

Q1.How long may it take for a mattress/ to expand fully?

Complete Recovery of High-Density Materials:To deliver a superior medium-firm support sensation, this mattress utilizes high-density gel memory foam and reinforced high-carbon steel springs. These high-performance materials are highly protected while under vacuum compression; therefore, after unsealing, they require ample time to absorb fresh air and fully recover to their optimal, designed performance state.

★ Allow for Expansion: After unboxing, please place the mattress in a well-ventilated room and let it rest for 24 – 72 hours. Keeping the room warm helps the materials rebound more evenly.

Q2.Why does it feel harder than expected?

To provide long-lasting, moderately firm support, we've incorporated a reinforced independent pocket spring system that delivers stronger support tension. This "firm" design ensures the mattress won't sag over time, offering you long-lasting spinal support and protection. As a result, the springs may feel slightly firmer than expected during the initial period.

★ Body Adaptability and Pressure Distribution: Different sleeping positions can affect how you perceive the mattress's firmness. Additionally, your body needs time to adjust to a new mattress, so we recommend using it consistently for at least two weeks. This period is sufficient for your body to establish a perfect sleeping harmony with this carefully designed hybrid support system. If you still find the mattress too firm after the two-week trial period, you can try placing a thin mattress topper or a thick blanket on top of the mattress to increase its softness and resilience.