TEMPUR ERGO™ SMART

USER MANUAL

Powered by Sleeptracker-AI®

Contents

Safety precautions & usage statements

Read all instructions before using your TEMPUR ERGO™ SMART. SAVE THESE INSTRUCTIONS.

⚠ **WARNING**

To reduce the risk of shock, burns, fire or injury:
- Always unplug the base from the electrical outlet before servicing any part of the base.
- To reduce the risk of electric shock, unplug the base before cleaning.
- To safely disconnect, ensure the base is in a flat position with all motors off, and unplug from the power source.
- Keep the power cord away from heated surfaces.
- Never operate the base when the air openings are blocked. Keep air openings free of lint, hair, and the like. Do not drop or insert any object into any opening.
- Discontinue use of the bed base and contact a qualified service centre if: it has a damaged cord or plug, is not working properly, or has been dropped into water.
- Only use this bed base for its intended use as described in this manual. Do not use accessories/attachments that are not recommended by the manufacturer.
- Close supervision is required when the bed base is used by or near children, convalescents, or disabled persons.
- Carelessness causes fire - we strongly recommend not to smoke in bed.
- Risk of fire: keep products away from open flames.

Outlet Safety:
The bed base should only be plugged directly into a wall outlet. Improper connection of the equipment can result in the risk of electrical shock, electrical fire, or faulty operation of this bed base. If the plug does not fit your outlet, contact a qualified electrician to install a suitable outlet. Unauthorised modification or failure to use a wall outlet could void the electrical portion of your warranty.

CAUTION
- Do not sit or stand on the frames' ends while they are in raised positions.
- When adjusting the position of the bed base, be extra careful not to get your fingers caught in the mechanism.

IMPORTANT
- Do not use for raising and lowering loads in industrial or technical applications.
- Avoid forces which exceed specified ratings on the ratings plate on the motor.
- To prevent the distortion of fittings, the adjustable bed base must be placed on an even surface.

Warranty Warning:
Do not open or tamper with the control box, motors, or remote (with the exception of battery compartments). The warranty will be void if the internal workings of these components are tampered with.

In-Home Use and Hospital Disclaimer:
The TEMPUR ERGO™ SMART Powered by Sleeptracker-AI® is designed solely for in-home use.
This base was not designed as a hospital bed and is not designed to meet hospital standards.

⚠ Do not use this base with TENT TYPE oxygen therapy equipment or near combustible, explosive gases or vapours.

Safety precautions & usage statements

Entrapment hazard

- Children and pets can be crushed or killed if they become entrapped in moving parts of the bed.
- Before you reposition the base, check to be sure children and pets are not near or under the base.
- Do not teach children to operate the remote.
- Engage the child lock on the remote before leaving the room.
- Keep the bed in a flat position when not in use.
- Store the remote where children can't find it.
- Children should not operate this product without adult supervision.
- To avoid injury, children and pets should not be allowed to play on or under the bed.
- Immediately dispose of all packaging materials as they may pose a smothering risk to children and pets.

This appliance can only be used by the below users when supervised or instructed on safety use and full understanding of resulting risks.
These users include:

- Children of 8 years and older
- Persons with reduced physical, sensory or mental capabilities
- Persons with a lack of experience or knowledge
  Cleaning and user maintenance must NOT be carried out by children without supervision.

Safety features

Manual operation – If something gets caught in the platform when flattened, you can manually raise the platform up by lifting at either the head or foot to relieve pressure and allow for release.
Child-lockout – This remote control is programmed with a child-lock safety feature. Information on activation and deactivation of this feature can be found on the Remote Control pages and on the back of your remote control.
Emergency stop – Stop the motion of the platform by pressing any button on the remote control.
Power outage – Use the "Emergency Battery Backup Strap" as a temporary power source to get the base to a desired position. Instructions on how to operate the Battery Backup Strap are on the Emergency Battery Backup pages.
Power Ratings –
INPUT: AC 100–240V 50/60 HZ 1.5A
OUTPUT: DC 29V 2.0A WATTS: 58.0W
Product Ratings –
The lift motors are not designed to operate continuously for more than two [2] minutes in an eighteen [18] minute time period or approximately 10% duty cycle. Attempting to circumvent or exceed this rating will shorten the life expectancy of the product and may void the warranty.
The massage motors are not designed to operate conti-nuously for more than 30 minutes at a time. Please allow the massaging system to rest for 30 minutes after the automatic massage shut off before restarting.

Safety precautions & usage statements

Weight limits
According to our recommended use (sleeping, sitting and sitting along the edge), weight restrictions of up to a maximum of 150 kg (moving weight) over the whole bed surface per single bed base is admissible without restrictions.

NOTE: Exceeding the recommended weight restrictions could damage your TEMPUR ERGO™ SMART Powered by Sleeptracker-AI® and void your warranty.
For best performance, you should enter and exit the TEMPUR ERGO™ SMART Powered by Sleeptracker-AI® while it is in the flat or fully lowered position.

Acoustics
When entering, exiting, or shifting weight on the base, this contact noise may be audible as the wheels make contact. This is normal.

That 'new product' smell
Some people notice a slight odour to their new TEMPUR® product once unpacked. This is completely harmless and will disappear after a short period of use.
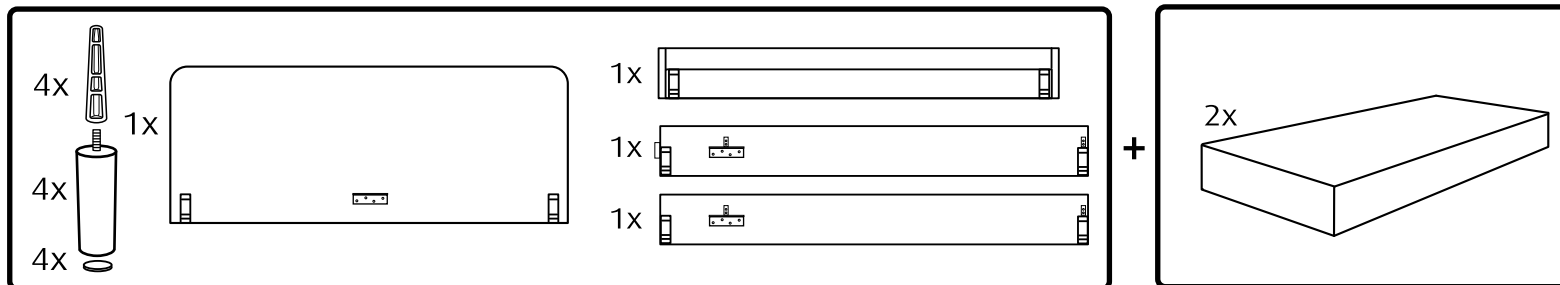
Tempur® Sleeptracker-AI® system Pacemaker Notice
If you use a medical device such as a pacemaker or implantable cardioverter-defibrillator (ICD), please consult your physician before using this product.

Parts list

Before discarding the packing materials, ensure all the parts are accounted for.

Outer frame

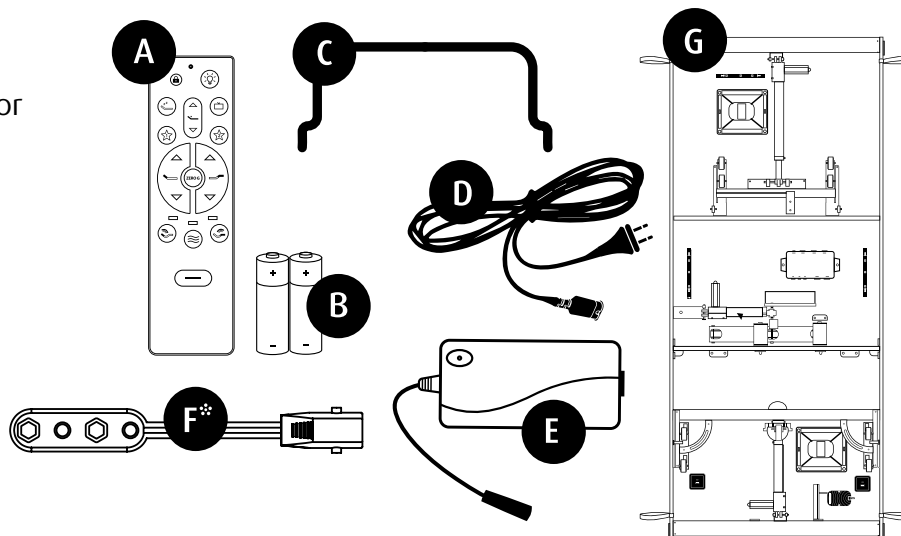4x

1x

4x

4x

1x

1x

1x

+

2x

Adjustable base**

All electronics and components that need to be installed are located in packages under the base or attached to the frame.

A)   Wireless Remote Control
B)   AAA Batteries
C)   Mattress Retainer Bar
D)   Power Cord
E)   Power Supply
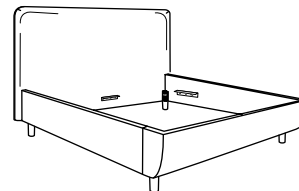F)   Battery Backup Strap*
(9 Volt alkaline batteries not included)
*Leave connected to the Power Supply.
G)   Adjustable base
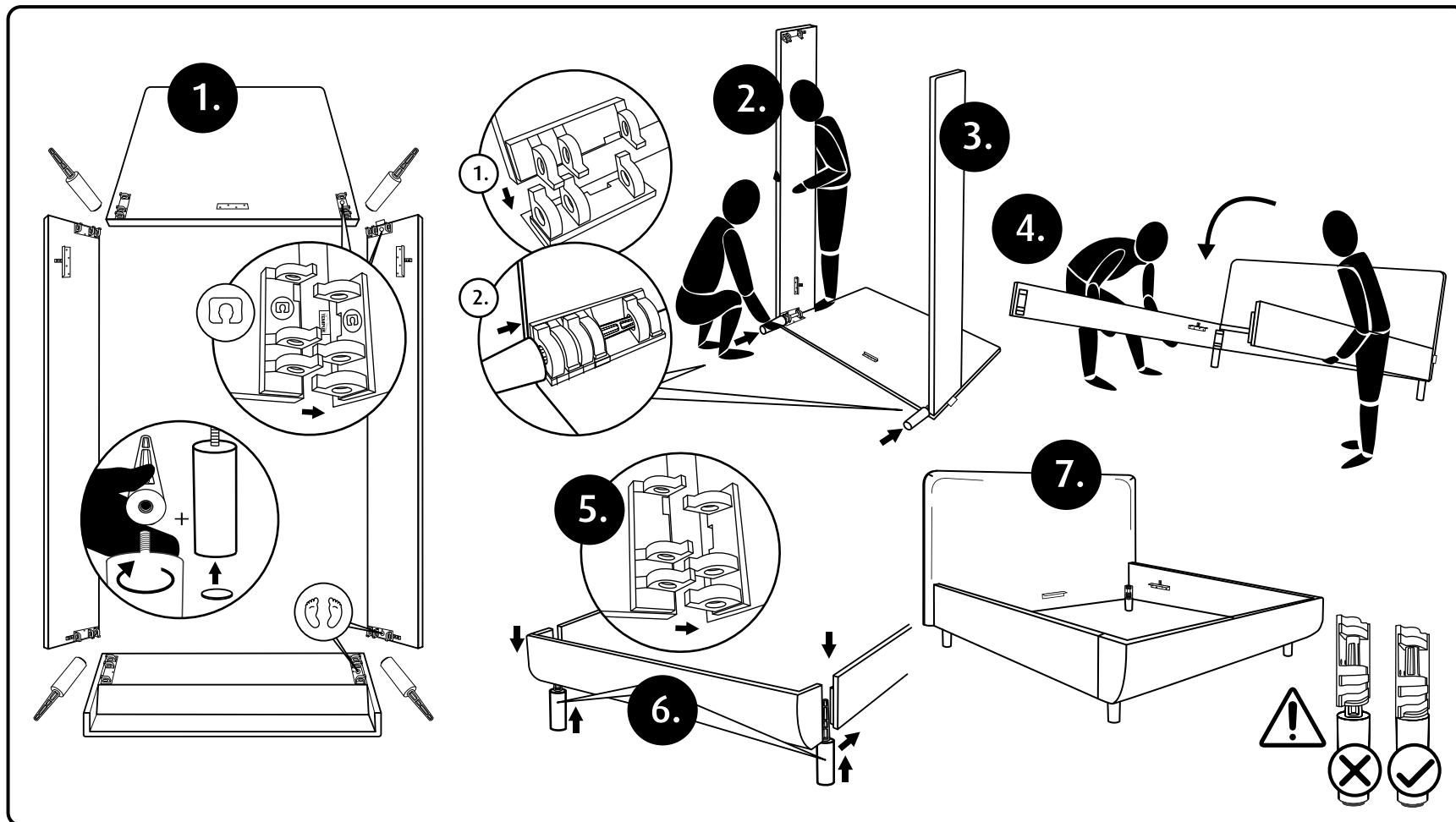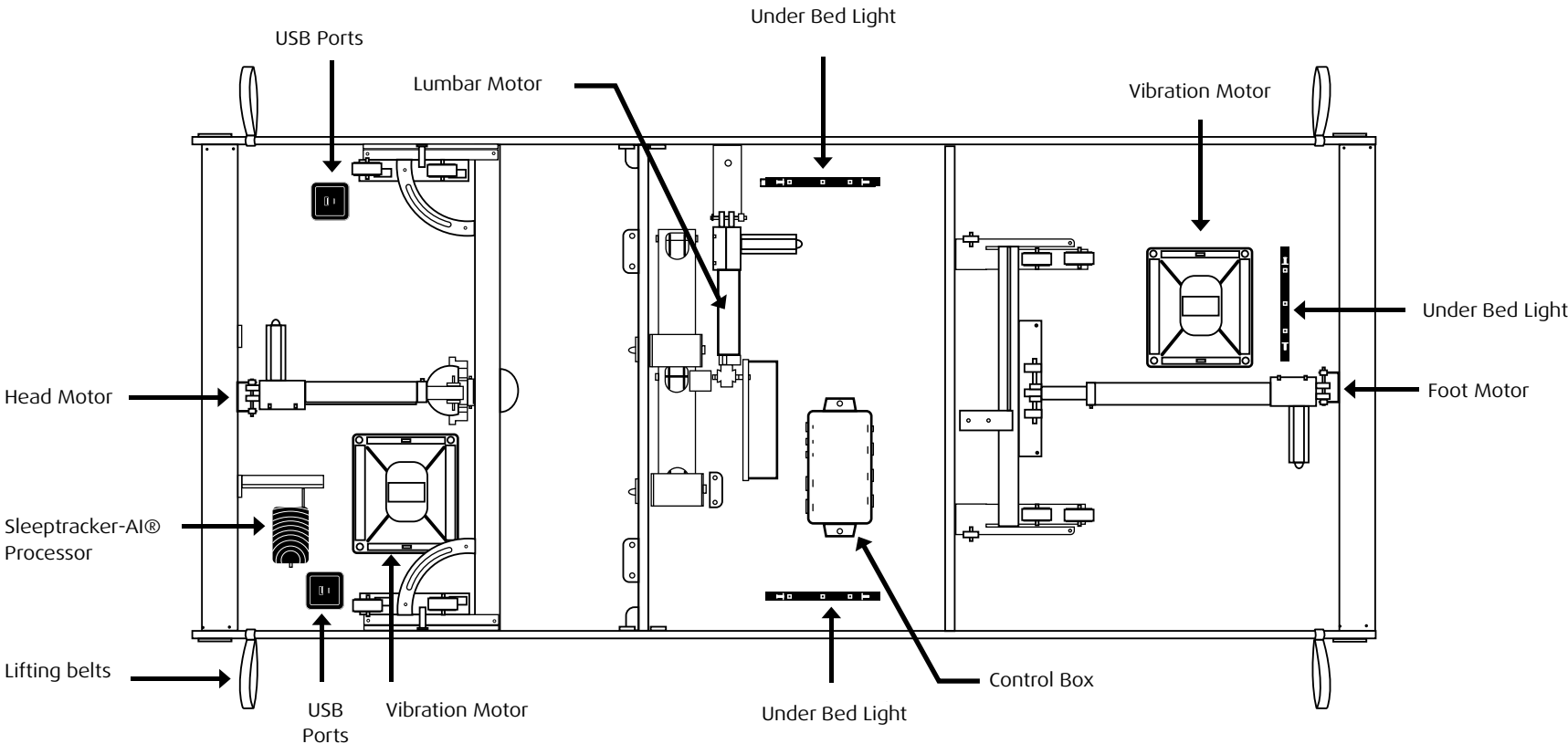**In case you have two bases, you also have double parts

A

C

G

D

B

F*

E

Outer frames assembly

1.

2.

3.

4.

5.

6.

7.

Adjustable base installation and set up | **adjustable base overview**

USB Ports

Under Bed Light

Lumbar Motor

Vibration Motor

Head Motor

Under Bed Light

Sleeptracker-AI® Processor

Foot Motor

Lifting belts

USB Ports

Vibration Motor
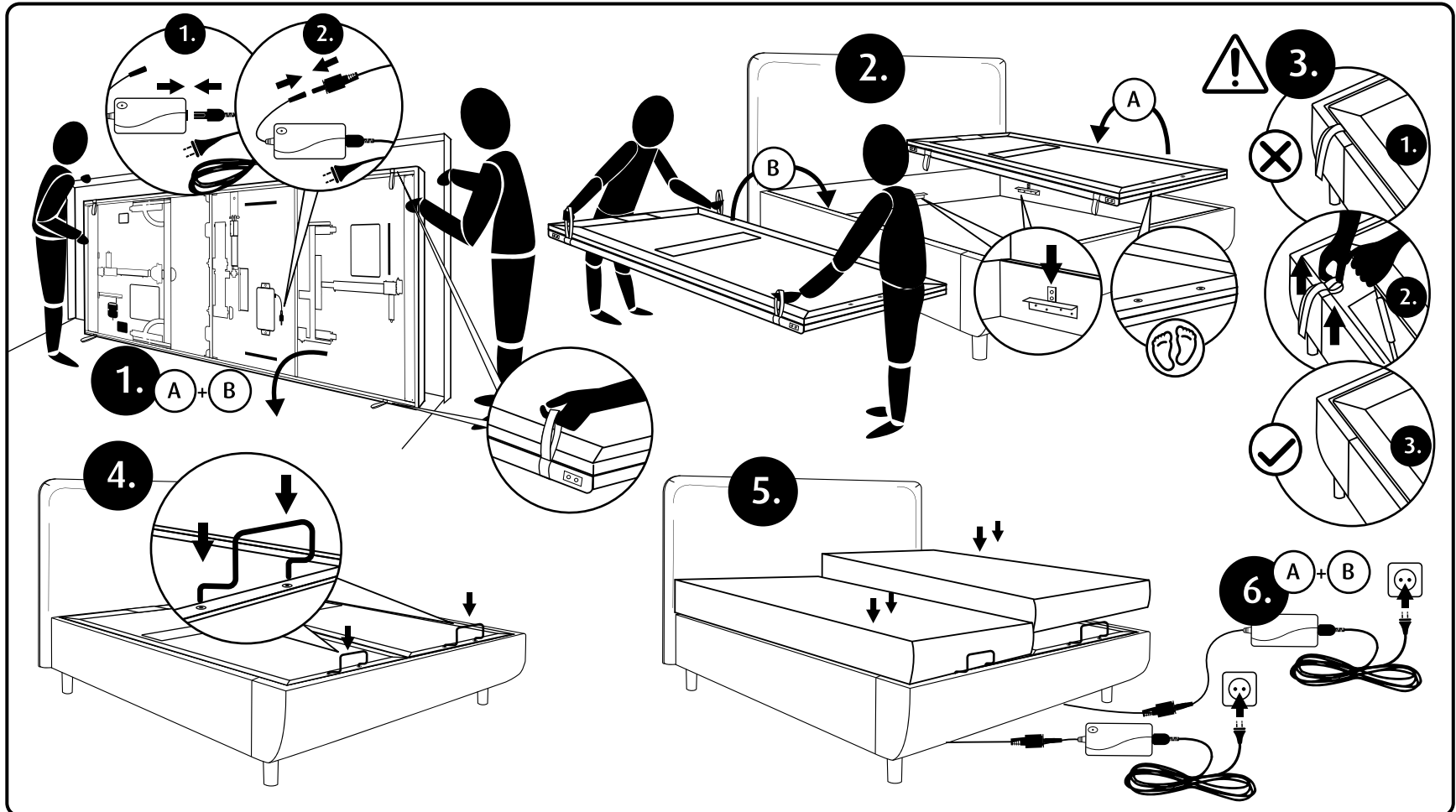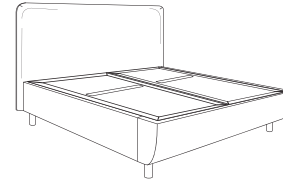
Under Bed Light

Control Box

Inner frame(s) placement

Remote control

The remote control arrives paired to the adjustable base.

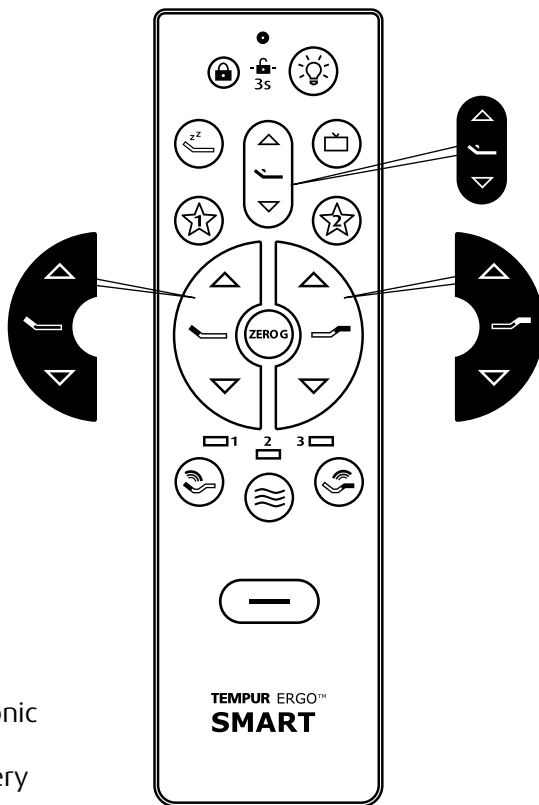Two (2) AAA batteries are required to operate the remote.

Lumbar Adjustments
Use to increase or decrease
lumbar support.

ADJUST

Head Position Adjustments
Use to raise and lower the head
section of your adjustable base.

Foot Position Adjustments
Use to raise and lower the foot
section of your adjustable base.

TEMPUR ERGO™
SMART

⚠ **WARNING**

Batteries included with the electronic
accessories are not rechargeable
and are not to be placed in a battery
charger.

IMPORTANT!: For your safety, read the owner's
manual carefully and completely before
operating this product. Electric shock may
occur if electrical components are not installed
or operated according to these guidelines.

Remote control functions

PRESET

Zero-G® ‡
Adjusts your legs to relieve pressure off the lower back.

Flat *
One-Touch Flat lowers head and foot to a flat position and turns off massage (if running).

TV in Bed Preset Position ‡
Brings head and feet into position for viewing TV.

QuietMode™ Preset Position ‡
Helps relieve snoring for you or your partner with the push of a button, gently tilting the mattress position to help reduce snoring.

Favourite 1 & 2 Preset Positions ‡
Reprogrammable Preset Positions.

Underbed LED lighting *
Press to turn underbed LED lighting on/off.

* Not user programmable.
‡ Can be reprogrammed to a user's desired position.
The ZERO-G®, TV in Bed, QuietMode™, and Favourite 1 & 2 in bed presets can be re-programmed to any position chosen by the user. Simply adjust the bed to the desired position, then press and hold any of the 4 buttons down until the remote backlight flashes twice. The button is now re-programmed.
To restore the buttons to their original positions, press and hold the One-touch Flat and Zero-G® buttons simultaneously for 5 seconds. The remote backlight will flash twice to indicate the original positions have been restored.

MASSAGE

Head Zone Massage Control
Activates simple steady-state massage and toggles through 2 intensity levels. Low, high and off.

Foot Zone Massage Control
Activates simple steady-state massage and toggles through 2 intensity levels. Low, high and off.

Massage Wave Mode Control
Turns on and activates programmed massage mode. Toggles wave modes 1, 2, 3 and off. Intensity defaults to low.

Press the Massage Wave Mode Control button to choose the desired mode (1, 2, or 3), then use the Head Zone Massage Control and/or the Foot Zone Massage Control buttons to cycle through the available intensity levels. Once the massage wave mode is chosen, it will run for 30 minutes unless it is cancelled by pressing the Massage Wave Mode Control button repeatedly until the massage stops.
If one of the wave massage modes is not needed, pressing the Head and/or Foot Zone Massage buttons will initiate massage for those zones and cycle through 2 different intensity levels as well as "OFF".

Remote control functions

⚠ **WARNING**

Child Lock

Children and pets can be crushed or killed by moving parts of the bed! For safety purposes, the child lock function locks the remote control to prevent any accidental button presses and bed movements.

Engage the child lock on the remote control before leaving the room.

Activate Child Lock

Press and hold the dedicated Child Lock button for three (3) seconds. The remote LED will flash twice to confirm activation. When any button is pressed on the remote while in child lock mode, the LED illuminates for two (2) seconds or while the button is pressed. The child Lock feature will be deactivated when the batteries are removed.

Deactivate Child Lock

Press and hold the dedicated Child Lock button and the Underbed Lighting button together for three +(3) seconds.

The remote LED will flash once to indicate the remote is no longer in Child Lock. The remote and adjustable base will work normally.

Remote control functions

Remote pairing

The original remote that comes in the box is already paired to the adjustable base. No further action is required. In the event that the remote is not paired with the base, follow the steps below.

1 Remove the rear cover of the remote control by sliding it down to expose the PAIR button.
Unplug the power cable from your power outlet. Wait 1 minute, then plug it back into your power outlet. Perform Step 2 within 10 seconds, while the control box light is flashing.

Control Box LED

Power Supply

Power Cord

POWER

Pair Sync
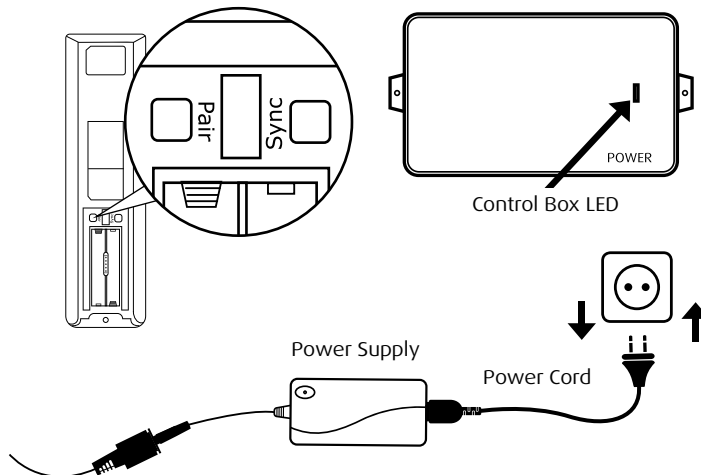
2 Press and hold the PAIR button on the back of the remote. The PAIR button will illuminate and start to flash. When the PAIR button stops flashing, the LED light on the control box will stop flashing. Release the PAIR button.
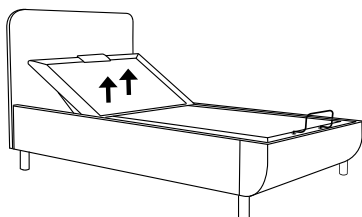

Pair Sync
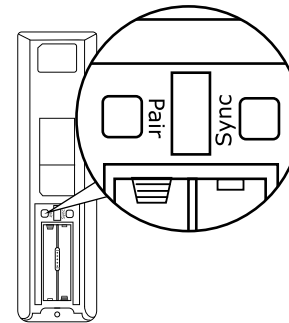
3 Test all remote functions. If the remote buttons do not impact the adjustable base movements, please repeat the process again or call customer service.
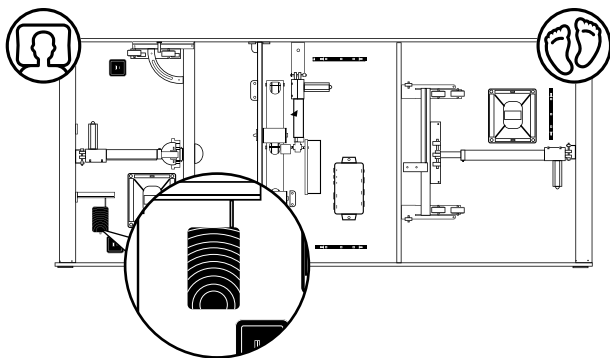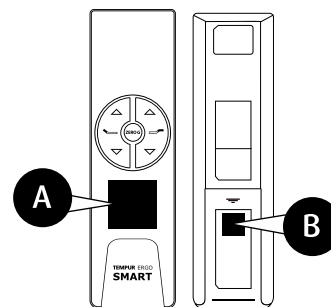
Sleeptracker set up

1 Using the remote, move the head of the base to its full upright position.

2 Confirm that the LED on the Sleeptracker processor is blinking green. This may take up to 90 seconds after connecting power to the Smart base. This indicates that the processor is powered up and ready to connect to a WiFi network.

3 Scan the QR code on the remote control packaging (A) or on the rear side label of the remote control (B) to set up the Sleeptracker App.

4 To complete the Smart Base setup, download the TEMPUR SLEEPTRACKER- AI® App and follow the in-app prompts. Once the app is connected, it will allow access to the full functionality of your new TEMPUR ERGO™ SMART Powered by Sleeptracker-AI®.

If your issue is not resolved by following the instructions above, please locate the serial number on the back of the remote control, scan the QR code on the hang tag under the base or on the Sleeptracker processor and call the customer service team for your region.

Syncing two bases

To sync two bases wirelessly, please refer to the below instructions. The remote controls must be paired to their respective control boxes prior to completing this step.

1 Unplug bases from the power outlet. Wait 1 minute, then plug it back into your power outlet.

2 Press and hold the SYNC button on the back of both remotes simultaneously. The SYNC buttons will illuminate and start to flash. When the SYNC buttons stop flashing, release the SYNC buttons. Bases are now synced.

Pair Sync
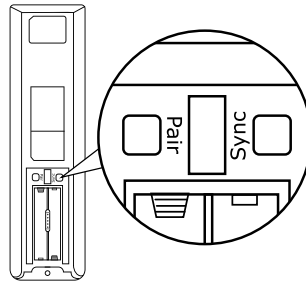
3 Test all remote functions. If the remote buttons do not impact both adjustable base movements, please repeat the process again or call customer service.

PERFORMANCE NOTES
If bases become mismatched, pressing the FLAT button will re-sync the mechanical positions.

To un-sync two bases:
- Press and hold the Remote A Sync button until the button light blinks and then release the button.
- At this time, Remote A will return to the single communication with Base A. The bases are no longer synced.
- When users operate Remote B, Remote B will wake up from hibernation and find that Base A has resumed the single communication, and thus, Remote B will return to single communication with Base B.

USB charging

The USB charger is configured with 2 connectors, Type-A and Type-C connectors.

TYPE-A CONNECTOR (STANDARD USB)
The **Type-A** USB connector is a standard USB port, used for standard cable connection interface for personal computers and consumer electronics devices.
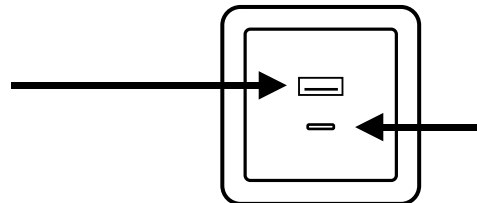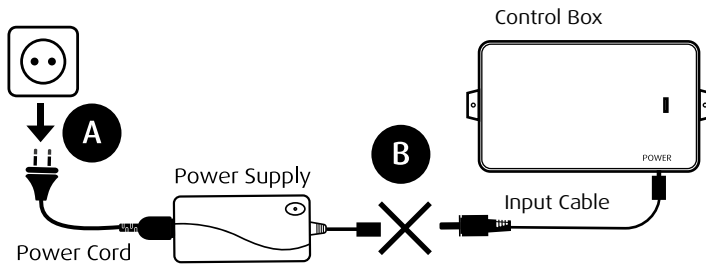
TYPE-C CONNECTOR
The **Type-C** USB connector is a smaller USB port.
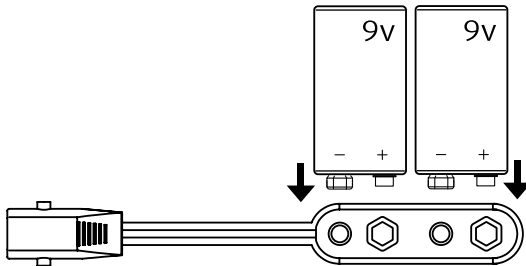
15

Emergency battery backup strap

Two (2) 9 Volt batteries are required to operate the power down feature and are NOT included.

1 Disconnect the Power Supply from the input power cord.

2 Connect the Battery Backup Strap to the (2) Alkaline 9 Volt batteries. Do not mix brand name batteries.

3 Connect the end of the Battery Backup Strap to the input cable that is attached to the control box.
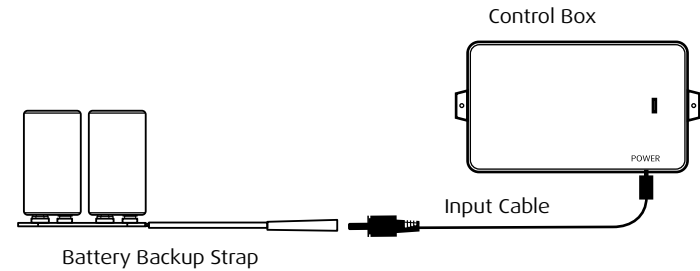
4 Use the remote control to lower the base. If the base and motors are fully or mostly raised, it is recommended to lower the head, foot and lumbar sections separately rather than use the flat button.

Troubleshooting

If one or more functions on the bed base have stopped operating:

ADJUSTABLE BASE

- Check under the bed base to verify that the wired connections are secure and that there are no cables or bedding obstructing the movement of the base.
- Check to ensure the LED light is illuminated on the control box. If there is no light, verify that the input and power cables are properly connected.
- Unplug the base for 60 seconds to reset the electronic components.
- Plug the bed base into a different electrical outlet, or test the current outlet with another working appliance (a grounded, electrical surge protector is recommended).

REMOTE

- Ensure that your remote batteries are properly installed or do not need replacing.
- Ensure the Child Lock feature is not enabled.
- Ensure that the remote control is paired to the bed base.

Sleeptracker-AI®

- Ensure that your remote batteries are properly installed or do not need replacing.
- Ensure the Child Lock feature is not enabled.
- Ensure that the remote control is paired to the bed base.

TEMPUR® Sleeptracker-AI® system for TEMPUR ERGO™ SMART

System Components
Sleeptracker-AI® Sleep Monitoring System Model STS-60:
- One Sleeptracker-AI® Processor Units
- One or two Sleeptracker-AI® Sensors*

*Note: the number of sensor units included depends on the particular TEMPUR ERGO™ SMART Powered by Sleeptracker-AI® size purchased.

Specifications
Sleeptracker-AI® Sleep Monitoring System Model STS-60:
- Input Power: 5V DC, 1.5A

WLAN
IEEE802.11a/b/g/n/ac Wi-Fi frequency range:
2.4 GHz ISM Bands 2.412-2.472 GHz
5.15-5.25 GHz (FCC UNII-low band) for Europe 5.25-5.35 GHz (FCC UNII-middle band) for Europe 5.47-5.725 GHz for Europe
Wi-Fi AP channel:
802.11b:
Most European Countries – 1 ~ 13 802.11g:
Most European Countries – 1 ~ 13 802.11n:
Most European Countries – 1 ~ 13 802.11a: Output Power (Board Level Limit):

2.4G
Min Typ Max Unit
11b (11Mbps) @EVM<35% 14 16 18 dBM
11g (54Mbps) @EVM≦-27 dB 12 14 16 dBM
11n (HT20 MCS7) @EVM≦-28 dB 11 13 15 dBM
11n (HT40 MCS7) @EVM≦-28 dB 10 12 14 dBM

5G
Min Typ Max Unit
11a (54Mbps) @EVM≦-27 dB 11 13 15 dBm
11n (HT20 MCS7) @EVM≦-28 dB 8 10 15 dBm
11n (HT40 MCS7) @EVM≦-28 dB 8 10 12 dBm
11ac (VHT20 MCS8) @EVM≦-30 dB 8 10 12 dBm
11ac (VHT40 MCS9) @EVM≦-32 dB 7 9 11 dBm
11ac (VHT80 MCS9) @EVM≦-32 dB 6 8 10 dBm

Bluetooth® Standard
Bluetooth 4.2+Enhanced Data Rate (EDR) Bluetooth 5 support
Bluetooth frequency range: 2402MHz~2483MHz Output Power:
Min Typ Max Unit BDR 0 2 4 dBm
EDR -4 -1 1 dBm
Low Energy 0 2 4 dBm

For assistance, visit our website: www.sleeptracker.com Services and app availability are subject to change at any time, may not be available in all areas and may require separate subscriptions.

This product is not a medical device and should not be used to diagnose or treat any medical condition.
Designed in Santa Cruz, California
Made in China

TEMPUR® Sleeptracker-AI® system for TEMPUR ERGO™ SMART

System Requirements:
- Mobile device running iOS or Android
- Existing Wi-Fi network

Requires Tempur® Sleeptracker-AI® app from Fullpower Technologies, available on the Apple App Store or on Google Play. Requires Wi-Fi connection to your home network, and Internet access via a router or modem.

Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries. iOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

Google Play, Android and the Google Play logo are trademarks of Google Inc.

Important: Any changes or modifications not expressly approved by Tempur Sealy International ("Tempur") could void the electromagnetic compatibility compliance and negate your authority to operate this equipment.
Sleeptracker-AI® Sleep Monitoring System model STS-60 IC: 20700-STS60.

Exposure to Radio Frequency Energy
This equipment should be installed and operated with a minimum distance of 20cm (about 8 inches) between the radiator and your body. This equipment must not be co-located or operating in conjunction with any other antenna or transmitter.

Pacemaker Notice
If you use a medical device such as a pacemaker or implantable cardioverter-defibrillator (ICD), please consult your physician before using this product.

Cleaning and maintenance

A clean bedroom can have a big impact on your sleeping environment and therefore sleep quality. To ensure the preservation of your bed's appearance, we recommend regular vacuuming with a soft fitting, preferably once a week. This gently removes dust from the surface without damaging the textile and reduces dust collection. To prolong the life of your fabric, protect from direct sunlight whenever possible.

IMPORTANT
- Always disconnect the power supply before you start to clean the drive system!
- Never clean the motor unit in an automated washing system or with a high-pressure cleaner.
- When vacuuming, keep at a minimum of 30cm (12 inches) away from direct heat sources.
- Do not allow fluids to penetrate the unit. It could result in damage to the system.
- Do not use a cleanser that contains benzene, alcohol or similar solvents.
- Clean the electrical components as needed using a dry anti-static cloth.
- Make sure that you do not damage the drive's connecting cable.
- The cleaning and user maintenance must NOT be carried out by children without supervision.
- Always remove stains as quickly as possible before they penetrate the fibres. This may result in a permanent stain.
- Avoid soaking, as this can seep through the fabric and damage the underlying material.
- DO NOT rub the material too hard to remove a stain, as this may damage the material.

NOTICE
- If liquid spills, absorb as much of the liquid as possible with a plain white kitchen paper towel or cotton cloth to avoid a permanent stain.
- Most spots can be removed with lukewarm water, possibly with a pH-neutral dishwashing detergent.
- If a stain or spot has dried, remove as much as possible by vacuuming with a soft brush fitting.

Disposal of electrical components

To protect the environment and for the best possible reutilisation, we recommend you follow the recycling advice below:

Electrical and electronic components
Considering environmental protection, waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling advice.

Electrical and electronic equipment contains materials, components, and substances that may be hazardous and present a risk to human health and the environment when not handled correctly.

Equipment marked with the below crossed-out wheeled bin is electrical and electronic equipment. The crossed-out wheeled bin symbol indicates that electrical and electronic equipment should not be discarded with unsorted household waste, but must be collected separately.

Residents must use the collection schemes available to reduce adverse environmental impacts in connection with disposal of waste electrical and electronic equipment and to increase opportunities for reuse, recycling, and recovery of waste electrical and electronic equipment.
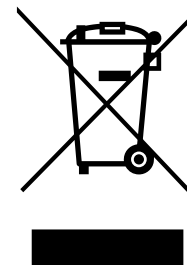
Declaration of conformity

The manufacturer, Osaühing Bed Factory Sweden, a subsidiary of Tempur Sealy International, Inc. registered in Riia 66, EE-71009 Viljandi, Estonia, declare that the following products, **TEMPUR ARCTM beds with TEMPUR ERGOTM SMART Powered by Sleeptracker-AI®** adjustable bed bases as delivered, are in conformity with the requirements of the following EU directives and standards:

Directives/Standards	Subject
Directive 2006/42/EC	Machinery
Directive 2011/65/EU	RoHS
Directive 2014/35/EU	LVD (Low Voltage Directive)
Directive 2014/53/EU	RED (Radio Equipment Directive)
Directive 2014/30/EU	EMC (Electromagnetic Compatibility)
Directive 2009/125/EC	Ecodesign
Standard ISO 19833:2018	Furniture - Beds - Test methods for the determination of stability, strength, and durability
Standard EN 13759:2012	Furniture. Operating mechanisms for seating and sofa-beds. Test methods
Partial conformity with following standards	**Subject**
Standard EN1725:1998	Domestic furniture. Beds and mattresses. Safety requirements and test methods

This declaration of conformity is issued under the sole responsibility of the manufacturer.

Signed for and on behalf of:
Osaühing Bed Factory Sweden,
A subsidiary of Tempur Sealy International, Inc. Riia 66,
EE-71009 Viljandi, Estonia

Date: 10.10.2023