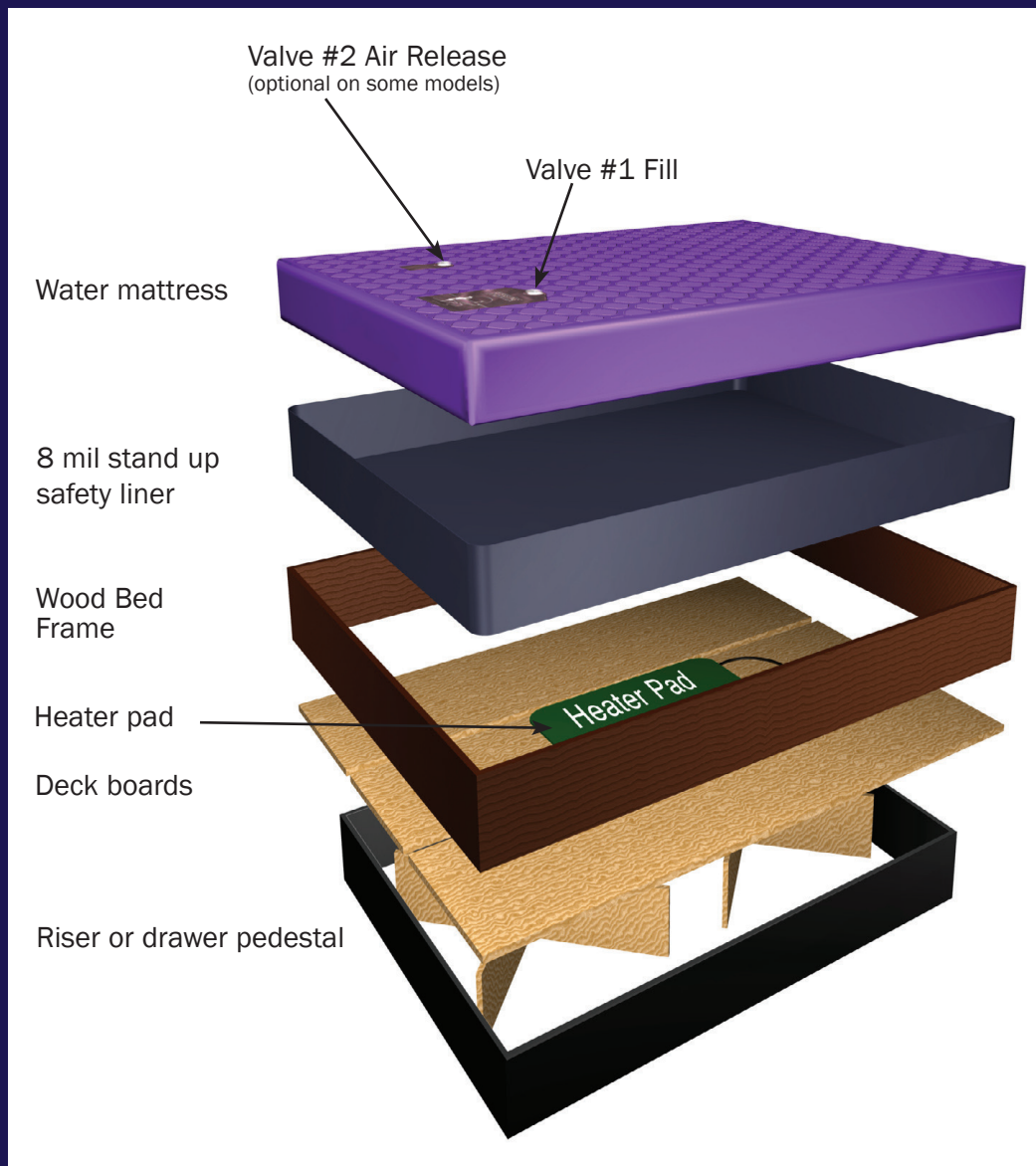


# Sterling / Parkline / "S" Class Hardside Mattress Installation Instructions



[www.sterlingsleep.com](http://www.sterlingsleep.com)

714-891-3191



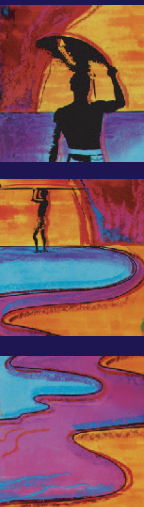
Hardside Setup  
Instruction Video



Hardside Accessories  
& Replacement Parts



Sterling Latex &  
Memory Foam Mattress



# Sterling / Parkline / "S" Class

## 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.

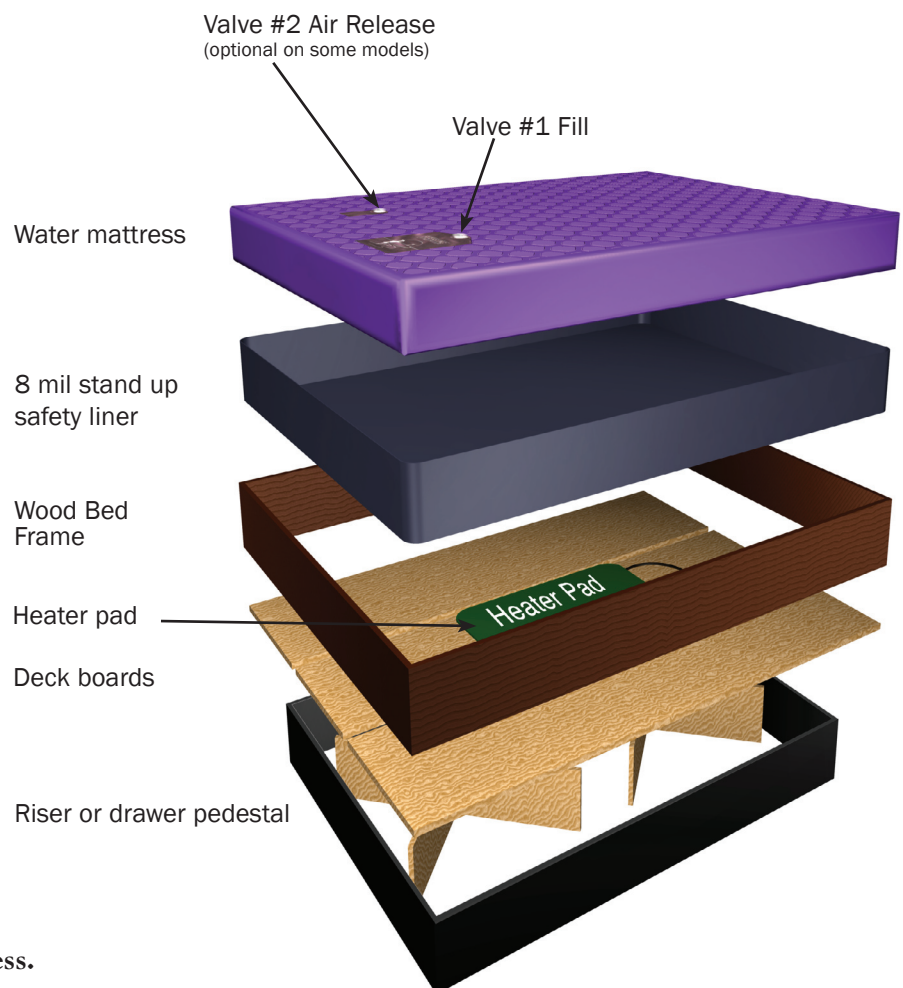
**CAUTION: Place the heater pad directly on the deck boards; do not place it over cracks between deck boards. Locate the pad at least 8" away from the perimeter so blankets and sheets won't be tucked in over the pad. (See diagram next page)**

**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. Parkline models will only have one valve.
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.



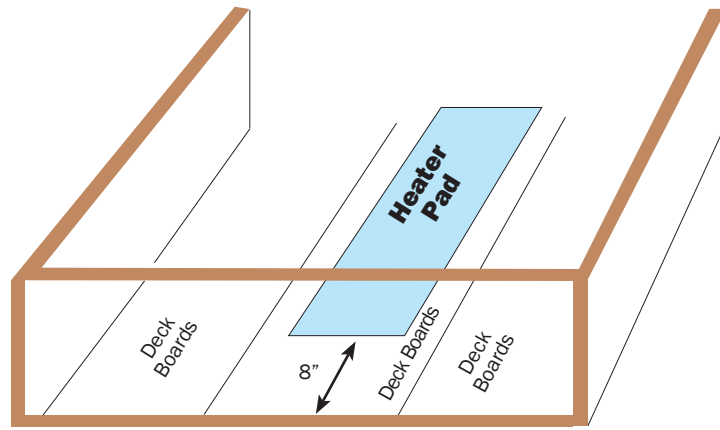
**CAUTION: Do not under-fill the mattress.**

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.

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## Installing the heater pad



End view of waterbed

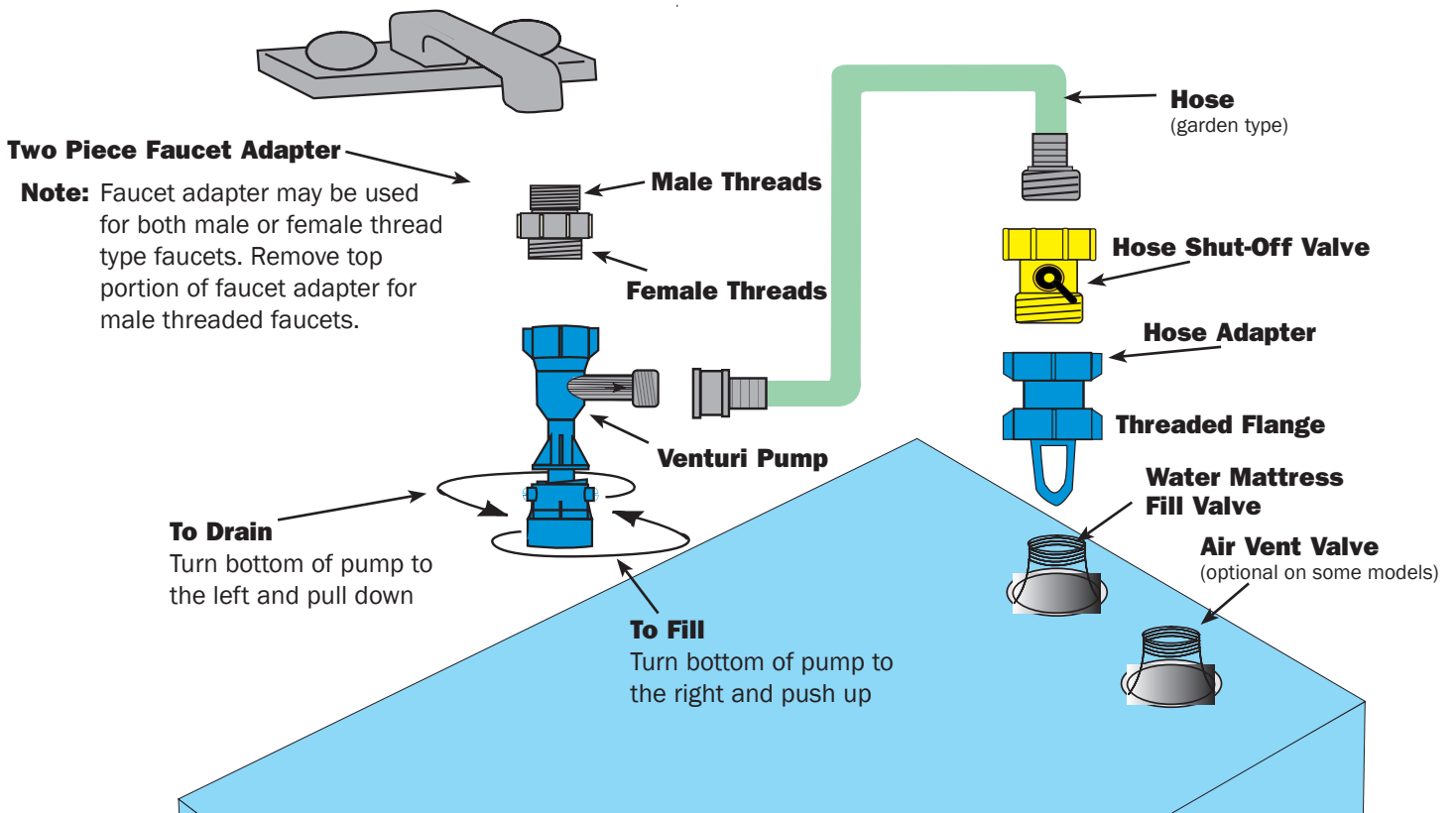
## Filling and Draining

### Using an indoor faucet

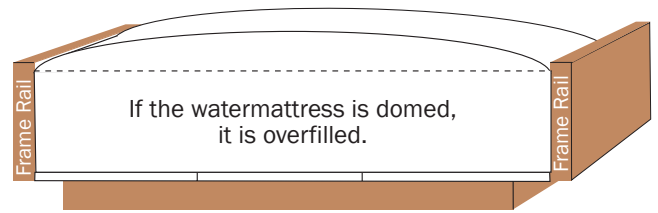
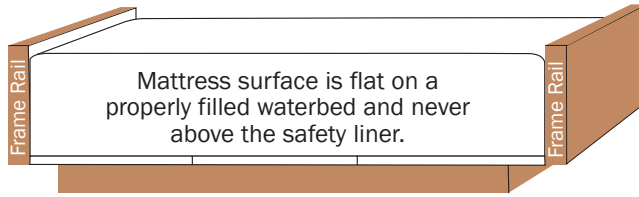
Unscrew the air-screen from the faucet. Use the white double threaded faucet adapter to adapt the threads of the faucet to the threads of the filling hose. Fill the mattress through valve #1. Valve #2 allows air to escape during filling (Not available on Parkline models). Add or drain water to personal 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 water pump or a Venturi Siphon Pump available at your local hardware store or local moving service. 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, 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. Do not attempt to move the mattress before folding. Fold the mattress in thirds and then fold in half. Failure to do this will result in damage to the interior of your mattress and is not covered under the warranty. 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.

## 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.

714-891-3191

To purchase replacement parts, please visit us online at  
[www.sterlingsleep.com](http://www.sterlingsleep.com)

# HARD-SIDE 20 YEAR LIMITED, PRORATED WARRANTY

This warranty applies to defects in workmanship or materials for the original purchaser only. Sterling will repair or replace, at its option, the parts found to be defective exclusive of transportation costs. The manufacturer reserves the right to inspect the defective component prior to making a warranty determination. It is the owner's responsibility to return the defective component prepaid with proof of purchase.

Product replacement after the full portion of the warranty will cost the consumer 65% of retail price at time of return. (35% DISCOUNT)

If identical materials are not available at time of product service, Sterling reserves the right to substitute materials of equal or better quality. Warranty does not apply to subsequent damages.

WARRANTY SCHEDULE			
Soft-Side Mattress	Full Coverage	Prorated Period	Cost to Replace % of suggested retail at time of return
"S" Class Mattress	5 years	Limited Life Time	65%
Original Sterling Mattress	4 years	16 years	65%
Parkline Mattress	3 years	17 years	65%
3.5" Tubes	2 years	18 years	65%
Foam Perimeter	3 years	17 years	65%
Box Foundation	3 years	17 years	65%
Quilted Mattress Top Panel	90 days	NONE	N/A

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

- An approved, properly supported bed frame.
- An approved pin hole freesafety 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
- An approved and properly installed Flotation Sleep System Heater to control condensation and mildew. For proper installation instructions, see the heater manufacturer's instructions.

Items not covered by warranty:

- The quilted cover is warranted for a period of 90 days from date of purchase.
- Body impressions.
- Customer abuse and improper care.
- Soiled, stained or burned bedding. Sanitation laws prohibit return of bedding that is not hygienically 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.

Warranty Voided for Misuse

- This warranty is void in case of any damage to the mattress resulting from improper installation, unauthorized repairs, improper accessories, or abuse.

Sterling Sleep Systems APPF, Inc. • 7311 Doig Drive, Garden Grove, CA 92841  
 Phone (714) 891-3191 • Fax (714) 891-6770  
 sales@sterlingsleep.com • www.sterlingsleep.com

**For Replacement Parts go to [www.sterlingsleep.com](http://www.sterlingsleep.com)**

# WARRANTY CLAIM INSTRUCTIONS

## CUSTOMER'S RESPONSIBILITIES:

If damage to your mattress is due to seam failure or defective material, clearly mark the damage area with a marking pen. Drain the mattress completely and return it to your dealer for evaluation, repair and possible replacement. If your dealer recommends factory service, call us at (714) 891-3181 before sending it freight prepaid to:

**Sterling Sleep Systems, APPF Inc., 7311 Doig Dr., Garden Grove, CA 92841**

*To place a warranty claim with Sterling Sleep Systems directly, we require the following:*

1. A 12"x12" section of your mattress, with the defect clearly marked with a permanent pen.
2. The large plastic tag that contains the model information, with the fill valve from your bed.
3. A photocopy of your original sales receipt. If you made your purchase from Sterling directly, we will also accept your original order or invoice number if you ordered by phone, or your web order number if you ordered online (Sorry, credit card receipts will not be accepted).
4. Your current address (Sorry we cannot ship to PO boxes).
5. A good contact phone number and/or email address that we can use to contact you.
6. A method of payment that we can use to charge shipping. We accept all major credit cards, PayPal, Amazon Pay and Google pay.

Items 1-5 can be mailed to us, freight pre-paid at the address above. We will call you once we receive your parts with the shipping costs. We can accept credit cards by phone or e-mail you an invoice if you wish to use any of our other payment methods.

## 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, EXCLUDING FREIGHT.

**NOTE: SHIFTING OF WAVE CONTROL SYSTEM IS NOT COVERED BY WARRANTY.**

If you have any questions, please call Customer Service at (714) 891-3191. Our office hours are Monday-Friday, from 8:00am-4:30pm PST. You may also email us at [Sales@SterlingSleep.com](mailto:Sales@SterlingSleep.com)

OWNMAN SS REV 02/19

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