

personal  comfort.

classic series A4
owners manual





Welcome to the family of restful and happy Personal Comfort owners. You can rest assured you've made a wise investment with Personal Comfort. Your new number bed is a blend of state-of-the-art technology and high quality craftsmanship. Your investment is 100% upgradable and each component can easily be replaced during the lifetime of your mattress.

By purchasing a Personal Comfort mattress you are automatically enrolled into our Bedfellows program and are eligible to receive referral rewards. Our Bedfellows program gives you access to exclusive benefits, insider sales and referral rewards for you and the person you refer. Please see page 19 to learn more.

We've been manufacturing and servicing high quality mattresses since 1973, so if there's anything you need, we're here to help. Our Sleep Specialists are dedicated to helping you sleep better and are available to answer any questions you may have about your new Personal Comfort number bed.



Our Promise

“You will never regret buying a Personal Comfort mattress.”

Healthy Comfort Layers

We only use comfort layers that's been approved by the independent CertiPur-US® certification program. That means it's made without harmful ingredients (e.g., formaldehyde, heavy metals, phthalates) and doesn't give off harmful emissions. Please visit the “list of participating companies” section on CertiPur-US®'s website to find Personal Comfort.



We Stand Behind Our Products

40-Years of Innovation. The Personal Comfort mattress is designed in the U.S.A. and manufactured by the producers of the Original Number Bed®, American National Mfg. (Est. 1972). As a leader in the mattress industry, We stand behind our products by using the highest quality materials, developing state-of-the-art technology and providing the best customer service.

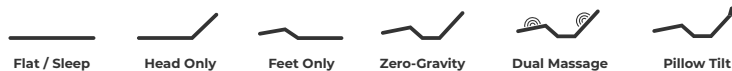


Table of Contents

| | |
|--|--------|
| Welcome | pg. 2 |
| Assembling Your Mattress | pg. 5 |
| Remote Setup | pg. 7 |
| 120-Night Sleep Trial | pg. 9 |
| Comfort Tips | pg. 10 |
| Download Our App | pg. 11 |
| Smart Bed Operation | pg. 12 |
| Mattress Care/Remote Pressure Scale Comparison | pg. 15 |
| Safety Instructions/FAQ's | pg. 16 |
| Warranty | pg. 18 |



Flex-Head™ Number Bed



The Flex-Head™ number bed allows you to raise your head without disturbing your partner. The Personal Comfort Flex-Head™ sleep system allows you to fully personalize your sleep experience.

Most Personal Comfort® Flex-Head™ orders come with in-home setup and will not require you to assemble the mattress. However, if you did not order the in-home setup service you will need to assemble your Personal Comfort Flex-Head™ by following the instructions found in this owner's manual. The most notable difference is that the comfort layers will be split toward the head of the bed and the zippers will start at the foot of the bed.

For help with operating or installing your Power-Flex™ adjustable base please refer to the instruction manual that came with your adjustable base.

Parts You Should Have

1. One air control unit and Two remotes
(only one chamber for Twin, Twin XL, Full/Double, and Single Queen)
2. Two air chambers with hoses
3. One bottom panel
4. One quilted top panel comfort layer
5. One support comfort layer
6. One airflow comfort layer comfort layer
7. One head, one foot and two side rails (cloth connected)

1.



2.



3.



4.



5.



6.



7.



8.



Assembling Your Mattress

Before we start, there are some things we need to do first.

- Prepare your room or space for assembly; remove old mattress.
- Remove mattress components from boxes in room of assembly.
- For best results, please allow time for the comfort layers to expand. It may take up to 30 minutes for complete expansion.
- Be sure to have your bed base, foundation or power base already in place before you start assembly (not included).

We highly recommend that you watch the assembly video online.

You can watch it by visiting this link:

personalcomfortbed.com/assembly-instructions

Assembly Videos - Available Online



1

- Place bottom cover on bed foundation with zipper side facing up, as shown.
- Position the holes in the bottom of the cover at the head of the bed.
- Do not fold bottom cover down over base.



2

- Insert all rails inside the bottom cover, as shown.
- Position rail holes facing down at head of bed.
- "This Side Up" should be facing up on all rails.
- Rails will have snug fit.



3

- Insert support comfort layer between the side and head/foot rails.
- Gently push down so the comfort layer fits in the cavity.
- If the comfort layer does not fit, rotate and try again.



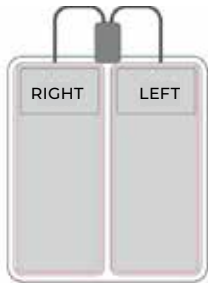
4

- Position air chamber(s) with base of hose connection facing down.
- Carefully slide the white connector(s) and air chamber hoses through the hole(s) at the head of the bed.
- Position air chamber(s) evenly inside frame.



5

- Place air control unit under head of bed frame. (Do not connect power to the air control unit until step 6)
- Connect the air chamber hose(s) to the air control unit.
- There are markings for left "L" and right "R" on the air control unit.



6

- Correctly install the batteries in the back of the remote.
- Plug pump into active power outlet.
- Once the pump and remote are connected, you will see the value and side of bed displayed.
- For first installation of mattress, use Memory setting to auto inflate.



7

Remotes

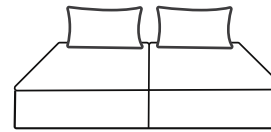
- Air control unit can have one or two remotes connected at the same time.
- Remote will function for selected side until user makes a change.
- You can also setup the air control unit to be operated by a smart phone via the Personal Comfort App.

Operation

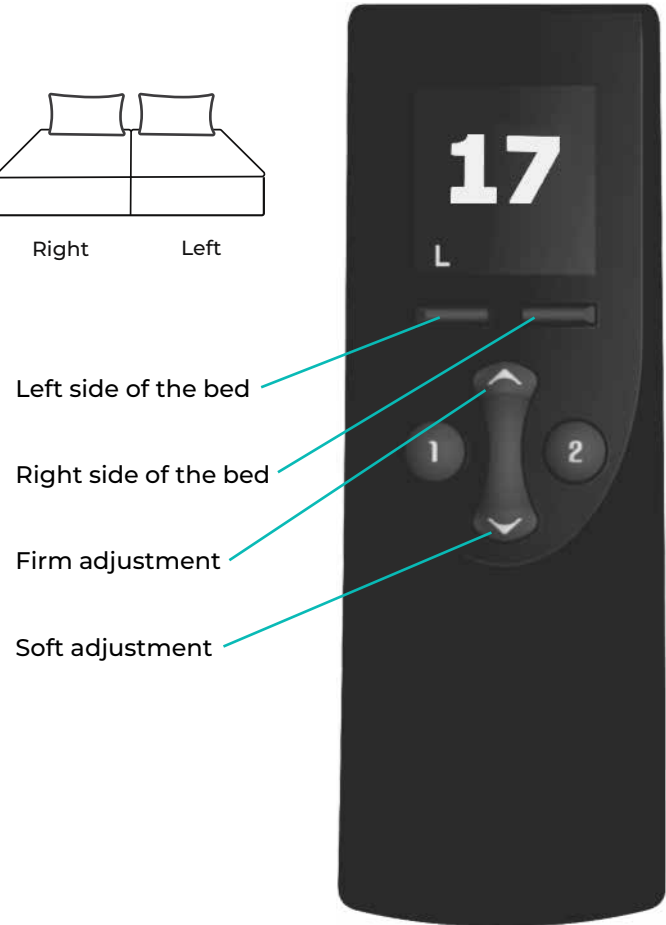
- First press turns on remote / LCD.
- Firm = pump inflates chamber.
- Soft = pump deflates chamber.
- Press or “press and hold”, display will show changing value.
- Once stopped, adjustment will be made after two seconds.
- While adjusting, arrow will flash.
- Cancel any operation by pressing any key.

Pairing

- If remote does not connect, unplug and replug pump into correct power outlet to restart the connection signal for three minutes.
- Press and hold memory 1 and 2 buttons at the same time for three seconds.
- If the beacon graphic is present, the remote is searching for a connection.
- Pairing process may take up to a minute per remote.



Right Left



Left side of the bed

Right side of the bed

Firm adjustment

Soft adjustment

8

Once both air chambers have been filled with air, position them inside the mattress as shown.



9

- If your order includes air-flow comfort layer, unroll comfort layer on top of the air chambers.
- Align comfort layer up with all four corners.
- If the air-flow comfort layer doesn't seem to fit, it may have to be rotated.



10

To comply with fire safety requirements, you must place the fire barrier above the air-flow comfort layer as shown.



11

- Place the quilted top panel on top of the mattress with tag facing the head of the bed.
- Zip top panel to bottom cover (zipper is located on the left side of the bed)
- It is normal for the comfort layer to have a tight fit.
- Add any accessory item, protector, sheets, pillows etc.

Zipper
Location





120-Night Risk Free Trial

Generally, your body may take 3-4 weeks before it adjusts to your new sleeping surface. We believe that you need a full 120 nights to try out any new mattress. If, for whatever reason you're not completely satisfied with your Personal Comfort® mattress, you may return your mattress for a full refund. Adjustable bases are not included.



120 NIGHT
RISK-FREE TRIAL

Congratulations, Your Mattress is Assembled

You have successfully set up your new Personal Comfort® mattress. Now it's time to get a great night's sleep. To help you find your perfect sleep setting, start at the maximum setting of 50 and decrease the bed slightly softer than you would prefer and go back up until you reach your ideal comfort level. (Note, finding your perfect sleep setting could take a couple of days.) Enjoy your new Personal Comfort® mattress!

100% Satisfaction Guaranteed

One of the biggest reasons why our mattresses are so popular is because they can be upgraded or downgraded at anytime. Not completely satisfied with your new mattress? No problem! Personal Comfort® has set the industry standard, providing our customers a 100% satisfaction guarantee by offering a risk-free buying decision accompanied by a comfort upgrade policy. If you find you're among the small percent of customers not fully satisfied, please speak with a Sleep Specialist about your options. Comfort exchanges do not include exchanging mattress sizes. (Example. King to Split King)

Recommended Sleep Settings

The most common sleep settings the majority of Personal Comfort® bed owners sleep on are between 15-25.

Tips to Get You Sleeping Better

Give Your Body Time to Adjust

It can take anywhere from several nights to a few weeks for your body to adjust to your new sleeping surface, especially if you're trying different sleep settings to determine your ideal comfort. When you've found your preferred sleep setting, program this sleep setting into memory feature of the remote. Try sleeping at this setting for a minimum of five nights. After five nights, evaluate your sleep experience and if necessary, repeat the process until you have found your perfect number setting. We recommend starting at a higher number and working your way down. The common sleep settings most people use are between 15-25.

- Try to keep a regular sleep schedule.
- Try getting roughly 8 hours of sleep per night.

Proper Spinal Alignment

It's very important to keep your spine in a neutral position while sleeping. Owning a Personal Comfort® mattress allows you to adjust your level of support depending on what position you sleep in. The images to the right show what can happen if you over-inflate or under-inflate your number bed. We recommend that you take the time to find what is comfortable for you and your body. Please call with any questions.

The Anti-Snore Feature

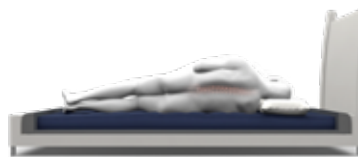
The Anti-Snore feature can be found on Power-Flex™ adjustable bases. The Anti-Snore pre-set position (on your remote) raises the head of the bed slightly to open airways and improve breathing and reduce snoring.

Reasons to Alter Your Ideal Sleep Setting

Once you've found your ideal sleep setting, you should be able to 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 or injury
- New sleep position
- To get in and out of bed
- To give bed a "full" appearance

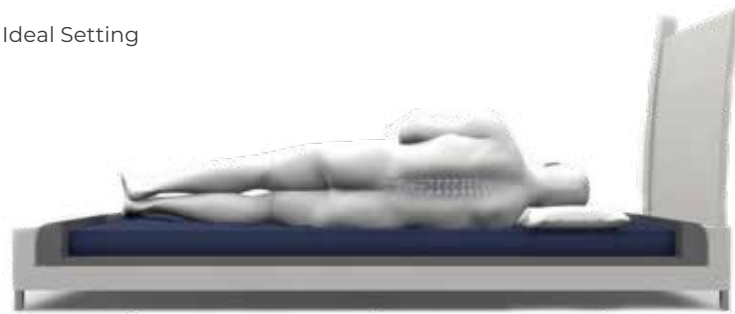
Over Inflated



Under Inflated



Ideal Setting



TRY OUR APP



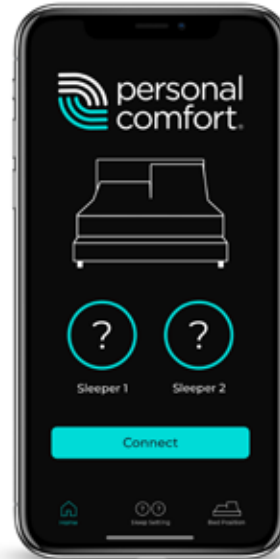
Download Our App

Control Your Bed Using Your Smart Phone or Tablet

Adjust your mattress wirelessly by using your smart phone or tablet. Our state-of-the-art air control unit has a built-in bluetooth module that allows you to sync your device to the mattress. Just launch the Personal Comfort® app, select your side and start adjusting. It's really that simple! Our app allows you to control both, your number bed and your adjustable Flex 5, 7 or 9 base. If you purchased a flex head mattress, you must use the app to raise the feet together. Our app is compatible with Android and iOS operating systems.

How to Download Our App

- Visit the Google Play store or App Store and search “Personal Comfort” and install the app.
- Make sure you are near your mattress when you first open the app. Touch “connect” you should see the air control unit and adjustable base (option) come on your screen.
- Follow the on-screen instructions to connect your bed.



Smart Bed Operation

This feature is available on orders that included a Smart Bed sleep tracker. If your order did not come with one you can always upgrade. Please contact us for more details.

Product Details

- Comprehensive collection of sleep data
- Individual smart analysis
- Professional and Accurate Non-wearable Sleep Monitor
- Mechanical design offering a full compatibility to any morphology
- Balanced cable with channels separation for fast and easy custom-made solutions (bi-amp)



The Most Accurate Sleep Monitor

RestOn's accuracy can benchmark medical devices and surpass any wristband. RestOn's innovative structure embeds a 2-foot long medical-grade sensor into a less than 2 mm thin belt, and can be placed right under your chest area during sleep. Its accuracy is reinforced by the sensor's advanced sensitivity, extra-large impact area and close proximity to your vitals. RestOn also utilizes pioneering algorithms that ensures that each set of data is clearly distinguished and analyzed.

Analyze Your Sleep Quality

Besides monitoring real-time heart rate and respiratory rate, RestOn can also keep a comprehensive score of your sleep. Sleep time and duration, number of times waking up and/or turning over and leaving the bed as well as breathing and heart rate are analyzed to determine the actual sleep quality.



Non-Wearable Is Smarter

RestOn is designed to be seamlessly incorporated into your sleeping haven. It is non-wearable and ultra-thin. With one single snap of the magnetic lid, the device is fixed on the sheet and automatically turned on at the same time.

NOX Sleep System

Smart alarm to wake you up naturally. Being awoken from light sleep vs. deep sleep leaves you feeling more refreshed. RestOn will let your smart phone know when you are at the lightest part of your sleep cycle and Nox will wake you up within 30 minutes prior to the time you set. That way, you always wake up at the right time for you.

Your Own Personal Sleep and Health Consultant

Scientific evaluation and smart analysis of individual sleep report and status of each person. The app provides sleep consultation, tips and suggestions for exercise, diets, sleep habits, etc. to help users create their perfect personal sleep plan and improve their sleep quality.

Achieve Your Best Sleep

The individual analysis makes it easy to achieve your best sleep. Sleep Facts Wiki, Sleep Analysis and Sleep Advice - all in the palm of your hand.

Comprehensive Sleep Parameter Monitoring

RestOn Uses Multiple Ways To Collect Data To Achieve Comprehensive Sleep Parameter Monitoring. Heart rate and respiratory rate are measured in real time to read as accurately as possible. The device records the time it takes to fall asleep and the actual sleep time.



Bedding Accessories

Chili / Pad Technology

Your best night's sleep is just a few degrees away! ChiliPad™ is a cooling mattress pad that also heats. It regulates the surface temperature of your mattress so that you can sleep comfortably throughout the night.

Sheets

If you are looking for bamboo, 100% cotton or any high quality high thread count sheet set, we have you covered. We also carry sheet sets for your Flex-Head™ mattress.

Mattress Toppers

Latex, memory foam or gel mattress toppers are a great way to add additional plushness to your new Personal Comfort® mattress.



Mattress Protectors

Our waterproof and breathable mattress protectors will help preserve your investment by protecting against stains, wear and tear, moisture and allergens.



Pillows

A quality pillow plays a huge part in quality sleep. Check out our wide variety of options for all types of sleepers.



Adjustable Bases and Additional Accessories

Power Bases

Power-Flex™ adjustable bed bases include free curb side shipping at the best prices and service. In-home set up is available for an additional charge. Our power bed bases come with a lifetime warranty.



Snap Tight Foundation

This easy-to-assemble composite bed base foundation with modern woven charcoal upholstery is designed to accent your mattress. Its supports are made up of a proprietary composite blend material combined with wood.



Metal Bed Frame

Patented Tri-Support™ system creates optimal frame support. Up to nine legs of support for exceptional stability. Available in all sizes.



Diamond-Tufted Headboard

An eye catching headboard brings a fresh yet timeless style, this headboard also features geometric buttonless tufting. (more options available)



Patented Reversible Top Panel

You'll find the reversible quilted top panel comfort layer only available on Personal Comfort mattress models A5 - A10. The versatility of the patented design provides a sleeping surface with a two-sided option. Some top panels even come with two different materials, giving you a summer and winter side to sleep on. Having the ability to utilize both sides of your reversible top panel increases the lifespan of the sleeping surface. We recommend flipping your top panel every 6-months. You can also easily launder your quilted top panel comfort layer by having it professionally dry cleaned.

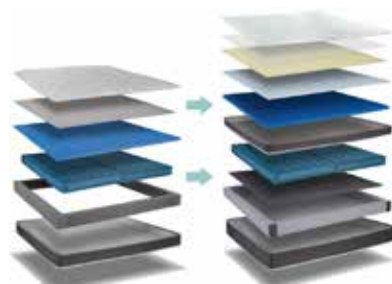


True Dual Adjustability

When you order a Queen, King or California King sized Personal Comfort number bed, each person will have the ability to individually personalize their side of the mattress. The 2-Zoned™ technology consist of a left and right zone in the mattress.

Personalized Comfort

You can easily upgrade the comfort layers, bottom panel, center panel, and top panels at any time for the life of your mattress. Our Classic Series models can even be upgraded to our Elegance Series with ease. (A2, A3 are not fully upgradable)



Remote Pressure Scale Comparison

| Personal Comfort® | | Sleep Number® | |
|-------------------|----------------|---------------|----------------|
| Number | Pressure (psi) | Number | Pressure (psi) |
| 1-6 | <0.13 | | |
| 7 | 0.13 | 0 | <0.16 |
| 8 | 0.15 | 5 | 0.16 |
| 9 | 0.19 | 10 | 0.18 |
| 10 | 0.19 | 15 | 0.20 |
| 11 | 0.21 | | |
| 12 | 0.23 | 20 | 0.22 |
| 13 | 0.25 | 25 | 0.24 |
| 14 | 0.27 | 30 | 0.26 |
| 15 | 0.29 | 35 | 0.28 |
| 16 | 0.31 | 40 | 0.30 |
| 17 | 0.33 | 45 | 0.32 |
| 18 | 0.35 | 50 | 0.34 |
| 19 | 0.37 | 55 | 0.36 |
| 20 | 0.39 | 60 | 0.38 |
| 21 | 0.41 | 65 | 0.40 |
| 22 | 0.43 | 70 | 0.42 |
| 23 | 0.45 | 75 | 0.44 |
| 24 | 0.47 | 80 | 0.47 |
| 25 | 0.48 | | |
| 26 | 0.50 | 85 | 0.50 |
| 27 | 0.52 | | |
| 28 | 0.54 | | |
| 29 | 0.56 | 90 | 0.55 |
| 30 | 0.58 | | |
| 31 | 0.60 | 95 | 0.60 |
| 32 | 0.62 | | |
| 33 | 0.64 | | |
| 34 | 0.66 | 100 (MAX) | 0.65 |
| 35 - 50 (MAX) | 0.68 - 0.97 | | |

To see the full chart,
visit: personalcomfortbed.com/compare-to-sleep-number

Mattress Care and Mattress Moving Tips

Mattress Cover Care

The bottom, center and top panel of your Personal Comfort mattress can easily unzip to be professionally dry cleaned. Do not attempt to wash the cover pieces yourself, as some of the materials and/or stitching may shrink. Do not apply over the counter stain remover as it may yellow the fabric.

Extending The Life of Your Mattress

We carry a line of waterproof and breathable mattress protectors that will help preserve your investment by protecting against stains, wear and tear, moisture and allergens. Investing in a mattress protector to increase the life of your new Personal Comfort mattress.

Moving Your Mattress

The Personal Comfort bed's proprietary construction makes moving your mattress simple and easy. You may have to disassemble a portion of the mattress to relocate it however, many of our customers feel there is no need for disassembly of any kind, since your mattress zips up into a one-piece.

Before moving your mattress, fill the air chambers to their maximum setting to prevent components from moving or shifting inside your mattress. Next, unhook the hose connections from the air control unit and remove the remotes. We recommend boxing up the air control unit and remotes in the original boxing to prevent damage. Additionally, wrapping your mattress with plastic before moving will provide protection from potential damage and staining.

Safety Information

Surge Protector (Recommended)

Before you plug in your air control unit, we highly recommend using a 60Hz, 120VAC 50 W surge protector (not included). A surge protector will protect your air control unit and electronics from damage caused by a power surge or a lightning strike, neither of which is covered by the 25-year limited warranty.

Power Base

After your power base has been unboxed, for safety, immediately dispose of the packaging. To avoid injury, children and pets should not be allowed to play on or under the power base.

- Your Personal Comfort bed is for in home use, any other use will void the limited warranty.
- The remote should be used under adult supervision at all times.
- Your air control unit and remotes are not water proof.
- Keep the air control unit and remotes away from heat sources.
- Do not open up the air control unit or the remotes, if these are tempered with, this will void the limited warranty.

FAQ

Can I use my existing box spring or foundation?

The Personal Comfort number bed must be placed on a smooth, flat, surface. We recommend the DIY foundation or the Power-Flex power bases to ensure proper support and comfort. Placing the Personal Comfort number bed on a wooden slat surface with spacing greater than 3" apart will void your warranty.

FAQ

Comfort layers expansion time frame

Please allow up to 30 minutes for full expansion and best results.

Wrong size rails, they look too long or too short

If the distance between your side rails appears to be too short, flip them over (from left to right) and try again. They may be upside down. The rails should not be folded over any fabric. To watch a video about this visit personalcomfortbed.com and click on troubleshooting.

Mattress slopes to the edge or to the middle

Sloping is generally caused by air chambers that are misplaced or misaligned. You may need to reposition your air chambers. To do so, deflate your mattress to half capacity. Unzip the center panel to expose the air chambers and reposition them toward the middle by pushing them together and straight. Make sure they are not constricted by any other comfort layer pieces as well. They should have a very snug fit when properly aligned.

Bulges or lumps across the mattress after assembly

Occasionally, comfort layers can bunch inside the mattress. You may need to readjust them. To do so, unzip your mattress top panel to expose your comfort layers. Adjust the comfort layers so there is an even distribution of comfort layers over your air chambers. You may have to completely remove them to reposition properly.

My bed feels like it's losing air

Disconnect your air control until from your surge protector. Wait 30 seconds and plug in air control unit back into the surge protector.

FAQ

One side of the mattress is losing air throughout the night

Our air chambers have a one-way valve system and shouldn't experience any air loss from your number bed mattress. In the rare event that a component may leak, you are covered by the 25-year limited warranty. To start diagnosing the issue, check all connections between the air chambers and the air controller. Disconnect each fitting and 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). Reconnect the fittings and make sure you hear a "click" sound when the setting is secured. To help identify a leak origin, try switching hose connections at the air controller. Re-inflate mattress and note which side of the bed (air chamber) deflates over time. Please note: it may take a full sleep cycle to determine where the leak resides. If the leak switched to the other side of the mattress (other air chamber), your air control unit may need to be repaired/replaced. If the leak stayed on the same side of the mattress, your air chamber and/or fitting may need to be repaired/replaced. If this is the case, please call customer service at 1-877-776-0431 ext. 2.

Body impressions versus under inflation

If you still feel that your mattress has a body impression after you have a fully inflated your mattress, please check for leaks. If there are no leaks, you may want to unzip and remove the mattress top panel and realign the comfort layers to redistribute the material where you are experiencing the body impression. Compression over time is considered normal.

"New car smell" new fabric and material odors

Your mattress is manufactured only days before it ships. It's normal at first to notice a "new car" smell. The smell will fade overtime, generally within a few days. You may wish to unzip your mattress

during the day to allow it to air out while it's not in use. A simple trick is to take a few dryer sheets and lay them on top of the air chambers to relieve any temporary odor with a fresh laundry smell.

Hand Control and Air Control Unit

Air control unit doesn't turn on or has stopped working

Make sure you have power to your surge protector and your air controller system. Then, check to see if it is plugged into an outlet that has power. If the electrical is controlled by a switch make sure the switch is turned on. To verify that your air pump system has power, the remote must be plugged into the air control unit. The remotes will illuminate when the air control unit is connected to a power source. If the air control unit still does not turn on, please contact customer support at 1-877-776-0431 ext. 2.

Changes and fluctuations of a sleep setting

Temperature and atmospheric changes might slightly affect your sleep setting, this is normal. For accuracy, always set your number bed setting while you are laying on the bed. The remotes have a dynamic read out so minor fluctuations of 5 points are normal.

Remote(s) do not turn on or are not working

Make sure your batteries are properly installed and are not old or depleted. Use AAA alkaline batteries only. Do not use rechargeable batteries. Make sure the power cord is completely inserted in the receptacle on the back of your air control unit.

Power outage and number bed functionality

In the event of a power outage, your air chambers should remain inflated and your mattress should stay at the same sleep setting,

Warranty

25 Year Warranty

The Personal Comfort® mattress is built from the finest quality of materials and designed to provide maximum comfort and durability. That's why we stand behind our products with the industry's best limited warranty. Our warranty applies to the original purchaser and is valid for 25 years from the date of purchase. If a defect is found in the materials or workmanship, we will inspect, and, at our opinion, repair or replace the product under the terms and conditions of this warranty. Personal Comfort® reserves 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 regular wear. This warranty covers the entire mattress set: fabrics, comfort layers cavity, air chambers and air control unit.

To file a warranty claim, please contact us and provide a proof of purchase (order number), explain the issue or defect, and arrange with our warranty department for return of the defected item(s) for servicing. If you have any questions regarding this 25-year limited warranty, please contact our warranty department at 1-877-776-0431.



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 both of the above limitations may not apply to you. This warranty gives you specific legal rights and your rights may also vary from state to state.

All warranty replacement part claims ship standard ground. Standard shipping rates apply for warranty claims after 3 years. Expedited shipping is available, however it will be covered at the customer's expense.

Our 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.

The Personal Comfort number bed must be placed on a smooth, flat, surface. Placing the Personal Comfort number bed on a wooden slat surface with spacing greater than 3" apart will void your warranty. The DIY Foundation will not void your warranty.

25-Year Warranty is honored by our manufacturing partner, American National Mfg.

| 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 |
| Air 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 | 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 |

**If service is required, contact our Warranty Department at 1-877-776-0431 for specific instructions on returning the defective item for service.

***This warranty does not cover conditions resulting from normal wear and tear. Any issues resulting from normal wear and tear include, but are not limited to: mattress cover compressions, comfort layer compression, discoloration of comfort layer, or discoloration of air chambers.

****Personal Comfort® mattresses have a lifetime of 25 years. Our Never Sag guarantee ensures that normal comfort layer compression, body impressions and air chambers thickness will not compress to 25% of the overall thickness of the mattress when the air chamber(s) is/are fully inflated.**

All claims relating to the limited warranty products should be made by contacting our Warranty Department at: 1-877-776-0431, or writing to: Personal Comfort®, Attn: Warranty Department, Personal Comfort c/o American National Mfg. 4400 NW 41st Street, Suite 200, Riverside, MO 64150

Defects and Product Issues

If something doesn't seem to be functioning the way you expected during your 120-night trial or warranty period, please call us to let us know. Examples would include an air control unit malfunction, remotes not displaying numbers

Bedfellows

Personal Comfort bed owners are what we call “Bedfellows” and with that comes special “Bedfellow” perks.

- Exclusive Bedfellow discounts
- Earn referral rewards
- Earn points on purchases to be used in-store

Sign up by visiting our website at personalcomfortbed.com or give us a call 1-888-694-4088.

Spread The Word

Refer a “Bedfellow” to Personal Comfort and receive up to \$100 in-store credit to be used on future purchases. The “Bedfellow” you referred also gets up to \$100 in-store credit to be used on their first purchase.



If for some reason you're unable to give us a 5 star review, please email or call us and we'll be happy to help.

“Best decision and investment my wife and I have made. Absolutely love it”

Mark S. - ★★★★★

“If you suffer from back problems, this is definitely the bed for you”

Robin W. - ★★★★★

“I haven't experienced any shoulder pain since I've been sleeping in my Personal Comfort bed”

Ronald B. - ★★★★★

Love your new Personal Comfort mattress? Please leave us a review on both Trustpilot and Facebook for our products or service. If for some reason you are unable to give us 5 stars, please email or call and we'll be happy to make it right!

Trustpilot: trustpilot.com/review/personalcomfortbed.com

Facebook: facebook.com/pg/personalcomfort/reviews/



A Better Number Bed. A Better Price.

Customer Care

Help is just a phone call or click away

Do you have a product related question or need assistance? Don't hesitate, please click or call.

Call - **1-877-776-0431**

Visit - **personalcomfortbed.com**

Sales - Ext. 1

| | All times Eastern |
|-----------|--------------------------|
| Sunday | 8:00 AM - 11:00 PM |
| Monday | 8:00 AM - 12:00 AM |
| Tuesday | 8:00 AM - 11:00 PM |
| Wednesday | 8:00 AM - 11:00 PM |
| Thursday | 8:00 AM - 11:00 PM |
| Friday | 8:00 AM - 11:00 PM |
| Saturday | 8:00 AM - 11:00 PM |

Customer Service - Ext. 2

| | All times Eastern |
|-----------|--------------------------|
| Sunday | Closed |
| Monday | 9:00 AM - 7:00 PM |
| Tuesday | 9:00 AM - 7:00 PM |
| Wednesday | 9:00 AM - 7:00 PM |
| Thursday | 9:00 AM - 7:00 PM |
| Friday | 9:00 AM - 7:00 PM |
| Saturday | 9:30 AM - 6:00 PM |

Stay Connected

