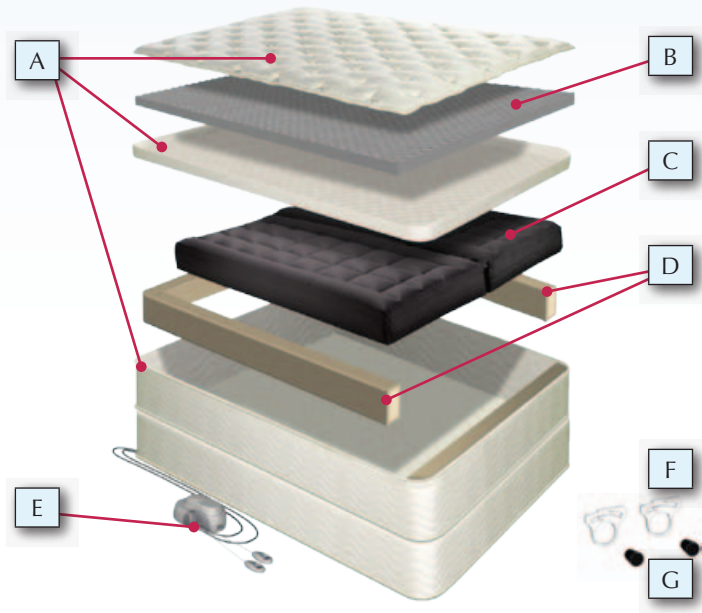


# OWNER'S MANUAL

## ASSEMBLY AND USE INSTRUCTIONS FOR

**SPECIAL EDITION™**

RETAIN FOR FUTURE REFERENCE



## CHECK YOUR CONTENTS

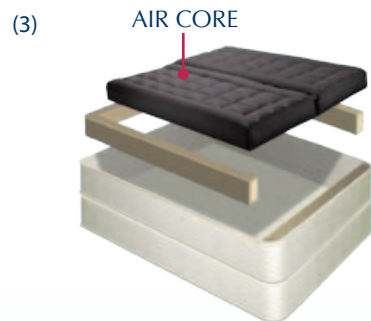
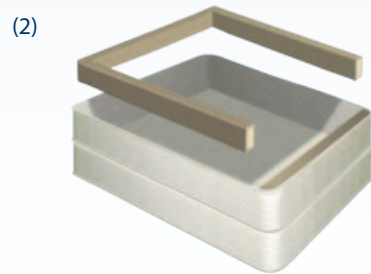
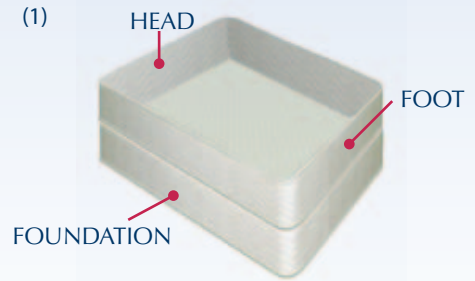
A	Mattress cover (1 cover with 3 parts zipped together)
B	Topper foam (1)
C	Air core (2 for dual model; 1 for single model)
D	Foam perimeter support (4 pieces: 2 long and 2 short)
E	IFC2001 air control system (1)
F	Zip lock clamp (2 for dual model; 1 for single model)
G	Black rubber plugs (2)

## 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](mailto:CustomerService@ComfortaireDirect.com).

## SETUP FOAM PERIMETER SUPPORT

- Remove cover from clear plastic bag.
- Lay cover on top of boxspring, foundation, or platform with quilted side of cover facing upwards and with the precut air slots and law tag facing the head of the mattress. (Fig. 1)
- Completely unzip and remove box top section and set to side (Fig. 1)
- Retrieve foam perimeter support from box
- Insert the pieces with rounded ends into the foot and head of the cover and remaining pieces (square ends) into each side of the cover. (Fig. 2)
- Align all four (4) corners.

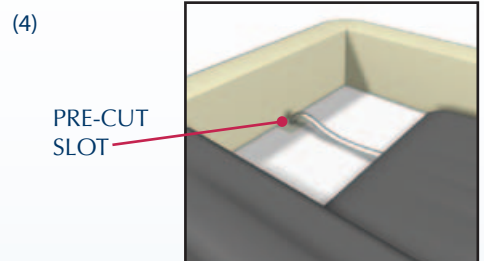


## INSERT AIR CORES

- Retrieve air cores from box.
- With air hose(s) facing downward, lay air core(s) flat inside sidewall cavity. (Fig. 3)
- Insert air hose(s) through pre-cut slots located at head of the mattress. (Fig 4)

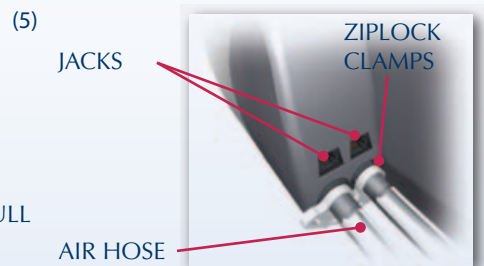
## SETUP AIR CONTROL SYSTEM

- Remove air control unit, hand controls, and cord jacks from box.
- Insert cord jacks into hand controls and pump. (Fig 5)
- Attach air hose(s) to pump (Fig 5)
- Attach zipper clamp(s) where air hose(s) connect to nozzle(s) (Fig 5)
- Plug air control unit into power outlet.



## INFLATE AIR CHAMBERS

- By pressing the button marked "FULL" on the hand control, allow chambers to inflate until the pump stops. (Fig. 6)  
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. (Fig 7)



## ATTACH BOX TOP PANEL

- Retrieve box top section
- Place box top onto mattress cover base. (Fig 6)
- Unzip and remove top panel and set to side.
- Pull down inner fabric flap 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.
- Remove topper foam from clear plastic bag.
- Place the topper foam inside of the boxtop section. Flat side of the foam should face down. (Fig 6)

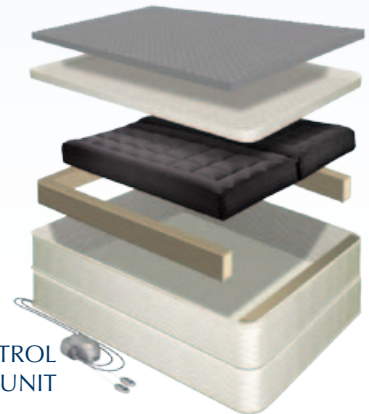


INNER FABRIC FLAP

## FINISH ASSEMBLY

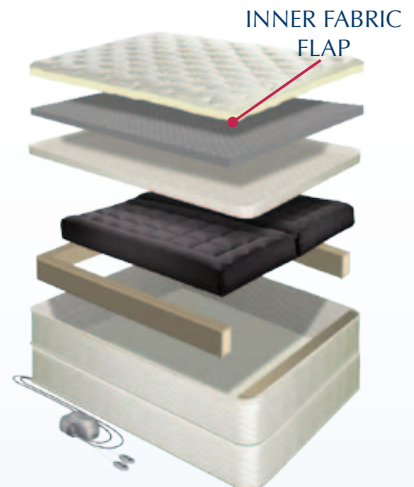
- Place top panel of mattress over the topper foam. (Fig 7) Pull down inner fabric flap so that it covers the foam and begin zipping top panel. When zipping top panel, be sure to pull top and bottom panels together to avoid breaking the zipper. (Fig 8)
- Assembled mattress (Figure 9)
- Air control system may be placed under boxspring, foundation, or platform

(6)



AIR CONTROL UNIT

(7)



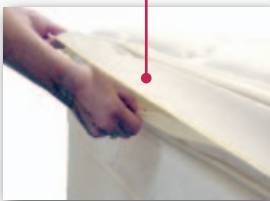
INNER FABRIC FLAP

(9)



(8)

Inner Fabric Flap



Inner Fabric Flap



## 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 Direct, LLC. 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 1-888-500-1700 Monday - Friday 8am - 5pm Eastern.

# IFC2001™ AIR SYSTEM



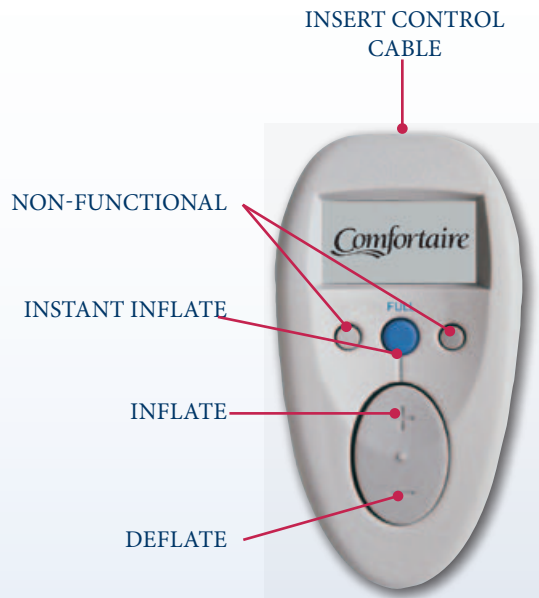
## OPERATIONAL KEYS TO REMEMBER:

- 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.
- The two buttons to the right and left of the instant inflate button do not operate anything.

Your IFC2001 air control unit allows you to customize the support you need on each side of the mattress. With the touch of a button, you can instantly fill your mattress to 100% capacity, and from there you can find your optimal sleep setting.



INSERT CONTROL  
CABLES



INSERT CONTROL  
CABLE

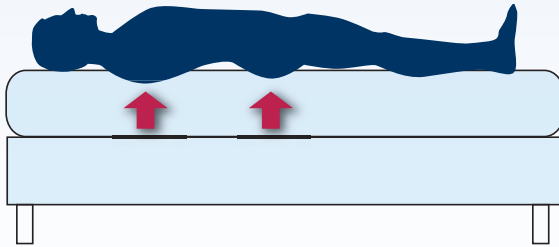
NON-FUNCTIONAL

INSTANT INFLATE

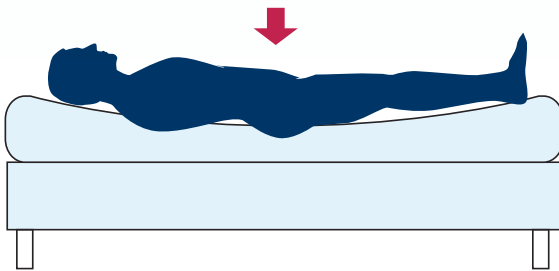
INFLATE

DEFLATE

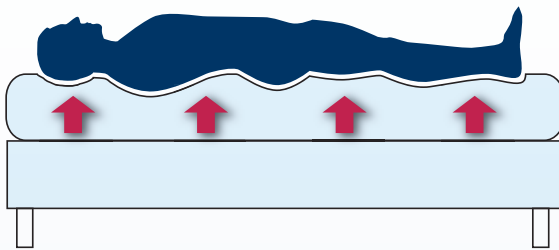
# OPERATION



**FIRM - THE FIRM MATTRESS MYTH**



**SOFT - THE HAMMOCK EFFECT**



**IDEAL - THE CONTOURING  
SUPPORT OF AIR**

For years people have been told that a firm mattress will provide the support that they need. What is a firm mattress? According to these illustrations, what we really need is a mattress that will evenly apply pressure to the entire body - removing pressure points.

As you lie on your Comfortaire mattress, immediately following assembly, you are experiencing an extremely firm mattress. In an attempt to understand the benefits of air, release approximately 7 seconds of air. You will begin to notice the conforming properties of air and it will become easier to breathe. Remove another 7 seconds of air. Having released 14 seconds of air, stay in this position for approximately 3-5 minutes. Now, take a few deep breaths and begin adding back the 14 seconds of air that you have released. You will notice immediate restriction in the lower back and chest. Also, breathing will become more difficult. At this point, it will become obvious to you that hard and flat are not good for your sleep.

## THE CONTOURING SUPPORT OF AIR

# 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.

## #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 **1-888-500-1700**  
\*\*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](mailto:customerservice@Comfortaire.com) or writing to: **Comfortaire Customer Service, P.O. Box 9219 Greenville, SC 29604.**

*Comfortaire* Direct

**COMFORTAIRE DIRECT, LLC.**

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