Regarding the bed frame: It is not recommended to use this product on a sealed flat bed box to avoid moisture or mold stains at the bottom; It is also not recommended to place this product on a row frame with a spacing of ⩾ 7CM to avoid abnormal phenomena such as deformation or depression of the mattress due to uneven support.

Regarding handling: When handling, avoid bending and deformation (especially when entering a narrow elevator). To avoid smart host or flexible operating system failures caused by bending.

Regarding breathability: The comfort layer of this product uses breathable materials such as space memory cotton, and there is also an air convection guide groove design inside the mattress. Due to the automatic adjustment of the mattress according to the physiological curvature of the human spine, the comfort layer of the mattress has a higher fit to the human body, resulting in a relatively reduced heat dissipation area. In high indoor temperatures, using this product may feel warmer than a regular mattress.

保修政策

保修条例

智能床垫在根据 Sleepone Ai 发布的使用说明正常使用时出现的材料、硬件和工艺缺陷，Sleepone Ai 自客户购买之日起提供两年的免费保修。

非保修条例

❶ 未按使用说明使用本产品引起的故障。

❷ 误用、碰撞、疏忽、进液、事故、改动、未经授权的维修、不正确的使用非本产品及配件。

❸ 因人为原因导致本产品及其配件产生的损坏。

Warranty Policy

Warranty Regulations

Sleepone Ai provides a two-year free warranty for material, hardware, and process defects that occur during normal use of smart mattresses according to the instructions issued by Sleepone Ai.

Non warranty regulations

❶ Failures caused by not following the instructions for use of this product.

❷ Misuse, collision, negligence, liquid ingress, accidents, modifications, unauthorized repairs, incorrect use of non product and accessories.

❸ Damage to this product and its accessories caused by human factors.

保修政策

使用2年以内	使用3至15年	使用16年以上
免费保修 不收取任何材料费 不收取任何上门人工费 不收取任何物流费	终身护养 不收取任何上门人工费 不收取任何物流费 仅收取维修费 柔性调节系统维修收费不超过全国统一整床零售价的11%，智能主机维修不超过全国统一整床零售价的16%	终身护养 上门人工费50元 物流费200元 收取维修费 柔性调节系统维修收费不超过全国统一整床零售价的25%，智能主机维修不超过全国统一整床零售价的55%

Warranty Policy

Use within 2 years	Use within 3 - 15 years	Used for more than 16 years
Free warranty No material fee No service fee No transportation fee	Lifelong care No service fee No logistics fee Maintenance fee only Flexible adjustment system maintenance charges do not exceed 11% of the retail price of the whole bed of the national unified, intelligent mainframe maintenance does not exceed the national unified whole bed 16% of the retail price	Lifelong care Service fee 50RMB Transportation fee 200RMB Maintenance fee Flexible adjustment system maintenance charges do not exceed 25% of the retail price of the whole bed of the national unified, intelligent mainframe maintenance does not exceed the national unified whole bed 55% of the retail price

故障排除表

故障表现	可能性分析	解决对策
不进行智能适应	床垫未插电或插头松动	请检查电源插头、床垫电源接口、适配器连接处是否连接完好。
	智能适应功能已关闭	请前往微信小程序—智能适应进行设置。
调节时无反应	床垫未插电或插头松动	请检查电源插头、床垫电源接口、适配器连接处是否连接完好。
	手机未连接到床垫	请将手机连接到智能床垫自带WIFI或已经成功配置外网。
	网络配置失败或已断开	请重新配置网络。
小程序卡顿、断网	网络信号不佳	请重新配置网络。
床垫塌陷	床垫长时间未插电或插头松动	床垫通电后床垫会自动初始化补平塌陷部分，另外也可手动调节床垫至任意软硬度即可。

Troubleshooting Table

Malfunction	Possibility analysis	Solutions
Unable to use smart functions	The mattress is not plugged in, or the plug is loose.	Please check whether the power plug, mattress power interface, and adapter connection are well connected.
	Smart adapt function turned off.	Please go to WeChat Mini Programs-Smart Adaptation to set.
No response when adjusting	The mattress is not plugged in, or the plug is loose.	Please check whether the power plug, mattress power interface, and adapter connection are well connected.
	The phone is not connected to the mattress.	Please connect your mobile phone to the WIFI that comes with the smart mattress or the external network that has been successfully configured.

Malfunction	Possibility analysis	Solutions
No response when adjusting	Network configuration failed or disconnected.	Please reconfigure the network.
WeChat Mini Programs freezes, disconnects	Poor network signal.	Please reconfigure the network.
Mattress surface collapse	The mattress has been left unplugged for an extended period of time or has a loose plug.	After the mattress is powered on, the mattress will automatically initialize to fill up the collapsed part, and the mattress can also be manually adjusted to any hardness.

产品合格证 / Certificate

检验标志粘贴处

深圳市舒是智能家居有限公司
Shenzhen Shus Smart Home Co., Ltd.

电话/Service Hotline：400 181 6996
网址/Official Website：www.sleeponeai.com
地址/Address：广东省深圳市坪山区汤富路8号/
No. 8, Tangfu Road, Pingshan District, Shenzhen City, Guangdong Province

保修卡 / Warranty Card

产品名称：_____ 规　　格：_____
Product name　　Specification

购买商店：_____ 购买日期：_____
Store　　Date of purchase

顾客姓名：_____ 顾客电话：_____
Customer Name　　Customer number

顾客地址：_____
Customer Address

以下不在保修政策内：

- 未按使用说明使用本产品引起的故障。
- 误用、碰撞、疏忽、进液、事故、改动、未经授权的维修、不正确的使用非本产品及配件。
- 因人为原因导致本产品及其配件产生的损坏。

The following are not covered by the warranty policy:

- Failures caused by not following the instructions for use of this product.
- Misuse, collision, negligence, liquid ingress, accidents, modifications, unauthorized repairs, incorrect use of non product and accessories.
- Damage to this product and its accessories caused by human factors.

保养记录 / Maintenance Records

日期 Date	保养内容 Maintenance content	更换零部件 Replacement parts		保养人 Maintenance worker	用户签名 User signature
		名称 Name	数量 Amount		

本产品颜色及相关数据以实物为准，本说明书所有内容经过严格核对，但不排除存在排版及印刷错漏，敬请谅解。

小程序UI设计升级恕不另行通知。升级后小程序界面可能与本说明书展示界面不符，敬请谅解。

The color and related data of this product are subject to the actual product. All contents of this manual have been strictly checked, but typography and printing errors and omissions do not rule out. Please understand.

The UI design of the mini program is subject to upgrade without prior notice. After upgrading, the mini program interface may not match the displayed interface in this manual. We apologize for any inconvenience caused.

FCC Statement

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

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

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.