

01/ Setting-Up Your Mattress

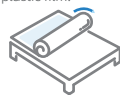
Unbox

Lay the box on its side and unbox it.



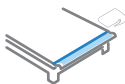
Position

Put your rolled-up mattress in the right place, and remove the outer plastic film.



Unwrap

Once your mattress is unfurled, tear open the inner plastic wrap with the mattress opener.



Expand

Allow your mattress to inflate fully. It usually takes 48-72 hours.



Inspect

Please judge the top and bottom of the mattress by the position of the label; the side with the label close by should be facing up.

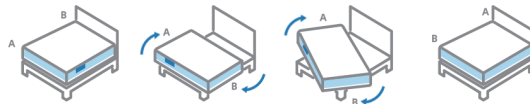


• Why doesn't the mattress expand to its full size and has wrinkles?

It usually takes 48-72 hours for a mattress to fully expand, and low temperatures will prolong this process. Insufficient thickness and wrinkles are normal when the mattress is first opened.

• customersupport@tmattress.vip

- Avoid sitting on the edge of the hybrid mattress in the same spot all the time.
- Avoid bending or jumping on your mattress.
- Avoid smoking and other contact with open flames in bed.
- Rotate your mattress every 3 months.



- For more information about the care & clean instructions, please get in touch with customer service.

• Recommendations:

- Choose a bed frame with a sturdy and durable structure. An old bed frame that cannot support the weight of the mattress may cause the mattress to sag and deform.
- The middle, front, back, and both sides of the bed frame should all have sufficient load-bearing capacity.
- Use a mattress protector to prevent the mattress from getting dirty.
- Store and use the mattress in a horizontal position.

• Avoid:

- Do not remove the product labels and logos on the mattress, so they can be used for identification during warranty service in the future.
- Do not fold or twist the mattress, and do not stand or jump on it.
- Do not use regular household cleaners to wash the mattress, as they may damage some mattress materials.
- Do not place the mattress upright to prevent tipping over.

03/ Frequently Asked Questions

• How long may it take for a mattress/ to expand fully?

It usually takes 48-72 hours for a mattress to fully expand, and low temperatures will prolong this process. Insufficient thickness and wrinkles are normal when the mattress is first opened.

Let everyone have quality sleep

02/ Care & Clean Instructions



Gentle cycle



Do not tumble dry



Do not iron



Do not dry clean



Do not bleach

• What if my mattress/ does not expand to its full size?

1. Please make sure the mattress/ has been put on a flat platform to inflate fully for about 72/48 hours.

2. Warm the room up to at least 20°C (68°F). If the mattress/ still hasn't expanded fully after 72/48 hours, please move on to step 3.

3. Loosen up your mattress/ by rolling on the mattress/ for 10 - 30 minutes.

• How to measure mattress thickness?



When measuring the thickness of the mattress, you should measure the distance between the highest point of the upper and lower surfaces of the mattress. Please note that because the mattress is a large product, each batch of height error within plus or minus 1 cm is normal.

• Why does the mattress have smell ?

Our mattresses go through a rigorous quality check to ensure they are odor free. After the mattress is unrolled and the plastic protective film is removed, the plastic protective film may have a residual odor. Generally, the smell will disappear after the mattress is placed for 24~72 hours.

• Why do I sometimes feel less supported at the edges?

Our products are strictly designed. Despite this, in order to ensure that the mattress can be rolled up and shipped, the edges of the mattresses shipped by all e-commerce platforms cannot be designed with too hard support.

• Why do I sometimes feel like my mattress is too hard or too soft?

Different sleeping positions affect the feeling of softness and firmness, in addition, a new mattress will take your body some time to get used to.

04/ Warranty

• What is not covered?

The warranty applies only for the original purchasers and the following conditions are not covered:

1. Physical abuse or damage to the structure and/or cover material, including but not limited to burns, cuts, tears, liquid damage, or stains.
 2. Normal wear and tear as well as the change of Mattress elasticity and firmness.
 3. Improper maintenance, alteration, or repair by unauthorized sales representatives.
- For more information about the warranty, please get in touch with customer service.

- Please email to us after-sales service team to activate your product warranty and obtain after-sales support.

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05/ Disclaimer

The following guidelines are provided for informational purposes only. While we strive to offer accurate and helpful information, we cannot guarantee the suitability or effectiveness of these recommendations for every situation. It is essential to use your judgment and discretion when implementing any advice regarding mattress care and usage. Additionally, please consult the manufacturer's instructions and warranty terms for specific guidelines related to your mattress model. We disclaim any liability for damages or losses resulting from the use or misuse of the information provided herein. Furthermore, any misuse or violation of the owner's manual by the consumer absolves the company from any liability. The final right of interpretation of these guidelines belongs to the manufacturer.

OWNER'S MANUAL