

Mattress Care Instructions

To help keep your mattress comfortable and supportive for as long as possible, we recommend following these care instructions:

Rotate your mattress regularly

For the first 6 months, rotate your mattress **head to toe once a month**. This helps the mattress wear evenly, as the shoulder area naturally carries more weight and pressure than the leg area. After the first 6 months, we recommend rotating the mattress **a few times per year** to continue promoting even wear.

Vacuum regularly

Regularly vacuuming your mattress is a good way to remove excess dust, fibres, and allergens. This is especially important if you suffer from allergies or want to keep your sleep surface as fresh and clean as possible.

Use the correct base support

If your mattress is being used on a slatted base, the slats should be **no more than 5cm apart** to provide proper support. Slats that are too widely spaced, or a base that does not have a proper centre support rail, can cause the mattress to dip or sag over time.

Please note: using an unsuitable base may affect the performance of the mattress and could **void the manufacturer's warranty**.

Mattress Warranty Information

Your mattress warranty covers **manufacturing defects only**.

In the rare event that a manufacturing defect occurs, it will usually become noticeable quite quickly rather than several years later. If you believe there is a fault with your mattress within the first **12 months**, please contact **The Sleep Shop** at david@thesleepshop.ie

We will register your complaint with the supplier and arrange for an **independent expert** to inspect the mattress. Once the inspection has been completed, the findings will be reviewed in line with the manufacturer's warranty terms.

Please note that the warranty does not cover normal wear and tear, comfort preference, misuse, accidental damage, or damage caused by an unsuitable bed base or lack of proper mattress care.

Safety Certification – Fire Safety

Fire Safety Compliance

All mattresses and bed bases must meet the required fire safety standards before being sold on the market.

BS 7177 Fire Safety Standard

BS 7177 is the key technical standard used for testing the flammability of mattresses, mattress toppers, and bed bases. This test ensures that the materials used are flame-resistant and help slow the spread of fire, providing an important level of safety for the customer.

Crib 5 – Medium Hazard Rating

For commercial settings such as hotels, B&Bs, guesthouses, care homes, and other contract environments, a higher level of fire safety is required. These products generally need to meet **Crib 5 Medium Hazard** standards, which offer increased fire resistance compared with standard domestic mattresses.

For domestic household use, mattresses are tested to the appropriate home-use fire safety standards. For commercial or hospitality use, always ensure the mattress or bed base is suitable for the intended environment.

Product Manual – Mattress Delivery, Unpacking, Care & Support

Your mattress may be delivered either **flat or rolled**, depending on the model and delivery method.

If your mattress is delivered rolled, specialist equipment has been used to carefully compress and roll it. Please **do not attempt to bend, fold, or re-roll the mattress yourself**, as this may damage the internal structure and affect the performance of the mattress.

Once the mattress has been removed from its packaging, leave it **uncovered for a few hours** to allow any condensation or packaging odours to escape naturally.

For safety, please keep the polythene packaging bag **well out of reach of children** to avoid the risk of suffocation. The polythene bag is recyclable and should be disposed of responsibly.

If your mattress has been delivered rolled, allow at least **24 hours before use**. This gives the springs, fillings, and comfort layers time to fully expand, helping the mattress provide the correct support and long-lasting comfort.

Rotating Your Mattress

Rotate your mattress regularly to help maintain comfort, support, and even wear.

For the first **6 months**, rotate your mattress **head to toe once a month**. This helps the mattress wear evenly, as the shoulder area naturally carries more weight and pressure than the leg area.

After the first 6 months, we recommend rotating the mattress **a few times per year** to continue promoting even wear and long-term performance.

Cleaning Your Mattress

Please **do not clean your mattress using detergents, chemical cleaners, or harsh cleaning products**, as these may damage the fabric, stitching, and comfort layers.

Unless clearly stated on the product label, your mattress cover is **not removable** and is **not suitable for washing**.

If your mattress cover does state that it is removable and suitable for washing, please follow the care instructions on the label attached to the product.

For general care, we recommend regular vacuuming only, using a soft brush attachment to remove dust, loose fibres, and allergens.

Correct Mattress Support

Your mattress must be used on a suitable bed base to ensure it receives the correct level of support.

If using a **slatted base**, please ensure the slats are **less than 5cm apart**. The bed frame should also have a **centre support rail** fitted correctly, with proper support legs underneath where required.

If the slats are too far apart, or if the centre of the bed is not properly supported, the mattress may begin to dip or sag over time. This is not considered a manufacturing fault and may **render your warranty void**.