

After-Purchase Care

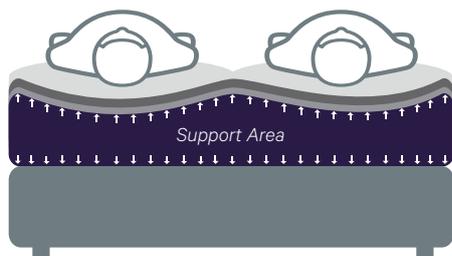
To obtain the best possible performance, keep your bed in great condition and help protect your warranty rights, please read the following document carefully and adhere to the outlined maintenance and care instructions.

Indentations & Body Impressions

In a pair of shoes, your feet naturally contour and shape the inside for a perfect fit. Your bed is exactly the same – it eventually moulds, cradles and contours to your body shape for maximum comfort.

Your mattress may take up to 12 weeks to mould to your unique shape, so don't be concerned if it feels different from what you trialled in store. Your bed will develop body impressions over time. This is your unique stamp on the new mattress and it's perfectly natural when wearing a bed in.

Comfort layers on top of your mattress will naturally adjust as you use your bed more. Normal levels for this contour adjustment are between 25mm – 35mm, however this is dependent on your body shape and size.



The grey mattress section shows the cushioning area setting to the body's contours.

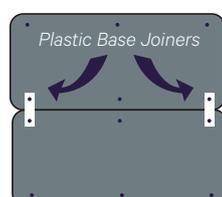
Base Support

We recommend using our matching bases which have been specifically designed to enhance mattress performance and durability.

If you choose to use your own base, it must be firm, even and supportive. A base may damage the mattress and void the warranty if it fails to meet any of the following conditions:

- Not too hard
- Not too soft or unresponsive
- Does not restrict air circulation
- Does not dip or sag under the weight of one or two sleepers

When you get your mattress set, it's important you set up the base correctly to ensure proper weight support. The key for split bases is linking the two pieces together correctly using the joiners as per the diagram, then simply fitting the castors to the bottom of the base.



Slat Bases

All our mattresses are suitable for slat bases however, please note that some slat/mesh type bases may require a centre rail and leg for extra support, especially in double and larger sizes.

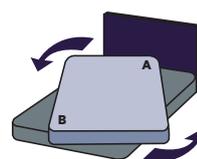
Timber slats must be smooth. Warranty does NOT cover damage to the mattress caused by splinters and scuffing due to unsmooth slats, or damage caused by the mattress being incorrectly fastened to the frame at each end.

Slats must be no further than 8cm apart and 9cm – 14cm wide. Slats wider than 14cm may cause mildew by inhibiting moisture evaporation, and may void this warranty as a result.

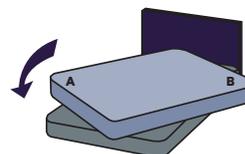
Turning Instructions

Properly looking after your bed and its components is vital for mattress maintenance. To help equalise body impressions, it's advised to rotate your mattress every 2 weeks for the first 2 months, then every 3 months thereafter. This initially helps your mattress settle and evens out the wear and tear as time goes on, extending the life of your bed.

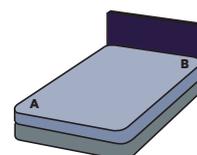
To avoid damage to the mattress or the risk of personal injury, do not attempt to rotate the mattress by yourself.



Push at opposite corners A and B while mattress is laying flat.



Push alternately on corners A and B to position mattress on the bed.



Finished, rotated end to end.

Do's

- DO** Turn and/or rotate your mattress frequently.
- DO** Carry your mattress flat or on its side. This is a job for two people.
- DO** Use a mattress protector. The use of a washable, good quality mattress protector will help keep your mattress clean. A waterproof sheet under the mattress protector may be useful for children's beds.
- DO** Air your bed. Airing your bed periodically by leaving bed linen off for several hours will allow condensation caused by body heat to evaporate.
- DO** Vacuum your bed regularly using low suction.
- DO** Treat spills and stains as soon as possible. Gently scrape away soiling or soak up any liquid. Use a clean, damp cloth and dry in shade away from direct heat. Allow to dry thoroughly before re-use.
- DO** Firmly push/screw in all base leg/castors supplied with your new base. This will enhance product life and provide optimum comfort. Check and tighten the legs at 4 – 6 weeks once the whole system has settled. Check every 6 months and tighten if necessary.
- DO** Replace your base when purchasing a new mattress. Not using the intended base with your new mattress may damage the mattress - this will not be considered a manufacturing fault.
- DO** dispose of all plastic packaging immediately and appropriately. Bags are polyethylene and can be recycled, but are dangerous for young children. Please ensure plastic is properly discarded.
- DO** Use a breathable bag if you need to store your mattress.
- DO** Ensure your mattress and base are appropriately packaged during transportation or storage to prevent structural damage and/or damage due to condensation, both of which may void the warranty. If your mattress is a pocket spring, Memory Foam or latex core sleep system, lay your bed flat for storage to avoid damage.
- DO** upkeep and clean your mattress and sheets.

Dont's

- DON'T** place plastic bags near children as they are a suffocation hazard.
- DON'T** remove border labels or tags. The border label on your new bed contains information to help identify the mattress you own, should you have any future concerns.
- DON'T** use cleaning agents on your mattress. Chemicals contained in some cleaning agents may damage the fabric or underlying materials in your mattress. To remove a stain or mark, use a clean damp cloth only.
- DON'T** saturate fabric with water, dishwashing or laundry detergent, or any other cleaning liquid.
- DON'T** scrub with a stiff brush.
- DON'T** bend or jump on your mattress under any circumstances. This may cause damage to the internal construction of your mattress.
- DON'T** smoke in bed.
- DON'T** Use the handles to support the full weight of the mattress. The handles are designed to help position the mattress on the base.
- DON'T** Attempt to rotate or flip the mattress yourself.

Manufactured in Australia
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