

MATTRESS CARE & GUIDELINES

The Do's and Don'ts

- **Do** use a high quality mattress pad. Some of the upholstery materials may compress if the mattress gets wet. Spills and stains on your mattress WILL VOID your warranty. Check with your salesperson for tips on mattress pads and mattress protection plans. For more information on your warranty, refer to the warranty card that will be attached to your new bed.
- **Do** replace the old foundation when purchasing a new mattress. An old foundation may not provide sufficient support. It may appear that your new mattress is sagging when it is actually the foundation that has become worn.
- **Do** turn your mattress occasionally to prolong the comfort and support. Body indentations are a normal occurrence in your new mattress and indicate that the upholstery layers are conforming to your body's individual contours. You'll be pleasantly surprised with that "new mattress feeling" every time you turn your mattress.
- **Do** consider the no-flip mattress, which does not need to be flipped and still offers years of comfortable rest.
- **Don't** smoke in bed. Even a mattress manufactured as required by federal law to resist ignition by smoldering cigarettes may not eliminate it.
- **Don't** let anyone stand or jump on your mattress. It wasn't built for that type of weight distribution or abuse.
- **Don't** place a board between your mattress and foundation. Your sleep set is designed as an integrated system to provide you with proper support, and the foundation plays an important role.
- **Don't** bend your innerspring mattress more than 20 degrees. Such treatment may damage the innerspring unit. Flex rather than bend the mattress when going through doorways.
- **Don't** remove the law tag label at the end of your mattress. This serves as a means of identification to establish your warranty rights.

What to expect with a new mattress:

Expect an adjustment period: Just as your new dress shoes take some time to feel good, your new mattress might take some time for your body to become adjusted. This is especially true if you are changing from a very old bed set, a damaged bed set or a poor quality bed set. This is also true if you are changing 'comfort' levels, for example moving from a firm to a new fluffy pillow top mattress. It can take days or weeks for your body to adjust to a new mattress.

Slight body impressions are normal: You can expect your mattress to develop slight indentations called 'body impressions' as soon as you start sleeping on it. These slight indentations are normal and are the result of the quilt and upholstery layers settling and conforming to your individual body. As these layers compress, the mattress will actually improve in performance. True sagging resembles the dipping look of a hammock in which the dip measures greater than 1 1/2 inches. While slight body impressions are normal, they are usually not greater than 1 1/2 inches in depth and are therefore not reason to exchange your mattress under warranty. Although most mattresses now only have one sleep surface, your mattress may benefit in comfort and durability if it is rotated regularly (clockwise).

A visible ridge down the middle is normal: When two people share a bed, they usually each sleep on one side therefore settling the layers of comfort on each side. Often times, there is a visible ridge down the middle of a king or queen bed where the comfort layers have not been compressed. This is normal and is not considered a warranty exchange issue. To minimize the middle ridge and body impressions, sleep on all surface area of the bed, including the middle and rotate your mattress and box springs regularly.

Supply proper support for your mattress and bed set: Proper support means corresponding box springs, proper bed frame and supportive bed furniture. Lack of proper support can cause structural damage to your bed set, which can actually void your warranty. Careful consideration must be taken when purchasing a mattress only. Today's mattresses are made to work in conjunction with their corresponding box spring as a set. This enhances the durability and comfort life of your bed. Using your old box springs is not recommended as it is difficult to 'see' the structural breakdown, which can lead to damage to the mattress. Box springs made by another company are not considered proper foundation for your new mattress. Please discuss your options with your salesperson to ensure proper warranty coverage of your mattress or bed set. For king and queen sets a rigid center support with at least 5 legs or furniture with a rigid center support and at least 5 cross slats is necessary.

Suggested Guidelines for Mattresses, Foundations, and Box Springs

1. Turn the mattress end to end once a month for the first six months so that it will adjust evenly and smoothly to your weight, equalizing any body impressions that may form by allowing the material to settle evenly. By following this procedure, you make the settling process more uniform. King mattress can be turned 1/4 turn during this 6 month process. Yes your toes may hang over when on the short side, but the 1/4 turn will help eliminate the high spot in the center!
2. What does it mean if slight body impressions appear on my mattress? This is normal for a new mattress. The body conforming coils and comfort cushioning materials are beginning to work for you. The impressions are caused by the settling of these materials...beginning to contour to your body

- to provide the support where you need it most. These impressions are not indicative of structural failure.
3. The foundation should also be turned end-to-end once a year to assure even wear and that it fits in the frame properly.
 4. Be sure your bed frame is sturdy enough to provide proper support for your bedding. A bent frame will cause the foundation to bend, which in turn will cause the mattress to bend. A center cross rail(s) is mandatory for a queen size bedding to help distribute the weight evenly. Make sure the frame is put together properly.
 5. Your mattress and foundation work as a team. The foundation acts like a blueprint for the mattress. If an old foundations sags, then your new mattress will conform to these sags. A new foundation provides the level support your mattress needs. If a mattress and foundation didn't work in conjunction with each other, we'd make it all in one piece!
 6. Handles, when installed, are not intended to support the full weight of the mattress in turning, lifting, carrying, etc. They are to be used only in positioning the mattress on the foundation.
 7. If the mattress is larger than the foundation: This is normal. Even though the innerspring units are the same size, there is an additional amount of upholstery used in the mattress that makes it finish slightly larger than the foundation.
 8. If the sheets won't fit: Some sheets are larger than others, although the size indicated might be the same. Sheet manufacturers no doubt have a tolerance level. Fitted sheets will go on with more ease if done corner to corner diagonally.
 9. If the bedding is stained or soiled: The warranty will not apply if bedding has been abused or soiled. We cannot authorize return of this bedding.
 10. Split foundations on queen size beds are great for restricted delivery access however they may tend to sag into the middle. This condition can be alleviated by additional bed slats and center supports.

Note: A warranty does not necessarily tell you how long the bedding should be used. Warranties are provided by the manufacturers to protect against defects, not to assure comfort and support until the end of the warranty period. You shouldn't expect the set to last forever – after eight to ten years of nightly use, even the best bed will no longer provide the comfort and support you deserve for a good night's sleep.