

STERLING

S L E E P S Y S T E M S

Flotation Series



Sterling California Collection 8400
Pillow Top (shown) 8" fill depth
Softside Flotation Bed System.



SOFTSIDE SETUP VIDEO



Properly installed CONTOUR safety liner
and water mattress in foam perimeter.



**LINK TO PURCHASE
SOFTSIDE
REPLACEMENT PARTS**



**LINK TO SEE CALIFORNIA
COLLECTION SOFTSIDES**

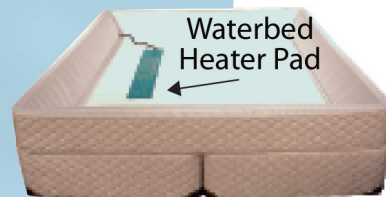
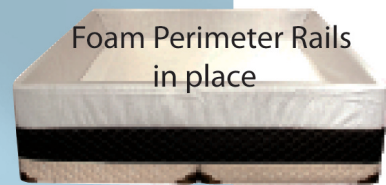
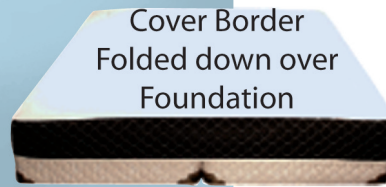
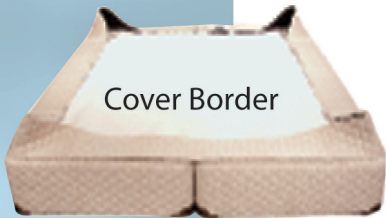
Soft-Side Sleep System Installation Guide

Assembly Instructions for all 8.0" and 6.25" fill depth models

www.sterlingsleep.com



Assembly Instructions for 8" and 6.25" Fill Depth Sterling Soft-Sided Flotation Bed Systems



1. Assemble the metal bed frame according to the separate bed frame manufacturer's instructions and attach the headboard and footboard if necessary. A heavy duty metal bed frame with center support is required. Place the bed frame in the exact location you intend for the bed, making sure an electrical outlet is nearby if a heater will be used.
2. Place the box foundation on the metal bed frame with the white law label at the head of the frame. Install any dust ruffles you may have now.
3. Unzip and remove the quilted top panel from the cover border. Place the cover border on top of the foundation, white law label at head of bed. Pull the corners of the border down over the foundation corners. This will keep the cover border square and in place while you set up and fill your mattress.
4. Assemble the foam cavity following the example drawing at the left. Place the longer side rails on top of the bed at the sides and the shorter rails at the head and foot of the bed. Square the sides with the foundation and insure there is equal spacing on all sides of the cavity to the foundation. Pull the cover border up around the foam rails.
5. After you have assembled the foam perimeter, install your heater. Follow the heater manufacturer's instructions carefully for proper installation. This system has been designed to be used with a waterbed having a rigid support for the heater and water mattress. Run the electrical cord and temperature probe down through the holes provided in the white bottom cloth of the cover border.

CAUTION: Do not plug the heater into a power source until the bed is completely assembled and filled with water. Failure to follow this instruction will invalidate your warranty and could cause damage to other components of the bed or personal injury.

CAUTION: When you fill the water mattress later in the setup process, put enough water in your mattress so that you cannot make the top sheet "bottom out". 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 may cause damage or personal injury.

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

- Beginning in 2007 Sterling soft-sided watermattresses were delivered with CONTOUR safety liners unless a dealer specifically requested the old style fitted liner. As of 2008, only contour liners were supplied by the factory. Both types of liner work well and are interchangeable.

If a waterbed heater is being used, it must be installed before the safety liner and water mattress are installed

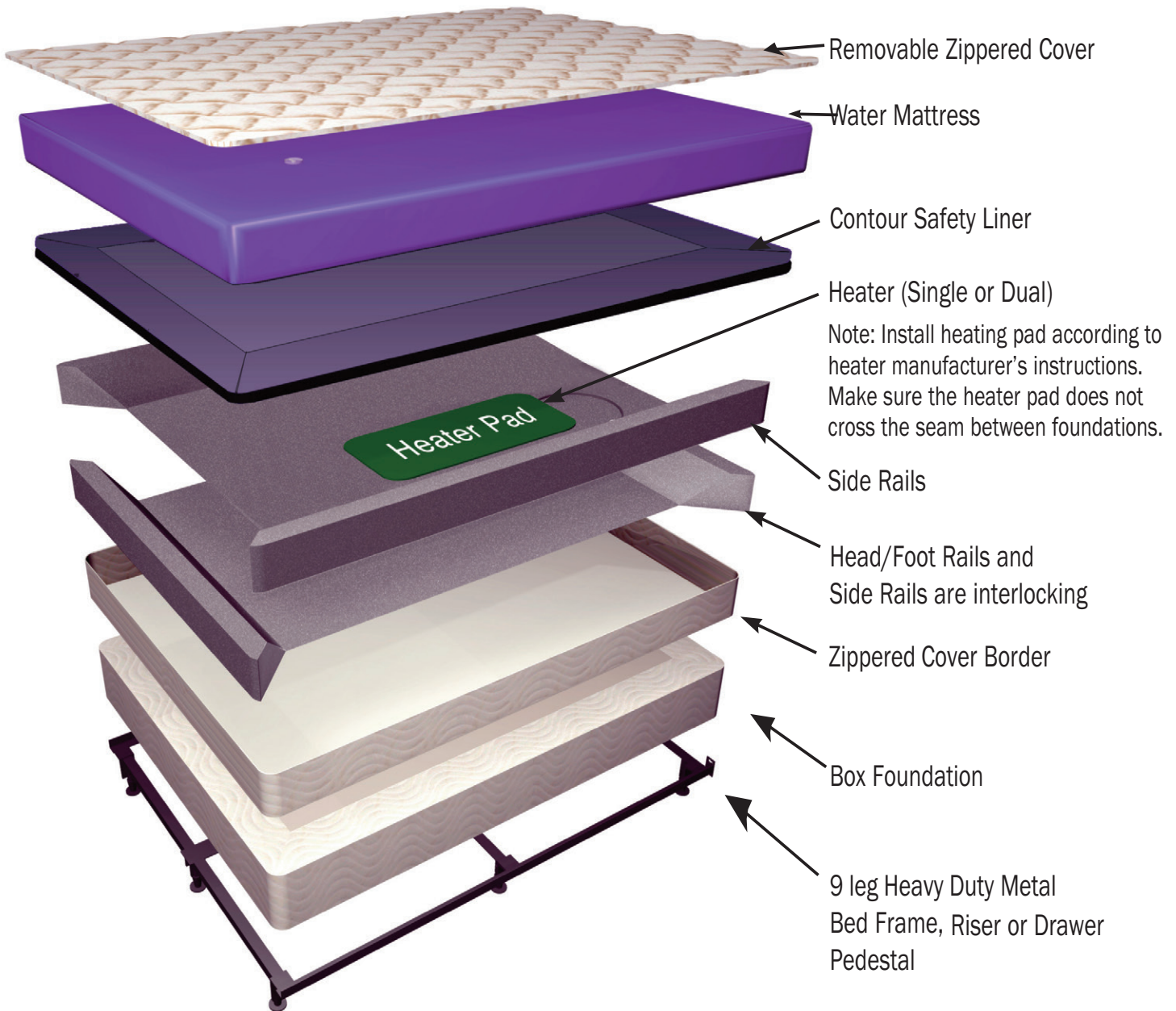
We recommend the use of a heater to prevent mildew for comfort. Follow the heater maker's instruction.

Make sure the heater is unplugged

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SOFTSIDE SETUP VIDEO



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Filling and Draining Instructions

Filling

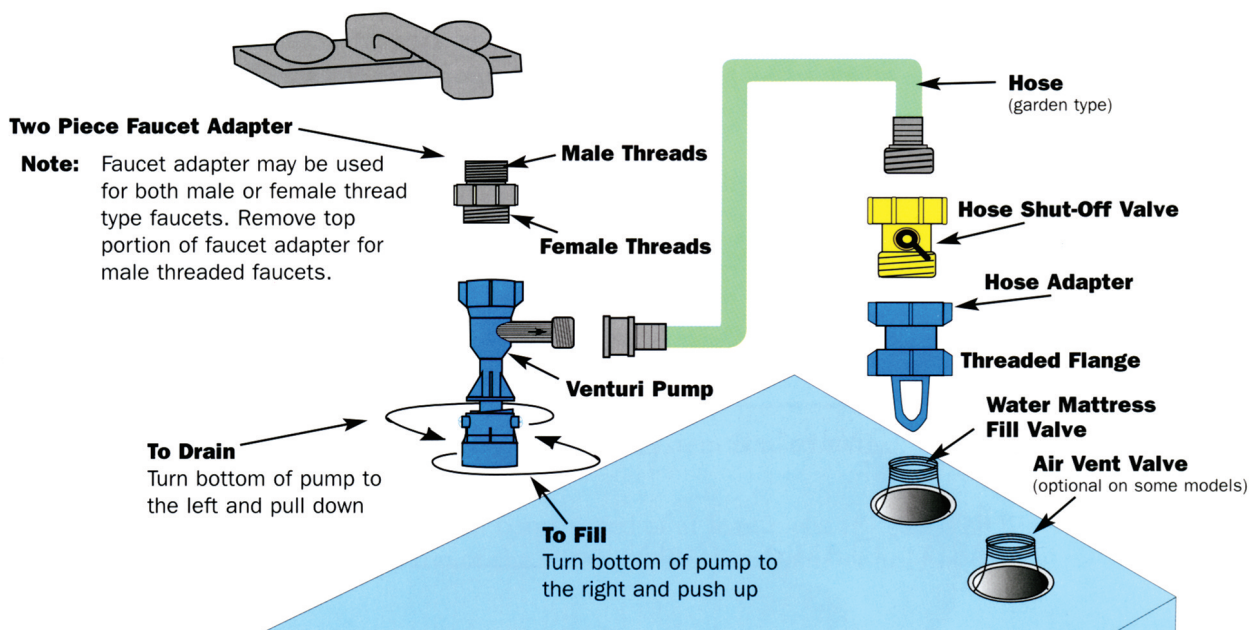
Using an indoor faucet

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 optional). Extend the fill 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.

* Not all models have valve #2

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



Draining your waterbed (Use an electric drain pump if possible)

- 1. Unplug your heater before draining 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. 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, the friction can cause a hole in the folded vinyl.

SOFT-SIDE 20 YEAR LIMITED, PRORATED WARRANTY

This warranty applies to defects in workmanship on seams or valves, 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:

- Ordinary wear and tear.
- An approved, properly supported bed frame.
- 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.
- 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.
- Interior wave control system.
- 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

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

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