

Sterling/Parkline

Hardside Mattress Installation Instructions

1. Set up the frame, deck, and riser according to their respective manufacturer's instructions, in the location you are going to put the bed.
2. Install the heater according to the heater manufacturer's instructions.

CAUTION: Place the heater pad directly on the deck boards; do not place it over cracks between deck boards. Locate the pad at least 8" away from the perimeter so blankets and sheets won't be tucked in over the pad. (See diagram next page)

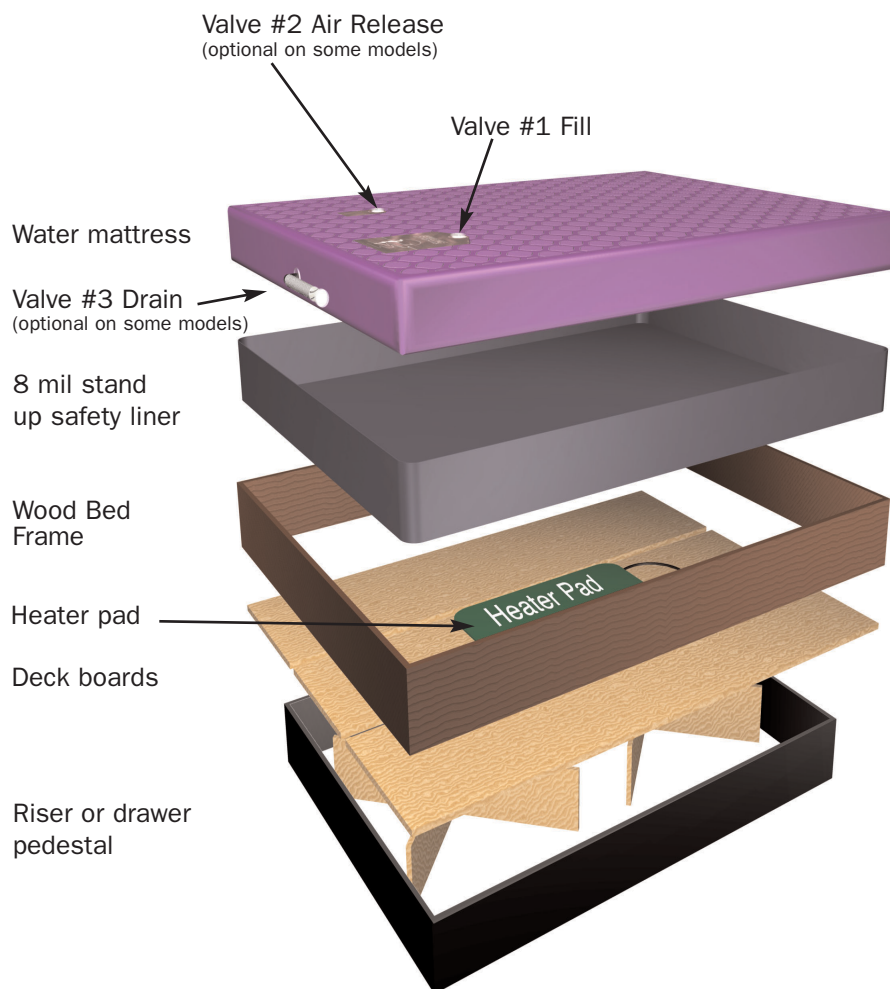
Do not plug heater in until the mattress has been filled with water.

3. Install an approved safety liner constructed of at least eight (8) gauge or heavier pin hole free vinyl. The safety liner goes over the heater pad. Safety liner must be installed so the liner reaches the top of the perimeter frame and is capable of holding the entire contents of the water mattress. Fit corners of liner to corners of the frame. Smooth out all wrinkles over heater pad.
4. Position water mattress in safety liner. Fit corners of mattress to corners of safety liner. Smooth out all wrinkles over heater pad area.
5. Add 8 oz. bottle of Sterling Water Conditioner before filling with water for best distribution of the new water treatment.

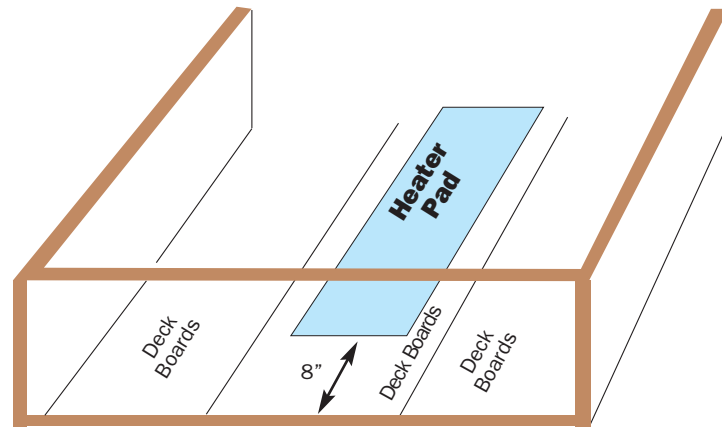
Filling Instructions

6. Open both the fill valve #1 and air release valve #2. Pull valves up, remove cap and plug.
7. Fill the mattress with water. Use an indoor faucet as a water source. Special hose adapters are needed to connect the hose to the faucet. If you did not receive a fill and drain kit from your retailer, purchase one prior to filling.
8. Fill the mattress until the top surface is level, just at or below the top of the perimeter frame and safety liner. Do not fill the mattress above the safety liner (see diagram).
9. After filling, remove all trapped air bubbles from the water mattress.
10. Replace plug and cap and tighten. Push valve flush with mattress.

CAUTION: Do not under-fill the mattress. Mattress must be filled until you cannot "bottom out" the top of the mattress over the heater pad. Any contact with the bottom of the bed when sitting or lying on the bed is considered "bottoming out." Bodily contact directly over the surface of the heater pad can cause damage to your bed or personal injury.



Installing the heater pad



End view of waterbed

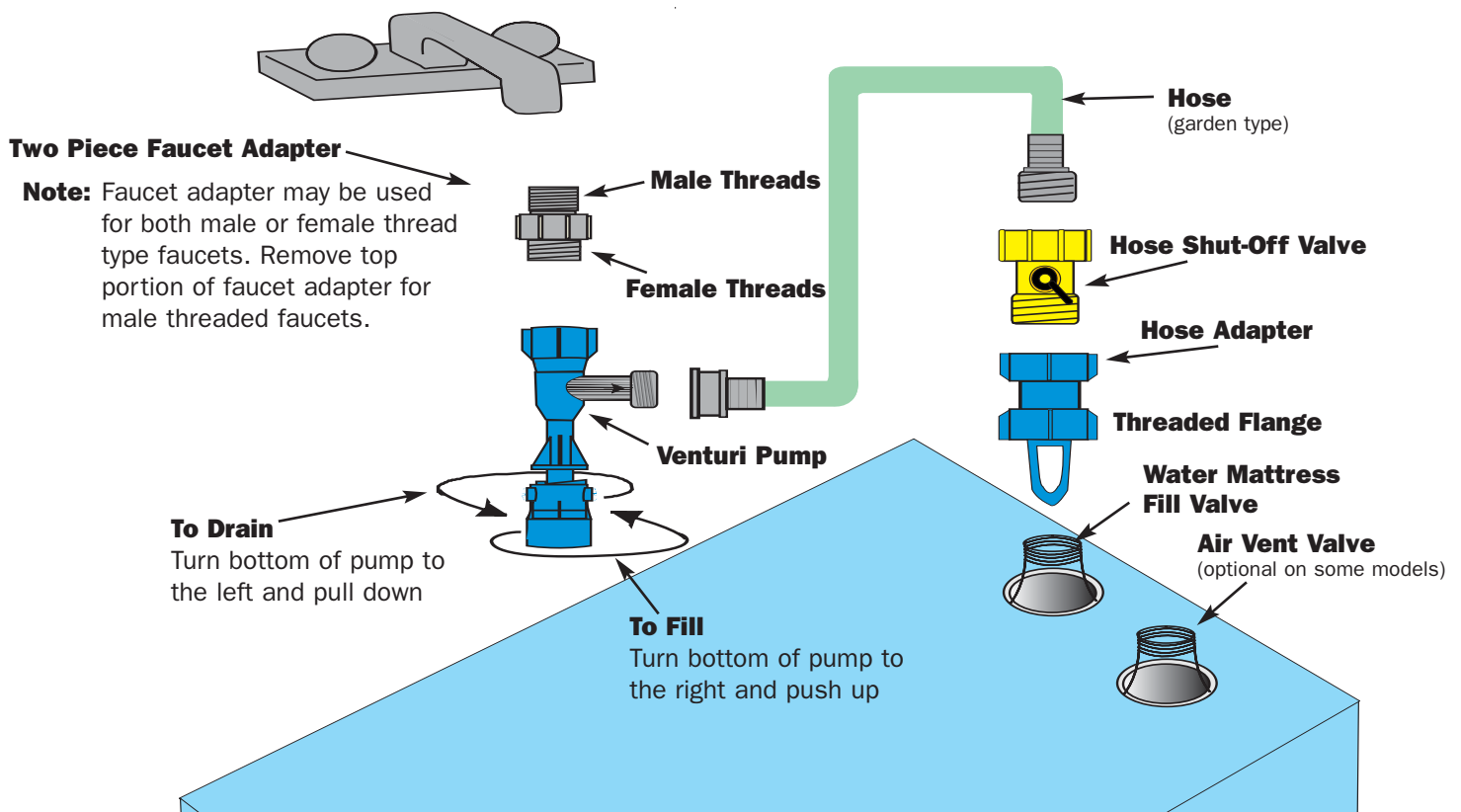
Filling and Draining

Using an indoor faucet

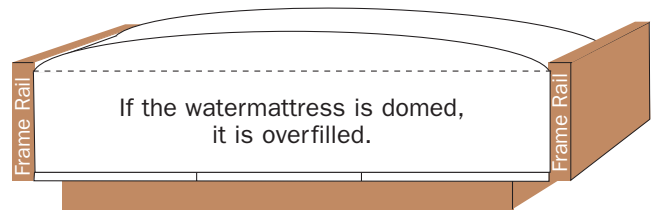
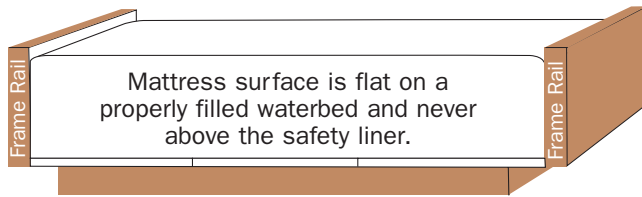
Unscrew the air-screen from the faucet. Use the white double threaded faucet adapter to adapt the threads of the faucet to the threads of the filling hose. Fill the mattress through valve #1. Valve #2 allows air to escape during filling. Add or drain water to personal preference. Adding water makes the mattress firmer, draining makes it softer.

To eliminate air, remove the cap from valve #2 (air release valve). Extend the valve to its full length and guide the air bubbles to the valve. Using a broom handle, slide the trapped air bubbles across the top to the valve. Reapply the cap. Repeat the process again as necessary.

CAUTION: We do not recommend the use of a waterbed to anyone that cannot sense hot and cold or cannot move themselves without help.



Mattress Fill Level

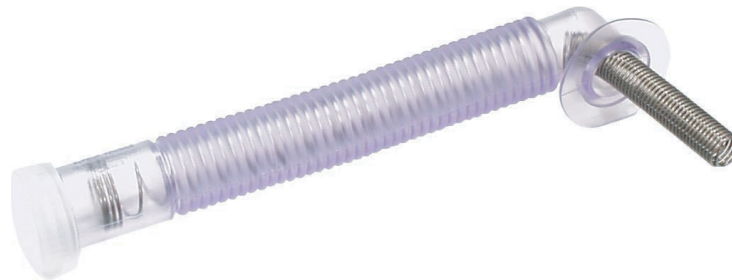


Draining your waterbed

1. Unplug the heater before starting to drain the bed.
2. Leave water mattress flat until completely drained or the wave control system will shift and become damaged.
3. We recommend the use of an electric pump or a Venturi Siphon Pump available at your local hardware store. Follow manufacturer's instructions. Airtight connections from the drain valve to the pump are needed to remove all the water possible.
4. Drain the mattress until water stops and the mattress becomes very wrinkled. Beds will drain to within 15 pounds of dry weight with good airtight connections.
5. After all the water has been drained, allow some air back into the mattress, remove the drain hose and replace the plug and the fill cap. This will prevent the wave control system from shifting. Fold the mattress before removing from the bed. If mattress is to be stored for an extended period, add a bottle of Sterling Water Conditioner to the drained bed.
6. Do not drag your mattress across the floor or carpet, as friction can cause holes in the vinyl water mattress.

Optional Drain Valve Assembly

Note: Drain valve is for use on "S" models only.



Taking Care of Your Water Mattress

- Wipe up water spills completely. Water trapped between the liner and water mattress can cause mildew and odor.
- Add 8 oz. bottle of Sterling Water Conditioner when the bed is first filled and every 12 months thereafter. Conditioner neutralizes bacteria, keeps the water fresh, and keeps the vinyl soft. This is the consumers responsibility. Failure to add Sterling Water Conditioner will void your warranty.
- Use a mattress pad; it saves energy, provides extra comfort, and protects mattress vinyl from harmful body oils.
- Should an accidental puncture occur, purchase a repair kit from your dealer.

Warranty Claim Form

Customer's Responsibilities

If damage to your mattress is due to seam failure or defective material, clearly mark the damaged area with a marking pen. Drain the mattress completely and return it to your dealer. If your dealer recommends factory service, send it freight prepaid to:

Sterling Sleep Systems, APPE, Inc., 7274 Lampson Ave., Garden Grove, California 92841

- Proof of Purchase
- Daytime Phone
- Cause of Failure
- Method of Payment
- Shipping Address

Call our factory Customer Service for instructions first before returning your mattress.

Limitations and exclusions:

Any and all implied warranties are limited to the duration of the written warranty. All consequential and incidental damages are specifically excluded. Our warranty liability is limited to replacement of defective product only.

1. Include a copy of your proof of purchase to establish ownership, date product was first used.

2. Daytime Telephone Number - *Where you can be reached if we have a question*

3. Cause of Product Failure

Seam Leak Corner Leak Valve Leak Other

4. Credit Card - *to prepay return freight*

VISA MASTER CARD AMEX Card Number _____

Name as appears on Card _____

Expiration Date _____ Signature _____

5. Name _____

Address - *Where you want the replacement water bed sent* No P.O. boxes please.

City _____ State _____ Zip _____

6. A complete copy of this form must be sent for warranty claim.

Date of Purchase _____ Dealer's Name/Address _____

Mattress Model _____

Size _____

Note: Shifting of wave control system is not covered by warranty.

If you have any questions please call Customer Service at (714) 891-3191, 8 AM – 5 PM PST, or e-mail your questions to Sales@sterlingsleep.com

Sterling/Parkline Limited Prorated Warranty Information for Sterling and Parkline Merchandise

This warranty gives you specific legal rights; you may have other rights which vary from state to state. This **limited** prorated warranty covers seam failure resulting from faulty workmanship or defective materials only. Original proof of purchase must accompany all claims. This warranty is limited to the original purchaser and is not transferable to subsequent owners of the product. Freight costs are not covered.

If a product fails due to workmanship or materials it will be replaced free of charge during the free replacement period (freight excluded). After the free replacement period, the cost to the consumer for a replacement mattress will be 65% of prevailing retail price at time of return. Sterling will repair or replace, at its option, any component covered by this limited warranty found to be defective.

Warranty Schedule			
Mattress	No Cost During	Additional Prorated period	Cost to Replace <small>% of suggested retail at time of return</small>
"S" Class Mattress	1st 5 years	Limited Lifetime	65%
Original Sterling Mattress	1st 4 years	16 years	65%
Parkline Mattress	1st 3 years	17 years	65%
3 1/2" 50mil Tubes (made after 2003)	1st 5 years	15 years	65%
3 1/2" 24mil Tubes (made prior to 2003)	1 year	19 years	65%

We reserve the right to examine warranty claim defects to determine if the warranty applies. We reserve the right to substitute equivalent merchandise in the event the identical model is no longer available.

Warranty will apply only when your flotation sleep system is used with:

- A rigid perimeter or frame supporting the mattress on the bottom and all (4) sides.
- An approved pin hole free safety liner, constructed of at least eight (8) gauge or heavier vinyl, must be installed so the liner reaches the top of the perimeter and is capable of holding the entire contents of the water mattress.
- Sterling Water Conditioner or equivalent to preserve the interior of the vinyl mattress added once yearly.
- A (UL) Underwriter's Laboratories listed heater designed for hardside waterbeds.
- A mattress pad to protect the vinyl from body oils.

Items not covered by warranty:

- Customer abuse and improper care.
- Soiled, stained, or burned bedding. Sanitation laws prohibit return of bedding that is not hygenically clean. These items will not be accepted for repair or return regardless of any other claimed defects.
- Freight costs.
- Service charges to remove or install the bed.
- Subsequent damages.

Void if improperly drained

This warranty is **void** if mattress is not drained in accordance with draining instructions. Shifting of the fiber wave control system is considered customer damage and is not covered by our warranty.

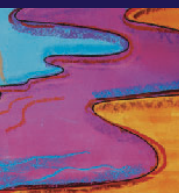
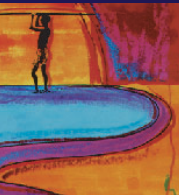
Limited remedies

The remedies under this warranty are limited to repair, replacement, or an equal amount of credit for dealers with open accounts, whichever the manufacturer elects.



STERLING

S L E E P S Y S T E M S™



9" Hardside Sleep Systems Assembly Instructions & Warranty Information

www.sterlingsleep.com