

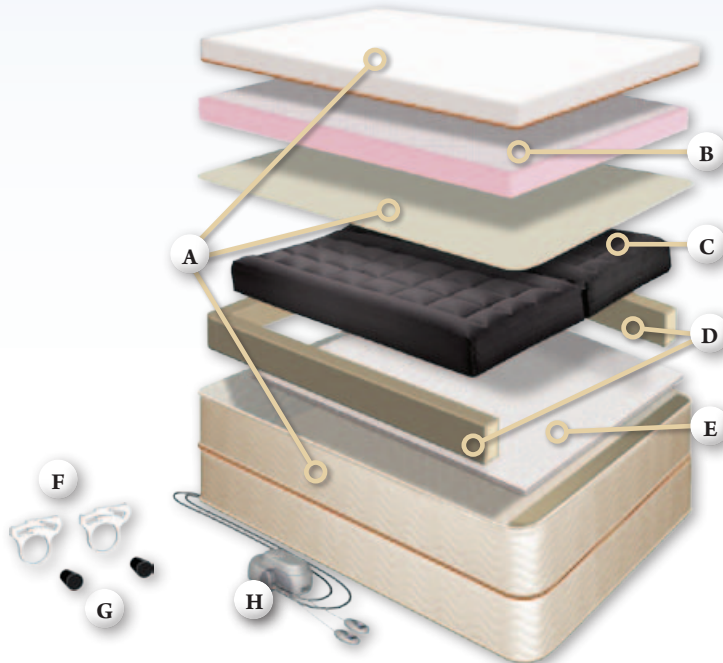
OWNER'S MANUAL

Assembly and use

Instructions for

IMPERIAL™

Retain for future reference



Check your contents

A	Cover: (1) cover with 3 parts zipped together
B	Visco Memory Topper Foam Pad:(1)
C	Air Chamber(s): (2) for dual model; (1) for single model
D	Foam Perimeter Support - 4 Pieces: (2) long and (2) short
E	Support Foam Underpad:(1)
F	Zip Lock Clamps: (2) for dual model - (1) for single model
G	Black rubber plugs (2)
H	Whisperflo® 4200 Air Control System (1)

Notes

- If anything is missing, please contact Customer Service at **1-888-500-1700** immediately.
- You're ready to start assembling your Comfortaire mattress. If you purchased a foundation, please assemble it first.
- It will take approximately 30-60 minutes to complete the assembly process.
- If, during the assembly or at any time, you have a question or problem, please consult the troubleshooting guide within this manual. If the guide does not provide a solution to the problem, contact customer service by phone at **1-888-500-1700** or by e-mail at CustomerService@ComfortaireDirect.com.

SETUP FOAM PERIMETER SUPPORT

- Remove pink visco memory foam topper from clear plastic bag. Set aside & allow 1 to 4 hours recovery time to regain shape.
- Remove cover from clear plastic bag.
- Lay cover on top of boxspring, foundation, or platform with fabric side of cover facing upwards and with the pre-cut air slots and law tag facing the head of the mattress. (Fig. 1)
- Completely unzip and remove box top section and top cover and set to side (Fig. 1)
- Retrieve foam perimeter support from box
- With zipper sides facing downwards, insert the two short pieces with curved ends into the head and foot of the cover. Then insert two (2) long pieces with square ends into each side of the cover. (Fig. 2)
- Align all four (4) corners and attach side foam to end foam using velcro fasteners.
- Retrieve support foam underpad from box.
- Place support foam underpad inside mattress. (Fig. 2)

INSERT AIR CHAMBER(S)

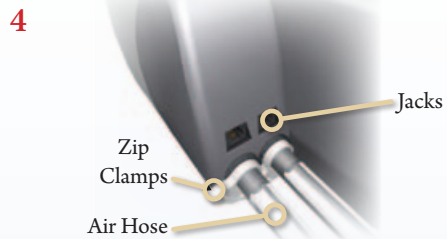
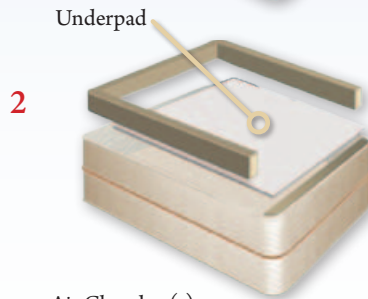
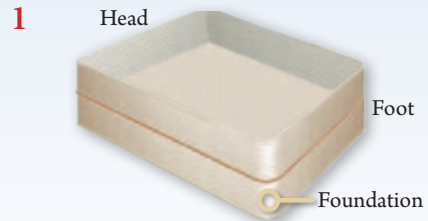
- Retrieve air chambers from box.
- With air hose(s) facing toward the head of the mattress, lay air chamber(s) flat inside sidewall cavity. (Fig. 3)
- Insert air hose(s) through pre-cut slots located at head of the mattress.

SETUP AIR CONTROL SYSTEM

- Remove air control unit, hand controls, and cord jacks from box.
- Insert cord jacks into hand controls and pump. (Fig. 4)
- Attach air hose(s) to pump (Fig. 4)
- Attach zip clamp(s) where air hose(s) connect to nozzle(s) (Fig. 4)
- Plug air control unit into power outlet.

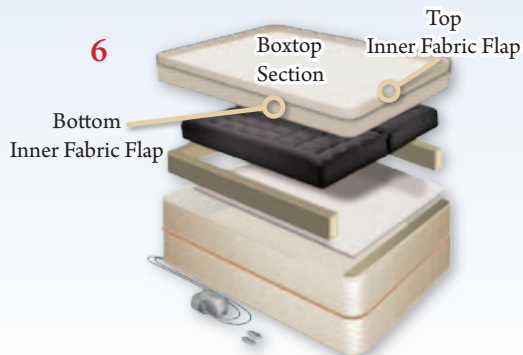
INFLATE AIR CHAMBER(S)

- By pressing the button marked "FULL" on the hand control, allow chambers to inflate until the pump stops. **Note: You may only inflate one air chamber at a time.**
- Make sure that the sidewalls are straight and pushed out to sides of mattress cover for nice, finished look.



ATTACH BOX TOP PANEL

- ▶ Retrieve box top section (*middle section of mattress cover*)
- ▶ Place box top section onto mattress cover base. (*Fig. 6*)
- ▶ Pull down bottom inner fabric flap (*6-inches*) so that it covers the foam perimeter and begin zipping top panel. When zipping top panel, be sure to pull top and bottom panels together to avoid breaking the zipper. (*Fig. 7*)



INSERT TOPPER FOAM

- ▶ Retrieve pink memory foam topper.
- ▶ Place the pink topper foam inside of the boxtop section. Mesh air layer should face upward. (*Fig. 8*)



FINISH ASSEMBLY

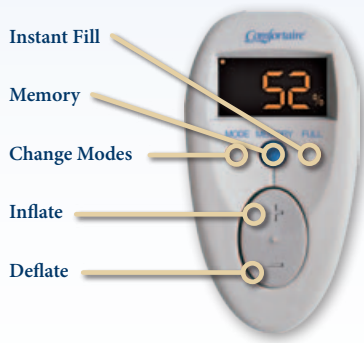
- ▶ Place top cover panel of mattress over the topper foam. (*Fig. 9*)
- ▶ Pull up inner fabric flap (*3-inches*) so that it covers the foam and begin zipping top panel. When zipping top panel, be sure to pull top and bottom panels together to avoid breaking the zipper. (*see example below*)
- ▶ Assembled mattress
- ▶ **Air control system may be placed under a boxspring, foundation, or platform**



CAUTION!

Your safety is very important to us. For this reason, we have included explicit written instructions on how to assemble your mattress. When your mattress is assembled in accordance with the instructions herein, it meets the strictest fire standard - 16 C. F. R. part 1633. **Comfortaire will not be liable for fire damage and possible personal injuries related to an improperly assembled mattress.** If you have any questions, please contact us directly at 1-800-759-0594 Monday - Friday 8am - 5pm Eastern.

Whisperflo® 4200 Control Panel



Your Whisperflo® air control unit is designed to allow you, through two unique modes of operation, to find a very specific firmness and store that firmness in memory. The unit will arrive to you pre-set in the first manual mode (Mode 1). This mode allows you to change the firmness of your mattress by simply pressing the (+) and (-) keys. When you remove your finger from the keypad, the pressure that you are currently at will be displayed on the screen. The second manual mode (Mode 2) operates the same as Mode 1 but allows you to firm or soften both sides simultaneously.

TO CHANGE MODES

Press and hold the "Mode" button until beep(s). If you hear two beeps, you have changed from Mode 1 to Mode 2 and there will be a dot in both of the two top corners of the screen. If you hear one beep, you have changed from Mode 2 to Mode 1 and there will be one dot on the corresponding top corner of the screen. When either of the 2 hand controls is set to operate in Mode 2, the other hand control will not operate. If both hand controls are set to operate in mode 1, they can both be used, but not simultaneously.

Mode 1 - 1 dot (1 side)



Mode 2 - 2 dots (both sides)



MEMORY

Your instant memory setting works in either mode. Once you have found the feel that you enjoy, hold the blue button in the middle of your remote until you hear a beep. Once you hear this beep, remove your finger as your firmness has been successfully stored. You can now change your firmness to any desired level and rest assured that you can return to your favorite setting by quickly pushing and releasing the blue memory button. Don't hold the blue button down until it beeps when attempting to go to your memorized firmness or the unit will replace your old memory with the pressure currently being displayed on the screen.

If the memory button is pressed while the unit is operating in Mode 2, the unit will achieve the same firmness for both sides; the achieved firmness will be equal to the stored memory firmness of the side that the memory button was pressed on. The memory setting that was achieved in mode 2, for both sides, will only be displayed on the hand control that is operating in mode 2. If that hand control is then set to Mode 1, both hand controls will display the memory firmness setting.

INSTANT FILL

The instant fill feature will work in either mode. This instant fill button takes your mattress to 100% full and then automatically shuts off. Note: You don't need to be on the mattress for this feature to work. The instant fill function will work while you are on or off the mattress. When the 100% setting is achieved in Mode 2, it will inflate both sides to 100%, but will only display 100% on the hand control that is operating in Mode 2. If that hand control is then set to Mode 1, both hand controls will display 100%.

SOFT & FIRM KEYS

In both manual modes, the (+) and (-) keys will simply firm up and soften the mattress. When you remove your finger from the keypad, the current mattress pressure will appear.

Note: This system is designed to use the back pressure of your weight to achieve desired firmness, and, therefore, changes to firmness should be made while lying on the mattress.

Whisperflo® 4200



OPERATIONAL KEYS TO REMEMBER

- ▶ You need to be on your mattress when adjusting firmness as the mattress actually reads your body weight.
- ▶ Only one of you may use your control at a time. **Using the two remotes simultaneously will cause the unit to lock out one user.**
- ▶ Fuses are located in a panel at the cord attachment, easily accessible.
- ▶ Cord attachment can be adapted.
- ▶ Air filter is removable for easy cleaning.
- ▶ Pressure is based upon body weight. The back pressure that your weight creates will be broken into 100 different firmness options.

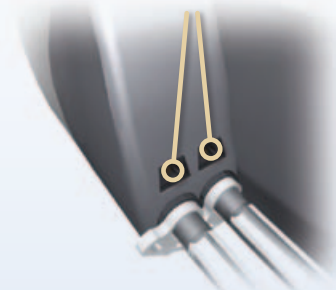
The patented design of the Whisperflo® unit allows you to choose from 100 different firmnesses, enabling you to find just the right fit for you. Not only will you be able to find that very specific fit, you will also be able to store that exact firmness in memory - returning to your favorite feel at any time. Our patented Whisperflo® system takes the guesswork out of a variable firmness mattress. We have also added a 100% inflate feature. This will allow you to, at the push of a button, return the mattress to 100% inflated, resulting in a great look when you make your mattress. Remember, when you return to bed at night, simply crawling into bed and touching your memory button will return you to the fit that you enjoy.

We have also taken great care in designing this unit to maximize durability. Our Whisperflo® unit utilizes a ball bearing, variable speed motor that not only allows us to precisely control motor speed - getting you to your exact firmness, but will truly last a lifetime. Also, we have designed a unique air sealing valve that improves this units ability to maintain your preferred air level over long periods of time. In fact, the valve is designed to use your body weight in helping to seal the system. That's right, increased weight guarantees a great seal. Also, we have included two manual modes of operating our new unit. The first manual mode (Mode 1) operates one side of the bed by pushing the plus and minus button. The system then responds by firming or softening the mattress. When your finger is removed from the keypad, the unit displays the pressure setting that you're at for future reference. Memory and Instant Inflate are still features of this mode. The second manual mode (Mode 2) works the same way as the first manual mode but firms or softens both sides simultaneously. Again, memory and 100% inflate will operate in this mode as well.

Insert Control
Cable



Insert Control
Cables



TROUBLESHOOTING GUIDE

#1 AFTER SETUP

What to look for...

- A. Kinks in the air hose, air chamber should be positioned with hoses face down
- B. Make sure the hoses are applied properly
 1. Seat hose components completely. Slide the air hose all the way up to the housing of the pump.
 2. Hand tighten clamp
 3. Tighten clamp 2 clicks with pliers
- C. Plug it in! Make sure the outlet works
- D. IFC2001 and WF4200 pumps, check hand controls, make sure cord is double clicked in the hand control and at the pump
- E. Give your foam a chance to recover. The foam will probably be compressed from packing & shipping, it will come back to life. Just give it a chance.

important

#2 IF THIS HAPPENS, DO THIS

store plugs inside the mattress cover!

- A. Slow leak - check fittings
 1. Take off the clamp
 2. Cut hose off 1" from the air pump nozzle (cut, don't pull, the old hose from the nozzle to avoid damage to the nozzle). Split and peel the remaining hose from the plastic nozzle.
 3. Reattach hose to nozzle. Slide the air hose all the way up to the housing of the pump.
 4. Hand tighten clamp - then tighten clamp 2 clicks with pliers
 5. Sleep on the bed to test for leaks
 6. If the problem persists...
 - a. Find your plugs – If you can't find them, "AA" battery is a good substitute
 - b. Pump up the side that leaks and adjust it to a comfortable sleep setting
 - c. Crimp the hose – bend it in half to prevent air from escaping
 - d. Cut hose from air pump nozzle (never cut hose near the air core)
 - e. Stop the hose with the plugs or AA battery – this will isolate the problem
 - f. Sleep on the bed
 - If the bed still leaks, the problem is the chamber
 - If the bed holds, the problem is the pump

your plugs are in the mattress cover

**Do not disassemble pump internal components can be damaged & warranty will be voided*

Either way; call **Comfortaire Direct, LLC.** at 1-888-500-1700 (We will need the model and serial number of your pump OR the number on the chamber located where the hose connects)

- g. When you are ready to reattach hose to pump, follow steps 1-4 under "Slow Leak", note: you have already cut the hose.

- B. Pump will not operate
 1. Check the fuse – located by the face plate on the AC pump, located by the power cord on the IFC and WF pumps. (Fuses are available at most electronics stores)
 2. Plug it in. Make sure the outlet works.
 3. If you have an IFC2001 or WF4200 pump, check for tight connections at the hand control and at the pump
 - C. Pump works but the pressure does not change
 1. Check for kinks in the hose
 2. If the problem persists, remove the hose (steps 1 & 2 under "Slow Leak") – air should be pushed through the nozzle and exhausted from the bed. If this doesn't happen, look for visible obstructions. If there are none, call **Comfortaire Direct, LLC.** at 1-800-759-0594
- **Do not disassemble the pump. Internal components can be damaged. The warranty will be voided**
- D. Soiled cover?

Steam clean only. Do not dry clean

Steam clean – allow it time to AIR dry – put it back on the bed (NEVER put cover in the dryer)
 - E. Cover wear?

Over time, impressions will occur in the cover of the mattress. This is normal and will not affect your comfort level. Only quilted cover is affected. The air support components will last a lifetime.

COMFORTAIRE DIRECT LIMITED WARRANTY

The quality and craftsmanship that we manufacture into every mattress gives Comfortaire Direct, LLC. the confidence to offer the original owner a limited warranty against any defect in workmanship or materials.

WHAT IS COVERED

- Comfortaire Direct, LLC. warrants that your mattress cover will be free from defects in materials and workmanship for a period of one (1) year from the original purchase date.

M A T T R E S S C O V E R	
Years After Original Purchase Date	Original Purchaser's Cost
Up to 1 year	No Cost
After 1 year	Full Price

- Comfortaire Direct, LLC. warrants that all other component parts will be free from defects in materials and workmanship for a period of twenty (20) years from the original purchase date.

M A T T R E S S	
Foam toppers, side rail foams, latex air chambers, and air systems	
Years After Original Purchase Date	Original Purchaser's Cost
Up to 2 years	No Cost
3 - 20 years	20% plus 4% of each year from original purchase

WHAT IS NOT COVERED

- Conditions arising from normal wear and tear. (Conditions arising from normal wear and tear include, but are not limited to, mattress cover compression, foam compression or discoloration of components.)
- Damage from tampering with or opening the warranted product or component.
- Damage from misuse or abuse of the warranted product or component.
- Damage from laundering or dry-cleaning.
- Acts of God, such as, but not limited to, lightning damage.
- Quilting compressions of up to 2" are considered normal and will not be covered under our standard warranty.

WHAT YOU MUST DO

- In the event that repair or replacement resulting from a defect is required, call customer service to obtain a return materials authorization number (RMA).
- Return the warranted product or component in sanitary condition to Comfortaire Direct. Comfortaire Direct, LLC. will incur the cost of shipping up to one year from the original purchase date; after one year the return shipping to Comfortaire Direct, LLC. will be at the customer's expense.
- A credit card number must be provided for the advanced shipment of all pumps, rubber chambers that are less than three years old, and urethane chambers that are less than 1 year old. In the event that a defective part is not returned to Comfortaire Direct, LLC. within 45 days, the credit card will be charged for the corresponding replacement

cost. If you are unable to provide credit card information at the time of the order of the replacement part, the replacement will not be shipped until the defective part is returned.

WHAT WE WILL DO

- In the event that repair or replacement resulting from a defect is required, Comfortaire Direct, LLC. will repair or replace (at Comfortaire Direct's option) the defective product or component at a cost to the original purchaser based on the previous tables. The "price" is the price of the defective product or component at the time the warranty claim is made, or the price of a comparable product or component if the original product or component is no longer in production. Comfortaire Direct, LLC. will forward replacement parts via its normal shipping method.
- Comfortaire Direct, LLC. reserves the right to substitute products or components of equal or better quality, and to use or deliver refurbished products or components, in the repair or replacement of any product under this limited warranty.

WHAT WILL VOID THIS WARRANTY

- Tampering with or opening components of the warranted product or component.
- Misuse or abuse of the warranted product or component.
- Sale, transfer or other disposal of the warranted product or component.

LIMITATIONS

- Your exclusive remedy, IN LIEU OF ALL INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING FOR NEGLIGENCE, is limited to repair or replacement of any product or component deemed to be defective under the terms and conditions stated above. Comfortaire Direct, LLC. will bear no other damages or expenses.
- Comfortaire Direct, LLC. reserves the right to refuse to repair or replace any product or component that is returned in an unsanitary condition.
- This Limited Warranty applies only to the product as used in the United States.
- This Limited Warranty is nontransferable.
- Repair or replacement of a product or component under the terms of this Limited Warranty in no way lengthens the limited warranty period.
- ANY IMPLIED WARRANTIES APPLICABLE TO THIS PRODUCT, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on the duration of an implied warranty, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. All claims relating to the limited warranty products should be made by contacting Customer Service at 1-800-759-0594, e-mailing: customerservice@Comfortaire.com or writing to: **Comfortaire Customer Service, P.O. Box 9219 Greenville, SC 29604.**

Comfortaire Direct

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