

LONG-TERM WARRANTY SERVICE POLICY

**PROTECT YOUR PURCHASE BY
ACTIVATING YOUR WARRANTY
ONLINE TODAY:**

For Ireland go to
www.kaymedsleepspa.ie

For the UK go to
www.kaymed.co.uk

Long-term Warranty Service Policy

The unique construction of Kaymed beds has earned a first class reputation for the product worldwide as well as allowing the company to offer a unique service warranty to purchasers of this quality product. Kaymed will repair or replace a bed (mattress or base) bearing their name if it should prove defective within the terms of the warranty subject to the conditions below.

In the unlikely event that you feel your bed has a manufacturing fault please contact the retailer from whom it was purchased, producing this warranty card together with proof of purchase (purchase receipt). An inspection of the product will be arranged at your convenience to determine if there is a genuine fault and to advance appropriate action.

Should a recognised manufacturing or materials fault occur within two years from the date of manufacture Kaymed will, at its discretion repair or replace the product free of charge.

If service is required during subsequent years, up to a maximum of 8 years, any repair or replacement will be made, at Kaymed's discretion, at a charge of 1/8th of the current price multiplied by the number of years the product has been owned (sliding scale). For Mighty Bed full divan set purchases (excludes mighty bed mattress only purchases), this warranty period is extended. If service is required during subsequent years, up to a maximum of 13 years, any repair or replacement will be made, at Kaymed's discretion, at a charge of 1/13th of the current price multiplied by the number of years the product has been owned (sliding scale).

In all such cases a contribution towards transportation cost will also be applied. Kaymed does not accept responsibility for consequential damage.

This warranty does not apply where the defects are due to:

- Abuse, misuse, or general wear and tear
- Any causes other than faulty manufacture or materials
- Where the product is soiled or in an unsanitary condition
- Where the Customer Care hints overleaf have not been applied
- Where the mattress has been used with an old or unsuitable base or foundation
- Where the product has been purchased as an 'ex floor model' or 'clearance model' a more limited warranty will apply
- Body impression is considered normal on new luxury mattresses and does not constitute a manufacturing fault (see 3. Body Responsive)
- Perceived level of comfort is largely subjective and is not covered by the manufacturer's warranty.

When repairing or replacing items under this warranty, Kaymed reserves the right to substitute materials, tickings or models of similar quality if those originally used are no longer available. We also reserve the right to alter and upgrade specifications over the years in line with industry developments.

NOTHING IN THIS WARRANTY SHALL BE DEEMED TO AFFECT YOUR STATUTORY RIGHTS.

100 years of sleep technology

Thank you for choosing Kaymed.

Everything we do is designed to give you the perfect night's sleep, so you can make the most of your life. We produce some of the world's finest and highest quality beds, and are known in the industry for our pioneering use of technology.

Unlike most other bed companies, we don't just design our beds, we build them as well. We control every step of the process, to deliver a unique combination of innovation, craftsmanship and quality. So you can have peace of mind, in knowing you have invested in years of energising, restorative and healthy sleep.

KAYMED VISCO-ELASTIC

Kaymed's unique visco-elastic is an innovative technology which through its sensitivity to temperature, moulds and contours to the shape of the body thereby eliminating the buildup of pressure on sensitive areas of the body, assisting improved circulation, as well as ensuring complete posture support and comfort. As the visco-elastic sleeping experience is quite different to that from a conventional mattress you may need to allow a little more time to get used to the distinctive feel of your new mattress - the traditional "breaking-in period". Likewise with Kaymed's K3Gel and iKool which offer the very latest in pressure-reduction sleep technology - giving temperature-neutral sleep.

In general, mattresses today are thicker, heavier and more sumptuous than in years gone by. The design of luxury mattresses incorporates the use of hi-loft quilt surfaces containing a variety of comfort layers and soft cushioning materials. The components utilized will settle in use and could compress to varying degrees due to the weight and shape of the sleeper - resulting in body impression. There is no cause for alarm; this surface "settling" or compression is not a structural or design defect but a normal result. Compression of surface upholstery materials of up to 2" (50mm) is considered to be within acceptable industry standards and should not be considered as sagging of the mattress : while it can be minimised with rotation of the mattress (see note 2 below) it is largely unavoidable and is not covered under this limited manufacturer's warranty.

BED CARE ADVICE

1. Airing your Mattress/Odour Dissipation

All Kaymed beds are built at the time of your order and sealed in protective wraparounds to ensure perfect presentation upon arrival and initial odours are common after removal of the protective packaging. On taking delivery it is a good idea to stand the unwrapped mattress on its side to air for several hours in a well ventilated room in order to ensure that any new product odours dissipate fully. Regularly airing your mattress ensures proper maintenance and will help prolong its lifespan.

2. Non-turn Mattress

If you have purchased a visco-elastic mattress or a mattress featuring K3Gel or iKool then there is no need to turn it over completely. In fact you should always sleep on the upper 'quilted' side of the mattress (label side) in order to get the full benefit of the unique properties. However, it is essential to rotate the mattress (top to bottom) on a regular basis to ensure an even sleeping profile and a consistent feel throughout. This will also help to minimise the incidence of body impression which is quite normal. To rotate the mattress, place your hands under the lower edge of the mattress border and rotate gently. For large size mattresses we recommend that two people rotate the mattress together.

Rotation should be carried out once a month for the first 6 months and thereafter every quarter.

If there are handles on the mattress, these are for positioning the mattress on the base only. They should not be used for turning the mattress over.

3. Body Responsive

As visco-elastic responds to individual body temperature we do not generally recommend the use of an electric blanket as this may impede the normal reaction of visco to your own natural body temperature. For those with a high metabolism we recommend the use of natural bed linen (cotton sheets) and a low tog duvet particularly during summertime. It is also important to ensure the bedroom is well ventilated. Electric blankets can be used however with mattresses featuring K3Gel or gel infused memory foam.

4. Mattress Protector

To protect your mattress from the body moisture created while you sleep it is advisable to fit an under-sheet or mattress protector which will also help to keep the mattress free from stains, leaks or spills. Any accidental spills should be removed quickly using lukewarm water and a mild detergent.

5. Do Not Misuse the Mattress

Do not bend or twist the mattress either during installation or while in use. Do not allow children to stand on or jump on the mattress as this puts excessive strain on the component parts. It is not advisable to sit on the side of the mattress for long periods.

6. Drawer Options

Drawers in the base provide a useful storage facility and do not weaken the base in any way. However, do not be tempted to overload the drawers. Whilst quite sturdy they are best used for items like bedding, linen and clothing. Heavy objects may damage the drawers beyond repair.

7. Fitting the Castors

The castors should be fitted into the sockets located around the underside of the base and gently tapped home with a mallet or a hammer turned sideways. For doubles the two halves of the base should be joined together with the linking clips provided.

8. Base/Foundation

For longer life and better sleep set performance, ensure that your mattress is correctly supported by placing it on a new matching divan base or other suitable foundation. Placing a new mattress on an old base is a false economy and may contribute to a fault developing within the mattress. When the mattress is being used on a slatted bed frame or wooden bedstead please ensure that the space between the slats is no more than 3" (75mm), and that there is a central support for queen and king sizes. This will prevent the onset of mattress sag and prolong the lifespan.

THE NATIONAL BED FEDERATION RECOMMENDS THAT BEDS BE REPLACED ON AVERAGE AFTER 8-10 YEARS.

Assembly Instructions for Double Divans

1. To prevent damage and for easy completion, we recommend that two people perform this assembly.
2. Turn both halves of the base on their side with the underside facing you and the square edges towards the middle.
3. Remove the Castors from the parts bag and fit four into each section. Place the castor shaft in the socket and drive it home by tapping the castor firmly with a mallet or a hammer turned on its side. Ensure Castors are locked into position.
4. Bring both halves of the base close together so they make contact.
5. Join one half base to the other by means of the connecting the Hidden Links which are already attached to the bases. One link slots into the other thereby connecting the bases securely.
6. If the headboard bolts have not been already inserted, select the end you wish to fit the Headboard. Pierce the fabric with a sharp point and screw in the Headboard Bolts - the position is marked with a label, approximately 6" from the edge of the base.
7. If your divan has drawer options, they are strapped for transport purposes. The straps should be cut with scissors and the staples removed with a pair of pliers.
8. If your divan has wooden feet (selected lines) these will be already secured to the underside of the base and you do not need to do anything further.

KAYMED HEAD OFFICE
Bluebell Industrial Estate, Naas Road, Dublin 12. Ireland

KAYMED FACTORY
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www.kaymedsleepspa.ie