DreamTemp™

LUXURY HEATING AND COOLING MATTRESS
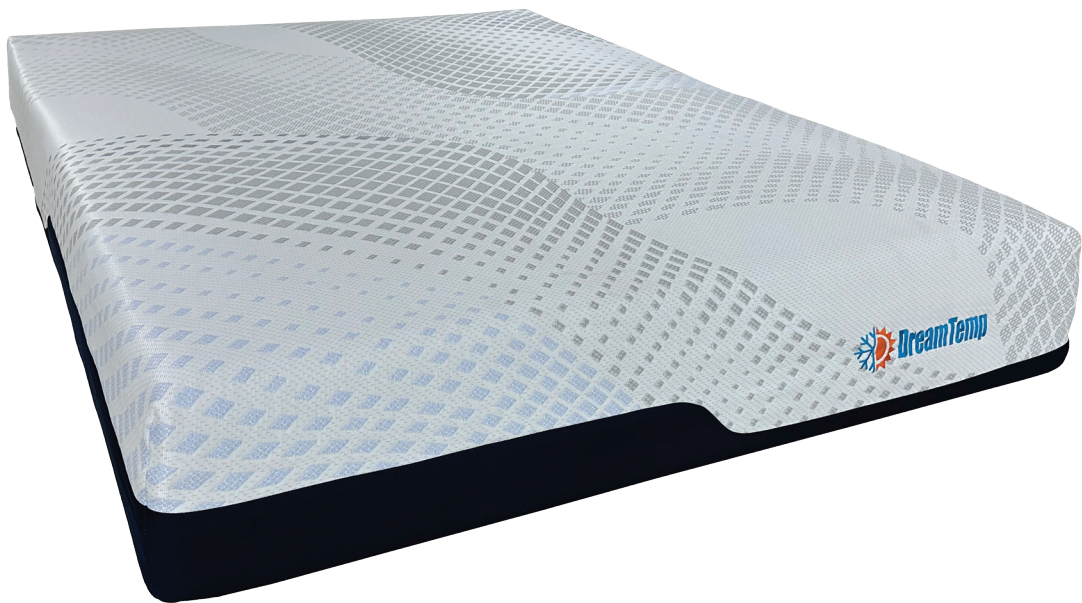
Owner's Manual

US Patent. No. 11,103, 081

Model Number: CUSDT01

Photos are for illustration purposes only.

Table of Contents

ATTENTION!
IMPORTANT SAFETY INSTRUCTIONS.
PLEASE READ THESE INSTRUCTIONS THOROUGHLY BEFORE USING THIS PRODUCT.

This mattress is designed to be used on flat or adjustable bed. If the mattress is used on an adjustable bed, it is imperative that the set-up and cable routing is done as shown in the Owner's Manual.

⚠ ELECTRICAL SAFETY

Always unplug this mattress from the electrical outlet before any cleaning or maintenance of the mattress. To safely disconnect, make sure all controls are in the off position, then remove the plug from the outlet. Keep only indoors.

Cease use of this mattress and contact the Customer Care Center for repair if: (1) it has a damaged cord or plug, (2) it is not working properly, (3) it has been dropped or damaged, or (4) it has been dropped into water.

GROUNDING SAFETY

To reduce the risk of electric shock, electrical fire, or faulty operation of this product, your mattress may feature a polarized plug meant to be used only with a grounded electrical outlet. If this plug does not fit into your outlet, contact a qualified electrician to install a properly grounded outlet. Failure to use a properly grounded outlet for this product will compromise this important grounding safety feature. The use of adapters is not recommended unless the outlet is checked by a qualified electrician to ensure the proper grounding of the adapter. NOTE: Unauthorized modifications to this product could void the electrical portion of your warranty.

WARRANTY WARNING!

This mattress is specifically designed to require no maintenance by you, the user. Any opening or tampering with the control box, or hand controls (with the exception of the battery compartment if equipped) will result in a void of the warranty. Only those authorized may conduct repairs or part replacement on your mattress. Unauthorized modifications to this product could void the electrical portion of your warranty.

IN-HOME USE ONLY

This mattress is designed exclusively for in-home use.

HOSPITAL DISCLAIMER: It is NOT designed for hospital use and is NOT designed to meet hospital standards. Do not use this mattress with TENT TYPE oxygen therapy equipment or use near explosive gases.

USER-SERVICEABLE PARTS

This mattress is specifically designed to have no maintenance by you, the user. Therefore, you are encouraged not to open, alter the wiring, or adjust, modify or change the structure of the product, as it will void the warranty.

RADIO FREQUENCY IS 2.4GHz

FCC compliant device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

IMPORTANT NOTE: To comply with the FCC RF exposure compliance requirements, no change to the antenna or the device is permitted. Any change to the antenna or the device could result in the device exceeding the RF exposure requirements and void user's authority to operate the device.

⚠ CONSUMERS WITH PACEMAKERS

Please consult your physician before using this mattress.

⚠ SMALL CHILDREN AND PETS WARNING

Immediately dispose of all packing materials as it can pose a smother risk to small children and pets. Injury could occur also if children or pets are permitted to play on or under

---

⚠ FOR OPTIMAL SAFETY, YOUR MATTRESS'S POWER CORD SHOULD BE PLUGGED INTO A SURGE PROTECTOR (not supplied with this mattress).

the bed. Do not allow children to operate this bed without adult supervision.

MOVING AFTER INSTALLATION
Please remove any electronics before moving the mattress.

SAFETY
Heating panels, if any, will automatically shut off after running continuously for 4 hours.

NOTICE: The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Read the Owner's Manual carefully and completely before operating the product. Electric shock may occur if electrical components are not installed or operated according to these guidelines.

SAVE THESE INSTRUCTIONS.
Proper operation of your mattress is necessary to ensure the long life and durability you expect from a high-quality product. The manufacturer has tested and inspected this product prior to shipment.

Before discarding any packing materials, check the mattress carton and verify that all items in the parts list are included.

Remote control (1)
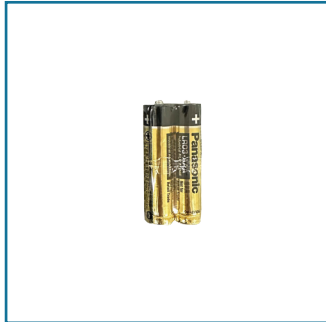
AAA batteries (2)

DreamTemp mattress (1)

Fan (2) *

Connection cable (2) *

Power supply (1)

Power cord (1)

Control box (1)

* All components packed with the mattress are designed for Queen, King, or TXL bed sizes. However, TXL bed sizes only need only one (1) fan and one (1) connection cable.

Installation Guide

Setting up your DreamTemp mattress

IMPORTANT INSTRUCTIONS!
DO NOT DESTROY.

Do not use dry-cleaning fluid on this mattress. Cleaning solvents may have a deteriorating effect on the insulation of the heating element.

⚠️ **WARNING!** Let the cord hang free. Do not place between mattress and spring. Wash — Do not dry clean.

READ INSTRUCTIONS CAREFULLY.

---

1 Open the box.

2 Remove the box containing the electronics, which is packed on top of the mattress.

3 Lift the compressed and rolled mattress out of the box. Remove the plastic wrapping and unroll the mattress.

> **IMPORTANT: Allow the mattress to decompress for 72 hours.**

4 Cut and remove the bag sealing the compressed mattress.

> **IMPORTANT: Be careful not to damage the mattress when cutting the bag open.**

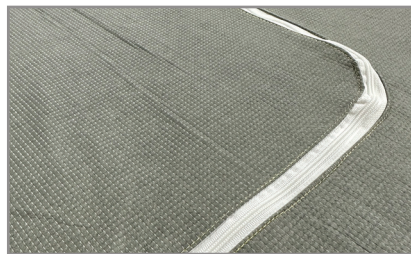**5** Turn the mattress over so the side with zippers is now facing up as shown.

NOTE: TXL bed sizes only have one zipper located near the head section of the mattress.

Queen and King bed sizes have two zippers.

6 Open one of the zippers on the mattress. Locate the yellow connector inside the fan opening.

NOTE: This yellow connector is for the heating panel.

7 Take a connection cable from the accessory box. Connect the corresponding yellow connector to the heating panel connector inside the mattress.

NOTE: Make sure to lock both yellow connectors together as shown.

8 Take out a fan from the accessory box.

9 The fan has a blue connector. Take the same connection cable from step 7 and connect the corresponding blue connector to the fan.

**NOTE:** Make sure to lock both blue connectors together as shown.

10   Once the connections are made, carefully place the fan until it is fully secured back inside the mattress. The base of the fan should be flush against the mattress foam.

NOTES:
- **Make sure the arrow of the fan is facing outward and pointing towards the closest border of the mattress. Doing so allows the air to be drawn down through the mattress to exhaust out the border of the mattress.**
- **For TXL bed sizes, the arrow can point to either side of the mattress.**
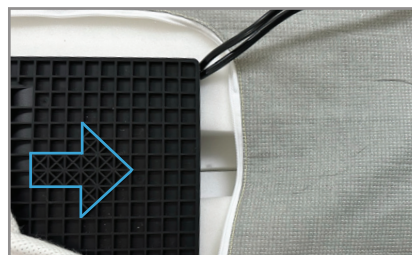
11   Once the fan is inside the mattress, position the cables so you can close the zippers of the mattress.

12   Repeat steps 6 to 11 on the other side of your Queen or King bed sizes.

NOTE: If you have a TXL bed size , proceed to step 13.

13   Carefully turn the mattress over and place it on the bed frame so the top side is now facing up. Make sure that all the cables are not obstructed and hang over the side of the bed frame as shown.

Setting up the electronics

1   Take the control box and go to the right side of the bed.

     NOTE: Make sure this is the right side in relation to you laying in bed.


2   Plug the blue and yellow connectors on the connection cable to the control box that is marked "RIGHT SIDE."

     NOTE: The blue and yellow connectors are marked with an arrow as shown, which denotes the top of the connector.


> **IMPORTANT:** For TXL bed sizes, connect the blue and yellow connectors on the connection cable to the control box marked "LEFT SIDE" only. When the remote control and the mobile app are first turned on, the default side is the left side. Keep the "RIGHT SIDE" of the control box empty. After, proceed to step 5.

3   Pass the control box underneath the bed to the opposite side.

4   Connect the remaining blue and yellow connectors again to the control box that is marked "LEFT SIDE."
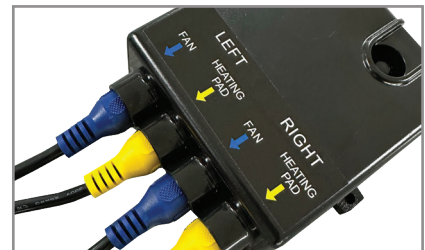
5   Once all the connections are made, connect the DC power cord of the power supply to the control box.

6   Plug the AC power cable into a working electrical outlet.

     NOTE: For optimal safety, using a surge protector (not included) is highly recommended.
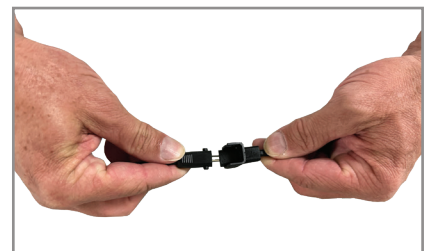
     Your DreamTemp mattress installation is now complete.

Remote Control Guide

Power Button (1) - Press this button to turn the DreamTemp mattress on. All remote LED lights flash.

Memory Button (2) - Press and hold this button for five (5) seconds until all remote LED light flash to store the current settings of the DreamTemp mattress.
> **NOTE:** You can independently adjust the setting of each side of the mattress according to your preference.

Side Button (3) - Press this button to toggle through the left and right sides of the mattress. LR simultaneously controls both sides of the mattress.
> **NOTE:** For TXL bed sizes, only the left side of the mattress can be controlled.

Time Button (4) - Press this button to set the timer for the current mattress settings to automatically turn off. You can choose from 15-minute, 30-minute, and 60-minute durations.
> **NOTE:** If the timer is not set, the default shut off time is four (4) hours.

Body (5) - Press either the **+** or the **-** to adjust the heat setting of the body sections of the mattress. You can choose from low, middle, or high settings.

Foot (6) - Press either the **+** or the **-** to adjust the heat setting of the foot sections of the mattress. You can choose from low, middle, or high settings.

Fan (7) - Press either the **+** or the **-** to adjust the fan setting from low, middle, or high settings. The fan provides cooling by drawing body heat from the mattress.

Pairing your remote control to your mattress

> **IMPORTANT:** Your DreamTemp mattress is already paired to your remote control at the factory.
>
> For the pairing to be successful, make sure the distance between the control box and the remote control is not more than 2 meters/yards.
>
> **If the remote control becomes unpaired, or does not operate, follow the instructions below.**

1   Unplug the power cord from the electrical outlet.

2   Wait for 20 seconds. After, press and hold the remote control power button until the LED light flashes.

The remote contol enters pairing mode.

3   Plug the power cord back to a working electrical outlet. A surge protector is recommended.

Special Functions

Connecting your mattress to a smart device

Your DreamTemp mattress is equipped with the WiFi technology that enables your iOS or Android smart device to interact with your mattress through the **Sleep Innov** app.

1   Download the **Sleep Innov** app on the App Store or on Google Play. Follow the instructions on how to create an account.

2   If you are connecting your DreamTemp mattress to your WiFi network for the first time, enable the mobile device pairing mode on your control box. Do either of the following:

- Press and hold the button located inside the top of the control box for three (3) seconds.

- Press and hold the Side button on the remote control for five (5) seconds until the LED lights above it flash. The control box enters pairing mode.

After performing either option, the DreamTemp control box enters WiFi pairing mode.

3   Before connecting to the Sleep Innov app, make sure to do the following:

- Connect your device to your WiFi network.
- Turn on your device's Bluetooth.

4   Open the **Sleep Innov** app. Tap "Add Device." The app automatically scans for any devices nearby.

NOTE: You can also tap the (+) button. Then choose "Add Device." Again, the app automatically scans for any devices nearby.

The app should locate any control boxes put into WiFi pairing mode in step 2.
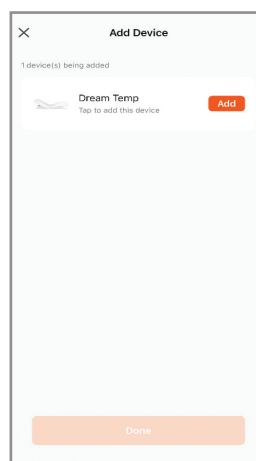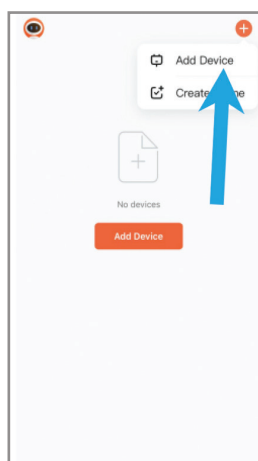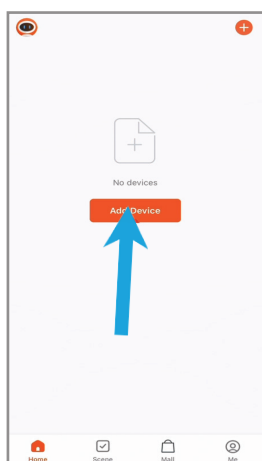
5 Click "Add" and then select the WiFi network and enter password where you would like to connect your DreamTemp mattress.

6 Once the WiFi access is provided, the pairing process takes place.

7 The DreamTemp control is then added to your mobile device and is now ready to use via the **Sleep Innov** app.
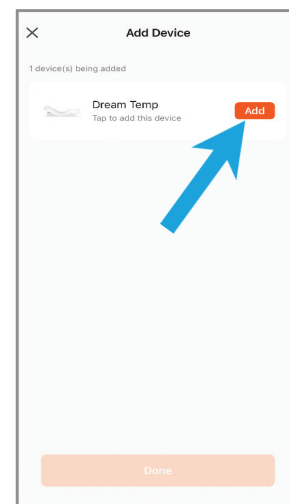
Using your DreamTemp controls in the Sleep Innov app

The DreamTemp control in the **Sleep Innov** app is identical to the remote control. The exact same response is shown on both interface devices whenever you control the mattress via the mobile app or the remote control.

1 Start by pressing the power button on the app.

2 Once the app is on, it functions exactly like the remote control.

NOTE: The Memory button on the app only works when a memory setting has been saved using the remote control. The DreamTemp controls available with the **Sleep Innov** app cannot be used to program the Memory button.

Using the timer on your DreamTemp controls in the Sleep Innov app

The DreamTemp controls in the **Sleep Innov** app contains a Timer feature. You can adjust the mattress's side, heating or cooling preference, duration, and start time.

1 Press the Timer on the main screen of the app.

NOTE: When the Timer screen first opens, Timer 1 is in a larger font. This indicates that all the settings will apply to Timer 1.
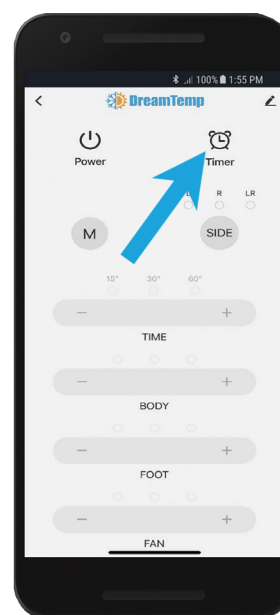
2 Select a side of the mattress to control. You can toggle through L, R, or LR.

NOTES:
- LR simultaneously controls both sides of the mattress.
- For TXL bed sizes, only the left side of the mattress can be controlled.

3 Then, select a heat or fan setting for the body or foot sections of your mattress.

4 Set the time.

NOTES:
- Like with the remote control, if the timer is not set, the default shut off time is four (4) hours.
- Once the timer is set, the heat and fan settings cannot be adjusted. Make sure to select your preferred heat or fan settings first.

5 Once everything is set, tap the slider to turn on Timer 1. It switches to green, indicating a timer is set.

6 To set another timer, tap either Timer 2 or Timer 3 and repeat steps 2 to 5 each time.

7 Tap the "Save" button to return to the main screen. The Timer icon is now green.
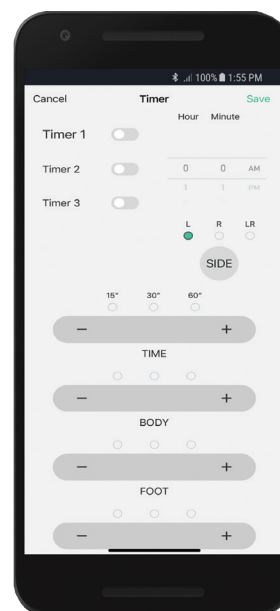
Limited Warranty

LIMITED WARRANTY: Subject to the terms and conditions set forth herein, the manufacturer of this product, PPJ, LLC ("Customatic®") warrants to the original retail purchaser for the time periods stated herein that the mattress purchased from an authorized reseller of genuine Customatic® products is merchantable and free of defects and materials and is fit for the purpose of residential, non-hospital bedding. Floor samples are not warranted and are purchased AS IS. This warranty applies only to genuine Customatic® products, and without limiting the foregoing, does not apply to power cords or other accessories supplied by the seller or other parties.

2-Year Period for All Electrical Components: The above warranty will apply for 2 years and includes electronics, electrical components, Wi-Fi module, power supply and power cords.

10-Year Period for Mattress: The mattress warranty will apply for 10 Years prorated after the first 5 years and specifically does not include normal indentations or sagging (not associated with sag in foundation) of less than 1.5"; stains, soils, burns, cuts or tears; misuse or improper maintenance; comfort or firmness preferences; mattresses used with an inadequate foundation and/or support system; other attachments thereto, such as fans, heating panels, control box, Wi-Fi modules, power supply, power cords, control box or other electrical or mechanical components. For year six (6) through ten (10) the warranty will be reduced by 20% for each year beyond the fifth year.

Start of Warranty Period: The warranty periods stated above will commence on the date of the first retail purchase of the mattress from an authorized Customatic® reseller, provided that proof of purchase and warranty registration occur. In the case of replacement parts provided by Customatic, the warranty will apply to the original warranty period and will not extend beyond such period.

NO OTHER WARRANTY EXPRESS OR IMPLIED: The foregoing express warranty is the only warranty by Customatic and all other express warranties or warranties implied by law or otherwise (including without limitation, any implied warranty of fitness for a particular purpose) are hereby denied and disclaimed to the full extent permitted by applicable law.

EXCLUSIONS FROM WARRANTY: Loss, damage, malfunctions or other defects caused in whole or in part by any one or more of the following are not covered by any warranty and neither Customatic nor the seller shall be responsible for them: ordinary wear and tear; damage not directly caused by a defect covered by this express warranty; failure to comply with this user Manual and/or any other user instructions issued by Customatic for use and maintenance, including without limitation, and operation; modifications not performed by Customatic; use of any parts, components, or accessories that are not supplied by Customatic for the specific product and installed by an authorized Customatic service provider; use of the product for purposes or in a manner not expressly intended by Customatic as described in this Manual or any other misuse or abuse; storage or use outside of home or other exposure to the elements; dampness; or transportation or other handling by anyone other than Customatic.

EXCLUSIVE LIMITED REMEDY: The sole and exclusive remedy for any item which fails to meet the express written warranty set forth above shall be, at Customatic's option, either repair or replacement of the defective item. Customatic may require reasonable evidence of the existence of a defect, and Customatic customer service staff will discuss specific requirements with the purchaser based on the defects identified by the purchaser. Replacement parts will be provided at no cost to the purchaser, provided that the defective parts are delivered to Customatic, unless Customatic instructs otherwise in the claims process (see below). Subject to advance approval by Customatic, it will also pay reasonable shipping costs for returns requested by Customatic and replacement parts or bedding systems.

CLAIMS PROCESS: Prior to contacting Customatic, please refer to the TROUBLESHOOTING section of this Manual and also ensure that use and maintenance instructions in this Manual have been followed. **The following process must be followed to initiate a warranty claim:** (1) during the applicable warranty period stated above, contact Customatic customer service to initiate the claim and provide proof of status as the original retail purchaser from an authorized Customatic® products reseller and prior timely registration of the product (see PRODUCT REGISTRATION below); (2) identification of suspected defect and compliance with Customatic requests for documentation or other evidence of the defect, such as return of parts to Customatic, the cost of which will be paid by Customatic if the defect is confirmed by it or inspection by an authorized Customatic service technician or other person approved in writing for that purpose by Customatic; and (3) remedy by Customatic as stated herein.

LIMITATION OF LIABILITY: In no event shall Customatic be liable for incidental or consequential damages of any kind or nature whatsoever caused by or arising out of any product defects, and the sole and exclusive remedy shall be repair or replacement of defective items within warranty to the extent and in the manner provided herein.

IF YOU EXPERIENCE ANY TROUBLE WITH YOUR MATTRESS WITHIN THE WARRANTY PERIOD, PLEASE CONSULT ONLINE, IF APPLICABLE. IF PROBLEMS PERSIST, PLEASE CALL:

CUSTOMER SERVICE NUMBER
1 (844) 815 9023

Please have your receipt ready and available.

THANK YOU AND ENJOY YOUR MATTRESS!