

# GUARANTEE

The most used piece of furniture in your home is your mattress. With a little love and care it will provide you with many years of service. Here are some tips to help you get the most out of your mattress and base .

## MATTRESS

HOW OFTEN SHOULD YOU TURN YOUR MATTRESS ?

- . Every two weeks in the first three months
- .Once every three months thereafter
- .The first turn should be a rotation of 180 deg
- .The next time the mattress should be turned over
- .Always use two people to turn your mattress

THE FIRST TURN IS 180\* ROTATION (End to End)



1. Grasp the mattress corners and spin mattress clockwise and align it with base
2. Your mattress has now been turned

TURNING INSTRUCTIONS FOR 2 PEOPLE

- .You should alternately rotate your mattress end to end and next time turn it over.
- .Handles (where fitted) - these should be used only to position the mattress and should not be used to support the full weight of the mattress

THE SECOND TURN IS 180deg TURN (a complete flip)



1. Grasp the mattress by the edge and position it on its side. Turn it over so the top is now on the bottom .Align it with base
2. Your mattress has now been turned upside down

## FOUNDATION

FOLLOW THESE ASSEMBLY INSTRUCTIONS

- 1.Turn the base up side down and insert pintle into hole and turn clockwise . Repeat for all legs
- 2.Tighten by hand until legs are firmly in place,turn base back over and re-tighten legs as tightly as possible by hand .
- 3.Check and re-tighten where necessary every three months

## Mattress appears to be sagging?

It's very unusual for a mattress to sag with normal use, if your mattress is experiencing body indentations that are less than 30mm on a pillow-top mattress or 25mm on a non-pillow-top mattress then these are considered normal body signatures caused by the comfort layers conforming to your natural body contours and are perfectly normal.

To determine if an impression is normal you would need to take a measurement. Place a long, straight edge, like a broom handle across the mattress surface.

Measure from the underside of the straight edge to the top of the quilt design, not the stitching line.

Body Impressions may appear to be more pronounced with King Size mattresses, utilising the entire surface of your mattress and rotating it as recommended providing even wear, particularly during the first one to three month's life of your mattress.

Deeper body indentations may require further inspection.

Make sure the Foundation that your mattress is on has no indentations as this may contribute to more pronounced body Impressions forming.

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## Will my mattress feel the same as the one I chose in the showroom

There may be a 'settling' period of 4 to 8 weeks for a new mattress. Your mattress will consist of new comfort layers, therefore, these new materials require time to conform to your body shape and weight.

## What happens if I experience a heat issue with my mattress?

If you are sleeping on a pillow top mattress, the comfort levels in the top of the mattress will conform to the shape of your body. The softer the comfort layers, the deeper you will sink into your mattress, trapping heat.

Should you experience a heat issue with your mattress, Sandman suggests a number of options. Cotton bed linen and woollen underlay's in conjunction with temperature reduction options in your home, such as fans and air-conditioning. Sandman can make alterations to the comfort layers (at a cost to you) to reduce the conformance of the mattress, increase its firmness and air ventilation.

## What if my mattress has an odour when it is delivered?

Any odour you detect when your mattress is first delivered is generally a short term issue and should not last any longer than two weeks. If you continue to have concerns regarding the odour, we recommend you sprinkle bicarbonate of soda on the mattress, leave for as long as possible, then vacuum off. Spraying the mattress with a fabric deodorizer may also assist.

## Protecting your Mattress

A mattress protector should be used to protect your "Sandman" mattress from soiling. Vacuum regularly to remove dust. If your mattress is on a slat base it is advisable to cover the slats with a layer of fabric such as a sheet or blanket to protect against discolouration or abrasion from the slats.

Remove surface spills and stains immediately – do not use abrasives, use warm soapy water to spot clean your mattress but do not saturate your mattress. For hard to remove stains we recommend using a reputable cleaning company.

## This guarantee does not cover:

- A mattress or base that is not to your comfort preference ie; too firm or too soft
- A mattress or base that on inspection by Sandman is found to be stained or in an unsanitary condition
- Bent or broken legs and castors or base damage caused by not having leg and castors kept sufficiently tight
- Mattress damage caused by a sub-standard base where slats are more than 100mm apart
- Mattress damage caused by defective timber or metal slats
- Mattress damage caused by a base system that does not provide flat even support and adequate support in the centre
- Normal wear and tear or damage caused by mishandling
- Abuse, misuse or negligence including bending, standing or jumping on the mattress or base