

## GUARANTEE INFORMATION

cont.

### AVAILABILITY OF IDENTICAL MATERIALS

If identical materials are not available at the time of repair or replacement, TrueMotion reserves the Manufacturer's right to substitute materials of equal quality. Identical fabrics cannot be guaranteed, however the closest available match will always be attempted.

### THIS GUARANTEE COVERS

This guarantee covers the following specific manufacturing faults under conditions of normal wear.

#### MATTRESS

- Coils that are loose or broken
- Coils that protrude or tear through any fabric

#### FOUNDATION

- Splitting occurring in the wood frame
- Leg and castor failure

### THIS GUARANTEE DOES NOT COVER

- Mattress fabric (including stains, soiling, burns or pilling)
- Normal body indentations (less than 50mm)
- Border wires that run along the perimeter of the mattress bent due to moving or folding the sleep set
- Bedding sold 'as is'
- Comfort preference
- Bed height
- Sheet fit
- Mattress damage due to an inappropriate SLAT foundation (your slat base must conform to the Australian manufacturing standards)
- Minor manufacturing anomalies that do not impact the performance of the bed (eg. mis-stitching on quilting)
- Replacement of another piece of the sleep set unless that other piece is also defective
- Damage due to abuse

### FOR YOUR SAFETY!

- DON'T SMOKE IN BED
- ALWAYS LIFT WITH ANOTHER ADULT WHEN MOVING YOUR MATTRESS
- DON'T JUMP ON YOUR MATTRESS OR FOUNDATION



**TrueMotion**<sup>®</sup>  
SLEEP



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SLEEP



**YOUR  
GUARANTEE  
GUIDE**

TRUEMOTION MATTRESSES

ABN 94 622 961 095

T 1800 747 787

E sales@truemotion.com.au

Unit 7/36 Blanck Street, Ormeau, QLD 4208  
AUSTRALIA



Beds designed for Australian living  
**AUSTRALIAN OWNED**

# MATTRESS CARE INSTRUCTIONS

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## CONGRATULATIONS!

You have made a very wise decision to purchase your new mattress. We are confident you will experience many years of quality sleep and rest. *We encourage you to carefully read and understand the following instructions when setting up your mattress for the first time.*

## SET UP INSTRUCTIONS

- Always transport and store your mattress on its side. You must carry the mattress with another adult not by yourself.
- Don't fold your mattress because it will damage the entire mattress. Gradually manoeuvre the mattress when going through doorways.
- Don't remove the tag located at the back end of your mattress. This contains details vital to your guarantee.
- Don't allow anyone to jump on your mattress, deliberate misuse is not covered by this guarantee.
- Fold your mattress bag and store somewhere dry for use in the future.

## LEG AND CASTOR ASSEMBLY

**INSTRUCTIONS:** Please follow the leg and castor assembly instructions below.

1. Turn the bed foundation upside down and insert the pintle into hole and turn clockwise. Repeat for all legs.
2. Tighten by hand until the legs are securely in place.
3. Every three months check and if necessary, re-tighten the legs of your foundation.

**Important:** It is the purchaser's responsibility to tighten the legs and glides to ensure that the bed is set up as intended. The Guarantee is void if this is not performed as recommended.

## MATTRESS FOUNDATION

- When purchasing a new mattress you should consider replacing your old foundation as well.
- For the best performance of your mattress, we strongly recommend the use of an appropriate new foundation.

## SLAT BEDS - IMPORTANT ADVICE

- When used on a non-Australian made slat base or a slat base that does not comply to Australian product standards, your mattress will not last as long or perform as it would on a matching foundation. Our foundations are suitable for all mattress types.

**INSTRUCTIONS:** To ensure that the slats in your furniture provide safe and appropriate support please check the following:

- Use solid timber slats spaced so that the gaps between the slats are not wider than the width of the slats themselves.
- Slats should be fixed to the frame to prevent movement during use.
- For Queen and King Size, an adequate center rail with support leg must support the slats.
- All slats should be smooth with any sharp edges removed.

*\*Damage caused by the use of inappropriate slats as detailed above is not covered under this guarantee.*

## ONGOING MATTRESS CARE

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**INSTRUCTIONS:** Here are the things you need to do regularly to care for your new mattress:

- **Keep Clean:** Keep your mattress clean, a mattress protector is advisable.
- **Keep Dry:** Keep your mattress dry. You should protect it from water and other fluids. A waterproof sheet or fitted waterproof cover under the mattress protector may be useful for childrens' beds.
- **Dry Cleaning:** Dry cleaning chemicals can damage some of the construction materials. Refer to the care instructions on the law-tag (sewn into the border of your mattress and base).
- **Airing:** We recommend occasionally vacuuming/ airing your mattress.
- **Castors:** Every three months check and if necessary, re-tighten the legs of your foundation.
- **Rotate:** Rotating will even out the settling of upholstery layers, increase comfort and prolong your beds life. Rotate your mattress end to end every fortnight for the first three months and then every month thereafter.

## GUARANTEE INFORMATION

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### INTRODUCTION

TrueMotion specialises in manufacturing beds designed for Australian living.

Please take a few minutes to read over the guarantee guidelines.

### ORIGINAL PURCHASER ONLY

TrueMotion offers a guarantee for the benefit of the original purchaser ('the Purchaser') of the product, and is non-transferable.

### LENGTH OF GUARANTEE

Your guarantee protects you from the day you make your purchase and continues according to the details on the law tag.

THIS TAG IS SEWN INTO THE BORDER OF YOUR MATTRESS AND MUST NOT BE REMOVED. In the event that we repair or replace your sleep set, this guarantee continues your protection from the original date of purchase. YOU MUST KEEP YOUR RECEIPT.

### FOR THE DURATION OF THE GUARANTEE

TrueMotion will repair (or replace at TrueMotion's option) without charge to the original purchaser, any manufacturing fault (as defined).

TrueMotion reserves the right to refuse service when the product is found upon inspection to be in an unsanitary or dirty condition or when product failure is due to causes other than defective workmanship or materials ie. wood frames broken, edges collapsed, mattress material tampered with, punctured, ripped or slashed.

### TRANSPORT AND INSPECTION CHARGES

During the first year after purchase, transport charges relating to guarantee issues within Australia will be met by TrueMotion, where there is a manufacturing fault.

After the first year, the Purchaser will meet transportation charges within Australia. In no case will any transportation charge be accepted without prior approval from TrueMotion.

All claims in respect of the guarantee are to be made to the **TrueMotion Customer Care Centre on 1800 747 787** prior to the expiry of this guarantee.

TrueMotion reserves the right to charge an up-front call out fee prior to an inspection taking place at any stage during the life of the mattress. This fee will be refunded should a manufacturing fault be discovered.

PLEASE TURN OVER FOR MORE GUARANTEE INFORMATION