

# VISPRING

Luxury Beds - London 1901

Assembly Instructions and Care Guide

# CARE GUIDE

## PRODUCT GUARANTEE

The quality of the materials and craftsmanship that goes into every Vispring luxury mattress and bed ensures their owners, with correct care, can enjoy many years of the finest sleep. How long you can, or want to, keep your mattress is usually down to personal preference and how well you have cared for your mattress. Most of our customers enjoy decades with their Vispring mattresses. However, it is important not to confuse how long you can enjoy your Vispring mattress with our guarantee. The guarantee is designed to protect you in the unlikely event of damage that is due to faulty workmanship or components.

The length of the guarantee varies depending on the product you have purchased:

<b>Product</b>	<b>Guarantee Length</b>
Mattress and Divan Sets	30 Years
Mattresses only	30 Years
Ottoman Divans	5 Years 1 Year for gas struts
Headboards	2 Years
Mattress Toppers	5 Years
Pillows and Duvets	2 Years
Mattress Protectors and Pads	12 months

# REGISTER YOUR GUARANTEE

To advise us of your new mattress and/or divan purchase do not forget to register your guarantee. The best way to register your guarantee is on our website: <https://www.vispring.com/register-your-guarantee/>.

If you are unable to register your guarantee online, please speak to our Customer Services team. Contact details on page 31.

## GUARANTEE AND COMPLAINTS PROCEDURE

If, during the guarantee period, your product requires attention please contact the store where you made your purchase. This is because the purchase contract lies between yourself and your retailer. Our retailers are highly trained and will be able to provide you with advice on how to proceed. If needed, they will contact Vispring on your behalf.

Depending on what product the claim refers to, Vispring may arrange for an independent inspector to visit your home. If the outcome of the inspector's report shows that the Guarantee-claim is valid, Vispring will either repair or replace the product.

The guarantee does not cover faults occurring due to unreasonable or improper use. Examples where the guarantee may become invalid:

- If the mattress is soiled and unsanitary
- If the mattress has been rolled or folded
- If the mattress has been placed on an unsuitable base
- Excessive wear and tear or other misuses of the product
- If the mattress is stained because a mattress protector has not been used

For full details on the guarantee, please see Terms & Conditions on <https://www.vispring.com/terms-and-conditions>

## CARING FOR YOUR MATTRESS

- As your new mattress contains a range of natural materials, sometimes an 'organic' odour can be detected when the product is new. If this happens, please open the windows in your room, allowing the mattress to air out and the odour to disperse.
- Allow your mattress to breathe and never place any plastic between the mattress and the divan or frame top surface. This would encourage condensation and could damage your mattress.
- We advise you to pull back your bed linen every day to allow your mattress to air, letting the natural fibres breathe and moisture evaporate after a good night's sleep.
- Having invested in a luxury mattress, we strongly recommend that you cover the mattress with a good quality washable mattress protector.
- Dust and fluff can be removed from your mattress using a soft brush. Vacuum cleaners must not be used as they can dislodge fillings.
- Stains and spillages should be soaked up with a dry absorbent cloth. Do not 'wet clean' as this could damage the upholstery.
- Do not worry if the tufts on your mattress ever snap – they are designed to keep all the luxurious fillings in place and will break if put under a lot of pressure. The good news is that they are easy to replace and are covered by Vispring's 30-year guarantee.
- Try to avoid sitting on the edge of your bed for long periods of time as it puts pressure on the edge springs and could break the border stitching.
- As tempting as it is, do not let children bounce up and down on the bed as it will damage the springs.
- Do not bend or roll your mattress, as it can damage the springs (and invalidate your 30-year guarantee). If you need to move your mattress, e.g., when moving house, please ensure your mattress is well wrapped and laid flat or stored horizontally.
- We recommend turning your mattress twice a week for the first three months and with the seasons after that. This is to firstly encourage natural and even settlement of the mattress fillings and subsequently to extend its life. Further details are on pages 26-29.

## CARING FOR YOUR DIVAN AND HEADBOARD

- If spillage occurs blot dry using a colourfast cloth or plain kitchen roll to ensure no colour transfer. Do not use excessive pressure as this may cause damage.
- Dust and fluff can be removed from your divan and headboard using a soft brush.
- Minor marks and stains may be removed with a damp cloth and soapy water, depending on the fabric. To ensure no watermarks, please test on a small inconspicuous area first. If it leaves a watermark, please refer to a professional upholstery cleaner.
- Major cleaning of the divan and/or headboard fabric should only be conducted by a professional upholstery cleaner.
- Vispring does not accept liability for Third-party fabric protection treatments.
- To reduce colour fading please keep your bed out of direct sunlight.
- Some fabrics may be subject to pilling. This is not a fault and can be reduced by brushing lightly with a soft brush in the direction of the pile.
- Regularly check all screws and securing plates are kept tightly fastened to prevent weakening of the legs and castors.
- If you have purchased a divan with drawers, please ensure that you do not overload them with heavy items. The drawers are designed for lightweight items such as bed linen or clothing.

For details on our Ottoman Divan, please refer to the specific leaflet enclosed with the Ottoman.

## CARING FOR YOUR TOPPER

- If spillage occurs blot dry using a colourfast cloth or plain kitchen roll to ensure no colour transfer. Do not use excessive pressure as this may cause damage.
- Dust and fluff can be removed from your topper using a soft brush.

## USING A VISPRING MATTRESS ON A BEDSTEAD

- If you are using your mattress on a bedstead, please ensure that the gaps between the slats of the base are no more than 7.5cm (3") apart. This ensures that the springs in the mattress are properly supported.
- We recommend the use of a Vispring mattress pad, this will serve as a protective layer between your mattress and the base of your bedstead. The mattress pad will prolong the life of your mattress when it is used on a slatted base, as it will prevent indentions and protect against moisture from wooden slats. For more information please see page 21.
- A mattress pad is required to comply with the 30-year guarantee on any Vispring mattress that has been placed on a slatted base.

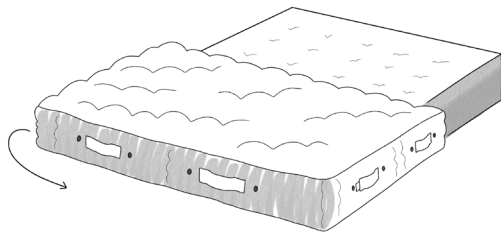
## TURNING YOUR MATTRESS

All Vispring mattresses are filled with the finest natural materials; because of this, the fillings will bed down more at the body's heaviest contact points. Turning your mattress will allow the fillings to redistribute throughout, helping its recovery and longevity.

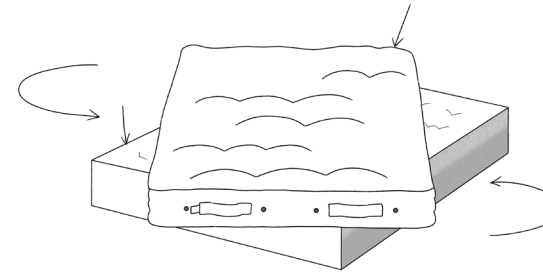
We advise you to turn your mattress twice a month for the first three months and once each season after that.

We recommend at least two people to turn your mattress as they can be very heavy, depending on size.

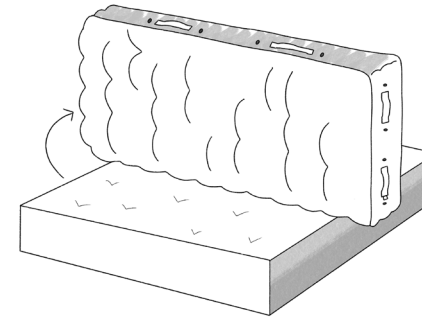
1. Slide the mattress down towards the foot end of the divan for about  $\frac{3}{4}$  of its length.



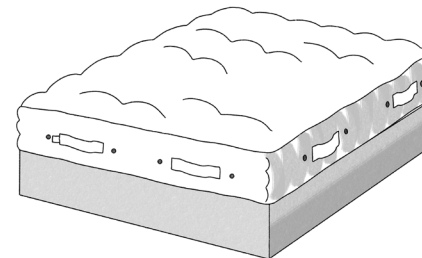
2. Rotate the mattress in either direction through 90°.



3. Lift the mattress onto its border on top of the divan. Gently allow the mattress to fall back onto the divan towards the head end.



3. Rotate the mattress through 90° in either direction depending on whether you need to change the sides (not applicable for combination mattresses).



<b>Product</b>	<b>Turning Method</b>
Single Tension Mattresses	Alternating the turning method is required. First time: Turn the mattress right over from head to foot. Second time: Rotate the mattress through 180°. Third time: Turn the mattress right over from head to foot. Fourth time: Rotate the mattress through 180°.
Combination/Dual Tension Mattresses	If you wish to retain your normal sleeping side of the bed, the mattress can only be turned head to foot and then foot to head next time you turn.
Single Tension Zipped Mattresses	Zips should be unfastened before turning/rotating. Turn both mattresses over side to side and rezip. The next time rotate through 180°. Alternate this method each time you turn your mattress.

## UPHOLSTERY SETTLEMENT

Vispring mattresses have extremely generous upholstery designed to complement the springs and follow the body contours. Natural upholstery takes longer to settle than man-made materials. It is impossible to stipulate the exact settlement period, as the time will vary depending on the filling types and quantities. It may also depend on the weight and sleeping pattern of the individual(s) using the mattress.

Normally the upholstery in the centre of the mattress, where most of the body's weight is concentrated, will 'bed down' quicker. Should you find at the early stages of the mattress's life that settlement is uneven and visually undesirable, we suggest that you turn your mattress in accordance with our guidelines, see p.26. This will balance out the pressure, allowing the fillings to settle more evenly while you sleep on the opposite side of the mattress.

## CUSTOMER SERVICE

Our Customer Service team is happy to answer any questions you might have regarding your new Vispring bed. Please note that any guarantee queries should go to your retailer in the first instance.

### **United Kingdom**

Email: [info@vispring.com](mailto:info@vispring.com)

Phone: +44 (0)1752 366311

### **Europe, Middle East and Africa**

Email: [infoeurope@vispring.com](mailto:infoeurope@vispring.com)

Phone: +32 2 403 3676

### **Americas**

Email: [cs@vispring.com](mailto:cs@vispring.com)

Phone: +1 888 298 5795

### **Asia**

Email: [csasia@vispring.com](mailto:csasia@vispring.com)

Phone: +44 (0)1752 366311

### **Rest of the World**

Email: [info@vispring.com](mailto:info@vispring.com)

Phone: +44 (0)1752 366311

## FREQUENTLY ASKED QUESTIONS

### Q HOW LONG DOES IT TAKE TO GET USED TO A NEW MATTRESS?

- A Your Vispring mattress can feel slightly firmer than the retailer display model, which has been tried by other customers, so the 'bedding down' process has already begun. We recommend using the mattress for a minimum of 4-6 weeks to allow the fillings in your mattress to settle, in some cases it takes a little longer, however you will start to notice given this time, that the fillings will start to soften.

### Q MY NEW MATTRESS LOOKS SHORT ON MY BED BASE. HOW LONG DOES IT TAKE A POCKET SPRUNG MATTRESS TO EXPAND?

- A As our collections consist of only pocket sprung mattresses, you may notice that on arrival your mattress looks slightly smaller than your divan base. Occasionally, depending on shipping method and times, mattresses can contract a little during transit (up to 10cm), but we assure you that your mattress will return to its normal size with use. Regular dressing and plumping of the mattress will speed up this process.

### Q WHY DOES MY NEW VISPRING MATTRESS SMELL?

- A As your luxury Vispring mattress contains a range of natural materials, sometimes an 'organic' odour can be detected when the product is new. If this happens, please open the windows in your room, allowing the mattress to air out and the odour to disperse. Pull back your bed linen daily to allow your mattress to air, letting the natural fibres breathe and help any moisture to evaporate after a good night's sleep.

### Q HOW OFTEN SHOULD YOU TURN A POCKET SPRUNG MATTRESS?

- A All Vispring mattresses are filled with the finest natural materials; because of this, the fillings will bed down more at the body's heaviest contact points. Turning your mattress will allow the fillings to redistribute throughout, helping its recovery and longevity. We advise you to turn your mattress twice a month for the first three months and once each season after that.

### Q ARE MATTRESS BODY IMPRESSIONS NORMAL ON A POCKET SPRUNG MATTRESS?

- A Yes, it is normal for your mattress to form around your body contours. Both natural settlement and frequent turning will reduce compression marks over time.

### Q HOW LONG DOES A VISPRING MATTRESS LAST?

- A The quality of the materials and craftsmanship that goes into every Vispring luxury mattress and bed ensures their owners, with correct care, can enjoy many years of the finest sleep. How long you can, or want to, keep your mattress is usually down to personal preference and how well you have cared for your mattress. Most of our customers enjoy decades with their Vispring mattresses. However, it is important not to confuse how long you can enjoy your Vispring mattress with our guarantee. The guarantee is designed to protect you in the unlikely event of damage that is due to faulty workmanship or components.

Please see Vispring 30-year guarantee Terms and Conditions here: <https://www.vispring.com/terms-and-conditions/>

### Q HOW DO I FIND OUT IF MY MATTRESS IS COVERED BY THE VISPRING 30-YEAR GUARANTEE?

- A Your product is guaranteed against structural failure and faulty workmanship. If during the guarantee period, your mattress requires attention, in the first instance, please contact the store where you made your purchase and provide details about your concern.

You can find all our retailers on our website: <https://www.vispring.com/find-a-store>

Scan below or visit [www.vispring.com/assembly-care-guide](http://www.vispring.com/assembly-care-guide) for online Assembly Instruction and Care Guide.

English, Nederlands, Français, Deutsch, Italiano, Русский, Español, 中文



# VISPRING

Luxury Beds - London 1901