



Owner & Care Guide

10" / 12" / 14" Medium-Firm Hybrid Mattress

Welcome to the Evann sleep experience. This guide covers unboxing, expansion, setup, everyday care, and support for the cooling gel memory foam and pocket-coil hybrid mattress.

Quick Start

1

Move the box to the room

Place the sealed carton near the bed before opening to make setup easier.

2

Unbox carefully

Remove outer packaging without cutting into the mattress fabric.

3

Unroll on the foundation

Position the mattress on a clean, supportive base and carefully remove the inner wrap.

4

Allow 24-72 hours

The mattress will begin expanding immediately. Allow up to 72 hours for full recovery.

Questions?

Customer Support

Email: bozhouliansheng12@outlook.com

Evann Series | Wayfair SKU W114994990

1 Proper Foundation & Support

Use the mattress on a level, structurally sound foundation appropriate for the mattress size.

- Compatible support may include a platform bed, supportive slatted base, foundation, or suitable adjustable base.
 - Make sure slats and center support are appropriate for the bed size and do not allow excessive sagging.
 - Improper support can affect comfort, edge stability, product performance, and warranty coverage.
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2 Cooling & Pressure Relief

Cooling gel memory foam and breathable construction are designed to help manage heat while cushioning common pressure areas.

- The medium-firm feel is intended to balance contouring comfort with responsive support for back, side, and stomach sleepers.
 - Pocket coils respond independently to body movement and help reduce motion transfer across the sleep surface.
 - Reinforced edge support helps create a more stable perimeter when sitting or sleeping near the edge.
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3 Break-In & Comfort Adjustment

- A new mattress may feel different from a showroom or previous mattress during the first several nights.
 - Body impressions caused by normal settling of comfort materials may develop as the mattress adapts to use.
 - Room temperature can affect the feel of memory foam; cooler rooms may make the surface feel temporarily firmer.
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4 Cleaning & Protection

- Use a breathable mattress protector to help guard against spills, stains, and everyday moisture.
 - Spot clean only with a mild detergent and cold water. Do not soak or saturate the mattress.
 - Allow the cleaned area to dry completely before adding bedding.
 - Do not machine wash the mattress or use bleach, harsh solvents, or high-heat cleaning methods.
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Handling, longevity and customer support

5 Moving & Handling

- Use two people whenever possible when moving the mattress.
 - Avoid dragging the mattress across rough floors or sharp edges.
 - If handles are present, use them for positioning only; do not rely on them to carry the full mattress weight.
 - Do not fold the mattress unless your specific setup is designed to accommodate an adjustable-base bend.
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6 Rotation & Everyday Use

- Rotate the mattress head-to-foot periodically if desired to encourage more even wear.
 - Do not flip unless the specific model is clearly identified as double-sided.
 - Keep the mattress dry and well ventilated, and avoid prolonged exposure to direct sunlight or damp conditions.
 - Use the mattress for normal residential sleeping purposes; concentrated impact such as jumping can damage internal components.
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7 Materials & Listing Features

- Cooling gel memory foam with open-cell comfort materials.
 - Individually wrapped pocket coils for responsive support and motion isolation.
 - Soft quilted gray cover with modern geometric detailing.
 - CertiPUR-US® certified foam, OEKO-TEX® STANDARD 100 materials, and SGS-tested materials as applicable to the listed model.
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8 Need Help?

For setup, care, or warranty questions, contact customer support and include your proof of purchase, order information, photos if relevant, and the law-label information attached to the mattress.

Questions?

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