

Trouble Shooting Air Sleep Systems

DIGITAL AIR INFLATOR – Only one control operates at a time

Issue	Suggested Actions
Caution	<p>Prior to attempting to operate the Digital Air Sleep System, the system <u>MUST BE</u> acclimated to room temperature for 24 hours. Failure to do so may result in the Digital Air Sleep System not functioning properly.</p>
Inflator Pump Not Powering Up	<ol style="list-style-type: none"> 1. Use of a surge protector is recommended. 2. Make sure that the electrical outlet is working and any appropriate light switches are turned on. 3. Make sure that the surge protector is plugged in, reset to operate, and that the power switch is turned on. 4. Unplug the pump from the power supply & plug it back in to allow the system to reboot. 5. Check the fuse in the back of the pump to see if it is blown. <p>* If the pump still does not work properly, contact authorized dealer for replacement.</p>
Dual System Only Fills One Side	<ol style="list-style-type: none"> 1. Unplug the control that is not working and plug it back in, making sure that it is secure. 2. If there is no response, switch the controls on the pump to see if it is blown. <p>* If there is still no air coming from the non-working port, contact the authorized dealer for pump replacement. * If air is now coming out of the previously non-working port, and the port that was previously working no longer works, contact the authorized dealer for control replacement.</p>
Noise or Vibration	<p>A towel placed underneath the pump will help to quiet the noise, especially if the inflator pump is placed on a wood, tile, or linoleum floor.</p>
Control Readout Differs From Time to Time	<ol style="list-style-type: none"> 1. The digital readout on the hand control will vary depending on many external factors such as: changes in temperature or exposure to direct sunlight; seasonal room temperature changes; bed temperature changes with or without the sleeper; taking the reading while in bed or standing next to the bed. 2. Readings may differ when lying in different positions. For example, the digital readout may differ when lying on your side versus your back or stomach. 3. The digital readout fluctuates during inflation and/or deflation. Once the button is released, briefly touch the button once, and the control and inflator will synchronize. The reading will then reflect the real time pressure setting. 4. Readouts will differ when there is someone on the bed versus no one on the bed. This is due to a difference in pressure on the air chamber when someone is in or out of the bed. To verify the real time readout once you've adjusted the bed to your comfort preference, and while lying on the bed in your normal sleep position, briefly touch the firm or soft key, and the number should represent the real time readout on the control. 5. A fair evaluation method is to check the readout after waking from sleep and while still in bed. Then, making no pump adjustments and with similar ambient conditions, check the readout <p>* If a significant number difference (e.g. 10) is noticed under consistent circumstances, contact authorized dealer for replacement.</p>
Operation of the Pump Seems to be Slow	<p>The amount of padding & overall thickness of the top of your mattress will impact the ability to feel rapid changes in air pressure settings. This is normal and not an inflator issue. The support provided by the air chamber and inflator is not compromised by thicker mattress tops; only the corresponding sensation of change is affected. Foam overlay insert for chamber(s) may optionally be positioned under the chamber(s).</p>

<p>Inflator Keeps Filling and Won't Stop</p> <p>Pump Reads High Without Air Chamber Attached</p> <p>Inflator Runs But No Air Flow into Chamber(s)</p>	<p>Contact authorized dealer for replacement pump.</p>
<p><u>Air Chambers</u></p>	
<p>Potential Air Loss in Chamber</p>	<ol style="list-style-type: none"> 1. First, make sure that the connection from the pump to the air chamber is secure. Twist the cam ring on the end of the connector clockwise until you can hear and/or feel the click. You have now created a tight and secure connection. 2. Nominal changes in readout may be caused by: cooling of the air in the chamber after filling; or temperature changes in general. Changes may be noticed for a week or two after the system has been set up and acclimated. 3. Switch the chamber connections to the pump (right to left and vice versa), then re-inflate the chamber to see if the same chamber is losing air. 4. Re-inflate the air chambers, then disconnect the air lock connectors from the pump to see if the chambers hold air. 5. The O-Rings on the pump connectors may occasionally need to be cleaned or replaced (O-rings are available at hardware store). <p>* If the issue persists, contact the authorized dealer for replacement.</p>
<p>Checking the Connectors for Leaks</p>	<p>Check the connectors by filling the chamber with air and disconnect the hose from the pump. Submerge the fittings, which are attached to the air chamber inflator hoses, in a glass of water. If bubbles come out of the hose fittings, there are small leaks in the connectors.</p> <p>* If the connectors leak air, contact the authorized dealer for replacement parts.</p>
<p><u>Assembly</u></p>	
<p>Foam Rails Do Not Appear to Be the Correct Size</p>	<p>If installed upside down or not completely unfolded, Rails will not reach top to bottom or side to side. Properly install by inserting Top to Bottom Rails first. Slit holes in Top to Bottom sling material should be positioned at head of bed for threading Air Hoses to the pump. Side to Side Bolsters are then inserted to form dish with slit holes again positioned at head of bed. Labels adjacent to slit holes point to headboard to confirm right side up installation. Be sure that Rails and sling material is completely unfolded and installed right side up to verify correct size. Please note that Rails may bow in until Air Chambers are filled.</p> <p>*If, after completely unfolding the slings and installing them right side up, the foam rails do not seem to fit, contact the authorized dealer for replacements.</p>