

iSense Select

user
guide



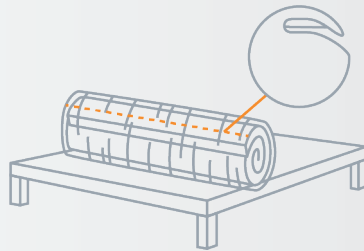
mattress setup



To view the unboxing video visit:
<https://www.myisense.com/pages/installation#select-anchor>
or scan the QR code.
This video walks through the
Select mattress setup.

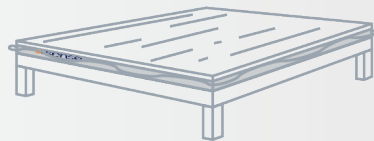
1 Open

Slide your compressed mattress out of the box. Lay the mattress roll onto your bed frame or adjustable base. Use the cutting tool provided to remove the exterior plastic without damaging your mattress.



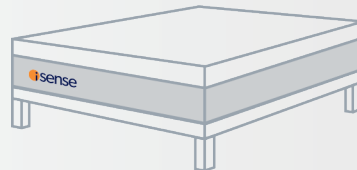
2 Unroll

Unroll & unfold the mattress. The foot of the bed will show the iSense logo. Carefully unwrap (using the cutting tool provided) and remove the plastic from your mattress.*



3 Enjoy

At this point, your bed will regain its shape. We recommend a few hours of recovery time before use.**



*If you move your mattress, it is best to protect it with plastic to avoid damage. Damage caused this way will void the warranty.

**Please note that your bed can arrive in a more firm feel when shipped during cold weather, but will soften to normal as the foam reaches room temperature.

180-night comfort guarantee

No Return or Restocking Fees, No Hassles,
No Risks, and Absolutely No Gimmicks

180-Night Risk Free Trial Terms:

We believe your body needs time to adjust to its new sleep system, that's why we give you up to 180 nights for you to experience your iSense mattress or pillow with the comfort of knowing you can return the product at no risk or cost to you. All we ask is that you give it 45 nights before initiating a return. If you choose to return the mattress or pillow after 45 nights and before 180 nights, you need only contact one of our Comfort Control™ Specialists on 1-866-910-8605 who will step you through the process. Your trial date starts on the date you receive your mattress.

***Note: This does not include Adjustable Base purchases or Platform Bases**

All returns processed before night 45 of sleep trial will result in a mandatory 25% restocking fee. Total estimated time to receive a refund is up to 30 business days.

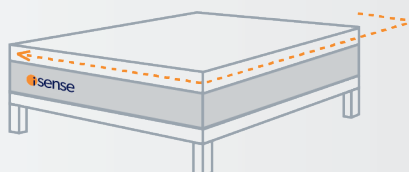
Contact a Comfort Control™ Specialist at 1-866-910-8605 or email us at customer.service@myisense.com to initiate a return.

changing firmness

Your mattress will arrive with medium firmness coils on each side. If you'd like to change the firmness, follow the steps below.

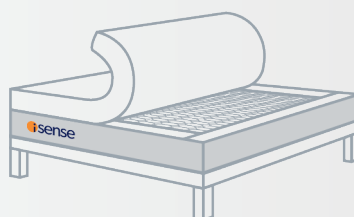
1 Unzip

Unzip the cover of your mattress. The zipper-pull can be found at the head of the mattress. Don't worry: It's easy to re-zip when you are done.



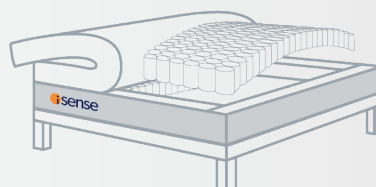
2 Lift Cover

Lift the cover to reveal the pocket coils you'd like to replace underneath. When you lift the top part of the mattress, you will see the labeled pocket coils underneath.



3 Remove Coils

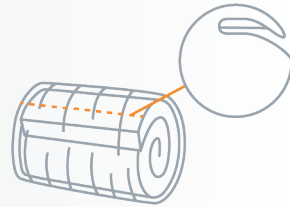
Remove the current pocket coils from one or both sides of the bed. Lift up from the middle and then ease out the sides.



changing firmness

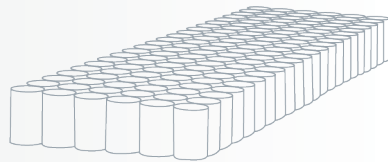
4 Open New Coils

Cut open the plastic of your replacement coils with care. Use the cutting tool provided, and be cautious of cutting through the pocket coils themselves.



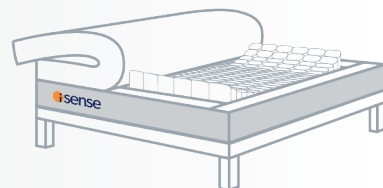
5 Unroll Coils

Allow coils to decompress for a minute or so. The coils should unroll seamlessly and begin to decompress on their own.



6 Insert New Coils

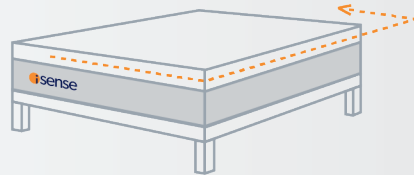
Move your new pocket coil set into place on one side of the bed. Start by setting the middle into place and then push down on the edges. It should be a perfect fit. It doesn't matter which end is near the head or foot.



changing firmness

7 Zip Cover

Fold the top part of the mattress back down so it lays flat. Zip together both parts of the mattress so it is secure.



Enjoy!

Your bed is now more firm or plush than before. It may take a few nights for your body to adjust to the new firmness feel.
Enjoy better, deeper sleep!



To view the unboxing video visit:
<https://www.mysense.com/pages/installation#select-anchor>
or scan the QR code.
This video walks through the coil exchanging process.

(Frequently Asked Questions) **FAQ's**

How do you adjust the firmness of the mattress?

The iSense Select mattress is a hybrid, meaning that it is equipped with both foam and pocket coils to provide the optimal level of comfort and support. It is different from the other iSense mattresses because the Select allows for adjustability without smart technology or devices.

Unlike other hybrids on the market, you can customize or adjust the firmness on each side of the mattress by hand to provide one of three levels of comfort: plush, medium or firm. The bed's firmness is defined by the firmness level of the pocket coil layer. Every mattress will come with medium pocket coils in the mattress, but it will also come with additional replacement plush and firm coils. You can then use these coils to adjust the firmness of your mattress at any time.

To change the coils within your mattress, you simply unzip the mattress cover, replace the pocket coils, and rezip the cover. It just takes minutes!

How are warranty claims handled?

Simply contact a Comfort Control™ Specialist with your issues and order number. We will do our best to resolve the issue, and if necessary, fulfill warranty terms by replacing components and/or products.

Will I notice a change in my sleep?

All new mattresses and owners require time to adjust to a new level of comfort, so we offer a 180-night risk-free trial period. During the first 180 days, try out the different firmness options included in your delivery by swapping out the built-in medium coils with the plush or firm coils. It takes a few days for you to adjust to each new level of comfort.

Your comfort is our priority and we want to make sure your mattress offers the support you need. After 45 nights and before 180 nights, if you decide you don't like your mattress, let us know. We will arrange the return.

What is the weight limit on the mattress?

Each side of the mattress is rated to up to 350 pounds.

(Frequently Asked Questions) **FAQ's**

Do you have to use an iSense base with this mattress?

You do not. It only requires a flat sturdy surface with strong center support. Any adjustable base will require a retaining bar at the foot to secure the mattress properly.

Is this mattress adjustable?

Yes, every iSense Select mattress is adjustable but not in the same way as the other iSense mattresses. The iSense Hybrid Premier and the iSense Classic both feature Comfort Control™ technology that adjusts the firmness of the bed using a pump & remote to switch between twenty different comfort settings at the touch of a button.

The iSense Select is different in that it does not include any devices at all. It is a non-tech adjustable mattress with the option to adjust your firmness by hand. Each mattress features replaceable pocket coils that you can swap out for a more plush or more firm option on one or both sides. The variance in firmness between pocket coils is what determines the feel of each side of the mattress.

**For Additional Questions or Resources Visit
www.myisense.com or
Contact a Comfort Control™ Specialist
Mon-Fri 8am-5pm CST 866-910-8605
customer.service@myisense.com**

warranty

iSense 10-Year Limited Warranty

Warranty timeline is determined by the date of purchase. No new warranty is provided with any product or any component part that is repaired or replaced under this warranty. If you receive replacement products or parts under this warranty but fail to return any replaced product or part to us as required, further warranty coverage will be suspended until such replaced product or part is returned.

iSense reserves the right to substitute products or parts of comparable quality and value or, where permissible by law, to use or deliver refurbished electrical products or parts in the repair or replacement of any product or part that does not come into contact with the outer sleeping surface of the mattress under this limited warranty. If the warranted products or parts are no longer manufactured or available and no other products or parts of comparable quality and value are available, iSense reserves the right, in its sole discretion, to satisfy its obligations hereunder by offering the prorated monetary value of the warranted product or part in the form of a one-time payment.

The limited warranty covers the following items during normal wear. Deterioration causing the mattress to have a viable indentation greater than three quarters (0.75) of an inch, that is not associated with an indentation or sag which results from use of an improper or unsupportive foundation or adjustable bed base and any physical flaw in the mattress cover that causes the material to split or crack, despite normal usage and proper handling

warranty

Because of this, iSense encourages our customers to ensure their mattress is continuously supported by a firm, solid surface consisting of a proper non-spring foundation or an adjustable bed base. You would want to ensure the foundation is sufficiently strong and stable so it can support the weight of the mattress and its occupants. Failure to use an appropriate foundation may void your warranty. iSense may ask for proof of or documentation of surface support to assist with the warranty claim.

Our limited warranty does not cover: a normal increase/decrease in softness of the material; comfort preferences; damage from using an improper bed frame, foundation, or adjustable base; or damage to the mattress, including but not limited to, stains, burns, cuts, or tears. If a mattress is deemed to be abused, mishandled, or used in any way that contributed to the defect in question, warranty coverage may be denied at iSense's sole discretion. Lastly, this warranty does not provide coverage and will become void if damage is caused by acts of nature or acts of God including but not limited to fire, flood or lightning damage or for damage caused by power surges

**For Additional Questions or Resources Visit
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customer.service@myisense.com**

Thank you!

Need help?

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