



CONGRATULATIONS ON THE PURCHASE OF YOUR NEW INTELLIBED

IMPORTANT CARE AND USE INSTRUCTIONS

Mattress Protection

Ensure you use a mattress protector always. Specifically, one to protect your product from fluids and moisture. STAINS ON THE PRODUCT WILL VOID THE WARRANTY.

Frame and Box Spring Support

Both the queen and king-sized mattresses require frames that have a support that runs down the center of the mattress, connected at both the head and foot of the frame. INADEQUATE BOX SPRINGS OR A FRAME THAT DOES NOT PROPERLY SUPPORT YOUR PRODUCT WILL VOID THE WARRANTY.

Recommended Mattress Break in Tips

You may notice that the product feels as though the surface is collapsing under certain areas of your body. The product is doing what it is designed to do, which is to relieve pressure, provide firm support of the back and proper spinal alignment. As with any change, it may take some time for your body to adjust to the comfort and support provided by your new IntelliBED mattress. Your new IntelliBED will also need some time to loosen up as they are built factory firm for shipping and endurance reasons. The mattresses arrive from the factory firmer than they appear on the showroom floor. All components and layers of the mattress need some breaking in. It is essential that the entire mattress is broken in as evenly as possible. **Make sure you spend some sleep time on the sides and in the middle of your mattress to wear it evenly over time.**

Some people require longer than others to adjust to the new technology. A small number of individuals (approximately 5-10%) require 50-80 days to completely adjust. If you are one of these, don't worry, virtually all people adjust and end up loving their IntelliBED mattress; and in cases where customers take longer to adjust, the feedback has always been that they are glad that they

followed through with the adjustment. It takes a person 6 feet tall 180lbs approximately 3-4 months to completely break in an IntelliBED mattress. Times vary according to body conformation.

Do Not Attempt to Turn the Product Alone, as Serious Injury May Occur.

You must rotate the mattress every second month for the first 6 months. Spend some sleep time on every surface of the mattress to equally break each surface in and wear the mattress evenly over time. After the first six months, rotate once every quarter therefore. **Never flip the mattress, only rotate.** The IntelliBED mattress is made of materials known for their ability to resist sagging and body impressions. Slight body impressions are normal and are not an indication of a defect. Over the lifetime of the mattress, it will soften.

LIMITED WARRANTY

Do not remove the law label. This will void the warranty. Do keep your receipt. This is required to place a warranty claim.

What the Warranty Does Not Cover

- Normal wear and tear, and body impressions of .75 inch or less
- Firmness preference of the product or normal material softening
- Distressed merchandise is sold as is (unless other agreements were documented at the time of purchase)

What Voids the Warranty

- Removing the law label
- Stains, soiling, burns, odors (including cigarette smoke)
- Mattress damage including drag marks when moving the mattress
- Inadequate support from improper box springs or frame. Queen and King mattresses must have a frame with sufficient center support
- Bent or broken border wires
- Upholstery compaction or excessive softening due to insufficient turning
- Improper storage. The mattress must be stored laying flat.

If a Problem Occurs

Please contact your authorized dealer. For the warranty to be valid, you must be the original registered owner and have purchased from an authorized dealer. You must provide a copy of the original store receipt.

EXCHANGE PROGRAM

iGEL Bed Company offers a unique exchange policy. We believe in our product. We also know that you may be a part of a small percentage that will need to exchange your model for another model. Should you find, between 90-120 days, that you require an exchange, contact us prior to the 120days and we will co-ordinate to exchange your mattress. Your mattress must be returned in the exact condition that you received it, in the original packaging and you will be responsible for shipping costs. We know that the bed buying process can be involved and some customers will also want to change the size of their bed , either from a Queen to a King or a King to a Split King. In this event, we offer a 2nd and final Exchange Option to customers.

*** The Exchange program does not apply to custom orders, toppers, sheets, duvets, pillows, floor models or adjustable bases. Standard Bed Sheet orders are Degree 2 & Degree 3. All other sheet orders are custom and sales on these products are final. You are responsible for delivery charges as well as any charge to upgrade. Product must be returned in its original packaging***

iGEL Bed Company

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