

**Evolutions**

**Comfort  
Craft**

**Luxury**  
SUPPORT  
COMFORT SYSTEMS



**LIMITED WARRANTY COVERAGE**

**PLEASE READ CAREFULLY:**

Our Sleep Systems are designed to provide years of comfort and enjoyment. Your Sleep System is manufactured from the best materials available using the highest standards of workmanship in the construction.

The following manufactured components are warranted, as noted, against defects in material and workmanship that impair the serviceability of the product other than normal wear and tear:

Warranty applies to: Quilted Zipper Cover, Box Foundation, Foam Rails

WARRANTY YEAR	EVOLUTIONS & HARMONY	C.C. 4500, C.C. 5500, C.C. 7500, C.C. 9500 • GENESIS REFLECTIONS & MEDALLION • LUXURY SUPPORT MYSTIQUE & CASHMERE
Year 1	N/C	N/C
Year 2	N/C	N/C
Year 3	N/C	N/C
Year 4	50%	N/C
Year 5	55%	N/C
Year 6	60%	65%
Year 7	65%	65%
Year 8	70%	65%
Year 9	80%	65%
Year 10	90%	65%
Year 11	N/A	75%
Year 12	N/A	75%
Year 13	N/A	75%
Year 14	N/A	75%
Year 15	N/A	75%
Year 16	N/A	85%
Year 17	N/A	85%
Year 18	N/A	85%
Year 19	N/A	85%
Year 20	N/A	85%
Year 21	N/A	90%
Year 22	N/A	90%
Year 23	N/A	90%
Year 24	N/A	90%
Year 25	N/A	90%

**Please Note:** Any stretching or conforming of the cover is a natural part of the breaking-in process for the bed system. Covers which have stretched to accommodate this natural process are not considered defective and are not covered under warranty. (Please refer to the section "Break-in Period" for further information on mattress.

This warranty is limited to repair or replacement of the Sleep System at the option of the manufacturer, and any damages or breach of warranty due to consequential losses to property other than the warranted Sleep System components are expressly excluded. In addition, all implied warranties are limited to the duration of this written warranty. This is the exclusive express warranty for the Evolutions, Comfort Craft®, Genesis™ & Luxury Support® beds, and any other statements or express warranties are expressly denied.

**NOTE:** Warranty is void if product is used commercially. Consumer is responsible for listed percentage of current retail price at time of warranty claim.

**(Please complete Warranty Registration below, detach, and mail within 14 days of purchase.**

**This must be done to validate this warranty. Mail to: World Headquarters • 530 W. Elk Place • Denver, CO 80216)**

• Normal leveling or flattening out of filling materials, which occur in normal use of the mattress, are not covered in the warranty. Body impressions in any new mattress indicate the upholstery layers are conforming to your body's individual contours. These are not structural defects but normal occurrences in the superior performance of a mattress.

• These impressions will be more noticeable on Queen and King sized mattresses.

**BREAK-IN PERIOD** — Please Note: In order to provide equal support, the heavier body parts must sink further into the sleep system than the lighter body parts. When this occurs, your bed's outside cover must stretch or "conform" to the unique shape of your body as it accomplishes a state of equilibrium in your new sleep system. The stretching or "conforming" of your cover is a natural part of the breaking-in process for your new bed system. Normally this takes from 4-12 weeks and will vary according to your body proportions, size, type of system, and the fill level you have chosen. Covers which have stretched and conformed to accommodate this natural process (and provide you with contoured support benefits) are not considered defective and are not covered under warranty.

**GENERAL PROVISIONS:**

**Proof of Purchase:** All Sleep Systems are warranted from the date of the original retail sale as validated by proof of purchase. Warranty coverage will be determined from this date. This warranty is provided to the original purchaser only.

**WARRANTY DURATION:**

**Repair or Replacement:** The manufacturer reserves as their legal right, the option to repair or replace parts covered under this warranty according to its discretion; to make substitutions as required, of materials and components of comparable value and utility as the original part. Any cover returned must be in sanitary condition. Soiled covers will not be accepted for warranty service.

If a defect occurs beyond the full replacement portion of the warranty, the manufacturer will repair or replace, at its option, the defective product at listed percentage of current retail price at time of the warranty claim for the Sleep System purchased or a comparable model of the product, if the product originally purchased is no longer in production, plus reasonable freight charges.

**Honoring the Warranty:** This warranty will only be honored by direct approval of the manufacturer when all provisions of proof of application and availability of part for evaluation have been met. Manufacturer will not be liable for damage or shrinkage to covers caused by attempts to clean in a conventional washer/dryer.

**Dealer Warranty Responsibility:** Dealers accepting any responsibility for the product warranty analysis do so only at the request of the customer and are under no requirement to do so by the manufacturer, and their statements about validity and proration charges are not necessarily the opinion of the manufacturer. The manufacturer retains & reserves the exclusive right to make warranty determinations.

**Disclaimer:** The manufacturer disclaims liability for any aspect of installation, and any inconvenience caused by a defective part of a component needing to be replaced or repaired. Since the customer controls the installation, inflation/fill, end use, and maintenance of the product, the manufacturer disclaims all liability for any damages caused by the use or misuse of this bed. This warranty excludes all other statutory or implied warranties upon which this mattress is sold.

**OTHER PROVISIONS:**

- This warranty shall be void unless the Sleep System components are used in accordance with the enclosed instructions.
- This warranty does not apply to tears, punctures, or damage caused by improper use, negligence, excessive strain, improper installation, accidents, acts of nature, or failures caused by extreme temperature.
- Any apparently defective component must be returned to the manufacturer at the purchaser's expense with an explanation of the problem. A proof of purchase (sales receipt) verifying date & price of purchase must be included.

**PRODUCT WARRANTY REGISTRATION**

**Complete, detach, & mail to: World Headquarters  
530 W. Elk Place • Denver, CO 80216**

Date Purchased: \_\_\_\_\_  
 Model Purchase: \_\_\_\_\_  
 Owner's Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
 Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_  
 Purchased from: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_

I have read the attached warranty:  
(signature) \_\_\_\_\_

**Check Applicable Boxes:**

Is this your first  Air Support -  Fluid Support Mattress (check one)  
 Married  Own Home Date of birth of user: Month \_\_\_\_\_ Yr. \_\_\_\_\_  
 Single  Rent Home

**Select the most important reason(s) for purchasing a Sleep System:**

Reputation of Mfr.  Comfort  Salesperson  Warranty  
 Price  Dealer Reputation  Literature  Had One Before  
 Quality of Product  Health  Advertising  Style/Design

**How did you become aware of this product?**

In-Store Display  TV Commercial  Gift  Magazine Ad  
 Newspaper Ad  Friend/Relative  Physician  Store Salesperson  
 Radio  Other \_\_\_\_\_

**Which group best defines your household income?**

16,000 & under  17,000-25,000  26,000-50,000  51,000-75,000  75,000 & above

**What is the occupation(s) of the person(s) for whom this bed was purchased?**

Homemaker  Craftsman/Tradesman  Upper Mgmt./Administration  
 Physician/Dentist  Clerical/White Collar  Professional/Technician  
 Retired  Sales/Service Student  Other \_\_\_\_\_

**Which of the following health problems, if any, apply to the user(s) of this mattress?**

Back Problems  Insomnia  Arthritis  Other \_\_\_\_\_

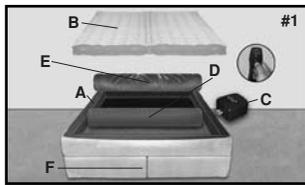
**What other mattress types did you consider before purchasing this Sleep System?**

**Reason(s) for choosing this mattress over others?** \_\_\_\_\_

**Type of bed owned previously?**

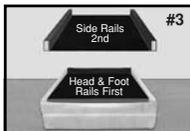
Innerspring  Water  Foam  Air  Other \_\_\_\_\_

## AIR SUPPORT ASSEMBLY INSTRUCTIONS



- Unpack the box: Take all of the components out of the box. You should have the following items:
  - Power Edge Support Rail System including head and foot rails and two side rails.
  - Heavy Duty Air Chambers.
  - Air Inflation Unit with wired hand control(s).
  - Comfort Layer (either grey or white material).
  - Mattress Cover/Pillow Top enclosure.
  - K or Q Split or Single T/F Foundation (optional).

- Your entire Adjustable Air Support System can be easily assembled: First step, determine where your bed will be positioned and assemble the support frame. This can be a metal bed frame or a modern platform pedestal with drawers. Once this is complete, place your foundation in the frame with the open side down. Many platform pedestals do not require the use of a foundation. You may skip this step and move to number three.



- Unfold the mattress enclosure and completely unzip the cover. Insert the head and foot rail inside the cover. The head of the bed should be stamped and will have two slits in the grey webbing material. This is for the exit of your air chamber hoses. The side rails are inserted in between the head and foot rails with the webbing as smooth as possible.



- Install the air chambers with the brass coupling on the bottom of the chamber. Push the air hose through the slits in the grey webbing & cover. The hose can be pulled through until they are snug inside the foam rail system.

- Place the air inflation unit on the floor at the head of the bed with the air ports facing away from the bed. If the unit will be used on a hardwood or tile floor, it is recommended that a towel or other dampening material be placed under the unit to minimize vibration noise.



- The barrels on the end of the air hoses are designed to attach to the air port using the patented Twist'N'Lock system. The connection is made with a slight counter clockwise turn. To lock the connection, simply twist the entire barrel/hose clockwise to add tension to the support spring inside the hose. Slide the barrel over the air port coming from the inflator and gently release the connector in a counter-clockwise fashion. This should snugly lock the barrel into place. It is important to double check this connection before proceeding to inflate the chambers. Failure to do so may result in a slow air loss which can affect your comfort.



- Inflate both sides of the mattress, one at a time, using the hand held control(s). If your inflator has the "Bed Fill" feature, simply push this button to fill the chamber automatically. If it does not have this button, press and hold the "Firm" button until chamber is completely inflated. On digital inflators, the reading will be approximately 50 mmHg. For analog inflators, the pump will begin to slow down and will create a sputtering sound. This will signal a full chamber. The inflators are designed to prevent damage to the chamber from overfilling. Repeat this process for the opposite side of the bed.



- Place the comfort layer on top of the air chambers. This should completely cover the chambers and drop just inside the Power Edge Support Rail System.
- Zip up the cover/pillow top, install new mattress pad and sheets. Enjoy a more comfortable, restful night of sleep!

## AIR SUPPORT TIPS

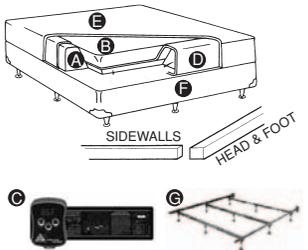
Everyone will have a different firmness/comfort level and that level will change from time to time over the years. To try to find your initial firmness/comfort level, we suggest you follow these steps.

- Lie down on your fully inflated bed. Lie in your natural sleeping position and with the pillow you will use.
- Let your spine adjust to this for a few minutes.
- Then touch the "Softer" button on your hand-held remote control. This will let air out to give you a softer comfort level.
- Once you have chosen your firmness/comfort level, leave it for several days before making any major adjustments. This way your body and spine get a chance to adjust to your new sleeping surface.
- Since it can take up to 30 days to become accustomed to a different comfort level, we suggest you make changes in small increments when changing your firmness. Also remember that every time you significantly change the firmness/comfort level of your mattress, it's like getting used to a whole new sleeping surface, so give it several days before adjusting again.
- External temperature changes (hot/cold) may affect the internal air pressure of your mattress. If your bed seems too soft in colder periods, simply inflate. If it seems to hard in warmer periods, deflate to soften surface slightly.

## TROUBLESHOOTING... WHAT TO DO IF SOMETHING IS NOT RIGHT

- |  |   |
|--|---|
| <p><b>Air Chamber loses air.</b></p>  <p><b>Air Control operates but mattress will not inflate or deflate on demand.</b></p>  <p><b>Hand Control fails to function on demand for inflate or deflate.</b></p>  | <ul style="list-style-type: none"> <li>Check hose connection to the power unit to be sure it is tight.</li> <li>Hand control may be stuck on "Softer". Power unit may be leaking air. To check for defect, fully inflate air chambers, and remove hoses from power unit. If there is still leakage, it is in the hose or air chamber. Call factory for service instructions.</li> <li>Check to be sure that you are using the correct hand control.</li> <li>Check air hoses for bends or crimps that could restrict air flow.</li> <li>Check Twist'N'Lock fitting for proper connection.</li> <li>Make sure the power module is plugged in fully to a working electrical socket. If it is plugged in use a lamp or other available electrical device to check that the socket has power. Also check fuse on back.</li> </ul> |
|--|---|

## FLUID SUPPORT ASSEMBLY INSTRUCTIONS



- Unpack the box: Take all of the components out of the box. You should have the following items:
  - Power Edge Support Rail System including head & foot rails and two side rails.
  - Fluid Support Chamber(s) or Tubes.
  - Low Watt (120 Watts or less) Waterbed Temperature Control System(s).
  - Vinyl Safety Liner.
  - Mattress Cover/Pillow Top enclosure.
  - K or Q Split or Single T/F Foundation (optional).
  - 9 point center support metal bed frame (optional purchase, but it is required to have center support system that is adequately designed for flotation sleep - please consult your dealer).

- Your entire Fluid Support System can be easily assembled: First step, determine where your bed will be positioned. If you are using a headboard, make sure you have enough room before you begin to fill your mattress. Assemble the support base you intend to use. This can be a center support metal bed frame of a modern platform pedestal with drawers. Once this is complete, place your box foundation in the frame with the open side down. Many platform pedestals do not require the use of a foundation. You may skip this step and move to number three. If using a platform, ensure you have a solid deck, not slats.

- Unfold the mattress enclosure and completely unzip the cover. Insert the head and foot rail inside the cover. The head of the bed should be stamped and will have two slits in the grey webbing material. This is for the exit of your temperature control sensor and heater pad power cord. The side rails are inserted in between the head and foot rails with the webbing as smooth as possible. **Exception: The Platinum and/or Perfection Sponge Bed™ are full depth flotation type systems and are designed with the "M Rail System" which requires the side rails to be inserted into the cover first, followed by the head and foot rail.**

- Install the heater pad(s) directly on the grey webbing material in a head to toe position, ensuring that the entire pad is on a solid surface and not over the crack between foundation halves or plywood pieces in a platform. It is best to place the pad as far down the bed as possible to avoid constant pressure of sitting on the pad. Push the pad power cord through the slits in the grey webbing and cover. The temperature sensor on the control can be pulled through from the outside. Make sure the sensor is a minimum of 12" away from the pad and is not tucked under any portion of the Power Edge Rail System to ensure proper temperature readings. **DO NOT PLUG IN THE HEATER UNTIL THE FLOTATION MATTRESS IS COMPLETELY FILLED WITH WATER!**

- Place the vinyl safety liner over the heater pad(s) and tuck around the Power Edge Rail System, making sure the corners of the fitted liner are matching the corners of the rail system. Smooth the vinyl away from the center of the mattress area and toward the edge rails.

- Unfold the fluid support chamber(s) and place on top of the vinyl safety liner. The valves on the mattress should be located at the foot of the bed. Open both valves to allow the vacuum sealed water mattress to begin to expand. Square the corners of the mattress with the corners of the Power Edge Support System. This is CRITICAL and must be done before filling the mattress(es) with fluid. To assist in this process, you may fill the chambers with air using a shop vac or a hair dryer with a cool setting. Inflate the mattress until it is approximately 18" - 24" above the foam rails. Place the caps back into the valves and push down on the center of the mattress. This will pop the corners out so they can be easily adjusted to align with the corners of the rail system.

- Begin filling the mattress with warm water. If the hot water tank is drained, shut down the filling process and allow the water heater to replenish. While this method may require a longer filling time, the end result is a more comfortable sleeping environment from the first night on.

- Proper fill depth is approximately 1" below the top edge of the support rail. For a firmer feel, lower the water level slightly. For a softer feel, add a small amount of water. Never fill the mattress so that it is above the side rail. After filling to the desired level, remove all air from the mattress with the use of an air extractor or by pushing the air toward the valve. For mattresses with a greater degree of motion control and support, this process will need to be repeated several times during the first month of use. Add one 8 ounce bottle of Fiber Conditioner. This should be repeated every twelve months. Use vinyl conditioner on the outside of the vinyl chamber every 2-3 months.

- Zip up the cover/pillow top; install new mattress pad and sheets. Enjoy a great night's rest.

## DRAINING INSTRUCTIONS:

- UNPLUG THE WATERBED HEATER BEFORE DRAINING THE MATTRESS.**
- It is strongly recommended that an electric drain pump be utilized to prevent damage to the internal support structure of your mattress. Contact your dealer for rental information. A typical electric pump will remove nearly all of the water in a king sized mattress in 45 minutes or less.
- If no electric pump is available, the use of a standard fill and drain kit will assist in removing the water from the mattress. Attach the faucet adapter to the sink, taking care not to cross thread the adapter. Screw the siphon pump to the adapter and attach the hose to the siphon. Using the hose adapter, attach the opposite end of the hose to the valve on the mattress.
- To start the siphon action, turn on the faucet to a moderate level. If your siphon is self priming, the pump will soon begin to remove water. If it is not self priming, turn the bottom of the pump to the "fill" setting and allow water to go into the mattress. Once the hose is free of air, twist the bottom of the pump to the "drain" setting to create a siphon to remove water. Continue this until the mattress is completely vacuum sealed and is free from water. Fold the top 1/3 of the bed toward the foot to assist in final draining. Once the process is complete, remove the hose adapter and quickly insert the cap and seal to maintain a vacuum inside the mattress. This will hold all of the internal components of the mattress in their desired location.
- When moving the mattress, do not drag it across the floor as this can cause a friction burn in the vinyl.

PLACE  
STAMP  
HERE

# World Headquarters

530 West Elk Place  
Denver, CO 80216