GHOSTBED®
CLIMATE PRO™



Owner's Manual
Installation & Operation

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v1026.1

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Getting Started

Before discarding the packing materials, ensure that all the parts are accounted for.

What's Included:

1 Control Hub



2 Cover



3 Power Adapter



4 Power Cord



5 Funnel



Note: *Keep the Control Hub upright and on a level surface at all times, and place it with at least 12 inches of clearance from the wall and other objects for ventilation. Use the dedicated power adapter for the Climate Pro™ only.*

What You'll Need:

- Distilled water
- Surge protector (recommended)

Note: *We recommend having 2 gallons of distilled water on hand. This covers both the initial fill and future top-offs, which should only be occasional once the system is up and running.*

We Also Recommend:

- Mattress protector

Note: *Your Climate Pro™ has been rigorously tested for leak protection, but layering a mattress protector under the Climate Pro™ cover can provide extra peace-of-mind.*

Get the GhostBed App!

Scan to Download App

Control your temperature, set recurring schedules, and run the Sleep Hygiene™ cycle, all from the app!

Safety Warnings

READ THE FOLLOWING CAREFULLY BEFORE USING THIS PRODUCT

IMPORTANT: Read all instructions before using the product. Failure to follow operating and maintenance instructions may result in equipment damage, water leakage, or reduced product performance.

This product is not a medical device. This product is intended for general wellness and comfort purposes only. It is not intended to diagnose, treat, cure, monitor or prevent any disease or medical condition. Heart rate and sleep metrics are estimates and should not be used for medical diagnosis, treatment decisions or emergency monitoring.

Electrical & Control Hub:

WARNING – Electrical Shock Hazard

- Use only the power adapter included with your Climate Pro™.
- Do not use damaged equipment, cords, adapters or electrical connections.
- To reduce the risk of fire, electric shock or injury, do not immerse the Control Hub, power adapter or electrical connections in water.
- Disconnect power before cleaning, filling, draining, inspecting or servicing the product.
- Do not block the air intake or exhaust vents. Keep at least 12 inches of clearance around the Control Hub for ventilation.
- Place the Control Hub on a flat, stable surface where it can't tip over, like a nightstand or hard floor. Avoid carpet and rugs.
- Do not disassemble or attempt to repair the Control Hub.

Water:

- USE DISTILLED WATER ONLY. Long-term use of tap water will cause limescale buildup, which may impair device function. Damage caused by using water other than distilled is not covered under your Climate Pro™ warranty.
- DO NOT add cleaning agents, chemicals, water treatments, fragrances or other additives.
- Never power the Control Hub without water in the reservoir. Keep the water level above the minimum line at all times.
- During initial filling, place the Control Hub on a stable, level surface at mattress height to help prevent overflow.

Hydronic Layer & Hoses:

- Do not operate if the Hydronic Layer, hoses or connections are damaged or leaking.
- Inspect hoses and connections regularly for signs of leakage or damage.
- If a leak or abnormal operation occurs, stop use and disconnect power immediately. Do not resume use until the product has been inspected.
- Do not puncture, cut or damage the Hydronic Layer or its internal channels.
- Make sure all hose connections are secure before operation.
- Do not kink, pinch, crush or block the hoses. Route hoses so they can't be squeezed by the mattress, bed frame, headboard, wall or furniture.

Temperature:

- Circulating water temperature adjusts from 60°F–105°F (15.5°C–40.5°C).
- Water stays contained within the Hydronic Layer and is not intended to contact your skin.
- Choose a temperature that feels comfortable. Stop use if you feel discomfort or notice abnormal operation.
- During a Sleep Hygiene™ cycle, water heats to about 131°F (55°C). Keep the bed unoccupied while the cycle runs.

Firmware:

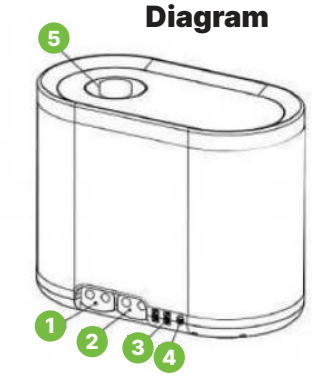
- Keep your Control Hub's firmware up to date for full functionality and stable performance.

SPECS

Control Hub Dimensions	11.7" x 10.3" x 6.3"
Control Hub Weight	Approx. 8 lbs
Control Hub Input	24V DC, 10A, 240W
Power Adapter Input	100–240V AC, 50/60Hz, 3.5A Max
Power Adapter Output	24V DC, 10A, 240W
Temperature Adjustment Range	60°F–105°F (165.5°C–40.5°C). Varies by room conditions. Max ±14°F from ambient room temperature.

Setting Up Your Climate Pro™

Temperature Control Main Unit Interface Diagram



1. Right-Side Hose Port
2. Left-Side Hose Port
3. Biometric Sleep Monitoring Strap Port
4. Power Port
5. Water Reservoir Port

STEP 1

Prepare Your Bed
Strip your bed down to the mattress protector.



STEP 2

Set Up Your Cover
Stretch the Cover over your mattress, like a fitted sheet. The zippered opening with the hoses should be at the head of your bed.



STEP 3

Secure the Cover
Pull the border of the cover tightly over each corner of your mattress, and tuck any excess material underneath the mattress. Make sure the cover lies flat without any bunching.

STEP 4

Pick Your Control Hub Placement
Note: Throughout this manual, "left" and "right" reference the sleeper's perspective when lying on the bed.
Decide whether you'll place your Control Hub on the left or right side of the bed.

STEP 4 (cont.)

- The cover has two hose exit openings—one on each side—to accommodate either placement.
- If you'd prefer the hoses to exit on the other side of your cover, follow the "Routing Hoses to the Other Side" section of this manual.
- Set the Hub on a flat, stable surface like a nightstand or hard floor. Position the Control Hub so the hoses are not strained or kinked and all ventilation openings remain unobstructed when connecting the hoses to the Hub.



Note: *Make sure your Control Hub has at least 12 inches of clearance from the wall and other objects for ventilation.*

STEP 5

Connect the Hoses
Connect the labeled hose(s) from the Cover to the Control Hub, snapping them into the matching port(s).







- **Twin XL:** One hose connects to one Control Hub.
- **Queen and King:** Two hoses (Left and Right) connect to one Control Hub.
- **Split King** (2 Twin XL units): Each cover has its own hose and Control Hub, routed independently per the Twin XL instructions above.

Notes:
• Check all hoses to make sure they are not kinked or pinched.

Setting Up Your Climate Pro™

STEP 6

Connect the USB Cable
Connect the small USB cable from the Cover into the right-hand USB port on the Control Hub.





STEP 7

Install the Power Adapter
Install the power adapter. The adapter features a twist-lock design: insert the plug with the arrow facing upward, then turn it 90° clockwise to lock it in place. To unlock, turn it 90° counterclockwise. This ensures a secure connection and safe removal.



STEP 8

Plug in the Hub
Plug in the Control Hub. We recommend using a surge protector. The Hub will start in standby mode, with the buttons illuminated but no heating or cooling activated. Do not set a temperature yet.



STEP 9

Fill the Water Reservoir
Unscrew the water reservoir cap by rotating it counterclockwise. Use the included funnel to pour distilled water into the water tank up to the marked max-fill line on the side window (about ½ gallon).





Note: *Place the Control Hub on a stable, level surface at mattress height during initial filling. Once filling is complete and the reservoir cap is securely tightened, the Control Hub may be placed on a hard floor or nightstand for normal operation.*

STEP 10

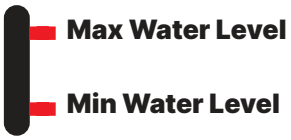
Set a Temperature
Set a temperature for one or both sides. The system will start up and the water will begin to circulate.



STEP 11

Monitor the Water Level
As the system circulates, the water level will drop as the cover's channels fill. Continue adding water to the max-fill line as needed.





Note: *You may notice the Control Hub venting warm air while cooling your side of the bed (or cool air while heating). This is normal!*

Note: *Keep the cover flat and unoccupied while filling. The water needs to circulate through the empty channels during the initial filling, and sitting or lying on the bed during this time can slow settling and make the water level harder to read accurately. This process typically takes 20–30 minutes.*

STEP 12

Secure the Water Reservoir
Once the water level is staying consistent at the top fill line, reinstall the cap. Rotate the reservoir cap clockwise until securely tightened.

Note: *For best results, set your temperature and let the Climate Pro™ run for 2 hours before first use. Top off the water again if needed as it continues to settle.*

Your Climate Pro™ is now ready to use!

Control Hub & Interface

Max Water Level

Min Water Level

Water Reservoir
Fill water only to the upper max-fill line. Do not fill above this line. Add distilled water when the level approaches the lower line.

Bluetooth indicator (blue)
Lights up when Bluetooth is connected

Left-Side Temperature

Left-Side Cool
Starts cooling for selected side

Left-Side Heat
Starts heating for selected side

Left-Side Adjust Temperature

Left-Side Adjust Time



Display
The display will automatically turn off after 3 minutes of inactivity. Touch anywhere on the screen to turn it back on.

Power On/Off

Wi-Fi indicator (red)
Fast flashing: Pairing
Slow flashing: Router connected
Solid: Server connected

Right-Side Temperature

Right-Side Heat
Starts heating for selected side

Right-Side Cool
Starts cooling for selected side

Right-Side Adjust Temperature

Right-Side Adjust Time

Adjust Temperature (Right & Left)
Press Mode (Cool or Heat) once, then press +/- to adjust temperature. The display will show the target temperature for 5 seconds, then will return to real-time reading.

Note: *Depending on your room's temperature, the real-time reading may land close to, but not always exactly at, your target.*

Note: *The Climate Pro™ can heat or cool up to 14°F above or below your room's temperature. This range is designed around the Climate Pro's Condensation Guard protection, which helps prevent condensation caused by bigger temperature gaps.*

Using the App

Use the app alongside your Control Hub for additional features—available for both iOS and Android.

Scan the QR code to download to your device(s). Once you've downloaded the app, open it on your device.

Follow the steps on the screen to connect to your Climate Pro™.

Scan to download App



App-Only Feature: Connectivity Settings

Your Climate Pro™ connects two ways: Bluetooth for direct, nearby control, and Wi-Fi for anything that needs the internet, including remote access, schedules, sleep reports, and software updates. Turn either one on or off from Home → Connectivity in the app.



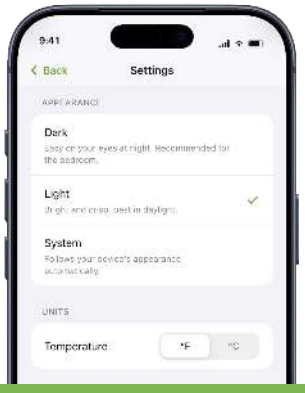
If Wi-Fi is off: You'll see an alert at the top of the app that Wi-Fi is off. Bluetooth keeps working as long as your device is close enough to connect directly.

If Bluetooth is off: Remote access still works over Wi-Fi from anywhere, but you'll need Bluetooth on to add a new device, or to control your bed nearby without an internet connection.

If both are off: The app can't reach the Control Hub. Unplug it, wait 10 seconds, then plug it back in. Both radios turn back on automatically after it restarts.

Managing Connected Devices
This is where you'll see every device with remote access. Up to 4 devices can connect directly over Bluetooth at the same time; there's no limit on how many can have remote access over Wi-Fi.

App-Only Feature: Temperature Settings



You can switch between °F and °C in the app. Temperature units can't be changed on the Control Hub itself.



App-Only Feature: Creating a Schedule

1. Select "Schedules" on the Home screen.
2. Toggle on and adjust your schedule, along with your target temperature.

Climate Pro™ reaches your set temperature by your start time, then shuts off automatically when your schedule ends.
You can set a separate schedule for each side of the bed.

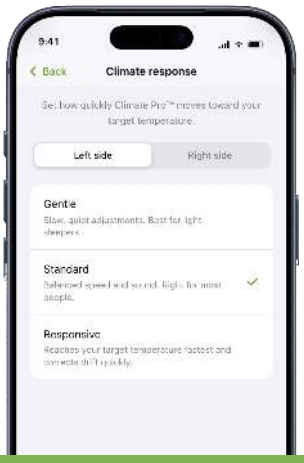


App-Only Feature: Response Speed and Boosting

Climate Response: Choose how quickly Climate Pro™ moves toward your target temperature

- **Gentle:** Slow, quiet adjustments. Best for light sleepers.
- **Standard:** Balanced speed and sound. Right for most people.
- **Responsive:** Reaches your target temperature fastest and corrects drift quickest.

Boosting: Need faster relief?
Boost temporarily increases fan speed to cool or heat your water faster than standard mode. Select ⚡ under the temperature dial on the Home screen.



App-Only Feature: Sleep Hygiene™

Sleep Hygiene™ is a hands-off maintenance cycle designed to refresh your sleep surface while you're out of bed.

You can start Sleep Hygiene™ two ways:

- **Manually** (4-hour cycle): start it anytime from the app
- **Automatically** (1-hour cycle): turn on the daily toggle and choose a time (e.g., 10 a.m.) for it to run every day

During the cycle:
- Heated water (~131°F / 55°C) circulates through the cover
- The fan runs at maximum speed

Note: *Keep the bed unoccupied while Sleep Hygiene™ runs. If bed occupancy is detected, the system will automatically shut off after approximately 3 minutes.*

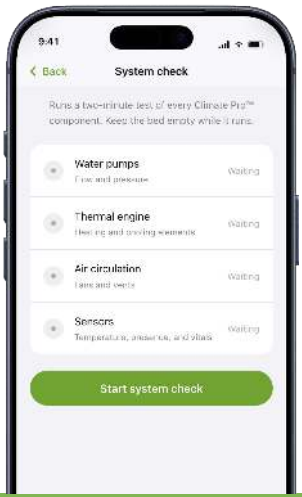


App-Only Feature: System Checks

If you notice a problem with your Climate Pro™, you can run a system check right from the app to help pinpoint the issue.

The 2-minute check reviews:
- Water pumps: Flow and pressure
- Thermal engine: Heating and cooling elements
- Air circulation: Fans and vents
- Sensor: Temperature, presence and vitals

If any issues are detected, please contact GhostBed for assistance.
(954) 371-2004
sleep@ghostbed.com



Releasing the Hoses

If you need to move the Control Hub, pack up your Climate Pro™ system, or rotate your mattress, follow these steps to disconnect the hoses:

- Press the power button to turn off the Control Hub.
- Tilt the Hub back slightly to locate the release tab(s) on the bottom, one for each hose port.
- Press the tab for the hose you're removing, then gently pull that hose straight out of the port.



To reconnect, simply snap the hoses back into the Hub.

Note: *It's normal to see a few drops of water come out of the hoses. The Hub's ports themselves will stay sealed and secure.*

Removing the Outer Cover

STEP 1

Disconnect the Hoses & Remove Bedding
Power off the Control Hub and follow the instructions for releasing the hoses (previous section). Disconnect the Sleep Monitoring Strap and remove your bedding.



STEP 2

Locate the Hose(s)
Find the opening where the hose(s) exit the cover.



STEP 3

Invert the Corner
Starting at the corner with the hose exit, flip that section of the cover toward the center of the bed to expose where the hoses pull through.

STEP 4

Guide Hose(s) and Biometric Sleep Monitoring Strap Through Outer Cover
Gently pull the hose(s) and Sleep Monitoring Strap through the opening to separate them from the outer cover.



STEP 5

Continue Inverting the Cover
Invert the other corners of the cover to expose the full zippered perimeter.



STEP 6

Unzip and Remove Cover
Locate the zipper and unzip the full perimeter of the cover. Once fully unzipped, the outer cover can be removed easily. Leave the Hydronic Layer flat on your mattress.

Reattaching the Outer Cover

STEP 1

Position the Cover
Place the clean outer cover on the bed with the soft side facing up, then invert all corners so you can access the zippered edge.



STEP 2

Zip the Cover Closed
Connect the zipper ends and zip the full perimeter closed.



STEP 3

Secure the Hose(s) and Biometric Sleep Monitoring Strap
Pull the hose(s) and Sleep Monitoring Strap up through the opening in the outer cover until secure.



STEP 4

Secure the Cover
Pull the corners back down and tuck them around your mattress.



Fully Draining the System

If you need to remove all the water—for example, before a move or long-term storage—follow these steps:

STEP 1

Press the power button to turn off the Control Hub, then unplug it from the electrical outlet before draining.

STEP 2

Follow the steps in the "Releasing the Hoses" section to disconnect the hoses from the Control Hub, and position them so they hang down into an empty collection bucket.





STEP 3

Unscrew the Control Hub's cap and pour out the water inside. Leave the cap off for a few hours to help the reservoir air dry.



STEP 4

With the Hydronic Layer still flat on your mattress, use your hands to gently guide any remaining water out through the inner channels, starting at the foot of the bed and working toward the head.



Note: *If you're just relocating the Climate Pro™ within your home, you don't need to drain it. Just make sure the reservoir cap is tightened securely.*

Routing Hoses to the Other Side

Your Climate Pro™ ships with its hose(s) already routed to one side, but you're not locked in. To switch to the other side:

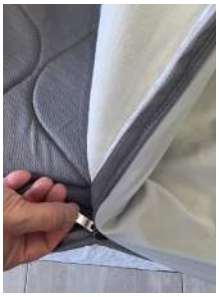
STEP 1

Invert Cover to Find the Zipper
Starting with the cover on your bed, pull back the top right and left corners and invert them so you can access the zippered edge.

STEP 2

Unzip the Center Zipper
Unzip the center zipper to expose where the hoses are connected to the Hydronic Layer.

Important: Do not disconnect the hose(s) from the Hydronic Layer during this process.





STEP 3

Guide Hose(s) and Biometric Sleep Monitoring Strap Through Outer Cover
Gently pull the hose(s) and Sleep Monitoring Strap through the outer cover to separate them from the cover.



STEP 4

Reroute the Hoses
Route the hose(s) across the head of the bed toward the other side, guiding them through the elastic routing loops. Make sure the hose(s) lie smoothly and are not twisted, kinked or pinched.



STEP 5

Secure the Hose(s) and Biometric Sleep Monitoring Strap
Gently pull the hose(s) and Sleep Monitoring Strap up through the opening in the outer cover until secure.

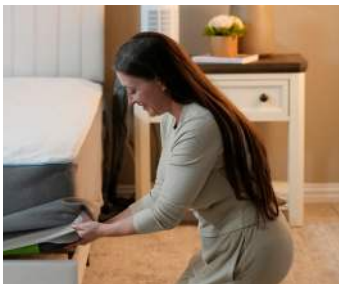
STEP 6

Close the Center Zipper
Zip the center closed, making sure the hose is not caught in the zipper.



STEP 7

Secure the Cover & Reconnect Hoses
Pull the corners back down and tuck them around your mattress. Reconnect the hoses to the Control Hub.

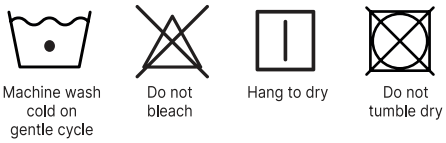




Outer Cover Washing Instructions

See full instructions on care label sewn on cover.

- Machine wash cold on a gentle cycle.
- Hang to dry
- Do not bleach
- Do not tumble dry



Hydronic Layer & Hose Care

- Check hoses and connections regularly for leaks, damage, kinks or pinching.
- After moving your bed or rotating your mattress, make sure the hoses aren't being squeezed by the mattress, bed frame, headboard, wall or furniture.
- Do not puncture, cut or damage the Hydronic Layer or its internal channels.
- Only the outer cover is machine washable. Always unzip and remove it from the Hydronic Layer before washing.
- Gently vacuum with a hand tool as needed to remove dust.
- Use distilled water only, with no cleaning agents or additives.

Control Hub Care

- Disconnect power before cleaning.
- Keep the air intake and exhaust vents clear of dust and obstructions.
- Wipe with a clean, dry cloth as needed.
- Keep the Control Hub, power adapter and electrical connections away from water.
- Do not disassemble or attempt to repair the Control Hub. Damage caused by doing so is not covered under your warranty. If something isn't working, contact our Sleep Experts.

Troubleshooting



Factory reset:
Press the **LEFT COOL** button 5 times, then press the **LEFT HEAT** button **5** times. The unit will restore default settings and restart.

System check:
A system check is also available within the app, which runs a two-minute test of every Climate Pro™ component (water pumps, thermal engine, air circulation, and sensors). Find this option within the Profile → Troubleshooting tab.

Troubleshooting

Error Codes

If an error code displays on your Control Hub, please reference the information below. You can also open the app to learn more.

ERROR CODE	SOLUTION
E1 - Water level low: The unit doesn't have enough water to run climate control. To protect the system, the Control Hub switches to standby mode until you add more water.	**1.** Fill the reservoir to the maximum level line as soon as you see this alert. **2.** The Control Hub will resume operation once the water has been refilled.
E2 - Low temperature: The Control Hub switched to standby because its temperature dropped below the safe operating range. This can happen in a cold room.	**1.** Warm the room, or move the unit somewhere warmer, and let it reach room temperature. **2.** Power the unit off and back on to clear the code. **3.** If the code comes back at normal room temperature, run a system check.
E3 - High temperature: The Control Hub switched to standby mode because it was running above its safe temperature range.	**1.** Power the unit off and let it cool for about 20 minutes. **2.** Make sure nothing is covering the unit and air can flow around it. **3.** Power it back on. If the code comes back, run a system check.
E4 - Unit isn't level: The unit's tilt sensor detects it isn't sitting flat, so it switched to standby.	**1.** Place the unit on a flat, level surface with no tilting or leaning. **2.** Check that the hoses aren't pulling the unit off balance.
E5 - Update didn't finish: A firmware update couldn't finish, so the unit is still on its previous version.	**1.** Check that the unit has power. **2.** If you've turned off Wi-Fi in Settings, turn it back on first. Updates need an internet connection. **3.** Keep the unit powered while it updates. Your bed keeps working during an update.
E6 - Water overheated: The water temperature rose above its safe limit, so heating paused.	**1.** Power the unit off and let it cool for about 20 minutes. **2.** Check the hoses for kinks so water can circulate freely. **3.** Power it back on. If the code comes back, run a system check.

Other Troubleshooting Scenarios

PROBLEM	SOLUTION
My Climate Pro™ turned off automatically.	When heating or cooling is selected without setting a specific operating duration, the Climate Pro™ automatically enters standby mode after 12 hours. If Sleep Hygiene™ or a timer is activated, the system follows those settings instead of the 12-hour limit. If an error code appears, refer to the Error Codes section above.
I powered off the Climate Pro™, but I still hear the fan and/or pump running.	This is normal. The display and temperature control shut off right away, but the pump keeps running for about 2 minutes to finish circulating water through the system. The fan and pump will stop shortly after.
My Climate Pro™ isn't responding.	**1**. Check that the unit is powered on and using its original power adapter. **2.** Make sure the unit sits flat and level. **3.** Fill the reservoir to the maximum line with distilled water. **4.** Check the hoses between the unit and the mattress are secure, with no kinks or leaks. **5.** If water is not circulating properly, loosen the water reservoir cap to release trapped air. Leave the cap loosened for approximately 20 minutes, then securely retighten it."
Climate Pro™ isn't reaching the temperature that I set.	The Climate Pro™ aims for the temperature you set, but the bed's surface may not always get all the way there. How close it gets depends on a lot of factors, including the room's temperature. It can heat or cool up to 14°F relative to your room's current temperature, but it can't go further than that in either direction. That range is designed around Climate Pro's built-in Condensation Guard, which helps protect against condensation caused by bigger temperature gaps. If your room is running warm, try cooling it down a bit first, closing blinds or running a fan, before setting your target temperature. If it's still falling short after accounting for that, check your water level and run a system check.
My app can't find my Climate Pro™ or won't connect.	Check that Bluetooth and/or Wi-Fi are turned on in Settings. If both are off, unplug the Control Hub, wait 10 seconds, then plug it back in. Both radios turn back on automatically after it restarts.
The Control Hub feels warm when I'm cooling my side (or cool when heating).	This is expected! The Hub moves heat rather than eliminating it, so the heat pulled from your side during cooling has to vent somewhere, and vice versa when heating.

THANK YOU FOR PURCHASING!

GHOSTBED®
CLIMATE PRO™

Need Help?

Scan QR for setup video

Scan to download App

Questions or need additional help?
Call us at (954) 371-2004
or email us at sleep@ghostbed.com.

Phone
US: **(954) 371-2004**
Canada: **(833) 933-0199**

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