

INSTRUCTIONS FOR USE AND MAINTENANCE OF MATTRESSES

1. The mattress must be placed on a properly selected slatted base or a solid bed base/support. The recommended spacing between slats is 2–4 cm.
2. In the case of a mattress inserted into a bed frame, we recommend a size 1 cm smaller in both width and length than the sleeping area of the bed. Deviation from the dimensions stated in your order may be $\pm 1.5\%$ in both width and length.
3. We always supply mattresses packed in the exact size you order. They are not rolled or folded in any way. Never fold or bend the mattress!
4. For hygienic reasons, mattresses are delivered in airtight packaging. After removing the foil, the mattress may have a specific “odor,” similar to other new products after unpacking. This is not a defect nor harmful to health. All materials used in our mattress production are tested for health safety. After unpacking, we recommend airing the mattress sufficiently. After a few days, any possible “odor” will weaken and disappear.
5. Treat the mattress cover according to the symbols on the label sewn into each mattress cover. For washable covers, for hygienic reasons we recommend washing the cover at least once every six months, without using fabric softener. It is important to let the cover dry thoroughly after washing to prevent possible mold formation.
6. We recommend turning the mattress quarterly (from one side to the other and head to foot). Auxiliary numeric markings 1–4 on the mattress cover indicate the current quarter of the year for easier orientation.
7. Some mattresses are equipped with side handles on the cover to facilitate handling. Please do not use the handles with jerking movements, as this could tear the fabric or decorative piping of the mattress.
8. To extend the life of your mattress, we recommend purchasing a mattress protector, which prevents pilling on the cover and possible damage caused by liquid penetration or excessive perspiration. The protector ensures perfect hygienic protection of the mattress.

WARRANTY PERIOD AND CLAIM CONDITIONS

Mattresses (separate or for sofa beds or extra beds): 2–5 years depending on type.

The warranty applies to manufacturing defects and defects of materials used in production.

The warranty does not apply to defects caused by:

- natural wear and tear
- mold that appears after four weeks of use
- contamination of the mattress or cover that does not meet basic hygiene requirements
- improper mattress placement – incorrectly selected base under the mattress
- improper use and handling (unsuitable bending of spring or pocket spring core)
- damage to side handles due to careless handling
- damage to a torn mattress cover or decorative piping due to improper handling
- improper maintenance, forced interventions
- non-manufacturing modifications and mechanical damage
- damage caused by animals
- natural disasters

A prerequisite for a valid claim is reasonable use and proper handling of the product. If you discover a product defect, inform us immediately by email at matrace@unar.cz.

We always try to resolve the problem to the customer's satisfaction or find another suitable solution.

