, including but not limited to, stains, burns, cuts, or tears. If a mattress is deemed to be abused, mishandled, or used in any way that contributed to the defect in question, warranty coverage may be denied at isense's sole discretion. Lastly, this warranty does not provide coverage and will become void if damage is caused by acts of nature or acts of God including but not limited to fire, flood or lightning damage or for damage caused by power surges.

(Frequently Asked Questions) **FAQ's**

Will each side change firmness simultaneously?

No, because our Comfort Control™ Technology uses a single pump to adjust firmness, it will only divert pressure into one side at a time.

How are warranty claims handled?

Simply contact a Comfort Control™ Specialist with your issues and order number. We will do our best to resolve the issue, and if necessary, fulfill warranty terms by replacing components and/or products.

Can my bed make automatic adjustments?

Sleep data shows that automatic adjustments tend to wake the user, so our product does not make automatic adjustments in order to prevent any disturbance.

Why has my preferred comfort setting changed numbers?

Because our Comfort Control™ Technology uses pressurized air, the pressure can change depending on environmental temperature. If number change is significant (usually over 20) please contact a Comfort Control™ Specialist.

Can I control my bed with multiple devices?

You can have multiple devices connected to the Comfort Control™ Unit via the app, however, due to the nature of Bluetooth technology, only one device can communicate and adjust the firmness at a time.

Why is there a delay between my device and the Comfort Control™ Unit?

You may experience a delay due to the Bluetooth connection. This delay could be anywhere between 1 and 5 seconds. While Bluetooth is a stable connection, it is still a 2 way communication.

(Frequently Asked Questions) **FAQ's**

Will the bed go flat if the system is unplugged?

No, the bed will continue to hold air if it is not connected to electricity.

Why is my system making a clicking noise?

While making adjustments to your comfort setting, it is normal to hear the Comfort Control™ Unit activate. This noise is normal and means the Comfort Control™ Unit is working properly.

The remote display is skipping around while I'm pressing the up or down buttons; why?

The number displayed on your remote is a pressure reading. Any sort of movements, temperature, or environmental changes can change the number displayed on your screen. This number is simply a reading of pressure and can differ when you're on the bed versus off the bed.

Why is the bed at maximum pressure when I lay on it, but seems less full when I stand up?

The pressure reading is affected by the amount of weight applied to the bed. If you're lying or sitting on the bed while it's inflating, the added pressure from your weight will cause the system to stop pumping sooner than if there were no weight on the bed. To obtain maximum firmness, stay off of the mattress while you inflate the bed to 99.

**For Additional Questions or Resources Visit
www.myisense.com or
Contact a Comfort Control™ Specialist Mon-Fri 8-5**

troubleshooting tips

My Comfort Control™ Unit isn't making any noise (or my mattress won't inflate/deflate).

1. Unplug the power block from the wall. Be sure the outlet you're using is functioning properly, and not controlled by a switch.
2. Check the air hoses for any kinks or compression points. Sometimes the hoses can get kinked just inside your mattress during the packing process. Hold the hose near where it enters the mattress and give a firm tug.
3. Disconnect the hose from the pump and reconnect it, ensuring the gray release button pops up when reconnecting. It should make an audible "click."
4. Plug the power block back into the wall. Check for the green light on the power block. Wait 10 seconds for startup.
5. Take off the remote back cover. Press and hold the sync button above the batteries (until blinking stops.) Attempt to adjust the firmness of your bed.

The sleep sensor won't connect to wi-fi.

1. Make sure you are connecting to a 2.4GHz (gigahertz) connection, rather than a 5GHz connection. Most routers will output two signals, with the 5GHz usually having "-5G" or something similar at the end.
2. Both the SSID (network name) and password are case sensitive, meaning that you need to capitalize them exactly. If the SSID is a common word and you use autocomplete features to enter it, some phones add a space at the end. Make sure this isn't happening.
3. Try setting up the sensor with another phone, as this could also be a compatibility issue with the phone you're using.

My Elite base won't respond to the remote.

1. If you have a King or California King, unplug the side of the base that is working. Unplug the side that you are having issues with for 30 seconds, then plug it back in.
2. Remove the battery cover from the remote, then press and hold the sync button above the batteries. A led will begin flashing. When it stops flashing, release the sync button. Test your remote and see if the issue is resolved.

troubleshooting tips

The Comfort Control™ Unit turns on, but isn't responding to the remote.

1. Unplug the Comfort Control™ Unit from power, and take off the remotes back cover.
2. Plug in the Comfort Control™ Unit and wait for startup.
3. Press and hold the sync button on the remote above the batteries. Hold until light stops blinking. You should now be able to adjust the firmness.

The Comfort Control™ Unit won't connect to my phone.

1. Make sure Bluetooth is enabled on the phone, and unplug the power from the Comfort Control™ Unit.
2. Plug the pump back in and wait 10 seconds for startup.
3. Uninstall and re-install the iSense App on your phone.
4. Run the app and let it search for the Comfort Control™ Unit. It should now connect.

My mattress isn't staying at the selected firmness.

1. Set your bed at the preferred firmness. Then unplug the air hoses from the Comfort Control™ Unit. Wait 24-48 hours, sleeping on the bed as normal.
2. Plug the hoses back into the Comfort Control™ Unit and check the firmness. If the air chambers have lost a significant amount of air during this time, your bed may need to be replaced.
3. If your bed has not lost firmness, plug the hoses back in and wait another 24-48 hrs. If this causes the bed to lose air, your Comfort Control™ Unit may need to be replaced.

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Contact a Comfort Control™ Specialist Mon-Fri 8-5**

special instructions

If you move your mattress, it is best to protect it with plastic to avoid damage. Damage caused this way will void the warranty.

Only use the included power adapter (20V DC / 2000mA) for the Comfort Control™ Unit. Any other adapter may cause damage.

The Comfort Control™ Unit and remote may be cleaned with a damp cloth. Ensure unit is NOT connected to a power source before cleaning.

Tubing from the Comfort Control™ Unit and Comfort Control™ Chambers must not be kinked or pinched as this will impede airflow.

The Comfort Control™ Unit is not intended to be operated by young children.

Opening the Comfort Control™ Unit or remote casing will void any warranty.

Only one person at a time may make adjustments.

specifications & compliance

Specifications

Power Requirements Power Cord:
20V 2000mA

The correct Country's supply/cord MUST be used with unit 71RU2070 -
M200200L911 with NEMA 5-15P, US / Canada / Mexico
71RU2090 - M200200L911 with NEMA 5-15P, US / Canada / Mexico

Temperature Humidity Approvals:
32 to 104° F (0 to 40° C)
20 to 90% Relative Humidity (Non-Condensing)

Wireless Manufacturer:
Contains FCC ID: T9JRN4020 Rapid Air Systems
252 Mariah Circle
Corona, CA 92879-1751
United States

Legal:

US PATENT # 7,886,387 # 8,707,488, # 8,832,886 AND PATENTS PENDING
"RAPIDAIR SYSTEMS", "YOU DON'T FEEL THE SAME WAY EVERY DAY, WHY
SHOULD YOUR BED?", "ENDLESS COMFORT", & "LUMBAIR" ARE TRADEMARKS
OF RAPID AIR, LLC.

Compliance

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. 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: (1) Reorient or relocate the receiving antenna. (2) Increase the separation between the equipment and receiver. (3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. (4) Consult the dealer or an experienced radio/TV technician for help.

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Thank you!

Need help?

Mon-Fri 8am - 5pm CST 888.753.3706

Customer.Service@mysense.com