

Care Guide - Beds, Mattresses & Headboards

We spend around a third of our lifetime asleep, so we appreciate that after you've spent time deciding on your new bed, mattress or headboard, it is only natural that you'll want to make sure your investment is looked after.

By following the simple guidelines below you can be sure that you are giving your bed, mattress or headboard the best possible opportunity to repay your investment. While fair wear and tear in domestic use is excluded, we offer a 5 year structural guarantee on everything we sell. Please see the separate guarantee document within your customer information pack.

Colour & specification variation

- Variations in colour can occur between the bedding and headboard displays in our showrooms and the specially ordered or stock beds and headboards we deliver to you. Similarly, when ordering items from images in brochures, catalogues or other printed matter, due to the limitations of printing processes, variations in colour of the delivered products can occur. These are normal and do not constitute manufacturing faults.
- Minor specification differences between samples in our showrooms and the products delivered to you may occur. These are not manufacturing faults.

Positioning your new bed, mattress or headboard

- Depending on which bed you have chosen, it may be delivered without the castors or feet fitted. Once you have located the castors or feet, follow the manufacturer's instructions to fit them.
- If you have chosen a mattress to use on an existing bed base or bedstead, ensure that they are suitable to take the new mattress, such as being the correct size and that they offer the correct support. Placing a new mattress on to an older divan base or bedstead can lead to problems that will not be covered by the manufacturer's warranty or the Fairway Furniture

5 year structural guarantee.

- Where you are placing a new mattress on an existing bedstead, ideally the bedstead's slats should be no wider than 63mm and the gap between slats no wider than 63mm, so as to provide optimum support. Check your mattress manufacturer's care leaflet delivered with the mattress for specific requirements.
- Remove the polythene cover from the mattress and base, otherwise condensation created during sleeping will lead to a damp bed, mildew and potential rotting.
- Once you have removed the packaging from your bed and located it in the desired location, ensure that if the base is in separate sections, it is securely fastened together using the manufacturer's supplied fixings.
- We recommend you allow any new bed or mattress to air for a few hours before putting on bed linen. This period allows the mattress fillings to settle and the bed to acclimatise to the temperature of your home.
- Modern 'memory foam' and other components used in the manufacture of your bed can sometimes produce a slight odour initially after unpacking; this is a characteristic of newness and will fade over time.
- Mattresses can appear smaller than the accompanying base (where applicable) when initially unpacked, but will settle and spread once in use.
- Where your new bed has castors and is being located directly on to a wooden floor, we would recommend the use of protective non-slip cups on the castors of your new bed to prevent scratching.
- Where purchased, your new headboard will need to be fixed to your bed and this is normally done by screwing bolts through the uprights into holes pre-drilled in the bed base. Follow manufacturer instructions to ensure a quick and effective installation.
- Do not attempt to move your bed by pulling on the

headboard, as this may damage the bed base and the headboard.

- Storage drawers in divan beds are only designed to be used for lightweight items, so avoid overloading with heavy items, as this will both damage the drawers and weaken the bed's overall structure.

Care of your new bed, mattress or headboard

- Your new bed or mattress will probably feel different. However, this is normal and is simply your body adjusting to the new, improved level of support and comfort provided.
- During the same period, if you have chosen a bed with a 'memory foam' type construction, the bed is likely to soften as the 'closed-cell' structure within the foam breaks open - this is normal and is not a manufacturing defect.
- Turn your mattress over (when not designed for single sided use) and reverse head to foot every 2-3 weeks for the first 3 months and then at three monthly intervals thereafter. This helps the fillings to settle evenly. Please remember however that this is best done by two people to avoid damaging the mattress.
- Ensure that headboard fittings and legs or castors are checked regularly to ensure they remain tight and secure.
- Every few months, brush your mattress and base with a soft brush to remove dust and fluff. Do not use a vacuum cleaner, as this can disturb the fillings.
- We recommend that you air your bed for at least 20 minutes every morning by turning down the duvet from the top half of the bed, as this allows any build-up of body moisture to evaporate.
- To protect your mattress, we recommend the use of a mattress protector. This will prevent staining of the mattress surface and reduce dust build up on the surface.
- Where a mattress protector is not used, in the case of accidental spillage or contamination, remove the offending material/liquid immediately by dabbing with a soft dry cloth. A damp cloth should then be used to remove any

residue immediately, followed by careful drying of the area. It is important to avoid wetting, as this can affect the fillings of the mattress. If not removed immediately, spillages and bodily fluids can stain permanently. Do not use chemicals or detergents as these may damage the base or mattress cover and fillings.

- It is inevitable that the mattress fillings will become compressed where the sleeper's weight is concentrated, creating a visible indentation. This tends to be more pronounced in better quality beds using more generous fillings. This is not a manufacturing fault and can be minimised by turning the mattress regularly – this does not however apply to mattresses that are 'no turn' models.
- The chemicals used to treat bed base and mattress fabrics and fillings may sometimes react with other chemicals such as deodorants, as well as bodily perspiration, causing the fabric to discolour. This is harmless and will not affect the life of the bed base or mattress.
- Beds are not trampolines; use of this nature will shorten the lifespan and negate any manufacturer or Fairway Furniture 5 year structural guarantee. Additionally, you should avoid sitting on the edge of the mattress for a prolonged period, as this may damage the internal structure of the mattress.
- Care should be taken when using electric blankets on any beds which contain 'Memory Foam'. While they are safe to use, prolonged exposure of the visco-elastic material to the heat from such blankets can damage the cell structure of the foam and therefore shorten the life of the product. This may invalidate any warranty provided by the manufacturer.
- Should you need to move the bed or mattress, ensure the base sections are correctly separated and avoid bending or folding the mattress around corners or leaving it standing on its side for prolonged periods. Such treatment will damage any spring unit in the mattress and negate any warranty or guarantee.