

Sleep Number Beds – Presented by Tracey See – American Claims Specialists

We deal with several Sleep Number beds with claims and I have some very important information to share to the adjusters and mostly the movers that handle these beds. I did some training with Sleep Number to be more educated with their beds and I covered this subject on a panel at CPPC a few years ago. All adjustable bed/bases require to be reprogrammed after move. I have attached an instruction manual from Leggett & Platt explaining this process depending on what base you have. Please print the 4 very important pages and pass this on.

1. The adjustable base is mfg. by Leggett & Platt and service by Leggett & Platt, not Sleep Number. There is a serial number sticker at the foot of the frame in the middle, starting with an "0". You will need this number when calling in a service work order.

2. Leggett & Platt 1-800-888-3078 to set up a service call. They suggest you attempt to reprogram the system prior to a service call. Save this email to forward to a shipper/member, repair firm etc.

3. If the bed is registered and still under warranty there is no fee for the service call. If the base is damaged from mishandling, there will be a fee.

I hope this helps. Most of the time the wires are crossed and hooked up improperly or simply re-program by following the instructions attached.

Sleep Number beds- 20 Year warranty if purchased before April 28/2013.

First 2 years full coverage. Each year the warranty drops 4%.

25 Year warranty if purchased after April 28/2013

1. Assembly and disassembly should be completed by a certified Sleep Number technician in order not to void the warranty.

2. To set up this service call you need/ Shipper/member should set this up as bed is registered under their name

- First and last name bed is registered under
- Where purchased
- Model #
- Date- This is on the tag with the model #

This information is needed to pull up the registration and warranty from Sleep Number.

1-800-472-7185 - To set up a service call to disassemble, assemble or simply service.

Movers should NOT disassemble or reassemble Sleep Number beds. The shipper/member should be notified that the disassembly and reassembly needs to be set up with Sleep Number. There is a \$179.99 charge for this service. In doing this all liability is taken by Sleep Number unless the bed bag with contents are mishandled and damaged in transit by movers. If you are aware there is a Sleep Number bed in a move the shipper needs to set this up prior to move.

Sleep Number mattresses:

The mattresses consist of air bladders, foam wall panels that run along the air bladder, sides, top and foot and down the center of a split mattress. The cover is zippered holding all parts together. There is also foam across the top of the air bladders and typically a foam topper. There is a proper way to disassemble this without damaging all components.