

# FRESHBED SLEEP SYSTEM USER MANUAL

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# FRESHBED

BY VAN DOORNEWAARD

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## 1. Welcome!

Congratulations on your new FreshBed! From now on, you will experience improved sleep in a clean and healthy environment. The FreshBed team wishes you much pleasure with your new bed.

Please read these instructions carefully and keep these instructions readily available near your FreshBed system.

FreshBed reserves the right to make changes to the product, technical features and user manual at any time and without the need for prior notice. The most recent version of the manual can be found at <https://www.freshbed.com/supportfreshbed>, accessible after registering your FreshBed.

### How it works

FreshBed is the sleeping system that provides a constant temperature in bed. Active ventilation prevents temperature fluctuations in bed, keeping your body temperature at a constant level throughout the night. This silent ventilation prevents perspiration and cold shivers, and it keeps your mattress dry and fresh when the bedroom is within a normal climate range. You can control the temperature and ventilation individually for each side of the bed using the remote controls or the app.

### Components

The FreshBed sleep system is engineered to be used exclusively with the FreshBed mattress and topper. Once assembled, the bed consists of the following components:

1. Two original bed bases containing the innovative technology that makes sleeping on a FreshBed such a unique experience
2. A remote control for each individual side of the bed
3. The mattress to support the body
4. The topper for optimal personal comfort



If you need further information after reading this manual, please have a look at the support page on our website <https://www.freshbed.com/supportfreshbed> (accessible after registering) or contact us by email at: [support@freshbed.com](mailto:support@freshbed.com)



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## 2. Safety Instructions

### 2.1 General Safety Information

Please carefully read the user guide before using the bed for the first time. FreshBed cannot be held responsible for injuries caused by incorrect use.

The following safety regulations must be followed when using the FreshBed sleep system:

- Do not use the product unless the manual has been fully read
- Do not use the product unless it is in good working order and performs in accordance with its specifications and manuals
- Do not remove, change, bridge or bypass protection or safety features
- Do not change or modify the FreshBed Sleep System
- Do not use unauthorized spare parts for substitution or repair
- The product may be assembled only by physically able adults
- Do not attempt to change or replace parts unless the product is unplugged from the electrical outlet

### 2.2 Intended Use

The FreshBed Sleep System – consisting of the original bed bases, air generator, mattress, and topper – provides a constant bed temperature with silent, active ventilation.

- It is designed for indoor use only and has been developed for hospitality and household use only.
- It is operated by a Remote Control and/or wireless connection through mobile device(s), and once put into use is advised to remain powered on 24 hours per day, 7 days per week.
- It should only be used with FreshBed mattresses and toppers, which are engineered as part of the system. Not doing so will eliminate the effectiveness of the sleep system.
- The air generator is an integral part of the FreshBed Sleep System – do not remove it. Technical maintenance and filter replacement should be performed exclusively by authorized technical service personnel.
- It may only be assembled and used by adults; it is not designed for children or animals.
- Do not allow children or persons with reduced physical, sensory or mental abilities to use the sleep system unsupervised.
- One of the core features of the FreshBed Sleep System is the individual temperature setting per side. To experience optimum performance, it is advised to stay on one side.
- The maximum load on the FreshBed Sleep System is 265 lbs. (120 kg) per side. Weight must be distributed evenly. Do not stand on the FreshBed Sleep System at any time, as exceeding the recommended maximum load could damage the product and void the limited warranty.
- The FreshBed Sleep System is intended to be used with all packaging materials removed. Make sure all packaging materials used for the HEPA filter, air generator, mattress and topper are removed.
- No water repellent or waterproof materials are used around the cores of the mattress and top layer.
- Only clean bed linens should be put onto the FreshBed Sleep System.
- Mattresses are used in combination with the dedicated mattress topper and FreshBed protector.
- The FreshBed Sleep System is used with breathable bed linen advised by your authorized FreshBed dealer.

Usage outside the intended use described in the user manual will void the limited warranty and could result in personal injury or damage to the system.

### 2.3 Misuse

- Never overload the FreshBed Sleep System
- Never jump on the FreshBed Sleep System
- Never allow water to enter the air generator unit
- Never use a different power supply than indicated on the label on the air generator
- Never allow children or animals to climb on, in or under the FreshBed Sleep System
- Never use the FreshBed Sleep System as a step or climbing aid
- Be sure to only use the remote as instructed for controlling the bed
- Do not smoke in or near the FreshBed Sleep System



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## HOSPITAL/MEDICAL DISCLAIMER

The FreshBed Sleep System is not designed to comply with medical or hospital standards.

It is therefore not suitable for domestic or commercial medical use.

- Do not use the FreshBed Sleep System near an oxygen tent or therapy equipment
- Do not use the FreshBed Sleep System near potentially explosive gases

## 2.4 Important Safety Instructions

Some residual risks remain after all safety standards have been complied with. When using the FreshBed Sleep System, basic precautions should always be followed, including the following:

Les risques résiduels sont les risques qui subsistent après que toutes les normes de sécurités pertinentes ont été respectées. Lorsque vous utilisez le FreshBed Sleep System, il est impératif de prendre des précautions de bases, notamment les suivantes:

### IMPORTANT SAFETY INSTRUCTIONS

KEEP THESE INSTRUCTIONS READILY AVAILABLE NEAR THE FRESHBED SLEEP SYSTEM

IMPORTANTES MESURES DE SÉCURITÉ

GARDEZ CES INSTRUCTIONS READEMMENT DISPONIBLES PRÈS DU SYSTÈME DE SOMMEIL FRESHBED

	<p><b>Danger: To reduce the risk of electric shock</b></p> <p>Always unplug the FreshBed Sleep System from the electrical outlet before repair, replacement of parts, or cleaning or servicing the bed's original bedbase.</p> <p>Don't get water, liquids or moisture into any openings. When cleaning, use only a soft, damp cloth.</p>
	<p><b>Danger: Pour réduire les risques de décharge électrique</b></p> <p>Débranchez toujours le FreshBed Sleep System de la prise électrique avant de le réparer, de remplacer des pièces ou de nettoyer ou d'entretenir le sommier.</p> <p>N'introduisez pas d'eau, de liquide ou de l'humidité dans les ouvertures. Pour le nettoyage, utilisez uniquement un chiffon doux et humide.</p>
	<p><b>Warning: To reduce the risk of electric shock</b></p> <p>Connect this sleep system to a properly grounded outlet only. See Grounding Instructions.</p>
	<p><b>Avertissement: Pour réduire les risques de décharge électrique</b></p> <p>Branchez le FreshBed Sleep System uniquement dans une prise de terre. Voir les instructions de mise à terre.</p>
	<p><b>Warning: To reduce the risk of burns, fire, electric shock, or injury to persons</b></p> <p>Turn off and unplug the FreshBed Sleep System from the outlet before putting on or taking off parts. Use this FreshBed Sleep System only for its intended use as described in these instructions.</p> <p>Use only SJT Type 18 AWG Cord. Do not use attachments that are not recommended by the manufacturer.</p> <p>Never operate the FreshBed Sleep System if it or any parts have a damaged cable or plug, are not working properly, have been dropped or damaged, or dropped into water. Return to qualified service personnel for examination or repair.</p> <p>Keep all cables away from heated surfaces. Prevent cables from being crushed by any outside object.</p> <p>Never operate the FreshBed Sleep System with the air inlet and outlet openings blocked. Keep the air inlet and outlet openings free of lint, hair and other debris.</p> <p>Never drop or insert any object into any opening.</p> <p>Do not use outdoors.</p> <p>Do not operate the FreshBed Sleep System where aerosol spray products are being used or where oxygen is being administered.</p> <p>To disconnect the FreshBed Sleep System, turn the control to the off position, then remove plug from outlet.</p>



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	<p><b>Avertissement: Pour réduire les risques de décharge électrique Pour réduire les risques de brûlure, d'incendie, de décharge électrique ou de blessure</b></p> <p>Éteignez et débranchez le FreshBed Sleep System de la prise de courant avant de placer ou d'enlever des pièces. Utilisez le FreshBed Sleep System uniquement pour l'usage auquel il est destiné, tel que décrit dans ces instructions. N'utilisez pas d'accessoires non recommandés par le fabricant.</p> <p>N'utilisez jamais le FreshBed Sleep System si le câble ou la prise est endommagé(e), s'il ne fonctionne pas correctement, s'il est tombé ou s'il est endommagé, ou s'il est tombé dans l'eau. Renvoyez-le pour un examen ou une réparation par le personnel de service qualifié.</p> <p>N'approchez pas les câbles de surfaces chauffées et évitez qu'ils ne soient écrasés par un objet.</p> <p>N'utilisez jamais le FreshBed Sleep System lorsque les ouvertures d'entrées d'air sont bloquées. Gardez les ouvertures d'entrées d'air libres de peluches, de cheveux ou autres.</p> <p>Ne laissez jamais tomber et n'insérez aucun objet dans une ouverture.</p> <p>Ne pas utiliser à l'extérieur.</p> <p>N'utilisez pas le FreshBed Sleep System dans un endroit où des produits aérosol (vaporisateur) sont utilisés ou dans un endroit où de l'oxygène est administré.</p> <p>Pour éteindre le FreshBed Sleep System, mettez la commande en position arrêt et retirez la fiche de la prise de courant.</p>
	<p><b>Warning: Moderate risk of death or serious injury in explosive atmospheres</b></p> <p>Do not operate the FreshBed Sleep System in potentially explosive, dangerous or toxic atmospheres. Operating the FreshBed Sleep System in potentially explosive, dangerous or toxic atmospheres may lead to death or serious injury through explosions.</p> <p>Read the relevant directives to determine whether an atmosphere is potentially explosive, dangerous or toxic.</p>
	<p><b>Avertissement: Risque modéré de mort ou de blessure grave en atmosphère explosive</b></p> <p>N'utilisez pas le FreshBed Sleep System dans des atmosphères potentiellement explosives, dangereuses ou toxiques. L'utilisation du système FreshBed Sleep dans des atmosphères potentiellement explosives, dangereuses ou toxiques peut entraîner la mort ou des blessures graves en raison d'explosions.</p> <p>Lisez les instructions d'application pour déterminer si une atmosphère est potentiellement explosive, dangereuse ou toxique.</p>
	<p><b>Warning: Moderate risk of death or serious injury through crushing</b></p> <p>Crawling, laying, or reaching underneath the FreshBed Sleep System may lead to minor or moderate injury through being crushed.</p> <p>When the FreshBed Sleep System moves to a new position, it is possible that persons will be crushed between the FreshBed Sleep System and foreign objects. This may lead to death or serious injury.</p> <p>Do not store foreign objects underneath the FreshBed Sleep System.</p>
	<p><b>Avertissement: Danger modéré de blessure grave par écrasement</b></p> <p>Ramper, s'allonger ou atteindre le dessous du FreshBed Sleep System peut entraîner des blessures mineures ou modérées par écrasement.</p> <p>Lorsque le FreshBed Sleep System change de position, il est possible que des personnes soient écrasées entre le FreshBed Sleep System et d'autres objets. Cela peut entraîner la mort ou des blessures graves.</p> <p>Ne placez pas d'objet sous le FreshBed Sleep System.</p>
	<p><b>Warning: Moderate risk of death or serious injury to children and babies</b></p> <p>Misuse of the FreshBed Sleep System around children may lead to death or serious injury.</p> <p>Do not let babies use the FreshBed Sleep System as there is risk of death or serious injury through entrapment or suffocation.</p> <p>Do not allow children to play with, on, or underneath the FreshBed Sleep System.</p>
	<p><b>Avertissement: Risque modéré de mort ou de blessure grave chez les enfants et bébés</b></p> <p>Une mauvaise utilisation du FreshBed Sleep System avec des enfants peut entraîner la mort ou une blessure grave.</p> <p>Ne laissez pas les bébés utiliser le FreshBed Sleep System: risque de mort ou de blessure grave par enfermement ou suffocation.</p> <p>Ne laissez pas les enfants jouer avec, sur ou sous le FreshBed Sleep System.</p>



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	<p><b>Caution: Moderate risk of minor or moderate injury through improper use</b></p> <p>Do not use the FreshBed Sleep System before the legs have been professionally installed and stability is secured by all four legs resting solidly on the floor. Additionally, the metal connectors, connecting the two original bed bases at the head and foot end, have to be secured by fastening the bolts on the connector tightly before using the bed. There should be no clearance between legs and original bedbase.</p> <p>The FreshBed Sleep System can withstand a maximum load of 265 lbs (120 kg) per single unit. Do not overload the FreshBed Sleep System.</p> <p>Do not stand on, lay on, crawl on/underneath, or reach underneath the FreshBed Sleep System.</p> <p>Use the boost mode with high airflow and temperature only to dry the mattress and topper. Do not use it other than drying the mattress and topper.</p>
	<p><b>Attention: Risque modéré de blessure mineure à modérée par une utilisation impropre</b></p> <p>N'utilisez pas le FreshBed Sleep System avant que les pieds aient été installés par un professionnel et que la stabilité soit assurée par quatre pieds reposant solidement sur le sol.</p> <p>Aucun espace entre les jambes et le sommier n'est autorisé.</p> <p>Le FreshBed Sleep System peut supporter une charge maximale de 180 kg (400 livres) par unité, ne pas surcharger le FreshBed Sleep System.</p> <p>Ne vous mettez pas debout sur le FreshBed Sleep System, ne rampez pas, ne vous allongez pas et ne passez pas sous le FreshBed Sleep System.</p> <p>Utilisez le mode "boost" avec un débit d'air et une température élevée uniquement pour sécher le matelas et le surmatelas. Ne l'utilisez pas autrement que pour sécher le matelas et le surmatelas.</p>
	<p><b>Notice: Liability and warranty claims are void in cases of usage outside of the intended use</b></p> <p>To maintain sufficient stability, the upper side of the system's original bed base must not exceed 17 inches (432 mm). To maintain a sufficient air inflow, clearance underneath the FreshBed Sleep System must not be less than 1 inch (25.4 mm) and air intake openings must not be blocked.</p> <p>When the FreshBed Sleep System is used in an existing bed frame, it must be not be in contact with the bed frame. Adjust the four legs to the correct height.</p> <p>Make sure that the mattress and topper are always used with the head at the correct end of the original bed base. The FreshBed label must always be located on the foot end of the bed. Make sure the non-sleeping side is facing downwards.</p>
	<p><b>Remarque: La responsabilité et les demandes de garanties sont nulles en cas d'utilisation en dehors de l'usage prévu.</b></p> <p>Pour maintenir une stabilité suffisante, la partie supérieure du sommier ne doit pas dépasser 432 mm (17 pouces). Pour maintenir un flux d'air suffisant, la partie inférieure du sommier ne doit pas être en dessous de 25,4mm (1 pouce) et les ouvertures d'entrées d'air ne doivent pas être bloquées.</p> <p>Lorsque le FreshBed Sleep System est utilisé dans un cadre de lit, il ne doit pas être en contact avec celui-ci. Ajustez les quatre pieds à la bonne hauteur.</p> <p>Assurez-vous que le matelas et le surmatelas soient toujours utilisés avec la tête du bon côté du sommier. Assurez-vous que le côté où l'on ne dort pas c'est tourné vers le bas.</p>



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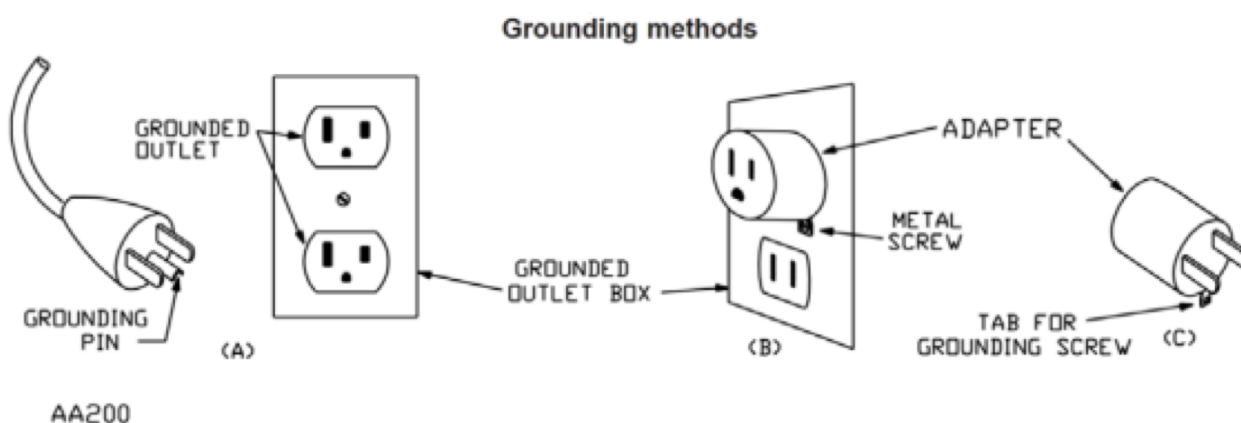
## 2.5 Grounding Instructions

This product is considered safe if used within its intended purpose. Any changes such as applying an extension cord were not tested and certified, and therefore cannot be guaranteed by FreshBed. The use of extension cords is not covered by the legal compliance responsibility of FreshBed. The FreshBed product is provided with a non-detachable power supply cord ending in a grounding-type attachment plug. Make sure that the product is connected to an outlet having the same configuration as the plug. Do not use an adapter with the product. It is safe to use a surge protector within the power supply limits of that specific surge protector.

FreshBed products comply with US product legislation and product standards. The compliance will be voided if the product is altered, modified or repaired by an unauthorized service person. Safety of the product can only be guaranteed when used in the intended manner, plugged in and installed safely and in accordance with the safety measures provided in the product instructions and labels.

The system is supplied with a 6-foot cord that plugs into a 120-volt outlet. The end user is solely liable for the use of extension cords.

- The surge protector is selected for the power ratings of the AGU. Depending on the characteristics of the surge protector, one or more AGU's can be connected to one device.
- Carefully consider any restrictions on the extension device per the device's instructions and/or warnings (e.g. indoor/outdoor use).
- The maximum power current must be adhered to for all electrical extension devices.
- Electrical power cords need to meet the voltage of the devices plugged in.
- We recommend limiting the cable length and applying polarized cords with three-prong plugs.
- Use US-approved surge protectors with three-prong cords and with the minimal requirements for the Power Supply Cable, which is a US/Canada-approved power supply cord rated at 105 °C, 300V, 18AWG and three conductors including an earth connection 5-15P with 10A, 125V.







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## 3. Warranty Conditions & Service

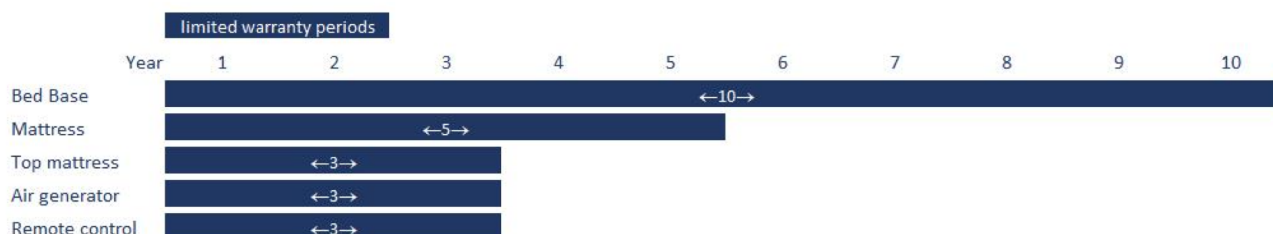
### 3.1 Service

For service or repair of your FreshBed Sleep System, please contact your local authorized distributor or reseller. Additionally, your authorized distributor or reseller can be contacted for maintenance and HEPA filter replacement. If you expect your FreshBed is not in normal working order, we advise you to check our troubleshooting document in Chapter 11 of this manual and the warranty portal to see if there is a proposed solution for your problem. For issues that cannot be resolved after checking this document, the limited warranty could pose as a solution. The limited warranty and service periods are specified below.

### 3.2 Limited Warranty

Your FreshBed Sleep System comes with a limited warranty for periods specified below during which parts with defects will be repaired or replaced free of charge. For the warranty to be valid, it is required that:

- Your FreshBed is registered online at <https://www.freshbed.com/supportfreshbed> or using the provided card with the QR code.
- Your FreshBed is always provided with the latest software updates. We advise to check for software updates monthly and keep your FreshBed connected online via WiFi or Ethernet.



The original invoice will serve as your proof of purchase and the limited warranty will commence from the date of purchase. This limited warranty does not affect the buyer's rights as set in the national legislation for the sale of consumer goods.

Any product sold to the first and original end-purchaser is guaranteed to be free from material defects in both components and workmanship under regular use defined in this user manual during the limited warranty period. 'Defect' as used herein means a manufacturing or a design defect that materially impinges on the use of the product, which is solely attributable to FreshBed.

All products subject to limited warranty claims must be sent to an authorized service dealer and must include all the accessories that came with the product. If FreshBed has classified the fault to fall within the limited warranty, the faulty components will be repaired or replaced and returned in a timely manner.

The limited warranty is only valid if the FreshBed's installation and maintenance have been carried out in accordance with the instructions in this manual and the troubleshooting document as referred to in Chapter 11 of the manual or in the warranty portal. FreshBed will not compensate any direct or indirect damage that has resulted from using the product.

As the limited warranty periods differ per part of the bed, a short elaboration can be found below:



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**Bed Base:** A standard 10-year limited warranty is granted on material or manufacturing defects for all bed bases, excluding the air generator.

**Mattress:** A standard 5-year limited warranty is granted for the mattress. Disclaimers: The mattress cover is not included in the limited warranty. A loss of height of the mattress' core as a result of body pressure of up to 1½ inch (3.8 cm) is normal after one year of use. This loss of height is not covered by the limited warranty.

**Top Mattress:** A standard 3-year limited warranty is granted for the top mattress. Disclaimer: The cover is not included in the limited warranty. A loss of height of the top mattress' core as a result of body pressure of up to 1½ inch (3.8 cm) is normal after one year of use. This loss of height is not covered by the limited warranty.

**Air Generator:** A standard 3-year limited warranty is provided on the air generator for material or manufacturing defects under the condition that software updates are downloaded periodically to ensure the air generator technology is optimized and functionality can be guaranteed.

The air generator limited warranty can only be validated when diagnostics can be run on the air generator through a connection to the internet. The air generator must therefore be connected either by the Ethernet cable or by WiFi. In the event more length of the Power Cord is required and/or a surge protector is used, FreshBed will not be held liable for any damages and/or defects.

The limited warranty does not cover damage to the air generator due to a power surge.

Please note that the HEPA filter should be replaced annually, or the limited warranty on the air generator will be void. These filters are not part of the FreshBed limited warranty.

**Remote Control:** A standard 3-year limited warranty is provided on the remote control for material or manufacturing defects. After registering, you will receive additional services during the third year under the condition that software updates are downloaded periodically to ensure the technology is optimized and functionality can be guaranteed.

Caution: Do not drop the remote control or the air generator and do not pull the cable too hard. Resulting damages are not covered by the FreshBed limited warranty. The limited warranty does not cover damage to the remote control due to a power surge. When the remote control is damaged due to a power surge this is not covered by the limited warranty.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

### 3.3 Limited Warranty on Showroom Models (for authorized FreshBed dealers only)

A standard 2-year warranty is granted on the bed bases, mattresses, air generators and remote controls of showroom models on material or manufacturing defects, which takes effect on the date stated on the customer's invoice (top mattresses standard 1-year limited warranty). The extension of the limited warranty period through registration is not possible for showroom models and/or items. It is still possible to register your bed and get access to additional resources; however, this will not provide additional warranty services. The limited warranty will be valid under the condition that the FreshBed is sold not later than 1 year after the installation of the Showroom Model.

### 3.4 Making Use of the Limited Warranty

In case of a defect that might be covered by the FreshBed limited warranty, you must:

- 1) Contact your authorized dealer immediately, but not later than five (5) days after the defect first occurred, was first discovered, or reasonably should have been discovered. Any claim must be substantiated by clear pictures and explanation of the experienced defect, pointing out the expected cause.
- 2) Allow your authorized dealer and/or FreshBed to inspect the product during regular business hours. Any defective parts must be made available for inspection and should be shipped upon first request.
- 3) Follow all instructions by FreshBed and make sure your bed is connected to the internet (via WiFi or Ethernet).
- 4) Check for software updates monthly.
- 5) Check the Listed Questions & Answers (see Appendix 3).

If a part is repaired or replaced during the limited warranty period, the original (extended) limited warranty period continues running and will not be prolonged.

UV light is harmful to the material and is not covered under limited warranty. You should not expose your FreshBed or components to UV light for too long.

### 3.5 Limitation of Liability and Warranty

We strongly advise our customers to purchase FreshBed products at authorized FreshBed dealers only. The limited warranty does not apply to FreshBed products that have not been purchased at authorized FreshBed dealers (physical or online) and/or that have not been delivered and assembled by an authorized FreshBed dealer. The FreshBed limited warranty is only valid in the following countries: USA, Canada. This list may be amended from time to time by FreshBed. Warranty and service may be refused in situations where FreshBed products have been transported to countries outside the listed countries.

EXCEPT AS UNAMBIGUOUSLY AND EXPRESSLY SET FORTH HEREIN, FRESHBED MAKES NO REPRESENTATIONS OR WARRANTIES IN CONNECTION TO ITS PRODUCTS, INCLUDING WARRANTIES ABOUT ITS PRODUCTS' MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT (WHETHER EXPRESS, IMPLIED OR STATUTORY), UNLESS EXPLICITLY MADE AND PROVIDED BY FRESHBED TO THE FIRST PURCHASER/END-USER IN WRITING. ANY UNAUTHORIZED MODIFICATIONS, UNAUTHORIZED MAINTENANCE, AND UNAUTHORIZED REPAIRS OF PRODUCTS WILL RENDER THE LIMITED WARRANTY NULL AND VOID.

THE SOLE AND EXCLUSIVE REMEDY FOR ALLEGEDLY DEFECTIVE PRODUCTS IS THE REPLACEMENT OR REPAIR, AT FRESHBED'S SOLE DISCRETION, OF SUCH PRODUCTS, OR PARTS OF SUCH PRODUCTS, AT NO COSTS FOR CLIENT.

The FreshBed limited warranty will be valid only if:

- 1) The product has been installed and maintained in conformance with the instructions of FreshBed.
- 2) The product is permanently connected to the internet while using the FreshBed.
- 3) The product has been used for its intended purpose only.
- 4) Product maintenance has been performed and documented as set forth herein.
- 5) Claimant strictly complied and complies with all obligations set forth herein.

The following exclusions apply to FreshBed's limited warranty.

### 3.6 Limited Warranty Exclusions

The Warranty as set forth in paragraph 3.2 does not apply, and FreshBed accordingly shall have no liability whatsoever, in the following events:

- The conditions for activating the limited warranty were not met.
- Unauthorized modifications, repairs, or additions to the product; incorrect maintenance or maintenance by unauthorized persons; or the installation and/or use of parts in the products have been carried out.
- Installation has not been carried out in compliance with the legal standards and instructions provided in this manual.
- Failure to replace the HEPA filter at least once a year, every year.
- Faults or damages arising from regular wear and tear (normal fabric wear on mattress and top mattress), faulty or careless installation or treatment, improper storage or unloading of the product, improper or defective environmental circumstances or events outside FreshBed's reasonable control (force majeure).
- Damage caused by transport. We recommend to thoroughly check the goods upon receipt, allowing you to notify the seller and document this on the transport document.
- Failure to perform a proper installation or provide an appropriate operational environment, including but not limited to direct sunlight, high humidity and vibration, unstable wired/wireless network connection, bad grounding, etc.
- Damage caused by impact between the FreshBed Sleep System and other objects like dropping, falls, spilled liquids, or submersion in liquids.
- If the serial number of the product (or serial number stickers of its parts) have been modified, removed, blurred or damaged.
- Cracks and scratches on LCD, plastic/composite material or other surfaces as well as other defects caused by transportation, handling or customer normal use, wear and tear and/or abuse.



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- Damage caused by unauthorized and/or improperly performed repairs, product alterations or disassembling, abuse, misuse, mishandling, or misapplication of the product.
- Faults resulting from negligent handling, installation and maintenance, slight fading of colors or other non-conformities that do not harm the functionality of the products, misuse, accident and modification or combination with non-FreshBed products.

### 3.7 In Case of Fault

In case of a fault, you must contact the authorized reseller immediately for a repair or replacement. The limited warranty can only be initiated after written permission from FreshBed has been granted.

### 3.8 Freshbed Disclaimer

All information and content available on or accessible through the website and all information contained in any FreshBed documentation, whether provided electronically or in hardcopy, such as product manuals, and all information and content in emails or other ways of communication used by FreshBed (collectively hereafter referred to as: the "Information") have been prepared solely for the purpose of providing information about FreshBed and its products and services. The Information must not be relied upon in connection with any investment decision. While the content hereof has been prepared with the utmost care, some Information may nevertheless be incomplete, incorrect or may become outdated in time.

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# FRESHBED

BY VAN DOORNEWAARD

## 4. Assembly and Installation

### 4.1 Contents

The FreshBed Sleep System is delivered in four boxes.

- 1 box with the topper
- 1 box with the mattress
- 2 boxes with the individual original bed bases and all parts needed for assembly
- (In some countries additional legs are available, which are delivered in a separate box.)




The boxes contain all the parts necessary to fully assemble and operate the system. Upon opening the packaging, use this section to ensure all the parts are present and in perfect condition. If any part is damaged or missing, contact your authorized dealer or reseller first. Some parts of the FreshBed are heavy; it is therefore advised that two adults assemble the bed.

	<b>Important unpacking instructions</b> Caution: To avoid personal injury or damage to the FreshBed Sleep System, always open cartons while they are lying in a flat position on the floor (see information on packaging).  Notice: Do not use knives or sharp objects to open the packaging materials. These may damage the product.
	<b>Warning: Moderate risk of death or serious injury to children and animals</b> The plastic packaging of the FreshBed Sleep System is a potential suffocation hazard. Leaving children or animals unsupervised with the empty packaging may lead to death through suffocation.  Do not leave children or animals unsupervised.  Dispose of unnecessary packaging immediately.
	<b>Caution: Risk of minor or moderate injury through cutting</b> Avoid contact with sharp edges, which may lead to minor or moderate injury through cutting.

### 4.2 Tools for Assembly

Several tools are needed to assemble the FreshBed. These tools are available in the accessory box with the FreshBed legs and connectors. Use a Torx TX20 or Torx TX25 to disassemble the wooden crate the FreshBed is shipped in.

Below you can find an overview of the different tools that are needed to assemble the different parts of the FreshBed.

Slatted Frame: Torx wrench TX30 	Legs: Tubular spanner 17 mm 	Air generator: Torx wrench TX30 	Bed base connector: 3mm-1/8 Hex Allen wrench 
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# FRESHBED

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## 4.3 Assembly



### Notice: Important unpacking instructions

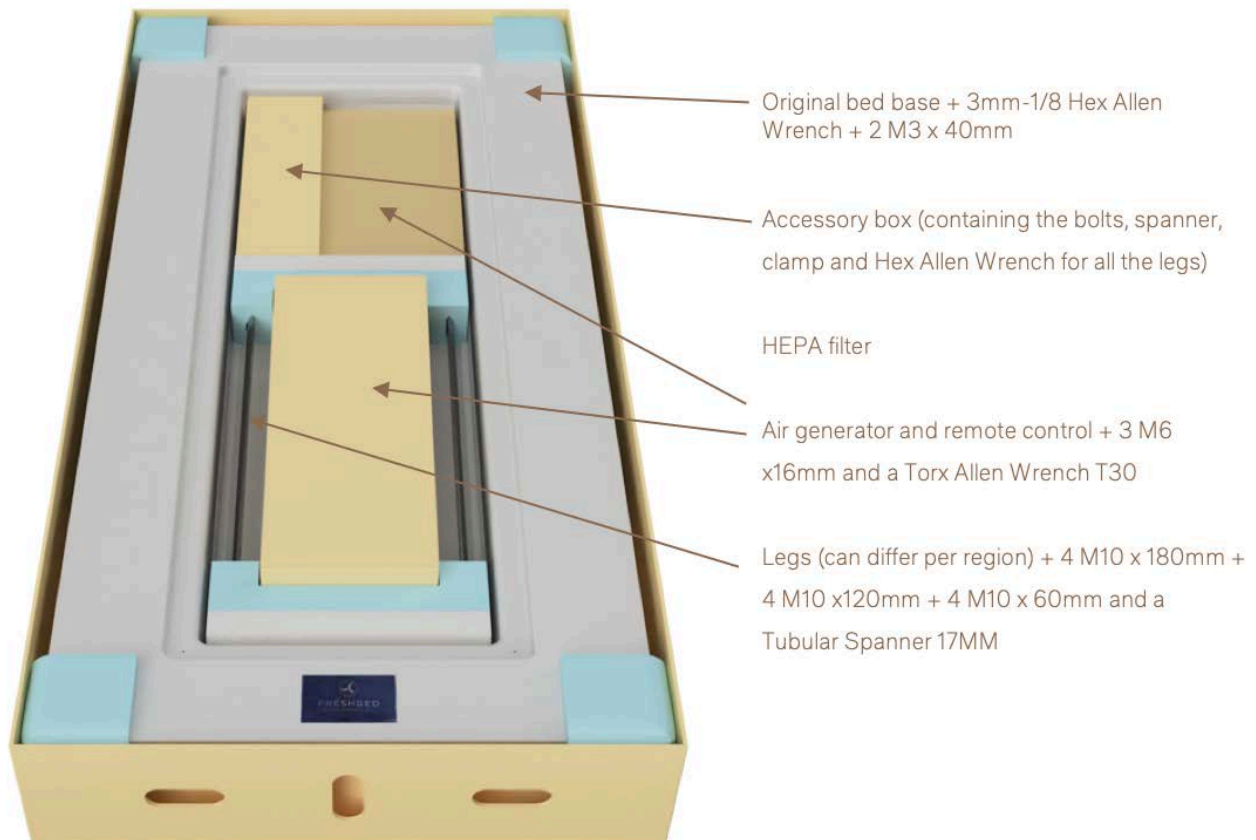
Keep all cables and other objects away from the original bed base to prevent crushing.

Be sure to wear protective gear such as work gloves and goggles to avoid injury during assembly.

Assembly should be done where there is enough space.

### Step 1: Unpacking the boxes

- Set aside the box with the mattress and the topper until the original bed bases have been set up.
- Each box with an original bed base contains several parts to assemble the FreshBed.
- The slatted frame is secured to the original bed base during transport. Remove the frame by unscrewing the bolts from the bed base using a Torx TX30 wrench and save the bolts to replace the frame later.
- The following items should be removed from the original bed base prior to starting the assembly. To protect the parts during assembly, place them on a soft surface:
  - A box containing the air generator unit, remote control, power cable, WiFi antenna, and bolts to secure the air generator
  - A box containing the HEPA filter
  - A box containing the user manual, welcome card, 4 leg spacers and bolts for the legs, rubber cable grommet, and remote holder
  - A box containing original bed base legs
  - A separate box is included with legs for customizable height, 2 connectors, and the tools needed to assemble the FreshBed





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## Step 2: Attaching the legs

- Place the original bed base face down on a flat and soft surface.
- Select the suitable combination of legs to reach the ideal height for your bed.
- The original bed base should be about 1 inch below the edge of the bed frame in which it is placed.
- The legs are available in 3 different sizes, which can be combined to form different length legs to suit the height of your bed. Combine the different leg sizes to create the ideal height for your original bed base.

Legs	Size	+ Short	+ Medium
Short	1 inch	X	X
Medium	2 inch	3 inch	X
High	6 inch	7 inch	8 inch
Short + Medium + High	9 inch	X	X



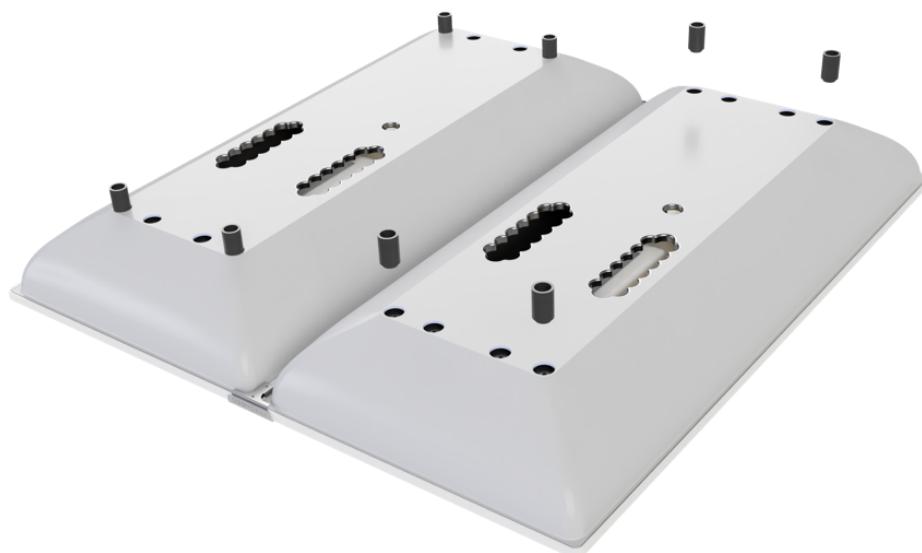
- Choose the M10 bolts (180mm, 120mm, or 60mm) suitable for the chosen height of your legs. When using a combination of different-sized legs, make sure the largest leg is always at the bottom of the stack.
- Assemble the separate legs by stacking them on top of each other.
- Place the leg on the outermost recess on the original bed base and place the bolt inside the leg (not in the middle outermost recess).
- Fasten the bolt securely with the 17mm Tubular spanner, which can be found in the legs box.
- Fasten all eight legs securely as described above.
- For protective purposes, we advise using felt pads at the bottom of the legs.





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- Turn the bed base over to face bottom side down.  
\*Note: Before placing the FreshBed in a bed frame, thread cables (power cable, remote control cable and Ethernet cable) through the original bed base. The cables can be secured using the rubber grommet until the air generator is placed. It is important that the cables are running free under the original bed base and are not blocked or crushed by the original bed base.
- Place the original bed base inside the bed frame. The foot end of the original bed base is indicated with the blue FreshBed label.
- Place the metal connectors between the beds at the head and foot end of the beds.
- Make sure the connectors are properly placed as shown in the picture below. Push the bases firmly together before tightening the bolts and make sure the rubber piece is properly placed between the two bed bases.



- Fasten the bolts (M3 x 40mm) on the connector firmly using the 3mm-1/8 Hex Allen Wrench from the top side of the bed on both the head and foot ends of the bed.

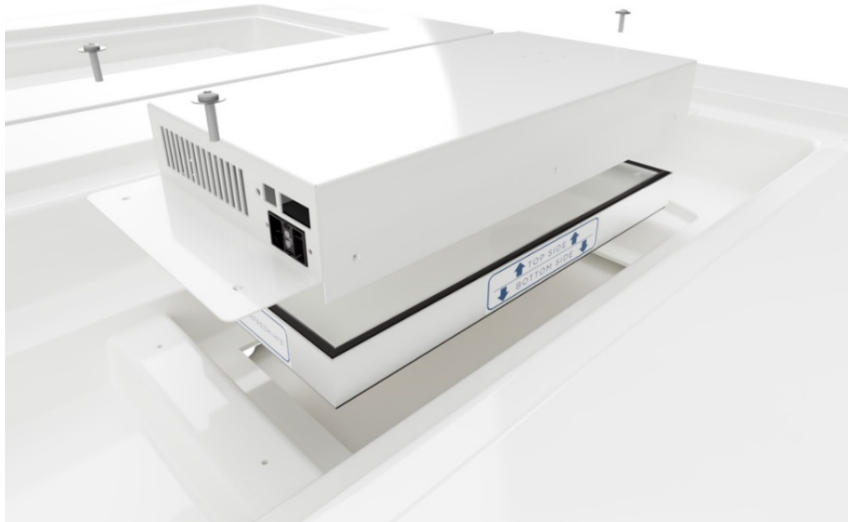




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### Step 3: Placing the Filter and Air Generator Unit

- Turn the original bed bases right side up.
- Remove all packaging materials from the HEPA filter and air generator.
- Place the HEPA filter over the rectangular opening in the original bed base following the directions showing the bottom side and the top side on the side of the filter. Make sure the filter covers the entire filter frame.
- Make sure the HEPA filter is placed evenly over the opening and the original bed base is completely sealed by the filter
- Place the air generator unit over the HEPA filter making sure the sides fall perfectly over the filter. Align the holes for the bolts in the air generator with the holes inside the original bed base. The air outlet should be facing into the bed.
- Fasten the air generator unit with three M6 x 16mm bolts using the TX30 Torx wrench.





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## Step 4: Connecting the Air Generator Unit

	<b>Warning: Risk of electric shock</b> Technical maintenance of the FreshBed Sleep System and filter replacement should be exclusively performed by authorized technical service personnel.
	<b>Warning: use only SJT Type 18 AWG Cord</b>

- Attach the WiFi antenna to the connector on the air generator as shown in the picture below.



- Guide the cables into the original bed base from the bottom of the bed through the designated opening.
- Place the power cord in the power inlet socket in the air generator unit.
- Place the cable for the remote control into the socket in the air generator marked with "remote."
- Place the Ethernet cable into the LAN opening if you wish you use this. A WiFi connection is also possible.
- Place the cables through the precut holes in the rubber grommet. The grommet contains a total of three holes, which are cut but not removed. Only remove the seals of the holes that you will need.
- The cables should not be tensioned when the grommet is secured; keep some cable length between the grommet and the air generator.
- Push the rubber grommet into the hole in the original bed base so no air can flow out.
- The rubber grommet is an essential part of the installation of the air generator.
- Make sure the power switch of the air generator unit is switched off before connecting the power cable to the power outlet socket. When connected, turn on the power of the air generator.
- Test if the remote control is working by pressing one of the buttons and check the air generator for airflow on medium and high speed.
- The air generator must never be covered by any plastic or packaging materials while in use!





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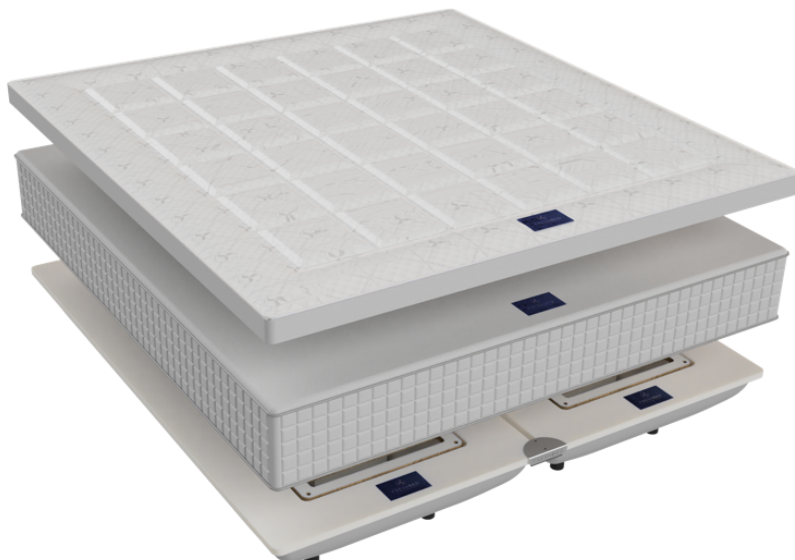
### Step 5: Placing the Slatted Frames

- Make sure the air generator is switched on before placing the slatted frames
- Place the slatted frames with the rubber strips facing down
- Secure the frames with the bolts (M6 x 35mm) on the 4 corners of each frame using a Torx Allen Wrench T30



### Step 6: Placing the Mattress and Topper

- Once both original bed bases have been assembled and placed at the desired place in your room, the mattress and topper can be added.
- Remove all packaging materials from the mattress and topper.
- Place the mattress on the original bed base with sleeping side up, which is marked with the blue FreshBed label. The FreshBed label also indicates the foot end of the bed.
- Make sure the mattresses are placed fully flat on the original bed bases and no air can escape through the sides.
- Place the topper on top of the mattress with the sleeping side upwards, which is indicated with the blue FreshBed label. The FreshBed label also indicates the foot end of the topper.
- The topper and mattress can be connected to each other by fastening the zipper on the topper and mattress.
- Care instructions for the mattress and topper can be found on the label on the casing.





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## Step 7: Attaching the Remote

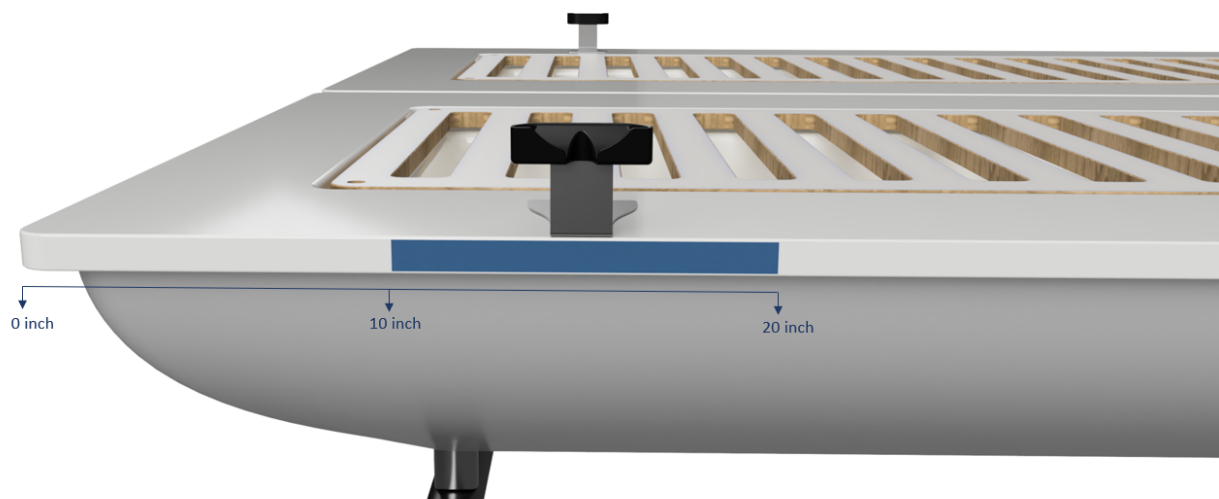
Included with the accessories is a holder for the remote control. This holder can be secured by inserting it between the original bed base and mattress



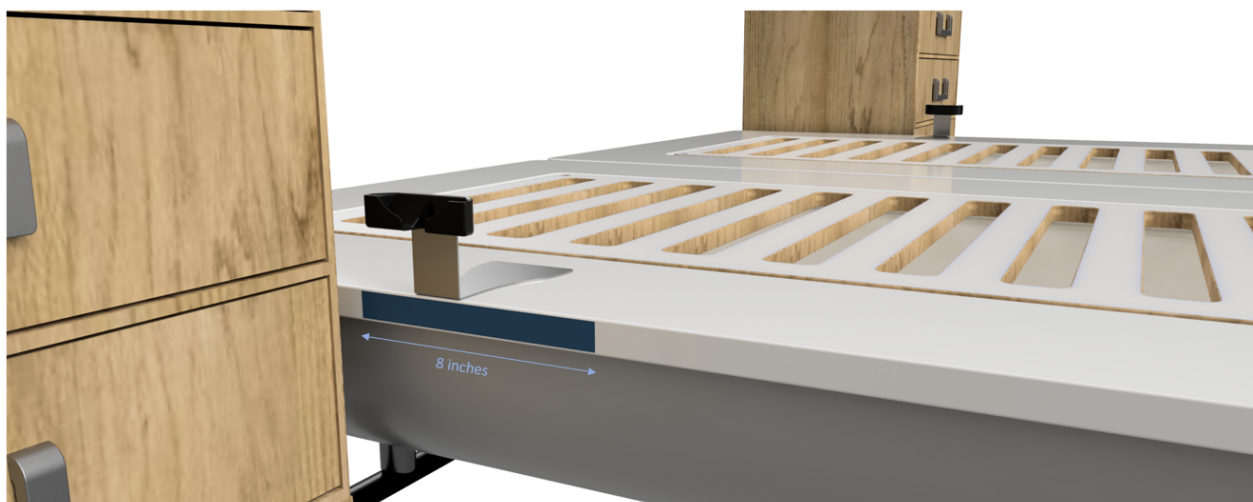
### Attention:

Take care to place the remote control holder in the areas indicated below to avoid personal injuries or damages to the remote control when getting in and out of bed.

To use the remote-control holder without a nightstand: The holder can be placed between the mattress and FreshBed original bed base. Place the holder between 10 and 20 inches from the head of the bed as indicated by the blue area in the picture below.



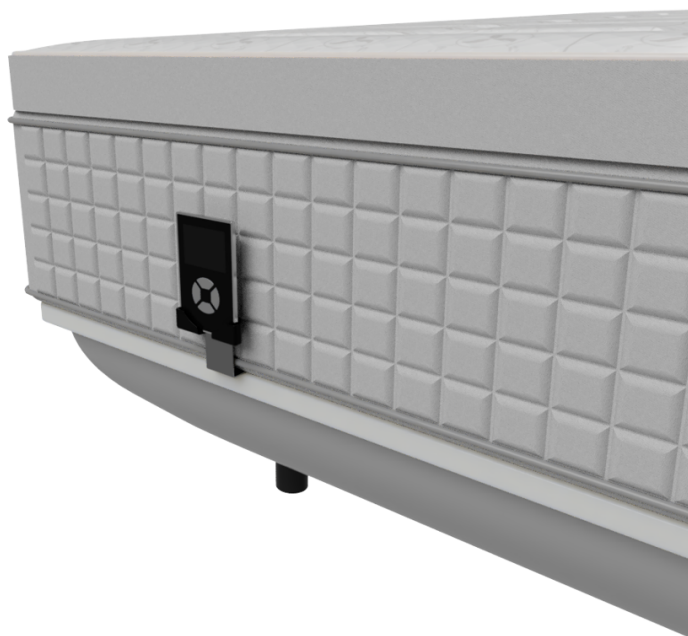
If you are using a nightstand, place the remote holder along the side of the bed at the height of nightstand or as close as possible to the front of the nightstand (no more than 8 inches away from the nightstand).





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- Once the remote holder has been secured, place the remote control in the holder to store it when not in use.





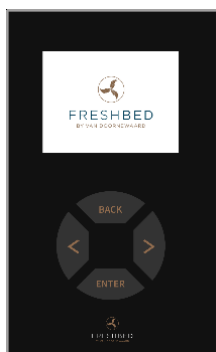
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## 5. Operating Instructions

FreshBed provides an allergy-friendly sleeping climate. The unique combination of ventilation and individual temperature control creates a lower humidity and limits the presence of dust mites, pollen, and other culprits. The air generator unit inside the original bed base moves air from the room and filters it with a HEPA filter. The purified air is then brought through the mattress to the body imperceptibly. You can set the fan speed and temperature according to your preferences. A thermostat constantly monitors the air temperature and keeps it at the right temperature. This allows the body temperature to remain constant during sleep, resulting in a better and deeper sleep. Restless nights in bed as a result of being too hot or too cold or due to an allergic reaction, are now a thing of the past. The FreshBed can be operated by the remote control or through an app. Information about the remote control and app can be found below.

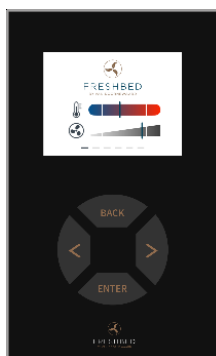
### 5.1 Remote Control

#### 5.1.1 Home



The remote control can be used to adjust the temperature and ventilation in your mattress. The remote control has a memory which will automatically store your most recent preferred settings.

#### 5.1.2 Monitoring Screen



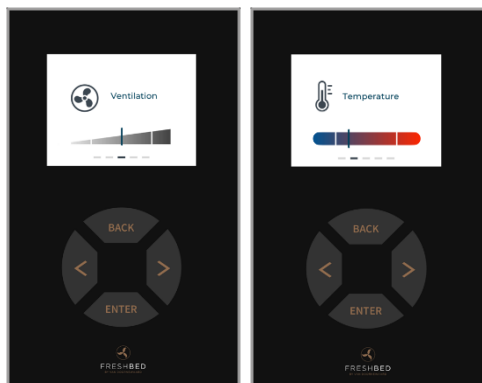
The monitoring screen displays the actual readings for both the temperature setting and fan speed.



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## 5.1.3 Using the Remote

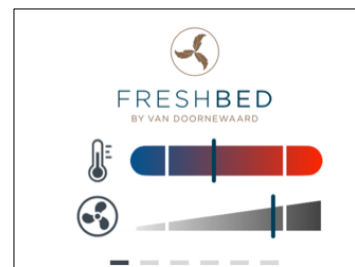


You can navigate through the main menu by using the < and > buttons. Pressing ENTER selects the menu item. Pressing BACK will take you one step back. Holding the BACK button for 2 seconds cancels the selection.

The screens with the temperature and ventilation allow you to change to the desired temperature and fan speed. Clicking enter will ask you to set the temperature, which can be adjusted using the < and > buttons. The ventilation can be adjusted the same way. Note: The temperature adjustments can take some time to show in the monitoring screen as it can take some time to reach the set temperature.

If you change the settings, we advise to initially stay within the comfort zones. The comfort zones are the areas between the two vertical white lines in the "Ventilation" and "Temperature" displays. Upon first use, the system is best operated in an ambient room temperature of 64-66°F (18-19°C), setting the ventilation at the mid-range position and the temperature slightly left from the middle, within the comfort zones.

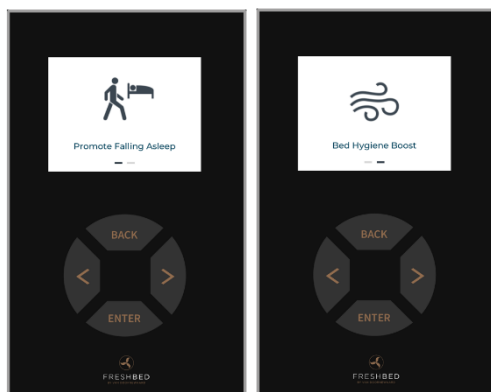
After some days of use, it is possible to find your personal preferred temperature and ventilation speed.



When you prefer a cool bed or use the bed in warm weather, you can bring up the fan speed and lower the temperature left from the middle. Using a light summer duvet and bed sheets with good airflow will allow optimal cooling in your bed.

When you prefer a warm bed, you can bring up the temperature right from the middle and keep the fan speed in the middle range. Using a medium or warm duvet will help create a warmer microclimate inside your bed.

## 5.1.3 Using Scenes



Aside from manually adjusting the temperature, two different settings can also be selected:

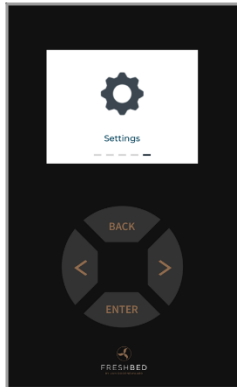
- Choose the Promote Falling Asleep Scene to temporarily increase the temperature in the bed to assist in relaxation and falling asleep.
- Choose the Bed Hygiene Boost Scene to temporarily increase the ventilation in the bed to heat and dry the FreshBed extra intensively. This scene should not be used while using the bed.



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## 5.1.5 Settings



Navigating to the settings will provide several options:

- In the **WiFi screen** you can see if your bed has been connected to the WiFi. If it has not, this can be established by setting up a new bed in the FreshBed app.
- In the **Pair screen** you can set up your bed with the FreshBed app, which can be used to control the bed on your smartphone.
- In the **Check for Update screen**, you can download the latest software.
- Using the **Turn FreshBed Off screen**, the air generator can be switched off when it will not be used for an extended period of time. Press ENTER to turn the FreshBed on again.
- Using the **Factory Reset**, the bed will be reset and all devices connected to the bed will be removed.
- In the **Device Info screen**, the device ID and passcode can be found. These will be needed when communicating about your FreshBed.
- It is also possible to use the FreshBed with an Ethernet cable to connect and update the system.

The remote contains a sensor that will adjust the brightness of the screen according to the brightness in the room. The remote's screen will turn off when not in use and can be turned back on by pressing any of the buttons.

## 5.2 Connecting the Bed to the Internet

In addition to the remote control, the bed can be controlled by using an app. For the app to work, the bed needs to be connected to the internet. There are two options to connect the bed to the internet: WiFi and Ethernet. In order to use Ethernet to connect, the cable needs to be plugged into the LAN portal (RJ-45 plug) on the air generator unit. The bed will then be connected to the internet and can be paired with the app. Connect using WiFi through the app on your smartphone. If using an iPhone, download the FreshBed app in the Apple App Store and follow the steps below to set up the WiFi connection. Use ESP BLE if you have an Android.



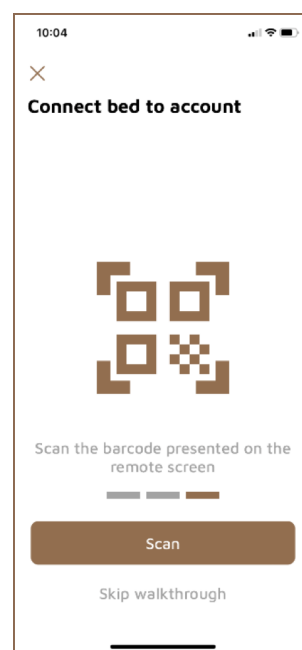
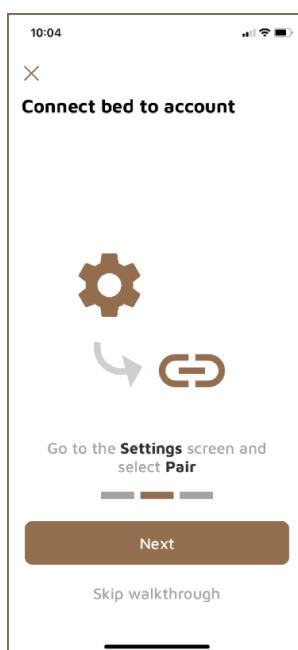
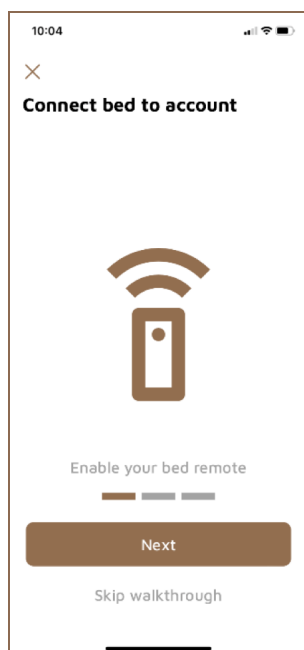
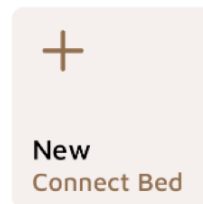


### 5.3 FreshBed App

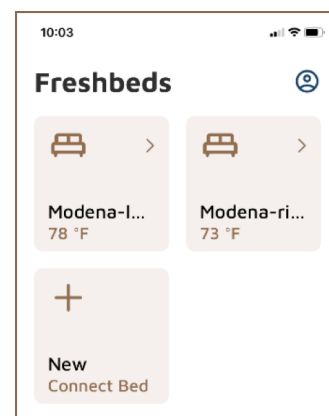
The FreshBed app can be downloaded from the Apple App Store and needs to be connected to the bed manually. To connect the app to the bed, both the bed and app need to be connected to a WiFi network. A QR code will be available in the remote control that can be scanned by the app during the set up. Alternatively, the bed can be connected to the internet by Ethernet cable (a port is available in the air generator) that will also generate a QR code in the remote control that can be used to connect the bed to the app. When installing the app, a tutorial is available that shows how to connect to the WiFi and how to connect with the bed.

Follow these steps to connect to the app:

1. Download the FreshBed app from the App Store
2. Set up a user account in the app
3. After creating an account, the screen on the right will appear
4. To connect to the WiFi or add a bed, click "New - Connect Bed"
5. If the bed is not yet connected to the internet, the app will ask to connect the bed to the WiFi network. The Bluetooth function on your phone will need to be turned on to connect the bed. The Bluetooth can be turned off again after completing the installation.
6. A walkthrough will pop up, which will guide you through the process of connecting a bed. Use the remote control to follow the steps in the walkthrough.



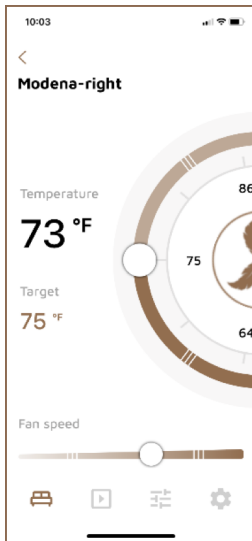
7. After scanning the QR code in the remote, the bed will be connected. You can choose a name for your bed to easily identify it when using the app to control the bed.
8. When you have connected the bed, it will be visible in the opening screen of the app. You can connect multiple beds with one app and use multiple phones to connect to one bed.





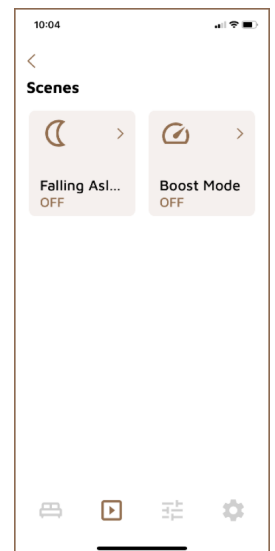
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9. To adjust the settings, click on the bed you want to adjust. The screen on the left will appear.
10. You can adjust the temperature and fan speed of your bed by moving the white indicator circle on the temperature bar or the fan speed bar.

10. Alternatively, the scenes can be used for falling asleep mode and boost mode.
11. Using the settings screen, you can choose a different name for your bed, turn your bed off, or remove a bed from the app. Turning off the bed should only be used when the bed is not in use for a long period of time. During normal use, we recommend keeping the bed on 24/7.
12. As the app is updated with the latest FreshBed developments regularly, it is possible that a larger range of scenes will be available in the future. Additionally, users can set up a nightly schedule and preferred settings throughout the day and night, which can be uniquely adapted to the users' preferences.



When your WiFi is disconnected, the bed should automatically reconnect to the WiFi network once it is switched on again. In case the WiFi network is changed (i.e. a new router is installed), the bed will need to be reconnected to the WiFi, and the app will need to be paired to the bed again as well.

## 6. Replacing the HEPA Filter

To guarantee the quality of the FreshBed, the HEPA filter must be replaced at least every 12 months. Only original FreshBed HEPA filters can be used.

Get in touch with an experienced service professional through your retailer to arrange the replacement of your filter or contact us at [support@freshbed.com](mailto:support@freshbed.com)



**Warning: Risk of electric shock**

Technical maintenance of the FreshBed Sleep System and filter replacement should be exclusively performed by authorized technical service personnel.

Step 1: Remove the remote control and holders from the bed and set aside.

Step 2: Remove the topper and mattress from the bed.

Step 3: Remove the slatted frames by unscrewing the 4 Torx M6 screws using the Torx TX30 wrench.

Step 4: Remove the air generator unit using steps below:

- Turn off the air generator unit
- Disconnect the power cable from the outlet socket
- Unplug the remote control from the slot in the air generator
- Detach the air generator unit by loosening the three M6 bolts using the Torx TX30 wrench
- Lift the air generator unit from the HEPA filter and set aside





Step 5: Replace the HEPA filter:

- Remove the old HEPA filter.
- Place the new HEPA filter over the rectangular opening in the original bed base following the directions on the side of the filter showing the bottom side and the top side.
- Make sure the HEPA filter is placed evenly over the opening and the opening in the original bed base is completely sealed by the filter.
- Place the air generator unit over the HEPA filter, ensuring the sides fall perfectly over the filter. Align the holes in for the bolts in the air generator with the holes inside the original bed base. The air outlet should be facing into the bed.
- Fasten the air generator unit with three M6 bolts using the TX30 Torx wrench.
- Reconnect the power, remote cable, and the Ethernet cable (if applicable).

Step 6: Follow the instructions starting from Step 3 in the assembly instructions (3.2 Assembly) to replace the slatted frame and mattress and topper.

## 7. Care Instructions

To maintain the quality of the FreshBed Sleep System, the HEPA filter should be replaced at least once a year. Filter replacements should be exclusively performed by an authorized technical service provider. The replacement is required to guarantee performance of the sleep system and avoid saturation of the filter. If the filter is not replaced, the limited warranty will be void.

	<p><b>Notice: Prevent crushing.</b></p> <p>Keep all cables away from bedframes, the legs or any other outside objects to prevent crushing.</p>
	<p><b>Notice: Timely replace the filters to secure high performance.</b></p> <p>The HEPA filter has to be replaced every 12 months exclusively by authorized technical service personnel. Contact your local reseller or email <a href="mailto:support@freshbed.com">support@freshbed.com</a> for support. Disconnect the power supply circuit during replacement.</p>
	<p><b>Notice: Noticeable odor</b></p> <p>Occasionally, new FreshBed Sleep Systems may have a noticeable odor. Such odors usually disappear over time with ventilation.</p>
	<p><b>Attention:</b></p> <p>Children should not clean or perform maintenance on the FreshBed without adult supervision.</p>

The exterior of the FreshBed can be cleaned as follows:

- Dust the bed and vacuum areas underneath and around the bed regularly.
- The original bed base of the bed and the remote control can be cleaned using a damp cloth and a mild detergent. Never use an abrasive pad or abrasive cleaners. Be careful not to get any water, liquids, or moisture into any openings.
- The ticking cover of the topper is removable and may be occasionally dry cleaned or chemically cleaned.
- Follow the washing instructions on the label.

For more information about getting the most out of your FreshBed, additional FAQ's and instructive videos, you can register your bed in our FreshBed portal at <https://www.freshbed.com/supportfreshbed>.



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## 8. Compliance

The FreshBed Sleep System complies with UL 962 Standard for Household and Commercial Furnishing. UL 962 is the premier North American Standard for household and commercial furnishings, and verifies that products meet electrical, flammability and personal injury safety requirements.

The FreshBed Sleep System complies with the UL 962 Standard for Household and Commercial Furnishing.

The Federal Communications Commission mark is a certification mark employed on electronic products manufactured or sold in the United States, which certifies that the electromagnetic interference from the device is under limits approved by the Federal Communications Commission.







The FreshBed Sleep System complies with the FCC Code of Federal Register 47 Part 15 Subpart B/C.

FreshBed mattresses and toppers comply with the Code of Federal Register 16 CFR Part 1632 and Part 1633.

All mattresses sold in the United States must meet be the requirements of 16 CFR Parts 1632 and 1633, the federal flammability standard for mattresses and mattress pads, as regulated by the U.S. Consumer Product Safety Commission (CPSC). The foam inside the mattresses is certified by Oeko-Tex® Standard 100, annex 6, product class.

The FreshBed mattresses and toppers comply with the Code of Federal Register 16 CFR Part 1632 and Part 1633.

## 9. Technical Specifications

	<b>Notice:</b> Your FreshBed supplier will assemble the bed.
	<b>Notice:</b> Air generator input: 100-240VAC, 50/60Hz. The radio frequency for this product is 2.4 GHz.
	<b>Warning: Risk of fire and shock</b> When replacing power cord, use only type 18 AWG (UL certified) cord.
	<b>Caution: Risk of fire</b> The air generator houses Quick Blow Glass Fuse, model: 20mm x 5mm, type: 4A. For continued protection against risk of fire, replace only with same type and rating of fuse.
	<b>Notice:</b> The FreshBed Sleep System may only be used with FreshBed mattresses and FreshBed supplied filters. FreshBed mattresses comply with Code of Federal Register 16 CFR Part 1632 and Part 1633.
	<b>Warning:</b> To prevent electric shock, never open the air generator. There are no serviceable parts inside. Technical maintenance of the FreshBed Sleep System and filter replacement should be exclusively performed by authorized technical service personnel.

## 10. Factory Reset

In some cases, a factory reset may be required. For example, if the bed changes owners, it may be wise to reset the bed to allow the new user a fresh start. The bed can be reset using the factory reset option in the remote control. This will remove all the preferred settings in the remote control and will undo the pairing of the bed with the internet and the app.



FRESHBED  
BY VAN DOORNEWAARD