

Things to be aware of (DONT'S):

Do not bend or fold the mattress

Not even for short periods of time, bending of the mattress will break glue bonds and dislodge internal fixings. Claims may be refused, where there is evidence of bending or misusing the mattress.

Do not use chemical cleaners or detergents



Do not lift by the comfort top

Mattresses should be ideally lifted from the underside, by two people, as flat as possible. Handles are for final positioning on divan only and not for lifting the mattress weight.



Do not kneel, stand or jump on mattresses



Do not sit on the edge of the mattress



Guarantee

For your peace of mind, Bensons offers a 10 year guarantee on the **iGel™** mattress. If you find a fault during this time, simply get in touch with Bensons for Beds at 0333 222 6800 or enquiries@bensonsforbeds.co.uk and share the following:

1. Date of purchase
2. Sales order number or receipt of purchase
3. Product name and size
4. A description of the fault

Conditions specifically applying to this guarantee are as follows:

1. Claims made under this guarantee must be made via telephone or email, using the contact details above
2. All claims must be supported with your proof of purchase, original receipt or invoice
3. The guarantee will become invalid if:
 - a. *The product is found to have been mistreated, damaged or the product has not been maintained in accordance with the care instructions supplied. This includes the mattress being turned or rotated on a regular basis, if applicable.*
 - b. *The product is soiled/unsanitary/excessively dirty.*
 - c. *The mattress under guarantee has been used with an unsupportive base.*
 - d. *The mattress has been used on a slatted base with slats more than 7cm apart.*
4. Bensons reserves the right to substitute alternative materials if the original is no longer available
5. In the event of a dispute, Bensons reserves the right to inspect the product via an independent third party assessor
6. Following a replacement or repair, the guarantee will continue to remain valid from the date of purchase of the original product
7. This guarantee is not transferable
8. The terms of this guarantee are governed under English Law
9. This guarantee does not affect your statutory rights. Full terms and conditions of all our guarantees including this guarantee are available on our website



not too hot, not too cold, just right.

Date of Manufacture

In partnership with



British
Chiropractic
Association

Exclusive to

bensons
for beds

CR09882 (v1)

General Information:

Packaging Disposal

Remove all polyethylene protective packaging and dispose of carefully to avoid any possible injury to children or animals. The packaging is fully recyclable, however check with your local authority to confirm first.

Use Suitable Bases

We recommend using a Staples divan base for your **iGel™** mattress. If you chose to use a different base, ensure it is fit for purpose and undamaged, to prevent damage to the mattress and invalidation of the guarantee of your mattress. If a slatted base is being used, please ensure the slats are no more than 7cm apart. If boarded bases are being used, please ensure adequate ventilation is provided. Rounded, or rung type slats are not suitable and may damage your mattress.

Difference in Feel

A Staples divan base provides the best support for your **iGel™** mattress. The mattress feel achieved in-store on a Staple's divan base will be different to the feel on any other base, unless that base provides an identical level of support. Slatted bases will not give the same feel as a divan base, there is a lower level of support, due to the gaps between slats. Sprung slats will give a different feel to flat slats. The difference in feel can be quite large, please consider this when making your purchase.

Mattress Size

During storage and transit the mattress can become compressed due to the fillings nestling together, under its own weight. Once opened and placed on a supportive base it will expand back to its correct size within a couple of weeks. **iGel™** mattresses are made to metric sizes and are handmade so there is a tolerance in size of +/-2.5cm.

Setting Up of Your Bed Base/Divan

Please refer to the specific instructions provided with your divan or bedframe.

Setting Up and Caring for your Mattress:

Airing your new Mattress

Please allow the mattress to breathe for as long as possible after receipt before fitting your bedding. This will allow any moisture which may have become trapped within the packaging, to evaporate. You will also notice that your mattress has a distinct "new smell", this is very normal. **iGel™** foam components have a distinct smell, that some people can be very sensitive to, but this isn't considered a fault. This will fade over time, please allow up to three months for this to occur. Allowing the mattress to breathe daily, if possible, will help speed up this process.

Rotating your Mattress

- You should rotate your mattress to maintain your guarantee, and to maintain the comfort of your mattress. Mattress filling will settle, this occurs most commonly under the heaviest areas of your body.
- Rotation is essential to even out settlement and claims may be refused where lack of rotation is evident.
- We recommend that for the first six months you rotate weekly, and then monthly thereafter.
- Only lift the mattress from the bottom, and never by the top surface comfort layers such as the Pillow top or Plush top (depending on your selected model).
- Handles should be used to position the mattress on the divan only and are not suitable for lifting the mattress itself.

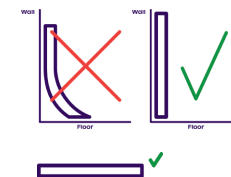


Settlement and General Mattress Care

- King and Super King size mattresses can develop a "hump" in the middle of the mattress as a result of sleeping patterns. It is recommended that you try and sleep in the centre of the mattress from time to time, to even out the settling of the comfort layers.
- High loft quilted comfort layers will settle with use and the mattress areas where the body weight is concentrated will compress most. As a result localised body impressions may be seen. There is no call for alarm as this is quite normal. Body impressions should even out as you rotate the mattress. Body impressions indicate that the mattress surface is conforming to your body's individual shape and do not indicate that the mattress is faulty.
- Follow the mattress rotation advice in this guide, to help even settlement and achieve a good spread of compression areas.

Storing & Transporting your Mattress

Be aware as this may cause damage. If space does not allow flat storage, then the mattress should be stored in a way that does not promote bellying in or bellying out. If standing vertically, then long edge down is best as close to vertical as possible. Bensons for Beds only recommend flat storage.



Protecting your Mattress

- For longer lifespan and enhanced hygiene, always protect your purchase with a mattress protector. We recommend the **iGel™** mattress protector as it is specially designed to help the **iGel™** mattress absorb, store and release heat for a comfortable sleep temperature.
- Be advised that mattress staining may affect your guarantee and any claim you make.

Cleaning your mattress

- We advise you to clean your mattress every few months. For best results use a soft brush, not a vacuum (as this will dislodge fillings and cause damage).
- Stains and spills should be absorbed using a dry cloth or paper towel.
- If required, use warm soapy water with a gentle cloth or soft brush. Dry gently using a cloth and by ventilation.
- Do not use detergents or chemical cleaners as these may bleach or damage the fabric.

Discolouration

Memory foam can yellow under sunlight, this is completely normal and harmless and will not affect the mattress performance. Some discolouration may occur due to the reaction of fillings with bodily fluids and/or perfumes and deodorants. This is also harmless and will not affect the mattress performance.

Allowing time to get used to your new mattress

As your body adjusts to the new and improved body support provided by your new **iGel™** mattress, it might feel strange initially. This is no different to breaking in a new pair of shoes. Please allow a couple of weeks to adjust to your new **iGel™** mattress and longer if the new mattress specification is very different to your previous mattress.