



YOUR WARRANTY

PRODUCT USE & CARE GUIDE

Thank you for choosing **SLEEPTRONIC®**

Congratulations on your **SLEEPTRONIC®** mattress purchase!
SLEEPTRONIC® builds quality into every product we manufacture.
Each sleep set is engineered for maximum comfort and to help
ensure restful and rejuvenating sleep.

By observing the guidelines contained in this document you will enjoy
many years of wonderful performance from your new purchase.



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GUIDELINES FOR USE & CARE

- A** Use the correct frame. If the mattress is placed on a platform bed, make certain the platform is solid. If intended for use with an adjustable base, make certain your matt is “approved” or “recommended” for adjustable base use.
- B** Use a mattress protector to safeguard your investment. Mattresses displaying stains are ineligible for warranty service. Even if a manufacturer’s defect exists, the presence of stains, soilage, vermin, mold, or mildew will void your warranty.
- C** Couples who share a bed should choose a Queen or King size mattress.
- D** Rotate and flip your mattress as required. However, do not attempt to flip your mattress by yourself. Seek assistance from another adult. Do not use handles, if present, to flip your mattress. Handles are for positioning only.
- E** Keep your receipt and do not remove the law tag from the mattress. These contain important information that is required should you need to initiate a warranty claim.
- F** Never allow children to jump on the bed. Do not stand on, bend or fold your mattress. Doing so may cause permanent damage which voids the warranty.
- G** If your mattress has a removable cover, do not machine wash the top cover. Use a professional dry cleaner to clean the top cover. Never wash or clean the bottom cover. Never remove any inner coverings.
- H** Do not iron on your bed. Doing so can damage the ticking and cushioning materials. Burns, cuts and tears void the warranty.
- I** Do not use an electric blanket or heating pad if your set includes memory foam or gel infused memory foam.
- J** Expect normal changes in softness and recovery times of high density foams, including memory foam, which will occur due to use, temperature & humidity.
- K** Do not allow any kind of fluid (cleaning or otherwise) to penetrate though the surface fabric to the underlying materials. Fluids can damage the cushioning support layers which will invalidate the warranty.
- L** Packaging of the mattress and foundation, including if the matt is packaged in a box with a handle and wheels, is considered packaging and is not covered by any warranty. Plastic film/bags should be discarded immediately.
- M** Bedding which is sold as a “floor sample “ or “as-is” or “distressed” and/or which is purchased second hand or received as a promotional item has no warranty.

BUY AS A SET IF USING A SET

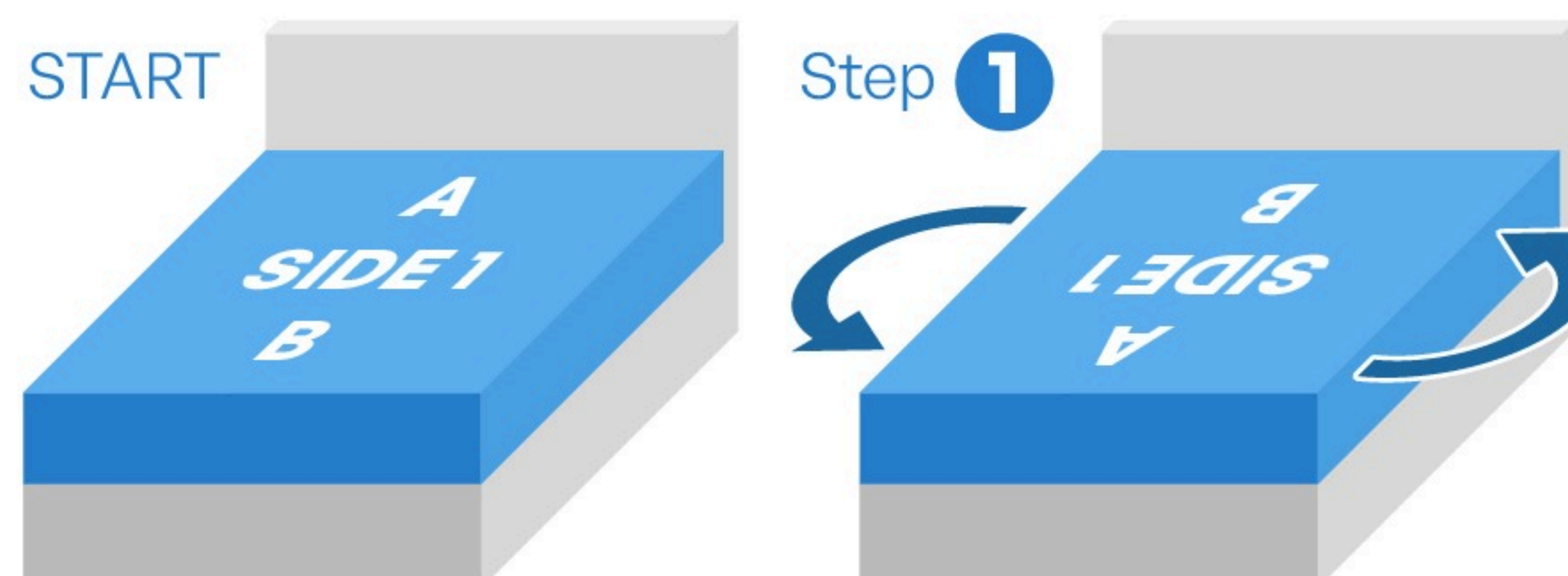
Our mattresses are specifically engineered to be used in combination with the appropriate new box spring or foundation, or on a previously existing or new adjustable bedbase or platform bed. Placing our mattress on a previously used foundation or box spring voids your warranty.

ROTATING & FLIPPING

STEP A • ROTATING ALL MATTRESSES

One Sided Mattresses

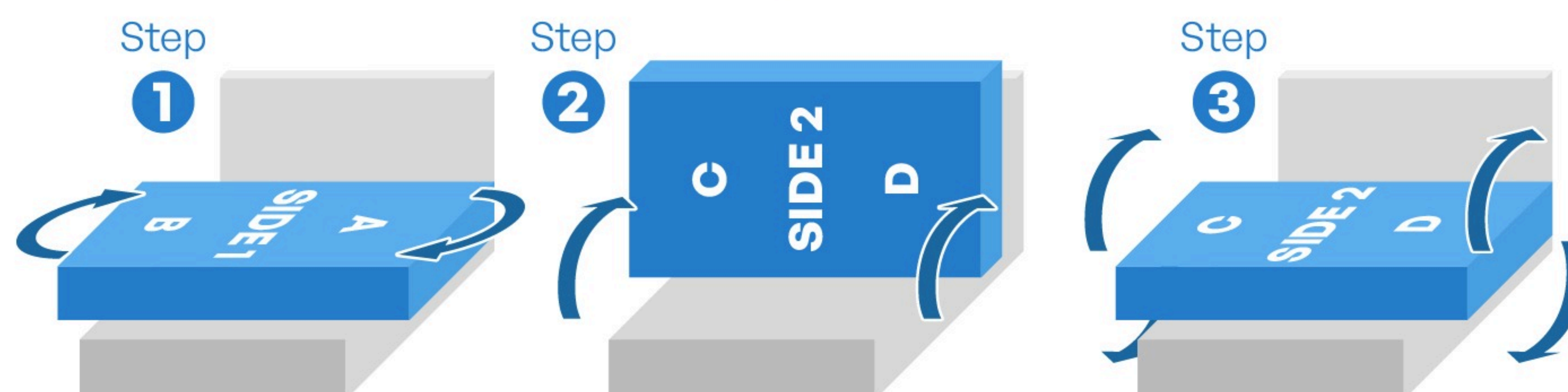
Rotate your mattress 180° every January, April, July, & October.



STEP B • FLIPPING DOUBLE-SIDED MATTRESSES

Two Sided Mattresses

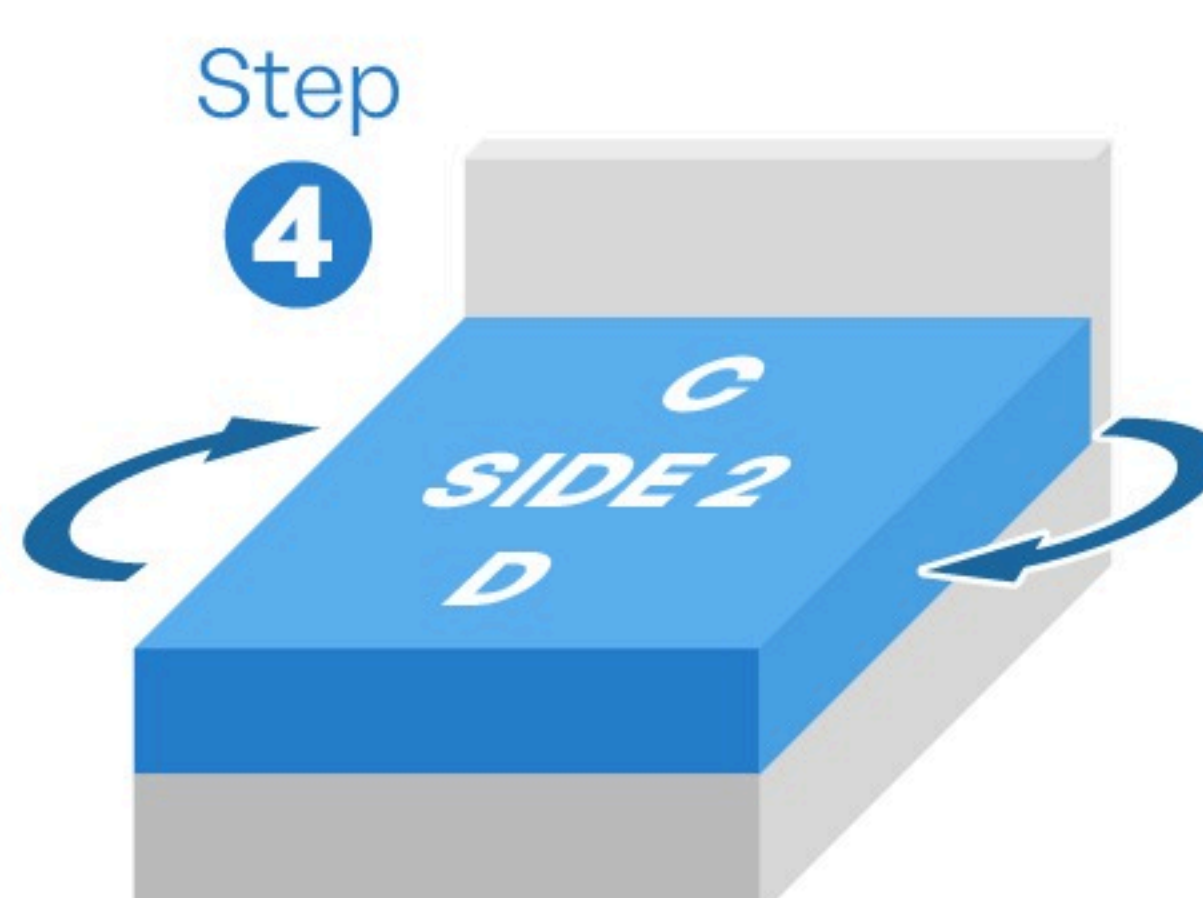
Rotate your mattress every January and July. Flip your mattress every April & October.



Rotate the mattress 90° until it lays across the foundation and overhangs the foot of the bed by at least one foot.

Two adults should lift the mattress from underneath onto its edge to expose side 2.

Lower the mattress so that side 2 faces up.

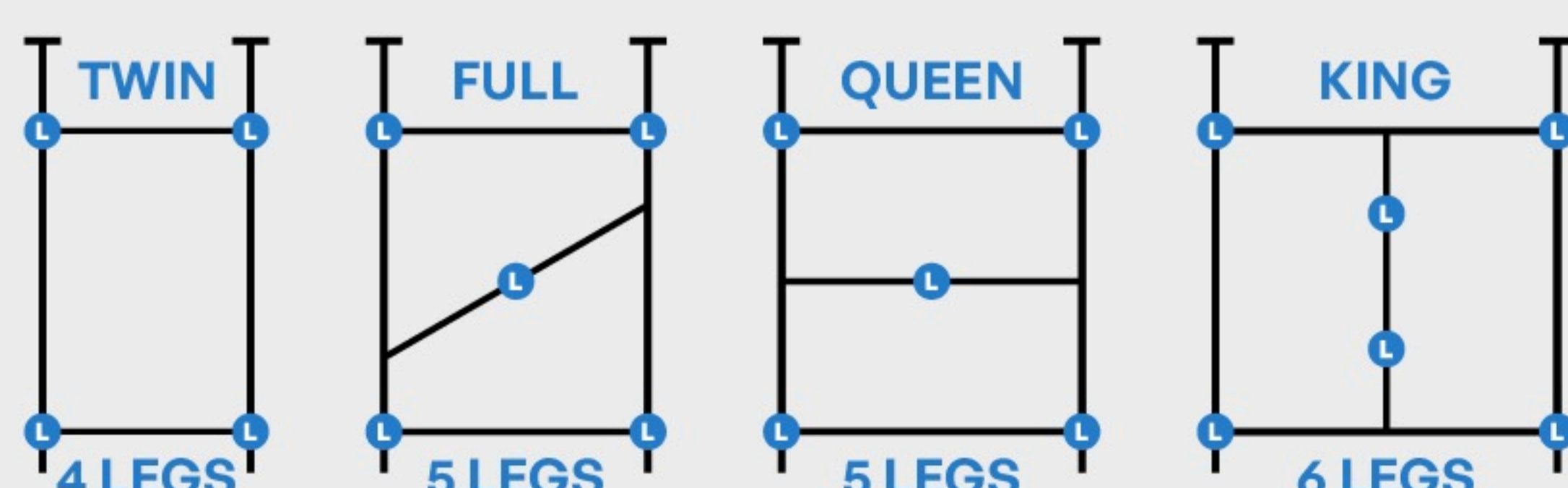


Rotate the mattress 90° until it lays properly on the foundation.

Single-Sided Construction - SLEEPTRONIC® requires rotating your single-sided mattress once every three months to extend set life and to distribute body impressions more evenly across the sleeping surface of your mattress. (See Diagram Above, Step A)

Two-Sided Construction - Two-sided mattresses require flipping and rotating once every two weeks for the first three months of use, then once a quarter thereafter. The diagram above explains the best process for turning and flipping your two-sided mattress. (Steps A and B)

Appropriate supports



USE CORRECT SUPPORT

A high quality bed frame, platform bed, or adjustable bedbase is crucial to ensuring the longevity of your new purchase. At a minimum, a bed frame, with a rigid center support in full, queen and king sizes as outlined below is required. Make certain the frame has the correct number of legs that reach the floor = five in full and queen sizes and six in king size.

Appropriate support includes

- A. Use a bed frame with a center support and five or six legs that reaches the floor
- B. Use a solid wood platform or an adjustable bed base
- C. Use a commercial platform base with three rigid steel cross supports
- D. Use bed rails with no less than 10 cross slats. For king size, in addition to slats the support must also include a rigid center rail and two legs in the center that reach the floor.

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COMFORT, MATT HEIGHT & TUFTING

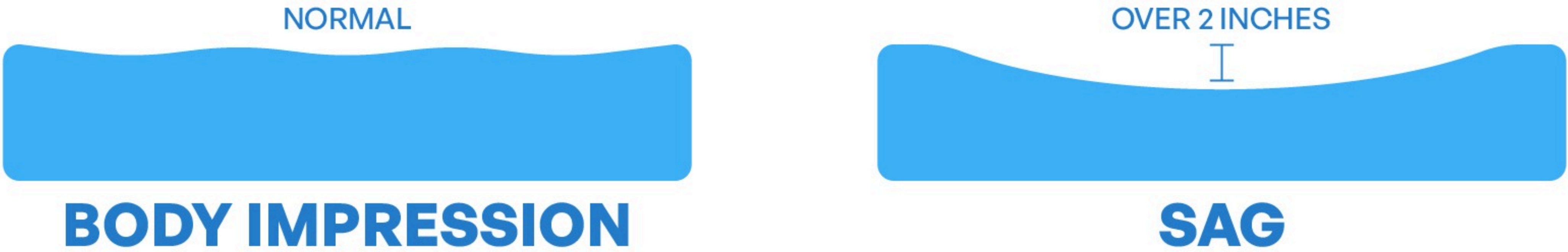
SLEEPTRONIC® does not accept “warranty” claims arising from post-purchase dissatisfaction with the comfort level (firmness or softness) of a particular model. Please take plenty of time when selecting a mattress. If planning to share the bed, both parties must lie on the mattress in the store before making a final selection. “My spouse doesn’t like it” is not a warranty issue.

Many of today’s new sets are considerably taller than mattresses manufactured in prior years. Before purchasing, make certain that the set you choose is not “too tall.” If you select a thicker mattress, be aware that this may require the purchase of “Deep Pocket” sheets which are readily available at most mass market retailers. “My mattress is too tall for my headboard or footboard,” “I will have to buy new sheets,” or “I can’t get on my mattress it is too tall” is not a warranty issue.

Some **SLEEPTRONIC®** mattresses feature hand tufting, an ultra premium feature designed to extend the life of the mattresses. Consumers who are concerned they might “feel the tufts” when sleeping should select a different mattress without tufting. “Feeling the tufts” is not a valid warranty claim. When measuring to assess if a mattress has a “sag”, the indentation produced by tufting a mattress is not counted towards the total depth measured. Tufts that are removed accidentally or on purpose are not considered a valid warranty issue.

SAGGING VS BODY IMPRESSION

The drawing below demonstrates the difference between a normal “Body Impression” consistent with regular use of a mattress and a “Sag” consistent with a manufacturer’s defect.



Body impressions are normal in quality bedding. The materials used in the construction of your mattress are designed to provide varying levels of firmness, support and comfort. As a general rule, the softer and thicker the mattress is, the more likely it is to develop body impressions. These are normal and should be expected. They are not a structural defect. They are a sign that the mattress is conforming to the contours of your body. Normal wear through use of this product is not covered under this warranty.

Ask your authorized retailer to suggest a specific **SLEEPTRONIC®** model appropriate for your age and body type. Because of standardized construction techniques, sets will exhibit differing wear and break-in patterns when used by two sleepers sharing the bed who are of different weights and heights. This is normal. More frequent turning of the mattress may be necessary so that wear and break-in patterns even out. Not all of our sleepsets are appropriate for nightly use by adults. Some are designed for short-term use or for use by persons of limited size. Twin sets are designed for single individual use.



WT 1505
= 15 YEARS TOTAL
5 YEARS NON-PRORATED

MEETS 16 CFR 1632 STANDARDS	
Date of Delivery:	06/02/2023
Production Date	
EDGE 9400 PT QUEEN	
ST9400T	
MATT	
	
12345678	

WT:1505

HOW LONG IS MY WARRANTY?

Warranties on mattresses produced by **SLEEPTRONIC®** range from no warranty on some of our budget oriented products to a warranty of several years on our highest quality, most luxurious matts. The warranty for every mattress produced by **SLEEPTRONIC®** appears on the law tag affixed to the border of the mattress. Look for “WT” followed by four numbers printed on that law tag. See example at left. The first two digits are the total length of the warranty in years. The next two digits are the length of the non-prorated period. For example, the code WT1505 is warranted for a total of 15 years. The first 5 years are the non-prorated period.

INITIATING A WARRANTY CLAIM

Your Authorized Retailer is your best source for information about your new **SLEEPTRONIC®** mattress purchase. They can assist you if you have a question or believe that your set has a manufacturer’s defect. All services should be handled directly through the retailer where the set was purchased. If service cannot be obtained through the dealer, the purchaser may then notify the manufacturer.

If you believe your mattress and/or box spring has developed a problem which is covered by this warranty, contact the store from which you purchased the set. They may require you to bring the set to the store or may dispatch a warranty inspector to your home to investigate your claim. Should the store determine that your claim deserves investigation, the set should be brought to the closest **SLEEPTRONIC®** factory for our inspection. At our discretion **SLEEPTRONIC®** will repair or replace any structurally defective materials. Costs and arrangement of transportation of the set to and from the **SLEEPTRONIC®** factory are entirely the responsibility of the end consumer.

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MANUFACTURER'S LIMITED PRORATED WARRANTY

Sleeptronic Sleep Products® provides a limited, prorated construction warranty for a specified number of years from the date of original purchase for mattresses and foundations when purchased in sets, or for a mattress alone when placed on a platform bed, adjustable bedbase or other rigid surface. Boxes sold by themselves have NO warranty. Purchaser should retain their bill of sale as verification of purchase. Purchaser must be able to verify purchase date, purchase location, purchase price, serial number from law tag, model name and size to obtain service with this warranty. The Warranty Term is specified on the law tag which is applied to the mattress. Warranty is valid for original purchaser only. If found to be structurally defective, proportionate annual charges for repair work will apply following a specified period of time. All transportation of warranted goods to and from the manufacturer is the responsibility of the purchaser and any associated charges must be pre-paid by the purchaser. Manufacturer reserves the right to substitute materials of equal or greater value in the repair or replacement of this product. All parts of this Limited Warranty apply to the maximum extent permitted by law or unless prohibited by law. Replacement of one piece due to a manufacturing defect does not automatically result in the replacement of any other piece, even if purchased as a set. Discontinued products will be replaced with one of comparable quality and value. Replacement of any part of the sleep system does not extend the limited warranty or begin a new warranty period.

WHAT IS PRORATION

Pro-ration of a warranty is a calculation that distributes the value of a mattress over the anticipated life cycle of the product. The longer a consumer owns a mattress, the less it is worth, thus the charge to repair or replace the set is higher as time goes by. During the non-prorated portion of your warranty, if any, **SLEEPTRONIC®** will provide repair or replacement service at no charge to address a manufacturer's defect. After the non-prorated period, charges are assessed according to the following formula:

$$\begin{aligned} &\text{Original purchase price} / \text{Number of years in warranty} = \text{Annual Rate} \\ &\text{Number of years elapsed since purchase} \times \text{Annual Rate} = \text{Repair Charge} \end{aligned}$$

For example, a set purchased for \$600 with a WT:1505 pro-rated warranty has an Annual Rate of \$40. If the set is returned to our factory for repair or replacement six years after the date of the original purchase, the pro-rated charge will be $6 \times \$40 = \240 .

EXCLUSIONS

Warranty does not apply to ticking/cover or handles. Warranty is valid only for original purchaser, when the mattress is purchased in new condition. When used with a foundation, the mattress and foundation must rest on an appropriate frame. In Full and Queen, any of the following options meet warranty requirements: (A) Using a frame which has a rigid center support with a fifth leg that reaches the floor; (B) Using bed rails with at least 10 wooden bed slats; (C) Using a solid platform; (D) Using a bed base with three rigid steel cross supports. All King size sets should be placed on a frame or bed rails that feature a rigid center rail and six legs that reach the floor to maintain the warranty. Body impressions less than 2" in depth are consistent with normal use of this mattress and are not covered by this warranty. Warrantor is not responsible for any incidental or consequential damages resulting from the use of warrantor's product. Warrantor reserves the right to refuse service and to void the warranty when the product upon inspection is: found to be in an unsanitary condition; has received obvious misuse; when product failure is due to causes other than defective workmanship or material; or if mattress is not turned and flipped as prescribed. The presence of blood, urine, fecal stains, vermin, animal hair, mold, or mildew automatically voids the customer's warranty. Damage to fabric caused by heat sources such as ironing on the bed, curling irons, electric space heaters, open flames such as from a fireplace or candle, or by smoking in bed is not covered by this warranty. This bed is not guaranteed to fit a particular sheet size or depth, or to fit within a specific piece of furniture. Dissatisfaction with the comfort level (firmness or softness) of a specific sleep set is not a valid warranty concern. Never bend, fold, or allow children to jump on your mattress. Handles and Corner Guards are not covered by warranty. Commercial use of any **SLEEPTRONIC®** product except for Guest-O-Pedic® hospitality sleep sets voids the warranty.

REPAIR OR REPLACE?

A determination by **SLEEPTRONIC®** that a warranty problem exists does not automatically guarantee that the matt and/or box will be replaced. **SLEEPTRONIC®** may repair the defect prior to replacing a mattress or set that exhibits a defect.

LIMITATIONS

The Limited Warranty set forth herein is the only warranty for **SLEEPTRONIC®** mattresses and box springs / foundations and may not be modified by any retail store or retail store employee, or employee of **Sleeptronic Sleep Products®**. This Limited Warranty excludes any and all express or implied warranties on **SLEEPTRONIC®** mattresses or sleep sets, including warranties of merchantability or fitness for a particular use. This mattress or sleep set is designed for household use by the general public. The service terms stated in this Limited Warranty shall be the consumer's sole and exclusive remedy in the event of product failure during the warranty period. **SLEEPTRONIC®** shall not be liable for incidental or consequential damages arising from the use or inability to use this product, or for breach of this warranty or any other express or implied warranty. **SLEEPTRONIC®** does not warrant that this product is suitable for a person's specific medical condition.

SLEEPTRONIC® makes no warranty beyond what is contained in this document. Some states do not allow limitation on how long an implied warranty lasts, so this limitation may not apply. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply. This warranty provides specific legal protections for **Sleeptronic Sleep Products®** and our authorized retailers. This Limited Warranty gives the purchaser specific legal rights. You may also have specific legal rights which vary from state to state. **SLEEPTRONIC®** does not allow or authorize any person to create for it any other obligation or liability in connection with this warranty.

WARNING

Do not attempt to turn, flip or position mattress by yourself. This could cause personal injury and result in damage to your mattress. Handles are for positioning purposes only and are not designed to support the full weight of the mattress. Even though our products are manufactured to meet CPSC 16 CFR Section 1633 standards for flammability, do not smoke in bed or expose your mattress or set to open flame. The mattress is not fire proof.