

Mattress Care Warranty



Mattress Care Do's and Don'ts

- It takes 4 weeks to adjust to a new mattress.
- Mattresses follow the contour of whatever they rest on, **you must use your mattress on a firm sleeping surface such as a solid slat bed frame (with slats no more than 8 cm apart and a minimum of 6 cm wide and no more than 14cm wide) or a manufacturer approved bed base.** Old spring bases or placing your mattress on another mattress may cause permanent damage to your mattress.
- Rotate your mattress periodically to even out the comfort layers. Body signatures are a normal property of your mattress and rotating your mattress will help to equalise the upholstery settling between sleepers of different body weights and shapes. They indicate that the upholstery layers are conforming to the individual owner's body shape.
- Rotate/turn your mattress every 2 weeks for the first 3 months then once every month after. Single sided mattresses do not need to be turned, only rotated. At least two people should turn/rotate your mattress to avoid personal injury.
- Do **use a mattress protector** at all times as this will prevent stains.
- Do use a recommended base or a supportive, rigid, non-yielding foundation. An old base unit may not provide sufficient support. It may appear that your mattress is sagging when the problem may be due to a non-supportive base, especially old spring bases.
- Do not use your mattress directly on the floor as this will cause moisture build up and mould growth.
- Do **not jump on your mattress** as you would not jump on your car.
- Do **not use the edges of your mattress as a sitting surface or chair**, this will cause damage to the springs and border supports.
- Do **not bend or fold the mattress**. When transporting your mattress do not drag it on the ground.
- Do **not carry a mattress by the handles as these are only use to position the mattress on**

the base and will not support the full weight of the mattress.

- Do not smoke in bed or place near an open flame.
- Do not use dry cleaning chemicals or anything wet to clean your mattress. Spot clean the mattress only, do not wet the mattress. Consult a professional mattress cleaner.

Base Care 5 Year Warranty

- Turn base/foundation upside down and screw legs by hand into holes in a clockwise direction.
- **Do not** kneel, lean, sit, stand or apply any form of pressure on the bottom or the top of the base as this will damage the foundation platform.
- The bottom of the base is intentionally loose and made using a porous material to provide the best air flow and circulation to withdraw moisture from your mattress.
- Corner guards help prevent damage to the base, removal is not recommended.
- Check legs for tightness every 3 months.
- Bases/foundations come with a 1-year warranty.

Get the most from your new mattress or base

We recommend using a mattress protector to protect your mattress from stains. Staining or soiling of the mattress may affect entitlement to make a warranty claim.

We recommend turning, flipping or rotating your mattress (depending on mattress type) on a regular basis, normally once a month.

It may take up to 30 days or more for your body to adjust to the new feel and support of your mattress.

Please be aware new mattresses may have an odour of for the first 24-48 hours after they are released from packaging. This smell will subside and opening windows and airing the room out will speed up this process.

Your mattress has been designed for use with the manufacturers base for best support. Damage caused by the use of a mattress with an inappropriate base or bed frame, poor slat positioning or sagging slats is not

covered under this warranty. Use of a non-supportive base with poorly designed slat spacing, which in the manufacturer's reasonable opinion is not supportive will void your warranty.

What is covered under this warranty?

Product warranty is subject to the following terms and conditions:

CompleteSleep Bedding Pty Ltd offers a warranty against faulty workmanship and/or faulty materials commencing on the date the mattress and/or base was originally delivered to, or collected by the purchaser and is valid only to the original purchaser of the product as indicated on the original sales invoice and is not transferrable.

- Original purchase receipt must be present.
- Original mattress label must be present to determine warranty rights.
- The warranty covers structural defects caused by faulty workmanship or materials. This includes:
 - Coils or wires that are loose or broken
 - Coils or wires that protrude or tear through any fabric.
 - Should a service be required during the guarantee period, CSB will repair your mattress free of charge. Transportation costs, however, after the first 12 months will be the onus of the purchaser. Transportation charges will not be accepted without prior approval from the Manufacturer.
- Replacement of one piece does not automatically result in thereplacement of the other piece.Repair or replacement of the mattress or base does not extend its limited warranty or begin a new limited warranty period.
- The manufacturer's determination as to the cause of fault shall be final.

If a warranty inspection is required, we ask that a photo of the mattress and/or base be taken and sent via any method convenient. We reserve the right to refuse service or pickup if the product is in an unsanitary condition. We endeavour to provide the promptest service but cannot guarantee a same day service and do not provide loan mattresses.

This warranty covers all parts and materials of the mattress found to be **defective in manufacturing**.

If a major defect occurs in the first 12 months after purchase, we will, at your option, provide a credit, replacement or repair of your mattress.

In the event of a minor defect in your mattress, or if a major defect occurs more than 12 months after purchase, we will replace the mattress, repair the mattress or provide you with a replacement at our discretion.

When undertaking repairs, we may substitute materials if identical materials are not available. We will do our best to match fabrics, however, we will not be liable if we cannot.

Warranty does not cover

- Mattress damage caused by insufficient base or slat foundation support. Mattresses perform best when used in conjunction with a matching foundation.
- Small manufacturing irregularities that do not affect the performance of the bed, including fabric stitch imperfections in quilting or tape edging or pilling of materials.
- The fit of Manchester/sheet items and mattress height.
- Comfort preference including issues of firmness; or
- Normal body impression/signatures(s) of 35mm or less in a pillow top mattress or 25mm in a normal mattress.
 - Body signatures are a normal occurrence and indicate that upholstery layers of the mattress are levelling to their final position and getting used to your body contours.
- Handles or attached accessories, as handles are not intended to be used to lift, turn or transport the products, only to position the mattress; or
- Normal wear and tear or damage caused by abuse, misuse or negligence (including folding, bending, standing on or jumping on the mattress).;
- Damage caused by soiling, rubbing or dragging of the mattress

- Room space issues, incorrect selection of size of mattress; or
- Temperature; or
- Allergies, smell/odours or sensitivity to materials. Some raw materials have a natural smell.
- Bed height/weight
- Mattresses that are burnt, stained, or in an unsanitary condition, even if defective. For health and safety reasons, we may not be able to inspect these products to assess whether covered by the warranty, in which case, we reserve the right to deny warranty coverage.
- Broken fittings including T-nuts, legs and castors due to insufficient maintenance and tightening.

The Settling Process / Body Signatures

All mattresses will go through a settling process whereby the mattress upholstery layers will adjust and confirm to your body shape, sometimes referred to as body signatures. This is completely normal as the layers respond to your body and display that the layers are performing as they should. Reduction in upholstery layers do not affect performance or lifespan of the mattress. Most occurrences happen within the first 12 months. This is not deemed to be a manufacturing fault and is not a defect under warranty.

Body signatures or settling can be up to 1.5 inches in comfort top mattresses and is considered normal. Rotating the mattress monthly allows a move even settling process over the surface of the mattress.

Top 10 Things to ensure the optimum longevity of your mattress

1. It takes at least 30 days to adjust to a new mattress. It may take even longer if you travel a lot or don't use the bed regularly. This is the minimum period for your body to adjust to the new support level.
2. Don't use your mattress on bed frames with curved slats. Slats should be flat, have no more than 8cm of gap between them, and should be at least 6cm wide. Using your mattress on a base with missing slats will cause damage to the mattress.
3. Rotate your mattress every 2 weeks for the first 2 months, then every month thereafter so that the upholstery layers of your mattress wear out evenly
4. Mattresses are designed for sleeping, meaning the support system is designed to support body weight over a wide area, excessive force or weight for prolonged periods on small sections will cause damage. Don't jump on your mattress. Don't use the edges of your mattress as a study chair and if you spend a lot of time in bed watching TV, try to rotate the area you sit on to even out the wear.
5. Use a mattress protector with your mattress. Keeping your mattress clean will prevent damage to the foam layers.
6. Do not bend your mattress during transport or keep a mattress in storage for more than a few weeks. Excess accumulated moisture in the mattress may cause mould growth. Store mattresses flat.
7. Mattresses should not be lifted only by handles. Handles serve as a partial aid when changing sheets but will rip off if you put too much weight on them.
8. Vacuum your mattress regularly, please do not use chemicals or wet liquid cleaners on your mattress. Don't wet your mattress as this will cause the water based glues to dissolve.
9. Changes in body weight >10kg may affect how your mattress will feel. Mattress toppers can be made to make your mattress firmer or softer.
10. Fabric pilling is a part of normal mattress use and can be removed using an electronic piling machine.

Dipping mattress

- All mattresses will feel softer with time.
- This does not include normal wear and tear, including normal softening of the upper foam comfort layers. Like car tyres, they come with a warranty but the manufacturer doesn't cover normal wear of the tyres. A new tyre and a 3 year old tyre will have different levels of grip. A 3 year old mattress will always feel softer than a brand new mattress.
- This is why we ask if there is any VISIBLE dipping in the mattress beyond 3cm. The initial 3cm of any

mattress is just quilting that is designed to flatten within the first few weeks of use, it is just there for visual appearance and to stop creasing of the mattress fabric. Dips beyond this may indicate a possible failure of the actual comfort foams if they don't bounce back. However, if the mattress is reasonably flat and there is no dip beyond 3cm then this would just be normal softening of the mattress over time.

- However if the part wears down in an unreasonable amount of time, we will replace that part for free. This includes the comfort foam at the top of the mattress that wears out fastest. All foams wear over time.
- For example, if you've had your mattress for 5 years, it's still performing as a 5 year old mattress should. We wouldn't replace the foam for free as it's similar to a worn out tyre. Instead we can replace the comfort layer for a cost.