

TEMPUR-Ergo[®] Smart Base

Powered by *Sleeptracker*[®] AI



For additional support call **844-309-3598**
or visit <https://www.tempurpedic.com/st-install>

INSTALLATION **MANUAL**

TEMPUR-Ergo® Smart Base

Powered by *Sleeptracker*® AI

GETTING STARTED

TEMPUR-Ergo® Smart Bases Powered by Sleeptracker AI require a few additional steps during the installation process. This guide will lead you through that process, step by step, for each Ergo configuration. For a video walk-through of these steps, visit www.tempurpedic.com/st-install

These instructions are based on the Ergo Extend line of Smart Bases. However, the Ergo Smart Bases follow the same basic processes.



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SPLIT KING TEMPUR-ERGO® SMART BASE

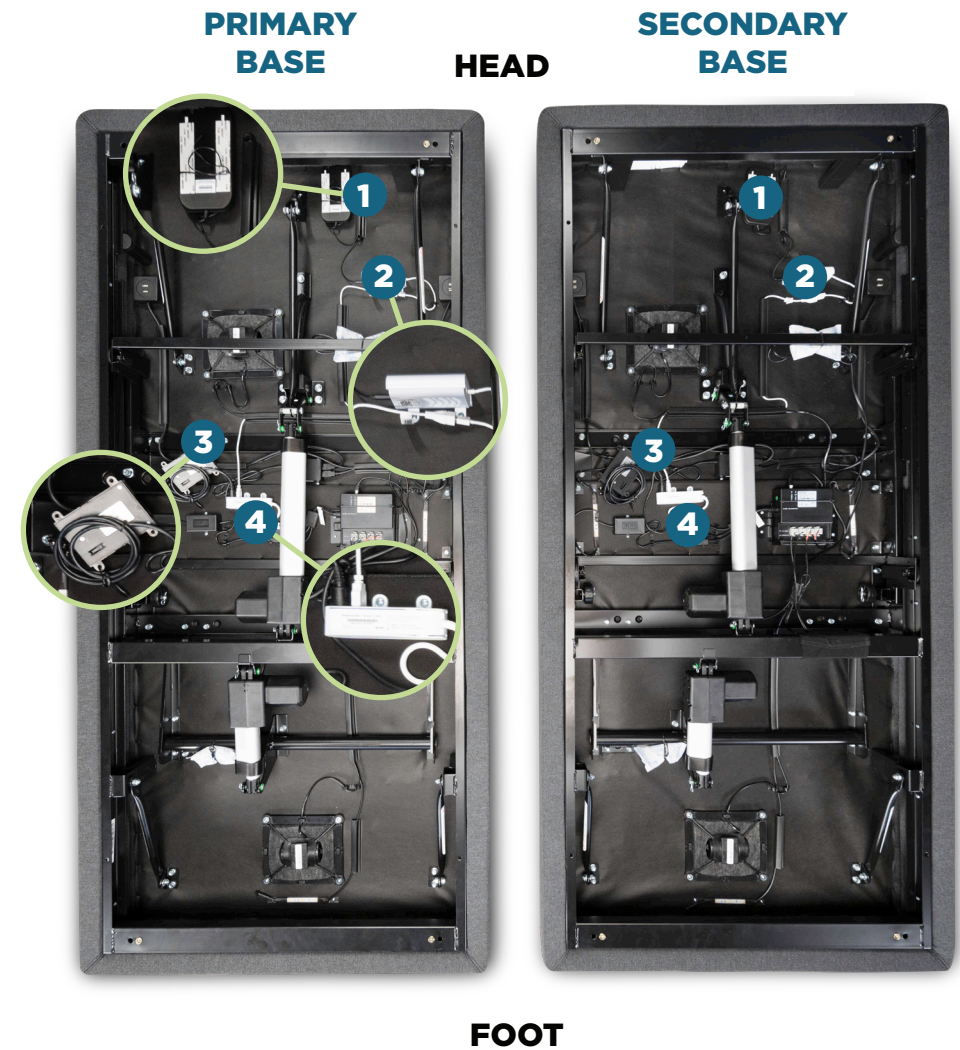


SPLIT KING

Including: Twin XL (Ergo and Ergo Extend) and Split California King (Ergo and Ergo Extend)

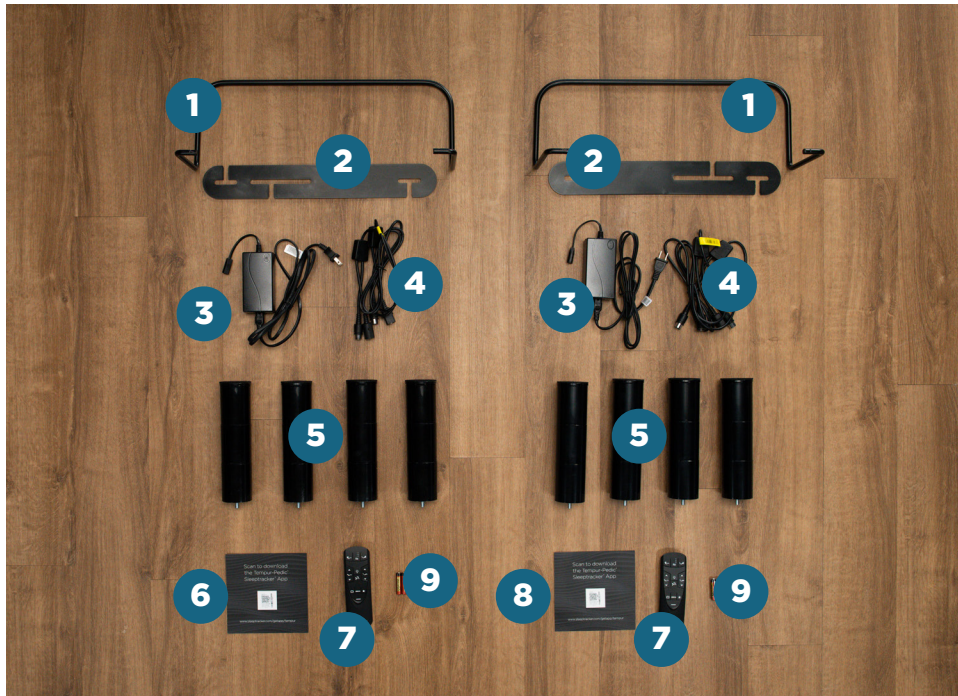
WHAT YOU'LL NEED TO KNOW

Each half of the Split King base comes with its own pre-installed Sleeptracker processor. Leaving both connected as-is will confuse the Sleeptracker app and prevent the app from working. Because of this, we need to re-route the sensors to make sure they're both plugged into the same processor. Here's a look at the base and components involved.



- 1 SLEEPTRACKER SENSOR
- 2 SLEEPTRACKER PROCESSOR
- 3 BATTERY BACKUP MODULE
- 4 SLEEPTRACKER SMART CABLE

PACKAGED COMPONENTS



PRIMARY

SECONDARY

- | | |
|------------------------------|---------------------|
| 1 MATTRESS RETAINER BAR (x2) | 6 PRIMARY QR CODE |
| 2 CONNECTOR STRIP (x2) | 7 REMOTE (x2) |
| 3 POWER SUPPLY (x2) | 8 SECONDARY QR CODE |
| 4 SYNC CABLE (x2) | 9 BATTERIES (x6) |
| 5 LEGS (x8) | |

SET UP THE BASES



STEP 1

Identify the head and foot of each base and ensure they are oriented correctly. The logo is located on the foot end of each base. As you stand at the foot of the bed, the left base will always be the **primary** base, and the right base will always be the **secondary** base.



STEP 2

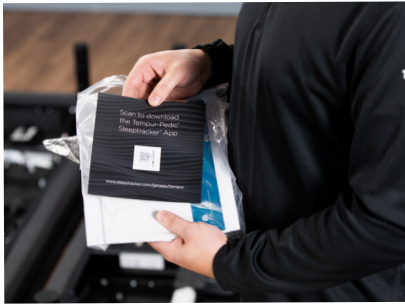
Remove these components from the underside of each frame. Do not mix up the components from each base.

- Electronics bag with power supply, sync cable, and remote control
- Legs bag
- Instruction manuals and QR code sheet
- Connector strip
- Mattress retainer bar



STEP 3

Screw the legs into the base. Do not overtighten.



STEP 4

Locate and dispose of the QR code sheet from the **secondary** base (the base on your right as you're standing at the foot of the bed).

- The **secondary** base is the side with the Sleeptracker processor we're disconnecting during this installation. The QR code from this side connects only to the **secondary** processor, which will not work after the installation. Dispose of it now to prevent confusion later.



STEP 5

Locate the QR code sheet from the **primary** base (the left base as you're standing at the foot of the bed). Set it aside for later.

- The **primary** base is the side with the Sleeptracker processor that will remain connected throughout the installation.
- The customer will need this QR code later in order to connect to the correct Sleeptracker processor.



STEP 6

Set the bases up on their sides, with the undersides facing each other.

SYNC THE CONTROLS FOR THE TWO BASES TOGETHER

- In order for the Sleeptracker app to function, the controls of both bases must be connected. The customer will regain individual control of either side when they connect the Sleeptracker app.
- Pick either base to start with.



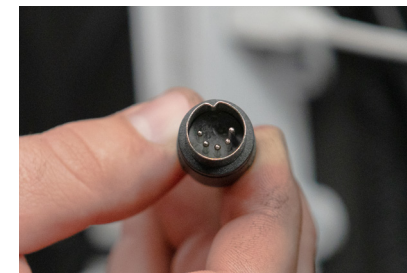
STEP 7

Untie the black battery backup module, then disconnect it from the white Sleeptracker Smart Cable.



STEP 8

Plug the sync cable into the Sleeptracker Smart Cable, in the port where the battery backup module was just removed.



Note: there is a sync cable in each electronics bag. Only one is used during the installation.

If you run into difficulty, align the notches on the cable and the port.



STEP 9

Plug the loose battery backup module into the extra lead on the sync cable.



STEP 10

Using the other end of the sync cable you just plugged in, **repeat steps 7 - 9 on the opposite base.**

CONNECT THE POWER SUPPLIES



STEP 11

Remove the tie from the bundled power supply cable (attached to the activated carbon pouch near the head of the base). Remove and discard all carbon pouches. Then connect the two power supply cables to the two power supplies from the electronics bag.



STEP 12

Put the bases up on their legs.

- **Two people are required.**



STEP 13

Install the connector strips at both the head and foot ends of the base.

- Slightly loosen the adjacent legs on both bases to allow the strip to fit between the leg and the frame. Slide the connecting strip onto the leg bolts, then secure the strip by shifting it to the left. Re-tighten legs, but do not overtighten. The bases should be touching.



STEP 14

Install mattress retainer bars: slide the left side of the bar into the bracket, then pull the retainer bar over the opposite bracket and insert the right side of the bar into the opening.



STEP 15

Plug both power supplies into a surge protector (not included) connected to a power source. The LEDs under the bed will blink.

PLACE THE SLEEPTRACKER SENSORS



STEP 16

Using the remote, move the heads of both bases into their full upright position.



STEP 17

Move to the head of the base. Untie the Sleeptracker sensors and insert them, white tape side towards you to ensure that the sensor is face-up, into the pockets at the head of each base. Be sure to insert all the way into the pocket. Secure with the Velcro straps.

- The sensor should not be inserted vertically, halfway, or under the Velcro strap on the edge of the base. The connector of the cable should be tucked into the pocket. No part of the sensor should be visible.

BYPASS THE SECONDARY SLEEPTRACKER PROCESSOR



STEP 18

On the **secondary** base (on the left as you stand at the head of the bed), disconnect the USB from the white Sleeptracker processor. It will remain disconnected.

- This keeps the **secondary** processor from broadcasting a WiFi signal and confusing the app.



STEP 19

Still on the **secondary** base, disconnect the black Sleeptracker sensor wire from the white Sleeptracker processor.



STEP 20

Free the excess black Sleeptracker sensor wire from the rubber conduit and run it under the frame towards the **primary** base, on the right side as you stand at the head of the bed. Connect that wire to the open port of the white Sleeptracker processor on the **primary** base. **Secure any excess sensor wire in the rubber conduits.**

Confirm that the LED on the **primary** base's white Sleeptracker processor is blinking green. It may take up to 90 seconds.

- This indicates that the processor is powered up and ready to connect to a WiFi network.

CUSTOMER CONNECTS TO THE SLEEPTRACKER APP



STEP 21

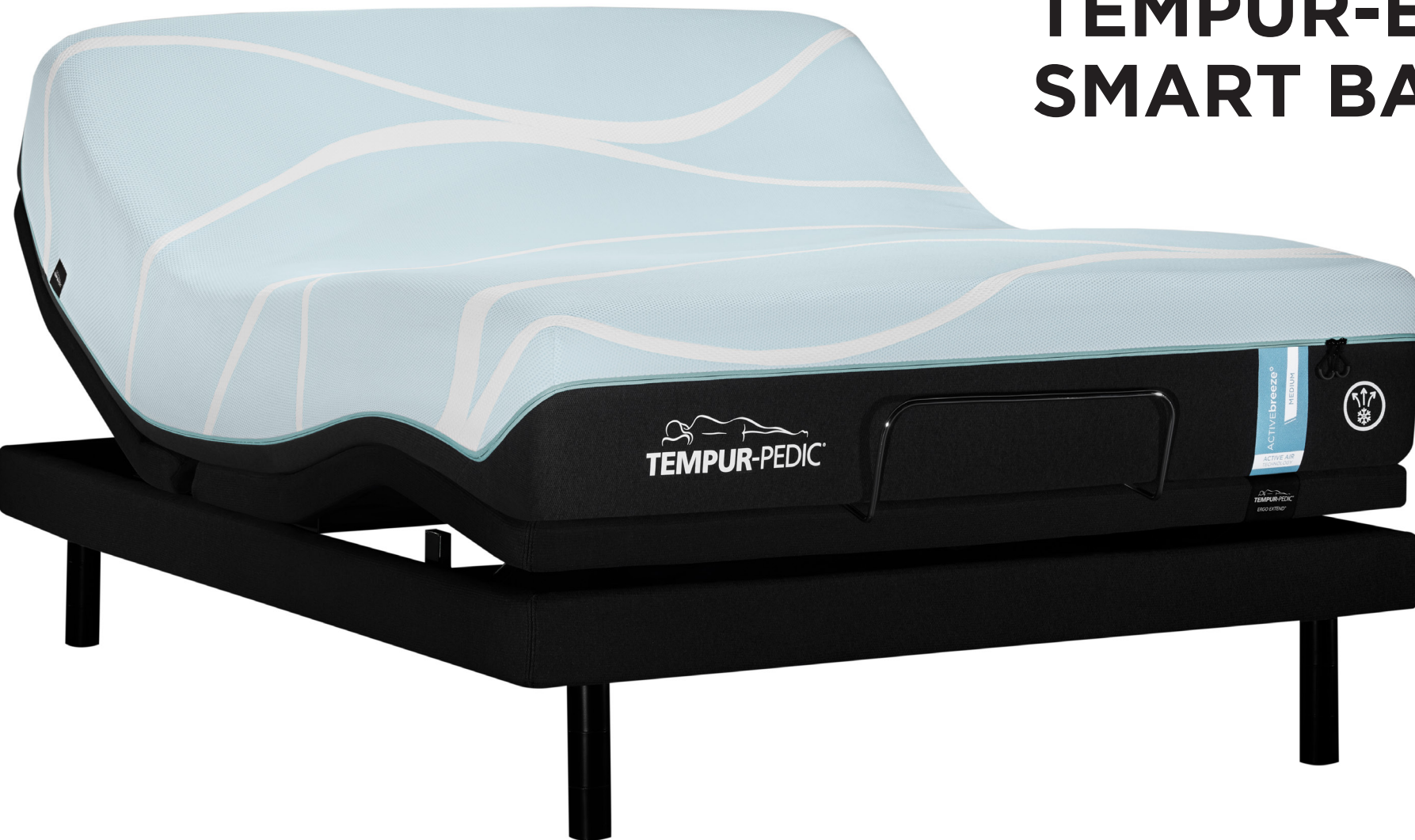
Hand the customer the **primary** base QR code sheet you set aside earlier.

- **Do not** give the customer the **secondary** base QR code, which you should have disposed of in Step 4. Since you just disconnected the sensors from the **secondary** base processor, the customer will not be able to connect correctly if they use the **secondary** base QR code.

Inform the customer that they will need to scan the QR code on this card, which will prompt them to download the Sleeptracker app. Once they've connected their app, it will allow them to access the full functionality of their new Ergo Smart Base. In order to have both bases function independently, the customer will need to enable the split system setting within the app.

Before leaving, call 844-309-3598 to complete the installation checklist.

HORIZONTAL
SPLIT KING
TEMPUR-ERGO®
SMART BASE



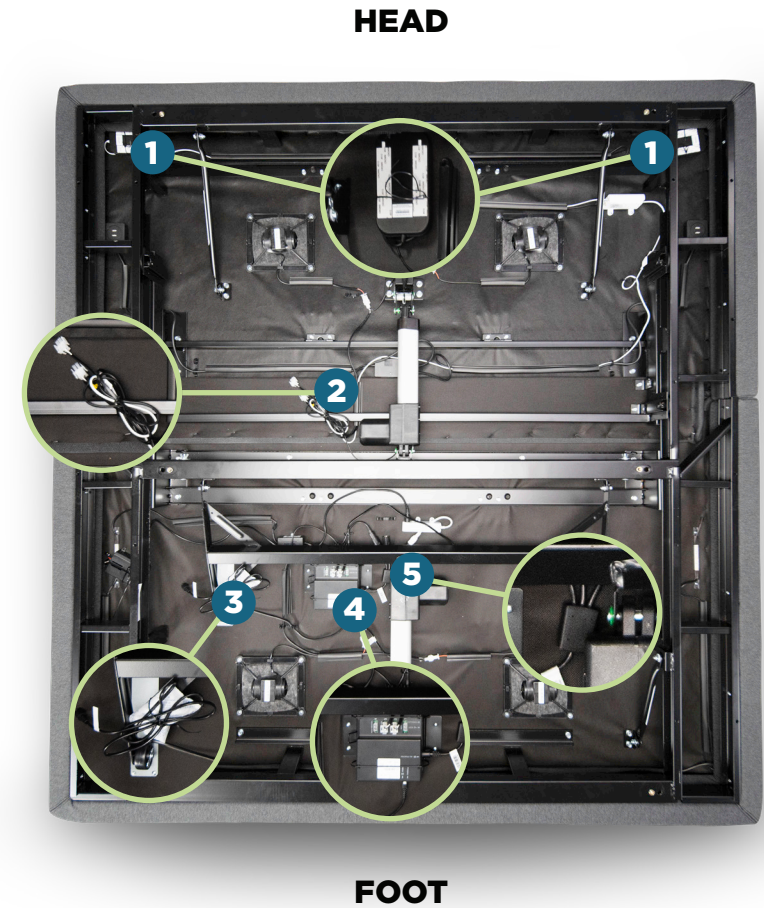
HORIZONTAL SPLIT KING

Including: King (Ergo Extend) and California King (Ergo Extend)

WHAT YOU'LL NEED TO KNOW

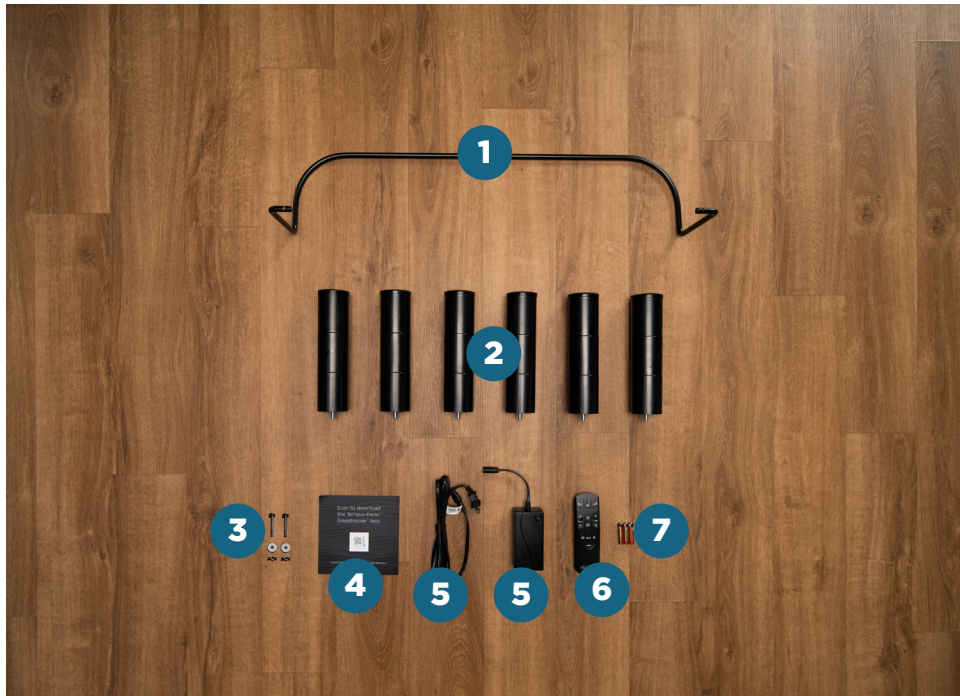
With a Horizontal Split King, the head and foot sections of the base come in separate boxes and need to be physically assembled. Cables running from the head end of the base to the foot need to be connected for the motors and Sleeptracker to function. Here's a look at the base and components involved.

PACKAGED COMPONENTS



- 1 SLEEPTRACKER SENSOR
- 2 CABLE BUNDLE
- 3 POWER SUPPLY CABLE
- 4 CONTROL BOX
- 5 SPLITTER CABLE

PACKAGED COMPONENTS



- | | |
|---|-------------------------|
| 1 MATTRESS RETAINER BAR | 5 POWER SUPPLY |
| 2 LEGS (x6) | 6 REMOTE |
| 3 BOLTS, WASHERS, WINGNUTS (x2 EACH) | 7 BATTERIES (x3) |
| 4 QR CODE | |

SET UP THE BASE



STEP 1

Identify the head and foot sections of the base (labeled on the outside of each box) and ensure they are oriented correctly.



STEP 2

Cut the plastic ties and remove the packaged components:

- Electronics bag with power supply, remote control and assembly hardware
- Legs bag
- Instruction manuals and QR code sheet
- Mattress retainer bar



STEP 3

Position the overhanging lip of the bar on the head section over the central bar on the foot section and line up the holes in each.



STEP 4

Using the included bolts, washers and wing nuts from the electronics bag, bolt the head and foot sections together.



STEP 5

Screw the legs into the base. Do not overtighten.



STEP 6

Locate the QR code sheet. Set it aside for later.

- The customer will need this QR code in order to connect to the Sleeptracker app.

MAKE ALL CABLE CONNECTIONS



STEP 7

Untie the bundled cables in the head section of the base, and run them under the central leg bar and across the horizontal split toward the foot section.



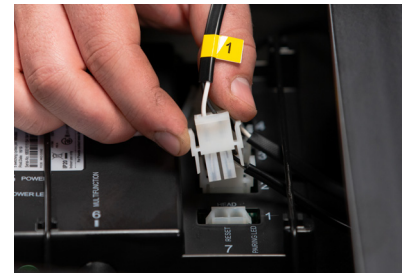
STEP 8

Plug the white USB extension cable into the white Sleeptracker Smart Cable on the foot section of the base.



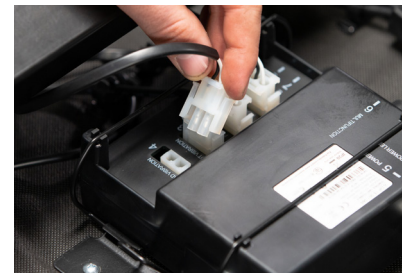
STEP 9

Plug the USB charger cable into the free port of the W-shaped splitter cord, located next to the motor control box in the foot section of the base.



STEP 10

Plug the head motor cable, marked with a yellow #1 tag, into the head motor port on the control box, labeled with a #1.



STEP 11

Plug the remaining head vibration cable into the free #4 port on the control box.



STEP 12

Remove the tie from the bundled power supply cable (attached to the activated carbon pouch in the foot section of the base). Connect the power supply cable to the power supply from the electronics bag.



STEP 13

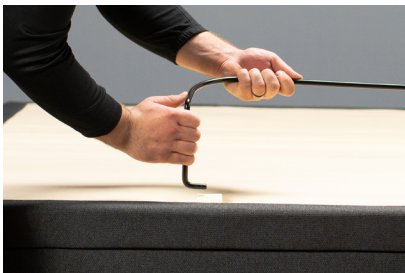
Place the base up on its legs.

- **Two people are required.**



STEP 14

Plug the power supply into a surge protector (not included) connected to a power source. The LEDs under the bed will blink.



STEP 15

Install mattress retainer bars: slide the left side of the bar into the bracket, then pull the retainer bar over the opposite bracket and insert the right side of the bar into the opening.

PLACE THE SLEEPTRACKER SENSORS



STEP 16

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



STEP 17

Move to the head of the bed. Untie the Sleeptracker sensors and insert them, white tape side towards you to ensure the sensor is face-up, into the pockets at the head of the base. Be sure to insert all the way into the pocket.

Secure the sensor with the Velcro straps and **secure any excess sensor wire in the rubber conduits.**

- The sensor should not be inserted vertically, halfway, or under the Velcro strap on the edge of the base. The connector of the cable should be tucked into the pocket. No part of the sensor should be visible.



STEP 18

Confirm that the LED on the white Sleeptracker processor is blinking green. This may take up to 90 seconds.

- This indicates that the processor is powered up and ready to connect to a WiFi network.

CUSTOMER CONNECTS TO THE SLEEPTRACKER APP



STEP 19

Hand the customer the QR code sheet you set aside earlier.

Inform the customer that they will need to scan the QR code on this card, which will prompt them to download the Sleeptracker app. Once they've connected their app, it will allow them to access the full functionality of their new Ergo Smart Base.

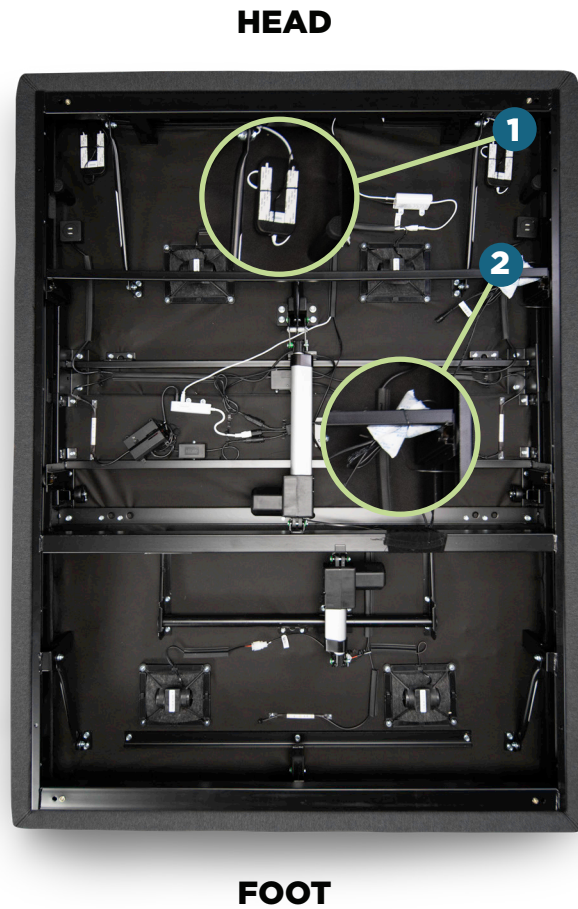
Before leaving, call 844-309-3598 to complete the installation checklist.

SINGLE UNIT **TEMPUR-ERGO®** **SMART BASE**



SINGLE UNIT

Including: Twin XL (Ergo and Ergo Extend), Full (Ergo) Queen (Ergo and Ergo Extend), King (Ergo), California King (Ergo)

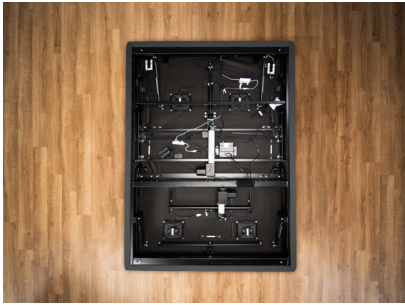


PACKAGED COMPONENTS



- 1 MATTRESS RETAINER BAR
- 2 LEGS (x4)
- 3 QR CODE
- 4 POWER SUPPLY
- 5 REMOTE
- 6 BATTERIES (x3)

SET UP THE BASE



STEP 1

Identify the head and foot of the base and ensure it is oriented correctly. The logo is located on the foot end of the base.



STEP 2

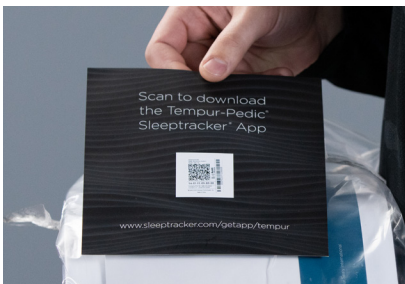
Cut the plastic ties and remove the packaged components:

- Electronics bag with power supply and remote control
- Legs bag
- Instruction manuals and QR code sheet
- Mattress retainer bar



STEP 3

Screw the legs into the base. Do not overtighten.



STEP 4

Locate the QR code sheet. Set it aside for later. The customer will need this QR code later in order to connect to the Sleeptracker app.

CONNECT THE POWER SUPPLY



STEP 5

Untie the bundled power supply cable (attached to the activated carbon pouch near the head of the base). Remove and discard all carbon pouches.



STEP 6

Connect the power supply cable to the power supply from the electronics bag.



STEP 7

Place the base up on its legs.

- **Two people are required.**



STEP 8

Plug the power supply into a surge protector (not included) connected to a power source. The LEDs under the bed will blink.



STEP 9

Install mattress retainer bars: slide the left side of the bar into the bracket, then pull the retainer bar over the opposite bracket and insert the right side of the bar into the opening.



STEP 12

Confirm that the LED on the white Sleeptracker processor is blinking green. This may take up to 90 seconds.

- This indicates that the processor is powered up and ready to connect to a WiFi network.

PLACE THE SLEEPTRACKER SENSORS



STEP 10

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



STEP 11

Move to the head of the bed. Untie the Sleeptracker sensors and insert them, white tape side towards you to ensure the sensor is face-up, into the pockets at the head of the base. Be sure to insert all the way into the pocket.

Secure the sensor with the Velcro straps and **secure any excess sensor wire in the rubber conduits.**

- The sensor should not be inserted vertically, halfway, or under the Velcro strap on the edge of the base. The connector of the cable should be tucked into the pocket. No part of the sensor should be visible.

CUSTOMER CONNECTS TO THE SLEEPTRACKER APP



STEP 13

Hand the customer the QR code sheet you set aside earlier.

Inform the customer that they will need to scan the QR code on this card, which will prompt them to download the Sleeptracker app. Once they've connected their app, it will allow them to access the full functionality of their new Ergo Smart Base.

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