

personal  comfort.

OWNER'S MANUAL



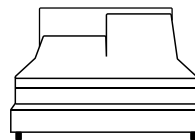


Our Promise

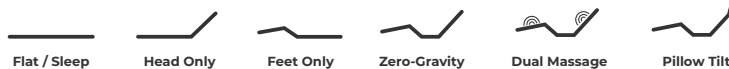
“You will never regret buying a Personal Comfort mattress.”

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 mattress is a blend of state-of-the-art technology and high quality craftsmanship.

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® bed.



Flex-Head™ Bed



The Flex-Head™ 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.

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

Your Order Should Include

1. Air Control Unit
2. Mattress (Rolled Packed)

Air Control Unit

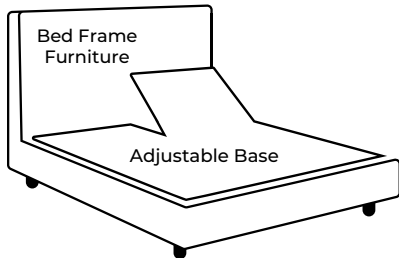


Mattress

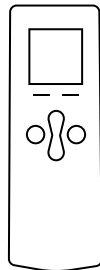


Optional Items

1. Bed Frame Furniture
2. Adjustable Base
3. Remotes



Remote



Preparing For Installation

Assembling your mattress is quick and easy, but before we start, there are some things we need to do first.

- Prepare your room or space for assembly
- Remove your old mattress and foundation
- Make sure to install optional power base first

Watch Our Videos

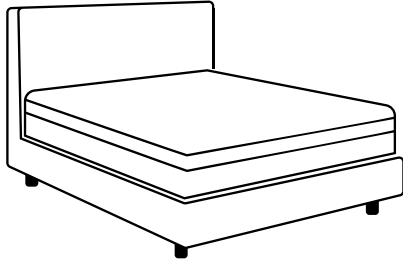
Scan QR code to watch our step by step installation videos on our YouTube page.

- Easy to assemble
- Step by step instructions
- Two people recommended



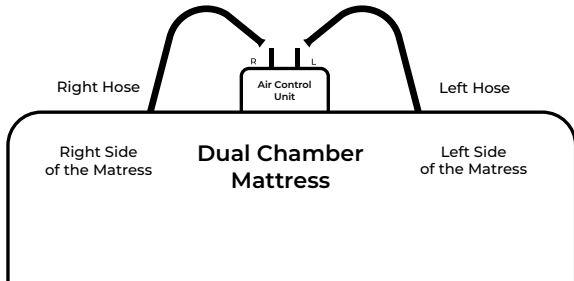
Step 1: Unpacking Your Mattress

- Unzip and slide off shipping bag
- Remove plastic wrap from mattress
- Place mattress at the head and unroll to the foot of the bed
- Cut off and remove the plastic cover to let mattress expand



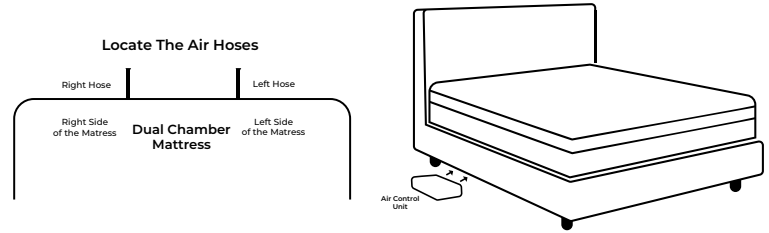
Step 3: Connecting The Air Hoses

- Connect the air hoses to the air control unit
- Be sure to connect the air hoses to the correct side
- Once connected, plug in air control unit



Step 2: Prepare The Mattress To Connect Air Control Unit

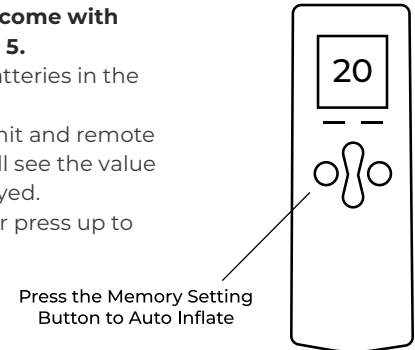
- Locate the air hoses from the head of the mattress
- Place the air control unit underneath the head of the mattress



The side of the mattress is determined by laying on your back on the mattress.

Step 4: Connecting Your Remote(s)*

- **If your order doesn't come with remotes, skip to step 5.**
- Correctly install the batteries in the back of the remote.
- Once the air control unit and remote are connected, you will see the value and side of bed displayed.
- Use Memory setting or press up to auto inflate.



*Remote(s) not included on some models

Step 5: Install The Personal Comfort App

- Scan the QR code and download the Personal Comfort app
- The app works with iOS 11.0+ and Android 10+ devices



Step 7: Comfort Setting Adjustments

- Select the sleep settings icon
- Select side of bed to make firmness adjustment
- Use up and down arrows to adjust firmness
- You can also save your favorite sleep setting



Step 6: Set Up The Personal Comfort App

- One open, select "Set Up" to begin the connection process
- App can connect to Personal Comfort mattresses
- App can connect to Power-Flex compatible bases
- Make sure all devices have power



Step 8: Bed Position Adjustments

- Select the bed position icon
- Select the side of bed to make adjustment
- Features that work with your base are active
- Use sync feature to sync portions of bed together



Wireless Remote(s)*

- 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 use the Personal Comfort App to operate your air control unit via your smartphone.

Operation

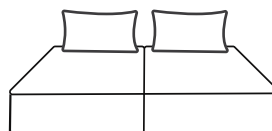
- First press turns on remote / LCD.
- Firm ▲ = air control unit inflates chamber.
- Soft ▼ = air control unit deflates chamber.
- Press or “press and hold”, display will show changing value.
- Once stopped, adjustment will be made after two seconds.
- While adjusting, arrow will flash.
- Cancel any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

Pairing

- If remote does not connect, unplug and replug the air control unit 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.



Beacon Graphic



Right Left

Left side of the bed

Right side of the bed

Firm adjustment

Soft adjustment





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, we recommend starting at 30 and either go up or down in increments of 4, until your body feels like its close to its level of personalized comfort.

100% Satisfaction Guaranteed

Not completely satisfied with your new mattress? No problem! Personal Comfort® provides our direct customers with a 120-night trial. If you find you're among the small percentage of customers not fully satisfied, please reach out to one of our sleep specialists and they will be happy to help you.

Getting Started

Step 1: Register Product Warranty



Online Product Registration

To register your product, scan the QR code or visit personalcomfortbed.com/product-registration

*Not required if you purchased direct from personalcomfortbed.com

Step 2: Setup and Assembly



Watch Our Setup Videos

For assembly videos scan the QR code or visit youtube.com/personalcomfort

Getting Started

Step 3: The First Night



Sleeping Tips

Here are a few tips and techniques to get the most out of your sleep experience on your first night.

To learn more, scan the QR code or visit thefirstnight.co

Step 4: Enjoying Your Sleep?



Write us a Review

Tell us how wonderful you are sleeping, scan the QR code or visit trustpilot.com/review/personalcomfortbed.com

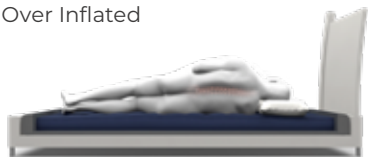
If for some reason you can not give us a positive review, please call 1-877-776-0431 so we can make it up to you

Give Your Body Time to Adjust

It can take a few nights to a few weeks for your body to adjust to your new sleeping surface. You may even need to try different sleeping positions to find the right level of comfort. Once you have found your perfect sleep setting, we recommend programming it into a memory setting on the app or remote. We recommend starting at 30 and working your way up or down in increments of 4. The most common sleep settings for most people range between 15-25.

Proper Spinal Alignment

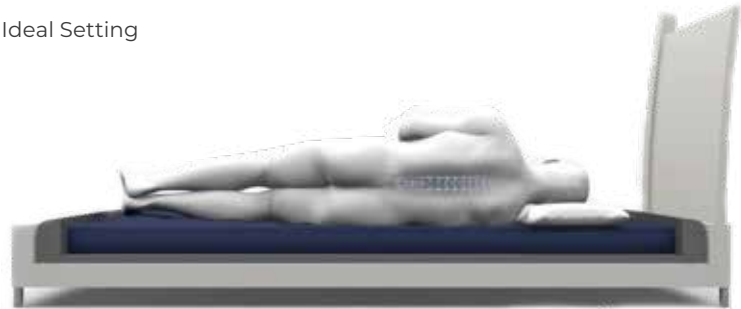
Over Inflated



Under Inflated



Ideal Setting



Mattress Care and Mattress Moving Tips

Mattress Cover Care

The cover 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.

Extending The Life of Your Mattress

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

Moving Your Mattress

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. 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.



Bedding Accessories

Pillows

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

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.

Protectors

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

Toppers

Copper infused Energex®, memory foam and quilted mattress toppers are a great way to add additional plushness to any Personal Comfort® mattress.

Power Bases

Power-Flex™ adjustable bed bases are a great way to personalize your sleep experience. All of our power bases include head and foot tilt. Some models come with massage and pillow tilt. Power-Flex™ bases are compatible with the Personal Comfort app.

Bed Frame Furniture

Elevate your space with a designer headboard. Our headboards are designed with the comfort of plush padding and rounded corners can easily upgrade your room into a modern design.

Safety Information

Surge Protector (Recommended)

Before you plug in your air control unit, we highly recommend using a 60Hz, 120VAC 50W 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.

- Your Personal Comfort® bed is for in-home use, any other use will void the limited warranty.
- The remotes 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.

Adjustable Base

After your adjustable base has been un-boxed, 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.

FAQ

Can I use my existing box spring or foundation?

The Personal Comfort® 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® bed on a wooden slat surface with spacing greater than 3" apart will void your warranty.

FAQ

Mattress layers expansion time frame

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

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 (25). Unzip cover to expose the air chambers and reposition them toward the middle by pushing them together and straight. They should have a very snug fit when properly aligned.

Bulges or lumps across the mattress after moving bed

Occasionally, comfort layers can bunch inside the mattress. You may need to readjust them. To do so, unzip your mattress cover 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. This will reset the air control unit.

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 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.

Remote Control(s) 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. When powered on the air control unit will display a small blue light near the power connection. 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 comfort setting while you are laying on the bed.

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 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, including memory settings.

25-Year 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. 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.

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.

The Personal Comfort® bed must be placed on a smooth, flat, surface. Placing the Personal Comfort® 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 Limited Warranty is honored by our manufacturing partner, American National Mfg.

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 layers compression, discoloration of comfort layers, or

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.
1250 Saline Street
North Kansas City, MO 64116

25-Year Limited Warranty

Elegance & All Other Series Models

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

Rejuvenation Series Models

Mattress Component	0-5 Years	5 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

Website Orders

If you ordered direct from personalcomfortbed.com you do not need to register your product. Your product is already registered in our system.

Retail and Third Party Orders

If you ordered from a retail store or through another third party you will need to register your product in order to receive warranty coverage. You can register at any time during the ownership of your Personal Comfort bed. You must have proof of purchase to be eligible.

To register your product, scan the QR code or visit personalcomfortbed.com/product-registration





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**



Leave Us a Review

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.

Stay Connected

