

# Owner's Manual



*Sleep Better Together*  
**ON AIR™**

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# Assembly

- ▶ Decide where to put your Night Air® Sleep System
- ▶ Make sure there is an electrical outlet nearby
- ▶ Assemble your metal bed frame (sold separately)  
If using a slat support system and not a Heavy Duty metal bed frame, make sure that you position the slats evenly to support the foundation. If your bed has fewer than three slats, we suggest adding additional slats to ensure adequate support of your Night Air® Sleep System.
- ▶ Allow 30-45 minutes to complete set-up process

## 1 Assemble the metal bed frame or platform bed frame (sold separately)

Assemble the metal frame and place it where you are going to put your bed. Leave space at the head of the bed (2-3 feet, just during set-up) to position the processor and for easy access to connect the hoses.



## 2 Remove foundation from carton and place on metal frame or slats (sold separately)

Place the foundation on the frame (or slats), leaving space at the head of the bed to connect the hoses. Make sure the hand control pockets on each side of the foundation are located at the head of the bed.



## 3 Assemble mattress following separate step-by-step instructions included with your air bed

Assemble air bed, making sure the air hoses (4 hoses for 6-chamber bed; 2 hoses for 2-chamber bed) are protruding approximately 2 feet from the back (head) of the mattress. Place mattress on foundation, leaving space at the head of the bed for access to hoses. Do not pull hoses forcefully.



## 4 Remove air processor from carton and connect to mattress

Remove air processor from carton and place directly under the hoses protruding from the head of the mattress. Connect the color coded hoses from the mattress to the corresponding color coded nozzles on the processor. You will hear a "click" when the hoses are securely connected to the processor.



## 5 Connect hand controls to processor

Attach one hand control to the “LH” connector on the side of the processor. Attach the other hand control to the “RH” connector on the side of the processor. As you are standing at the foot of the bed, facing the head of the bed, “LH” refers to the left side of the bed and “RH” refers to the right side of the bed. (The hand controls are already permanently connected to the 6003 processor)



## 6 Plug processor into a UL® listed surge protector (UL®1449, 330 volt, 700 joule or higher)

Even though you can plug the processor into a grounded three prong outlet, we recommend using a surge protector to guard against unexpected power surges.

**Note:** Your 20 year limited warranty does not cover damage due to a power surge, regardless of the source.



## 7 Enjoy your new Night Air® Sleep System

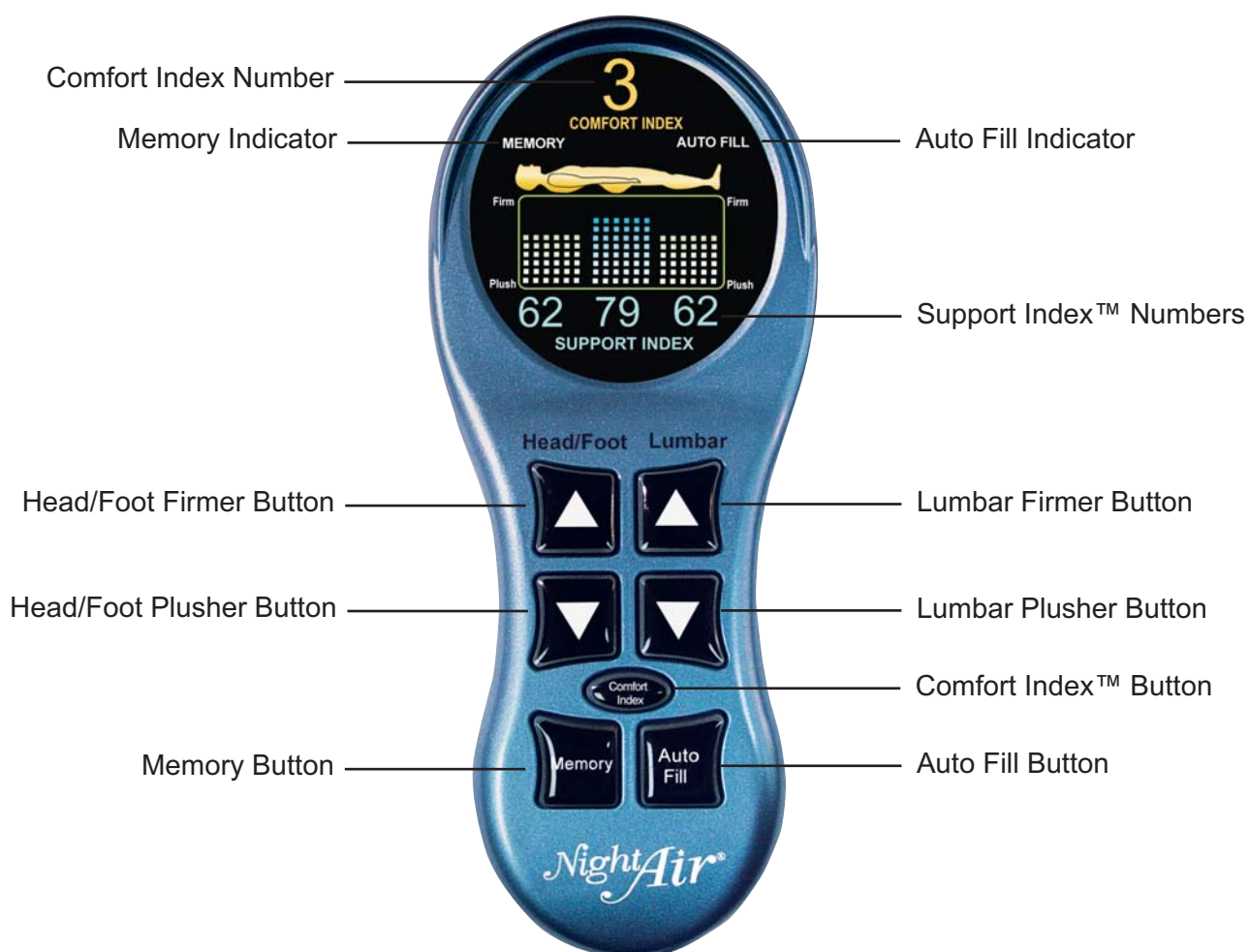
The air cores of your Night Air Sleep System are fully inflated upon arrival. However, you may want to engage the auto fill button (if available) to reset each side of the bed to 100%. Once set-up is complete, place the hand controls in the convenient side pockets, and make up your bed with deep pocket bed linens.



# Hand Control Operation

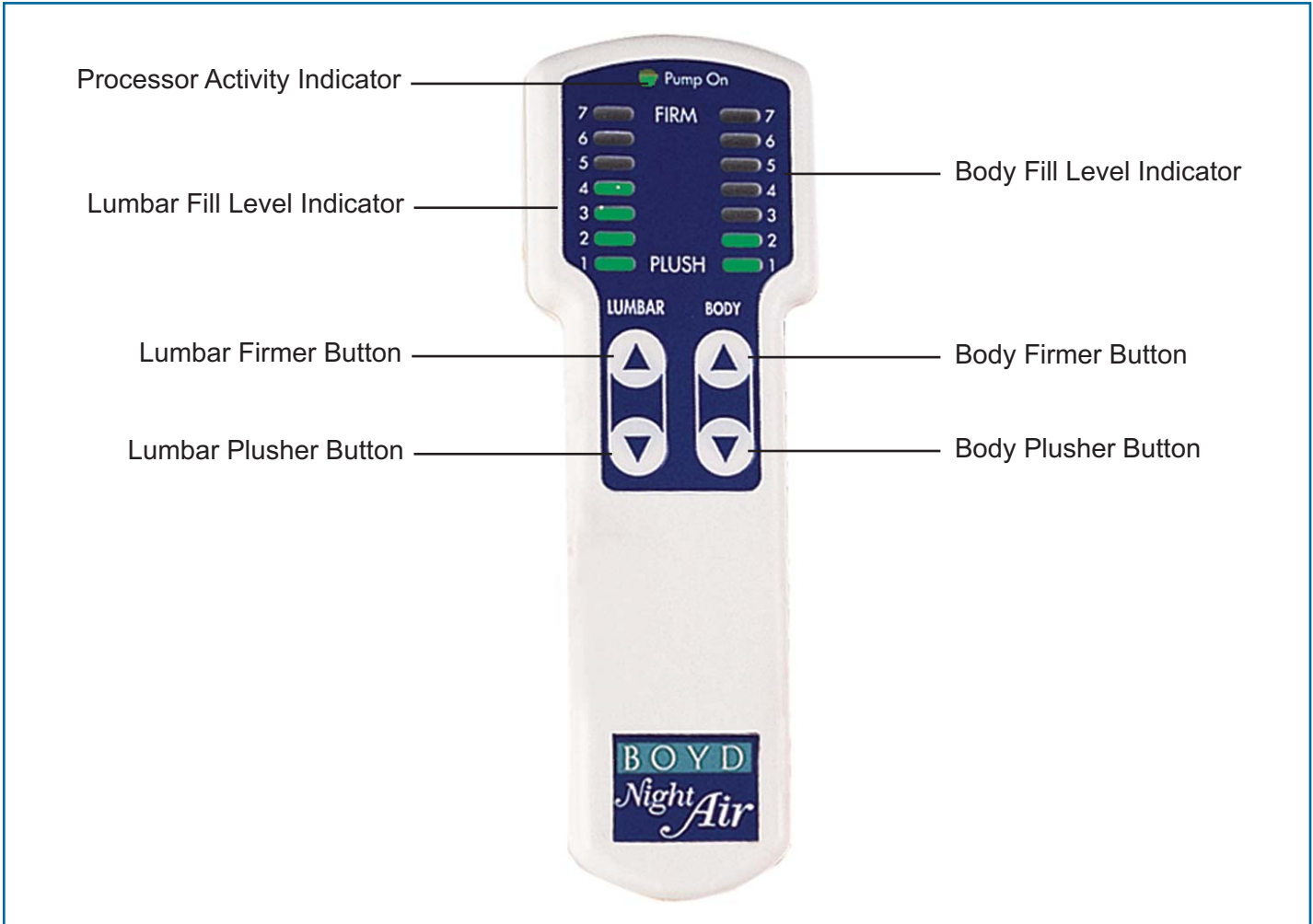


## 7105 6-Chamber Hand Control Operation



BUTTON	FUNCTION
Head/Foot Firmer ▲ Lumbar Firmer ▲	Briefly PRESS and RELEASE button to view the current Support Index™ settings. PRESS and HOLD button to make the bed firmer until comfortable, then release. Your Support Index™ will be displayed for 30 seconds for your reference.
Head/Foot Plusher ▼ Lumbar Plusher ▼	Briefly PRESS and RELEASE button to view the current Support Index™ settings. PRESS and HOLD button to make the bed plusher until comfortable, then release. Your Support Index™ will be displayed for 30 seconds for your reference.
Comfort Index	Used at store level to calculate your Comfort Index™ from 1-4.
Memory	Place your perfect Support Index™ settings into memory by briefly PRESSING and HOLDING until the Memory Indicator icon flashes. Release button and your saved settings will be displayed for 30 seconds. To return to your memory settings, briefly PRESS and RELEASE and the processor will automatically inflate or deflate the mattress to your last memory setting then automatically shut off. Your Support Index™ settings will be displayed for 30 seconds. If at any time you wish to stop the process, briefly press and release any button and the process will stop.
Auto Fill	Briefly PRESS and RELEASE and the air processor will fill the bed to until completely full then automatically shut off. A digital Support Index™ of 100% will be displayed for 30 seconds. If at any time you wish to stop the auto fill process, briefly press and release any button and the auto fill process will stop. Using the Auto Fill feature each morning when making the bed will give the bed a fuller appearance.

## 6003 6-Chamber Hand Control Operation



BUTTON	FUNCTION
Body Firmer ▲ Lumbar Firmer ▲	PRESS and HOLD button to make the bed firmer until comfortable, then release. Your current fill level will be displayed by the LCD indicator light.
Body Plusher ▼ Lumbar Plusher ▼	PRESS and HOLD button to make the bed plusher until comfortable, then release. Your current fill level will be displayed by the LCD indicator light.

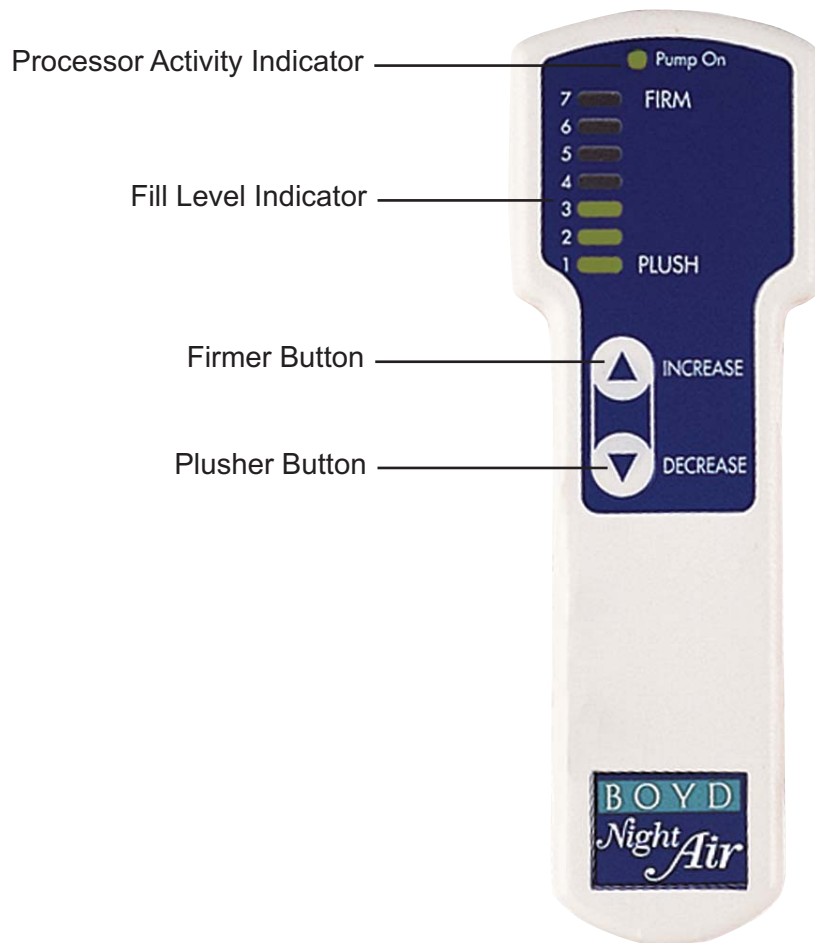


## 3604 2-Chamber Hand Control Operation



BUTTON	FUNCTION
<b>Firmer ▲</b>	Briefly PRESS and RELEASE button to view the current Support Index™ settings. PRESS and HOLD button to make the bed firmer until comfortable, then release. Your Support Index™ will be displayed for 30 seconds for your reference.
<b>Plusher ▼</b>	Briefly PRESS and RELEASE button to view the current Support Index™ settings. PRESS and HOLD button to make the bed plusher until comfortable, then release. Your Support Index™ will be displayed for 30 seconds for your reference.
<b>Comfort Index</b>	Used at store level to calculate your Comfort Index™ from 1-4.
<b>Memory</b>	Place your perfect Support Index™ settings into memory by briefly PRESSING and HOLDING until the Memory Indicator icon lights up. Release button and your saved settings will be displayed for 30 seconds. To return to your memory settings, briefly PRESS and RELEASE and the processor will automatically inflate or deflate the mattress to your last memory setting then automatically shut off. Your Support Index™ settings will be displayed for 30 seconds. If at any time you wish to stop the process, briefly press and release any button and the process will stop.
<b>Auto Fill</b>	Briefly PRESS and RELEASE and the air processor will fill the bed to until completely full then automatically shut off. A digital Support Index™ of 100% will be displayed for 30 seconds. If at any time you wish to stop the auto fill process, briefly press and release any button and the auto fill process will stop. Using the Auto Fill feature each morning when making the bed will give the bed a fuller appearance.

## 2504 2-Chamber Hand Control Operation



BUTTON	FUNCTION
Firmer ▲	PRESS and HOLD button to make the bed firmer until comfortable, then release. Your current fill level will be displayed by the LCD indicator light.
Plusher ▼	PRESS and HOLD button to make the bed plusher until comfortable, then release. Your current fill level will be displayed by the LCD indicator light.

## Your Support Index™ Setting

Your Support Index™ is a number between 1 and 100 that represents your ideal level of comfort, firmness and support. You can adjust this number up and down in single digit increments, giving you precise control exclusive to Boyd Night Air® Sleep Systems.

## How to Determine Your Ideal Support Index™ Setting

As you are adjusting your Boyd Night Air® Sleep System for your ideal level of comfort and support you will want to consider your sleep position and determine whether your neck and back are aligned in the same position as when you are upright. You may need to make adjustments to the firmness level and/or your pillow. You should not have discomfort either at your shoulders or hips. Your pillow should keep your body properly aligned, otherwise it is just interfering with your ability to sleep comfortably. If your pillow makes your head tilt at an angle to the rest of your body, or if you feel discomfort from pressure at your neck, shoulders, back, hips or legs you should replace your pillow with one that is properly fitted to both your sleep surface and sleep position.

## Adjusting To Your New Boyd Night Air® Sleep System

It may take several nights of sleeping at different settings in order to determine your ideal Support Index™. When you have found a setting that you feel offers you the ideal combination of both comfort and support, program this setting into the memory feature of the hand control (7105 and 3604 models only) Try sleeping at this setting for a minimum of 5 nights. It will take that long for your body to become accustomed to a new sleep surface. After five nights, evaluate your sleep experience. If necessary, adjust your Boyd Night Air® Sleep System to a firmer or plusher setting and repeat the process until you have found the perfect level of comfort and support.

## Reasons to Alter Your Ideal Support Index™ Setting

Once you have found your ideal Support Index™ setting, you should be able to return to this setting each night and experience a deep, restorative level of sleep. However, you may need to adjust your Support Index™ for any of the following reasons:

- ▶ Strained or pulled muscles
- ▶ Back pain
- ▶ Weight change
- ▶ Pregnancy
- ▶ Sunburn
- ▶ New sleep position
- ▶ To make getting in and out of bed easier
- ▶ To give bed a fuller appearance

# Mattress Care



## Care of Your Stay Pure™ Mattress Cover

The Stay Pure™ cover of your Night Air® Sleep mattress can be completely zipped off and professionally dry cleaned. Do not attempt to wash the cover yourself. Also, do not apply stain guard, as it may yellow the fabric. The unique zip-off feature also allows you to completely remove your Night Air® cover so that you can easily ventilate your mattress and air out your cover if so desired.

## Care of Your Anti-Microbial Micro-Pure Sleeve (6-Chamber models only)

The Micro-Pure sleeve surrounding the foam components of your 6-Chamber Night Air® Sleep System can be completely zipped off and machine washed and dried.

## Advanced Anti-Microbial Features

Boyd Night Air® incorporates numerous anti-microbial safeguards into each of its Night Air® Sleep Systems. We are dedicated to protecting you from such contaminants as mold, mildew and the growth of bacteria. Some of these features are as follows:

- ▶ Stay Pure™ Removable Dry Cleanable Cover Ensures You Will Always Have A Clean, Hygienic Sleep Surface
- ▶ Removable Washable Micro-Pure Fabric Sleeve With Moisture Barrier Protects Rubber Air Core From Condensation and Protects Foam From Contaminants (6-Chamber Models Only)
- ▶ Friction Free Safety Liner Prevents Condensation Transfer to Foam Support Tray
- ▶ Specially Treated Anti-Microbial Foam

## Moving Your Night Air® Sleep System

Both the mattress and foundation of your Night Air® Sleep System are lightweight and can easily be moved anywhere there is a 110 volt electrical outlet to plug in the processor. There is no need for disassembly of any kind, since your Night Air® mattress and foundation are both one-piece components.

# Troubleshooting



## I think my mattress is leaking.

If you believe your mattress is losing air, it is important to determine if the source of the leak is originating from the mattress or the processor. Follow the steps listed here to determine the source of the possible leak.

- 1 Fill mattress to 100%. Unzip cover, pull back the foam comfort layer(s) and press your hand directly on the air core to test the firmness. Both air bladders should feel firm and full of air.
- 2 Disconnect mattress from processor by disengaging rubber hose from processor by squeezing the grey tab on the quick connect.
- 3 The mattress will retain air if there is no leak in the mattress. There is a one way valve in the rubber hose that prevents air loss when the mattress is disconnected from the processor.
- 4 Let the mattress sit for 8-12 hours. Unzip cover and press your hand once again directly on the air core to test the firmness. If the mattress feels the same as when you first filled the mattress to 100%, it has been determined there is no leak in the mattress. Proceed to step 5. If the mattress feels like it has lost air, contact a Boyd Night Air® Representative at 1-866-758-7424 to initiate an air core exchange.
- 5 Reconnect the air hose to processor and fill to 100%. Let the mattress sit for 8-12 hours. Unzip cover and press your hand directly on the air core to test the firmness. If the mattress feels the same as when you first filled the mattress to 100%, it has been determined the leak has not been caused by the processor. If you feel a decrease in air, proceed to step 6.
- 6 Disconnect the hoses from the processor. Check the black "O" rings on the external air ports of the processor to be sure they are not cracked or missing. If the "O" rings are missing or damaged, contact a Boyd Night Air® Representative at 1-866-758-7424. If the "O" rings are in place and not damaged, proceed to step 7.
- 7 Check all hose connections and sleep on the mattress overnight. If the problem persists, call a Boyd Night Air® Representative at 1-866-758-7424 for further assistance.

## My processor/hand controls stopped working.

If your processor or hand controls have stopped operating please take these actions in the order listed.

- 1 Make sure the processor is plugged into a standard wall outlet and that the outlet is getting power. (Be sure that an On/Off light switch on the wall does not control power to the outlet.)
- 2 Check to make sure your surge protector is plugged in, the power switch is "On" and surge protector is working properly.
- 3 Verify that the hand controls are still properly connected to the processor and have not become loose or disconnected.
- 4 Press the deflate button on either hand control several times to see if you can activate a release of pressure from the air chamber. If successful, continue to release pressure to approximately 50%. The processor should work correctly after this adjustment. If the processor still does not operate, proceed to step 5.
- 5 Unplug the processor from the outlet for 1 minute. This allows the computer in the pump to reboot. Reconnect and try the hand controls again.
- 6 If the deflate button on either hand control will still not function allow the processor to rest for 5-10 minutes. There is a safety mechanism built into the processor to prevent possible overheating. This will reset during the rest period.
- 6 If the above actions are unsuccessful and the problem persists, call a Boyd Night Air® Representative at 1-866-758-7424 for further assistance.

## My processor runs continuously.

If you find that your processor runs continuously and will not turn off, take the following actions in the order listed.

- 1 Make sure that the hoses are not kinked against the back wall or where your bed has been slipped up against your headboard. If the hoses are not kinked, proceed to step 2.
- 2 Unzip the cover, straighten out the hoses inside the bed and check for kinks. If you found no twisted or kinked hoses inside the bed, proceed to step 3.
- 3 Unplug processor from the electrical outlet for 5-10 minutes. This will allow the computer inside the pump to reset. Plug the processor back into the outlet and check to see if this resolves the issue. If not, proceed to step 4.
- 4 If your processor continues to run despite the above actions, call a Boyd Night Air<sup>®</sup> Representative at 1-866-758-7424 for further assistance.

## My side of the bed will not adjust.

- 1 Only one hand control can be operated at a time.
- 2 Make sure the hand controls are not reversed. The hand controls are attached to either the "LH" connector or the "RH" connector on the processor. (The permanently connected hand controls, and not the processor, are labeled on the 6003 unit.) As you are standing at the foot of the bed, facing the head of the bed, "LH" refers to the left side of the bed and "RH" refers to the right side of the bed.
- 3 Make sure the hand controls are securely attached to the processor.
- 4 Make sure the air hose is not kinked and is properly connected to the processor.
- 5 Check the connection of the air hose to the processor. Disconnect the hose from the processor and then reconnect. You should hear a "click" when the hose connects properly to the processor. This will verify that a good connection has been made.
- 6 If the problem persists, call a Boyd Night Air<sup>®</sup> Representative at 1-866-758-7424 for further assistance.

## There appear to be body impressions in the cover.

Body impressions in an innerspring bed are an indicator that the spring support system is compressing and breaking down. However, since the Night Air<sup>®</sup> mattress uses air as its support system, which cannot break down, your mattress and cover should retain its full appearance for years to come.

- 1 Fully inflate the mattress to 100%. Air cores that are less than 100% inflated will cause the mattress cover to dip and as you are looking at the bed, giving the appearance of a large body impression.
- 2 Remove the Stay Pure<sup>™</sup> cover and shake it to restore loft.
- 3 Use a vacuum nozzle to fluff the cover in areas where the fiber may have settled from use.
- 4 If you have any further questions, call a Boyd Night Air<sup>®</sup> Representative at 1-866-758-7424.



# Warranty



## BOYD NIGHT AIR LIMITED WARRANTY

### What is covered:

Boyd Night Air® warrants that your mattress and/or foundation and/or Night Air® Processor and Hand Control will be free from defects in materials and workmanship for a period of 20 years from the original purchase date. This warranty is between Boyd Night Air® and the original purchaser and is valid only when accompanied by the original purchaser's sales receipt showing original date of purchase and location of purchase.

Replacements under this warranty revert back to the date of original purchase for future warranty.

This warranty assures that:

- Cover will remain serviceable and free of runs and tears.
- Edge tape stitching will not become defective.
- The foam wedges will not crumble, bow out, or become deformed.
- The box foundation parts will stay intact and not break.
- For the rubber air core, this warranty applies to defects in the seaming and workmanship only.

It DOES NOT APPLY TO tears, punctures, or cuts caused by accidents, abuse, improper installation of components, or any negligence by the consumer or user. The rubber air core must be properly installed within the approved supporting frame.

### What is not covered:

- Components subjected to abuse including abuse intended to simulate failure
- Tampering with any component or opening the Night Air® Processor or Night Air® Hand Control
- Damages caused by shipper, dealer, or installation crew
- Any part which merely exhibits normal wear, yet functions essentially as new, including stretching of materials and stitching
- Boyd Night Air® disclaims liability for any aspect of installation and any inconvenience caused by a defective part of a component
- Because the consumer controls the end use and maintenance of the rubber air core, Boyd Night Air® disclaims all liability for damages caused by the use or misuse of this bed
- Tears, punctures, or any damage caused by improper installation, moving of the bed or use
- Failures attributed to improper design or function of associated components not manufactured by Boyd Night Air®
- Body impressions less than 2 inches deep
- Comfort preference
- Fabric stains, soiling or burns

### What you must do:

Return the warranted product or component in sanitary condition to Boyd Night Air®. Boyd will incur the cost of shipping up to two years after the original purchase date; after two years the return shipping to Boyd will be at the customer's expense. Please telephone our Customer Service department at **1-866-758-7424** to obtain a Return Authorization (RA) number and arrange for the return of the warranted product or component.

### What we will do:

Boyd Night Air® will repair or replace, at Boyd's option, the defective product or component at a cost to the original purchaser based on Trade-In Value of Current Manufacturers Suggested Retail Price. Trade-In value means that Boyd Night Air® will offer a credit of 100/50/20% of the current manufacturer's suggested retail price for a defective component, this credit to be applied towards the purchase of a replacement component or complete bed from Boyd Night Air®. See below to calculate trade in value.

Years After Original Purchase	Original Purchaser's Cost
Up to 2 years	None
2 to 7 years	50%
7 to 20 years	20%

Boyd Night Air® 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.

### 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. This warranty applies to normal residential use only. Boyd Night Air® can accept or reject warranty claims based upon its findings. Boyd Night Air® will bear no other damages or expenses. Customer maintains responsibility for installation of parts replaced under terms of the warranty. Boyd Night Air® 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 and Canada. It is not applicable in U.S. territories or other countries. This Limited Warranty is non-transferable. 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.

All claims relating to the limited warranty products should be made by contacting Customer Service at:  
**1-866-758-7424**, or writing to:

**Boyd Specialty Sleep, 2440 Adie Road, St. Louis, MO 63043.**

# Customer Care

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## Save your sales receipts

You must present your original receipt in order to process a warranty claim. It is your responsibility, not the responsibility of Boyd Night Air® or your retailer, to keep your receipt(s) in a safe place. Claims presented without a receipt cannot be processed under the terms of the warranty.

## Help is just a phone call away

If you ever have product questions or need assistance please call us at:

**1-866-758-7424**

Sleep Specialists are available  
Monday through Friday from  
9:00 am until 5:00 pm (CST)