

# smartlife

MATTRESS BY KING KOIL™

Warranty and Care Guide





## WELCOME TO THE REVOLUTION OF SLEEP

Congratulations on your purchase of a brand new SmartLife Mattress by King Koil powered by ioBED Technology. Your goal of living a healthier life through sleep management starts tonight.

Smartlife Mattress is the culmination of years of sleep science and the latest technology to create something more than just a mattress.

It's how you feel when you wake up in the morning. It's what energizes you throughout the day. It's the excitement of going to bed every night. A good night's sleep helps you to be your best self and allows you to wake up each morning ready to seize the day. That's why we created the SmartLife Mattress to eliminate the nightmare of selecting a mattress that isn't right for you.

King Koil has developed a sleep system that adjusts to your unique size and continuously adapts to the way you move.

SmartLife features patented body sensing technology that adjusts to your body while you sleep, giving you support and comfort where you need it. SmartLife's Smart Cell Technology includes over 80 individual Smart Cells in eight independently controlled zones using thousands of algorithms to give your unique body the support and comfort it needs.

SmartLife makes it simple to control and track your sleep remotely from the SmartLife app. You can view your daily, monthly, or yearly sleep statistics to gain a deeper understanding of the way you sleep.

Use the SmartLife app to manually adjust the firmness to your comfort level so that you can experience your SmartLife Mattress exactly the way you want it. And when it's time for you to wake up and make the most of your day let SmartLife's Relaxation Mode gently ease you out of bed with a gentle wave motion.

No matter what each day holds, the journey always begins in your new SmartLife Mattress.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna. Increase the separation between the equipment and receiver. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help. Modifications not expressly approved by the manufacturer could void the user's authority to operated the equipment under FCC rules.



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Please ensure to read 'Safety Precautions' before use.

The product warranty is included in the user guide.

This product is for the American market.

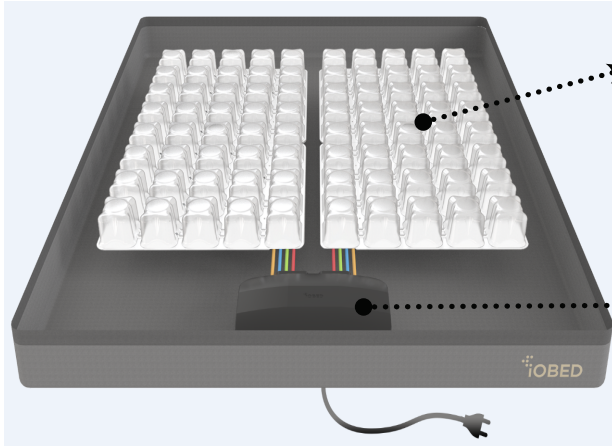
This guide may contain images or content that are different from the products you've purchased because it is intended for common use for our products.

Information in this guide is subject to change without notice in the interest of product enhancement.

Persons with implantable medical devices (such as implantable cardiac pacemakers, implantable cardiac shockers, implantable medical stimulators, and implantable electrical urinary continence devices) should consult a specialist before use.



ioBED COMPONENTS



**Smart Cell**

- Thermoplastic Polyurethane (TPU) (Non-toxic material)
- 40 cells on each of left and right sides

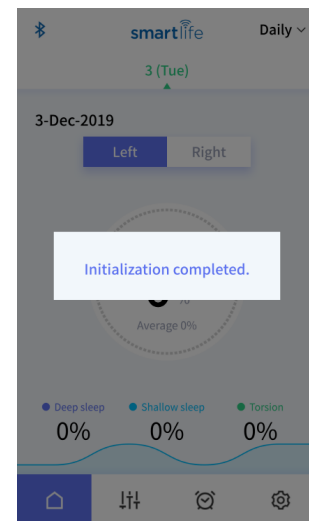
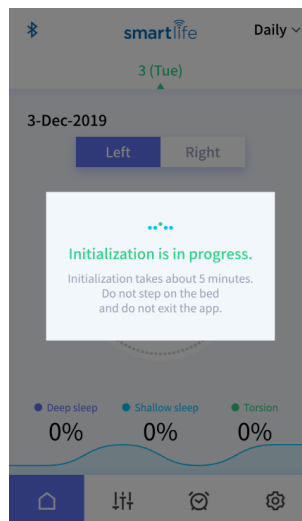
**Controller**

- Optimal power management (SMPS)
- Measuring a sleep state
- Communicating with a wireless device

\* When you put your feet towards the logo 'SmartLife', directions are left and right.  
(There is a built-in controller under your feet.)

POWERING ON

Simply plug the SmartLife Mattress into a standard 110V outlet. The SmartLife mattress takes up to 5 minutes to initialize the default settings at the first power connection. If pressure is applied during operation, an error will occur. Please lie down after operation is complete.



## SAFETY PRECAUTIONS

Please be sure to read the 'Safety Precautions' before use.



















The safety precautions listed below are intended to ensure the safe and accurate use of the product to prevent unexpected risks or damage in advance. Precaution is divided into 'Warning' and 'Caution', which mean as follows:



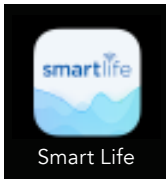
**WARNING** Violation of instructions could result in serious injury or death.



**CAUTION** Violation of instructions could result in minor injury or product damage.

- 
-  **Disconnect the power plug before moving.** This is to avoid causing damage and malfunction to the plug and the power cord.
  -  **Avoid spilling water or any other liquid on the bed.** This may damage the cover, the internal materials, and the electronic devices inside the bed and cause a fire. **Please cut off the power immediately after flooding. (Please contact the Customer Center)**
  -  **In case of malfunction, cut off the power and contact our Customer Center.**
  -  **Do not disassemble and arbitrarily modify SmartLife.** Disassembly and modification may damage the internal electronic devices and cause an accident
  -  **Don't make a lot of people stand up or run.** In particular, due to the solid internal structure of the controller box, there is a risk of sprains, fractures and falls. Damage to the controller box may cause malfunction or fire.
  -  **Do not leave infant or child alone and unattended.** Infants who are unable to move alone may experience difficulty breathing when lying on the bed.
  -  **Do not use multiple devices at the same time when using multiple outlets.** There is a danger of fire due to abnormal heating of the outlet.
  -  **Do not damage or bend/pull the plug and the cord with excessive force.**
  -  **Make sure the pets do not damage the bed.**
  -  **Do not use when the part inserted into the socket is loose.** This may lead to an electric shock or fire.
  -  **Do not touch the power plug with wet hands.** It may cause electric shock or injury.
  -  **Do not use electric mats or heating pad on SmartLife.** Excessive heat may cause deformation, shorten the life of the product and lead to a malfunction or fire.
  -  **Do not use or store flammable gas or flammable materials near SmartLife.** This may lead to an electric shock or fire.
  -  **Do not damage the label attached to SmartLife.** The damage may cause the limitation of service.
  -  **Use on a frame suitable for SmartLife.** The use of an old frame or foundation may void the warranty
  -  **Do not stand upright or fold SmartLife.** This may dislocate and deform the internal components causing malfunction of electronic devices.
  -  **Remove the packing material before use.** Internal heat may cause fire or breakdown.
  -  **Move and use the bed in a horizontal position only.** This will improve the comfort and prevent the dislocation of the internal parts.

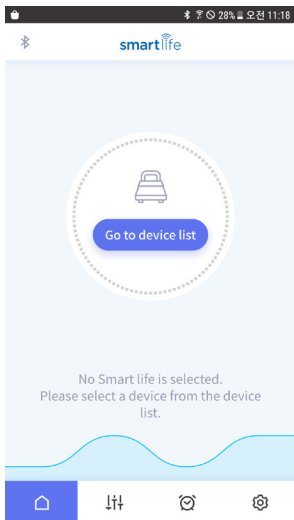
## INSTRUCTIONS FOR USE OF MOBILE APP



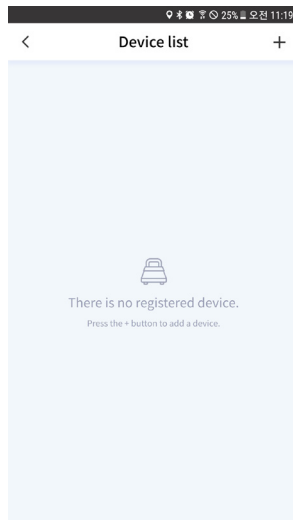
Find and download King Koil SmartLife through the iPhone App Store or Google Play Store and install it. Run the app and follow the instructions to register.

- The QR code required for product registration is attached to the side of the product.
- When you register the product after connecting it in a 110V/120V AC power supply, Bluetooth will be connected automatically.

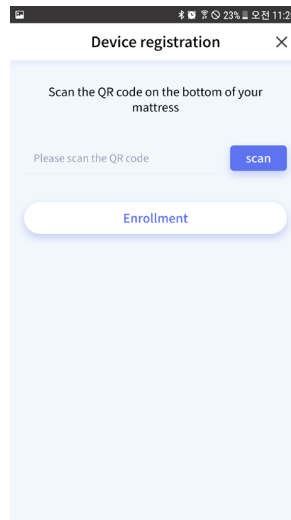
### ORDER OF REGISTRATION



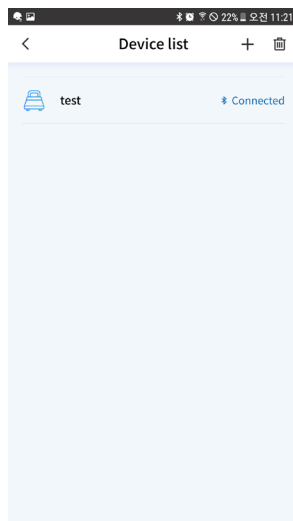
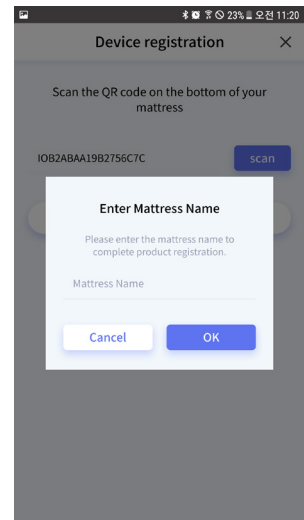
Click Go to Device List or  on the top of the left side.



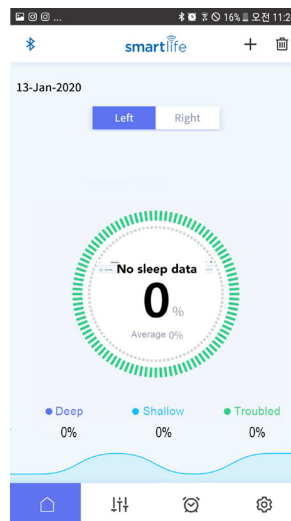
Register your product (Click +)



Scan the QR code on the backside of this manual and enter the name of the mattress.



Registration is completed  
(Bluetooth connection completed)



Check the operation

## INSTRUCTIONS FOR USE OF MOBILE APP

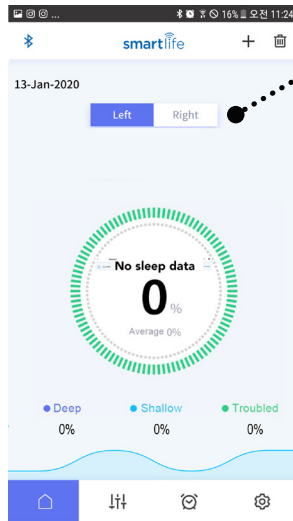
Menu Buttons

• <span style="background-color: #007bff; color: white; padding: 2px 5px;">Left</span> Right	Select left or right direction	• <span style="font-size: 2em;">+</span>	Add
•	Start Relax Mode	•	Remove
•	Cancel Relax Mode	•	Refresh
•	Hardness setting (softness adjustment)	• <span style="font-size: 2em;">&lt;</span>	Go to the upper menu
•	Connect to Bluetooth / Add Device List	• <span style="font-size: 2em;">×</span>	Go back to the main menu for the function

### 1. Home Screen

Press on the top to go to the screen for registering the product (displayed on HOME / Control / Smart Alarm)

- Bluetooth connection status
- Bluetooth disconnection status

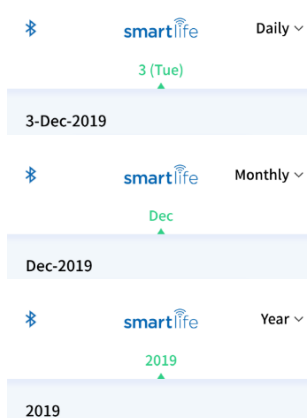
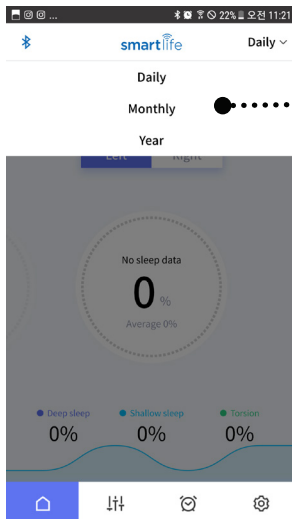


Set a function by selecting the desired side of bed.

When you put your feet towards the logo 'SmartLife', directions are left and right.

#### 1.1 Sleep Data by Period

Lets you select how to view by period.



\*Sleep data is stored for 60 days, 60 months, and 5 years, after which it is deleted and stored from the first cumulative data.

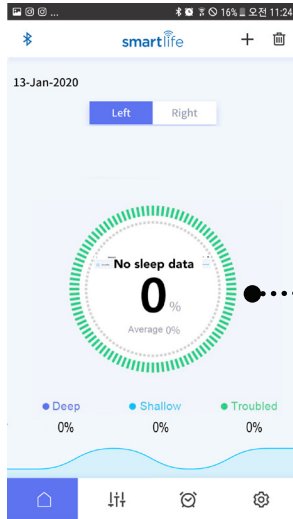
## INSTRUCTIONS FOR USE OF MOBILE APP

### 1.2 Sleep Data

Automatically detect and analyze movement during sleep.

You can compare historical and current sleep data by moving the entire screen left and right.

Sleep data is stored and reset at 9:00 a.m..... repeatedly every 24 hours.

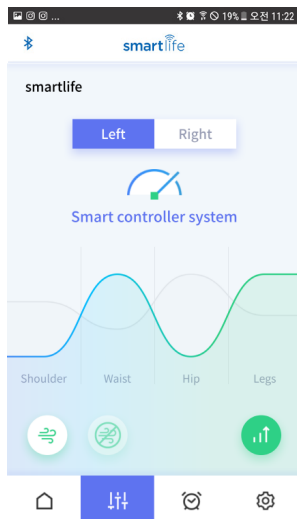





#### Display Sleep Data

- Deep sleep: deep sleep state without tossing and turning
- Shallow sleep: sleep condition with slight twisting motions
- Tossing & Turning: sleep with excessive tossing and turning motions

### 2. Control

There are functions of adjusting Relax Mode and hardness. (or softness)



- Left Right Select Direction
-  Start Relax Mode
-  Cancel Relax Mode
-  Adjust Comfort Level

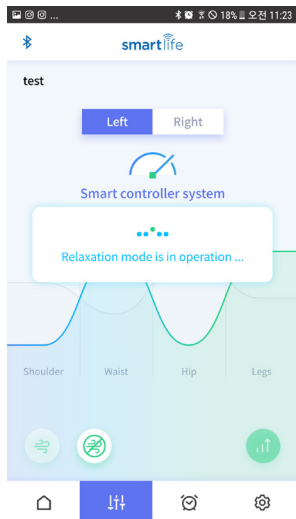


## INSTRUCTIONS FOR USE OF MOBILE APP

### 2.1 Relax Mode

It automatically adjusts the interval-specific pressure values of the smart cells by section to make you feel comfortable through body relaxation.

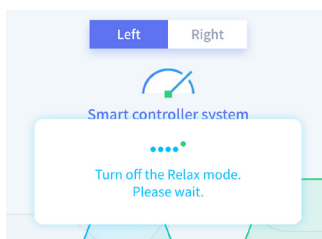
The default operation time is 10 minutes. You can set 5, 10, 20, or 30 minutes in the Settings menu. Select the left and right settings for desired side of bed.



Press the button to start the relaxation operation. It starts after the Start announcement.



Press the button to stop the relaxation operation. After the Exit announcement, it is stopped.

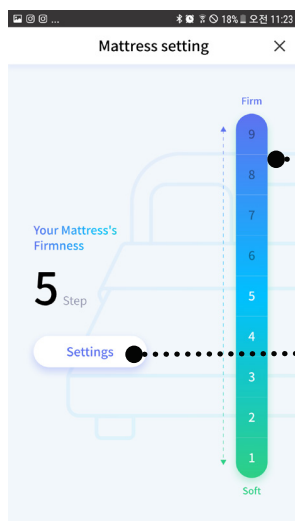


A pop-up window appears in the center of the screen indicating the progress.

\* If you cannot hear the announcement, check the media volume.

### 2.2 Setting of Comfort Preference

The air pressure of the smart cell can be selected by the user directly from step 1 (soft) to step 9 (firm). Select the left and right settings on the desired side of the bed.



Press the X button to return to the default screen for Control.

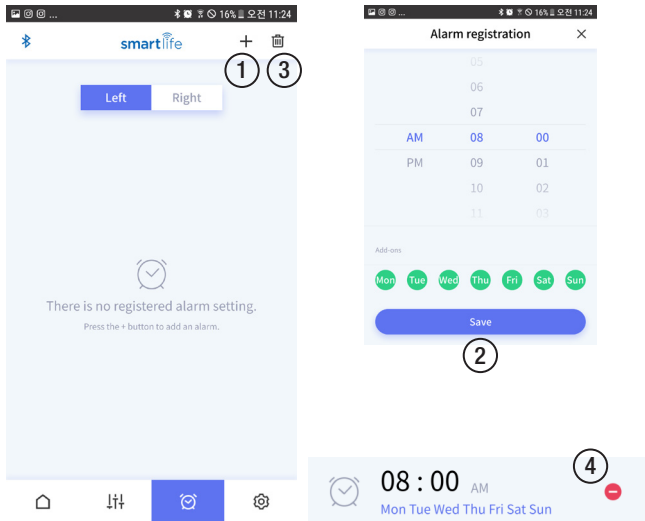
Select the number of the desired intensity.

Press [Settings] to start the operation. (Default setting: 5 steps)

## INSTRUCTIONS FOR USE OF MOBILE APP

### 3. Smart Alarms

Select the left and right settings on the desired side of bed.



#### Alarm Time Registration

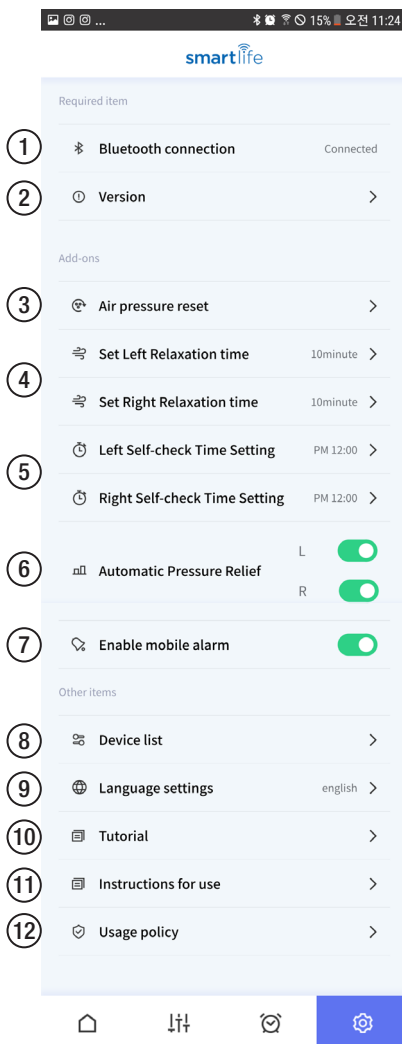
- ① Press the + button.
- ② Select the time and day of the week and Click [Save].

#### Delete Alarm Time

- ③ Press the button.
- ④ Press the button to delete the time.

### 4. Settings

This function helps you to check the corresponding information and connect a device.

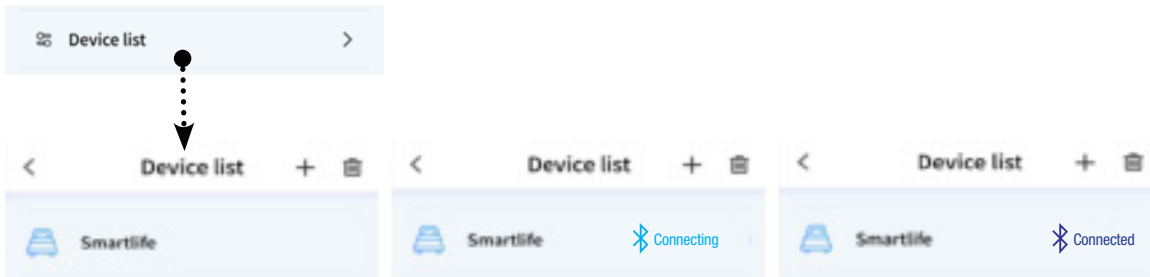


- ① Check Bluetooth connection status.
- ② Check version information.
- ③ Reset air pressure.
- ④ Set relax operation time (left / right).
- ⑤ Set self-diagnosis time (left / right).
- ⑥ Set left and right on and off turns for automatic pressure relief.
- ⑦ Turn alarm on or off.
- ⑧ Check additional product registration and information / Bluetooth connection.
- ⑨ Select a language.
- ⑩ Replay the tutorial of the App (Quick Guide).
- ⑪ User Guide
- ⑫ Check the terms of use (Terms of Use, Privacy Policy).  
(Check the Terms of Use of SmartLife and privacy policy, etc.)

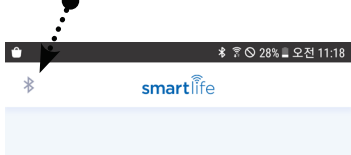
**INSTRUCTIONS FOR USE OF MOBILE APP**



**4.1 Bluetooth Connection**

After the product has been registered, click the product on the Device List screen, Bluetooth is connected.



Press  on the left top of the screen of Home, Control or Smart Alarm to go to the Device List screen.



-  Bluetooth connection status
-  Bluetooth disconnection status

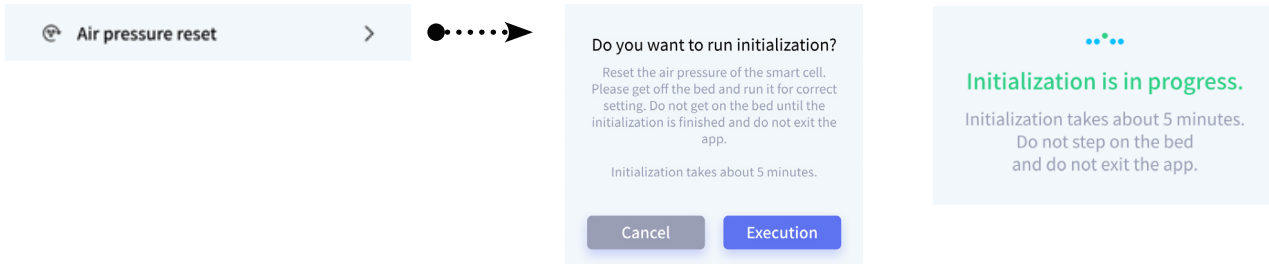
**4.2 Version Information**

You can check the current firmware version (device version) and mobile app version in use.



**4.3 Resetting Air Pressure**

During the initialization process after the power has been connected, reset the air pressure of the smart cell. Please follow the instructions on the pop-up window before use.



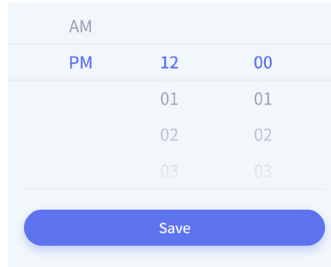
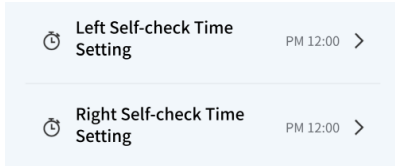
**4.4 Setting of Relax Mode Time**

The relaxation operation time on the left and right sides can be set. (5, 10, 20, or 30 minutes)



**INSTRUCTIONS FOR USE OF MOBILE APP**

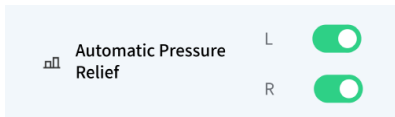
**4.5 Setting of Self Diagnosis Time**



Select a time and click [Save].  
(Only one set time exists)

**4.6 Automatic Pressure Relief**

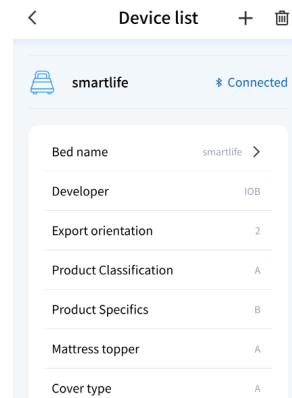
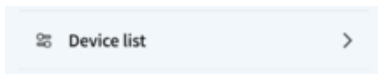
Adaptive pressure re-distribution in Smart Cells adjusting to change of position detected during sleep. You can set ON/OFF on L (Left) and R (Right).



\* Automatic detection during sleep is performed every 20 minutes.

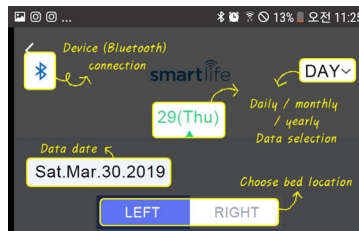
**4.7 Device List**

You can register or delete the product and check the information. (Possible to register up to four devices)



**4.8 Tutorial**

You can check the Instructions for Use of App.



**4.9 Instructions for Use**

You can see the user guide.

**4.10 Instructions for Use**

You can check the Terms of Use and the Privacy Policy.



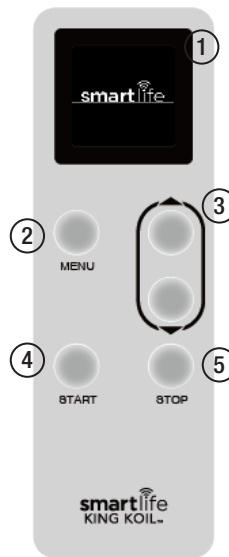
## INSTRUCTIONS FOR USE OF WIRED REMOTE CONTROLLER

### 5. Wired Remote Controller

Two wired remote controllers are provided to adjust the right and left sides, respectively.

When you connect the power, the logo SmartLife is displayed while the air pressure is checked for the first time. When the initial air pressure reaches a peak, the mode is changed to the MENU mode.

\*When there is no button input for one minute, the display goes into sleep mode. When you press any button at the time, the display wakes up and displays the current status.



- ① Display
- ② PUSH Button(1 sec)  
Relax, Firmness
- PUSH Button(2 sec)  
Pressure Relief Reset
- ③ UP/ Firmer,Time, Menu Select  
Down/ Softer,Time, Menu Select
- ④ START
- ⑤ Stop, MENU ESC

#### 5.1 MENU Button

It is a button to select Actions menu.

When you press the MENU button shortly (1 sec), you can select Firmness (1-9 steps) and Relax Time (5, 10, 20, and 30 minutes) the UP/DOWN button and then press the START button to start the action you want.

\*In the case of relaxation mode, after pressing START button, you may press the STOP button at any time, but in case of firmness, you cannot press the STOP button until the step is adjusted.

When you press the button long (2 sec), you can select Pressure Relief (Disabled, Enabled) or Air Check Time (hourly up to 12 hours) with the UP/DOWN button and then press the START button to complete the settings.

When you press the START button to reset, the RESET MENU operates immediately.

\*After pressing the MENU button long, when you press the STOP button, you will exit to the menu for Firmness or Relax before entering the MENU.

#### 5.2 UP and DOWN Button

You can select your desired comfort level (1-9 steps) and Relax Time (5 minutes, 10 minutes, 20 minutes, and 30 minutes) or select the Pressure Relief Disabled or Enabled and Air Check Time after entering the MENU.

#### 5.3 STOP Button

After entering Relax STOP, MENU, you can exit from the menus.

#### 5.4 START Button

PUSH button (1 sec): Select two menus, Relax and Firmness.

PUSH button (2 sec): 3 MENUs are available.

1. Pressure Relief (automatic body pressure distribution): A function that disperses the pressure of smart cells by detecting tossing and turning during sleep. You can select Disabled or Enabled with the UP-DOWN button.

\*It can be linked with the app you use.

2. Reset (air pressure reset): Reset the air pressure of the smart cells set during the rest process.

**Q. How to use SmartLife mattress?**

A: The SmartLife mattresses control system inflates and/or deflates the smart cells and must be connected to AC 110V/120V. You can control the system via two wired remotes (Right, Left) and a smart phone or tablet. For wireless control please install the SmartLife app on your mobile device or tablet.

**Q. Where can I find the SmartLife app?**

A: Search 'King Koil Smart Life' via App Store or the Google Play Store. If the app will not install, check the operating system (Android, iOS), version, and model of your mobile phone to make sure everything is up to date. The SmartLife app can be used on iOS XX, Android XX or higher version, and may be restricted on some models even if a higher version of the operating system is used.

**Q. What's Next?**

A: After installing the app on your smart phone or tablet you need to sync the product through the QR code. The QR code can be found on the SmartLife manual and also attached to the mattress.

**Q. Can't connect to my smart phone or tablet.**

A: While the app is running, if the AC power cord is unplugged, the Bluetooth connection will be disconnected.

- After checking the power cord connection, turn off the app and run it again to check the Bluetooth connection.
- If you run the app while Bluetooth on the phone is turned off, a message to turn Bluetooth on appears. After enabling Bluetooth on your phone, run the app again.
- If the phone is taken too far from the product after the app is run, it will be disconnected from the product.
- Run the app again after entering the operating range.

**Q. My SmartLife mattress is not working?**

A: 1. Make sure power cord is connected correctly.  
2. Unplug the power cord and plug it back in to reset the electrical components

**Q. SmartLife mattress will not inflate 5 minutes after (ump operation)?**

A: If the Smart Cells are damaged and the air cannot reach the reference pressure, please contact customer service.

**Q. There is a sound while using the SmartLife mattress.**

A: SmartLife's automatic Body Sensing Technology does have a whisper quite sound that can occur during normal operation.

**Q. Are harmful substances emitted from the mattress?**

A: Independent testing has determined there are no harmful substances emitted.

**Q. What is SmartLife Body Sensing Technology?**

A: SmartLife's body sensing technology was developed by taking 1,000's of measurements of people with varying body types to create the best algorithms for support and sleep posture while providing superb pressure relief to the body simultaneously.

**Q. How is sleep quality management measured?**

A: A function of formulating the frequency of movement and storing the information in the main control unit. This information evaluates the difference between --- deep sleep, low sleep, and tossing and turning. Sleep data is stored for 60 days, 60 months, and 5 years of cumulative days.

**Q. What is self-diagnosis?**

A: As the air pressure is changed even by atmospheric pressure regardless of the problem in air cells, it is an operation of inflating air if the air pressure is not sufficient by checking the current air pressure compared to the set air pressure when there is no one once a day according to the time set in the app or the remote controller. It does not work when a person is lying down (It works at the set time on the following day). If you feel that it is continuously deflated, contact our customer center.

**Q. Can I use an electric heating pad on my mattress?**

A: It is not recommended to use an electric pad together. Prolonged exposure to direct heat can damage the material.

**Q. Does the mattress have radiation?**

A: SmartLife mattress has been tested for compliance of electromagnetic radiation with the UL and the FCC regulations and are safe to use.

**Q. Can I flip or rotate my SmartLife mattress?**

A: No. The SmartLife mattress is constructed to use on one specific side and one direction.

**Q. I only see only the SmartLife logo on the remote control and cannot enter the MENU.**

A: When you first plug in the power, the LCD window will only show the SmartLife logo while adjusting the pressure. When pressure is achieved the remote control will display the MENU.

**Q. The remote control does not work.**

A: If nothing happens when you press the button on the remote control, check the terminal connection by loosening the middle connection terminal and reconnecting. If it still does not work, turn off the AC power terminal and turn it on again.

**Q. Can I sleep in the middle of the SmartLife mattress?**

A: The SmartLife mattress smart cells operate independently on the right and the left side. If you desire to sleep in the middle of the mattress you will want to ensure you have both sides set to the same desired firmness. Ideally it is better to sleep on one side or the other.

## CONGRATULATIONS

Congratulations on the purchase of your new King Koil mattress set. It's our job at King Koil to provide the durable, high-quality product you expect. This mattress set is backed by King Koil's outstanding warranty to assure you the long-lasting comfort and support you deserve.

In order to activate your warranty and make processing any future warranty claims easier, Please register your King Koil Mattress at [www.kingkoil.com](http://www.kingkoil.com).

## WHAT HAPPENS TO YOUR MATTRESS OVER TIME?

Just as you do, your mattress changes as it ages. That's why it is important to purchase a new mattress every 8 to 10 years. Changes that affect your mattress performance and your quality of sleep include:

- **Stains and Body Oils** - Over time, these rise to the surface and can cause skin irritations. A mattress cover or protector will help minimize the risk, but if not properly washed can still cause skin problems.
- **Mattress Wear** - Sags or body impressions in your mattress can leave you sore and tired in the morning.
- **Dust Mites and Bacteria** - After several years, a mattress can contain millions of dust mites. Body heat and dead skin cells create a living environment that is ideal for these organisms — and terrible for allergy sufferers and insomniacs!

You spend over a third of your life in bed. The quality of your sleep directly affects the quality of your life. You should not prolong the use of a mattress beyond 8 to 10 years.

## WHAT SHOULD YOU DO IF A WARRANTY ISSUES ARISES?

If you observe a defect during the warranty period, King Koil will repair or replace (at our option) the defective mattress and/or foundation within a reasonable period of time. In order for this limited mattress warranty to be valid, and to obtain performance under this Limited Warranty, you must:

- 1) be the original purchaser;
- 2) provide a copy of the original receipt, or other proof of date, place of purchase and purchase price (This is required to submit a warranty claim); and
- 3) provide the law label from the defective product (This is required to submit a warranty claim).

In the event you have to make a warranty claim start by contacting the retailer from whom you purchased your King Koil sleep set. If your retailer is unavailable visit [www.kingkoil.com](http://www.kingkoil.com) to fill out our express warranty claim submission form or call (800) 525-8331.

If identical materials are not available at the time of the warranty claim, King Koil reserves the right to substitute material equal or higher value, or, at our option, provide a refund. You will be responsible for transportation costs of the product to and from the store or factory, as applicable.



## WHAT IS COVERED?

This warranty **ONLY** covers the following items during normal wear and proper use:

### Mattress

- Coils or wires that are loose or broken
- Coils or wires that protrude or rip through the fabric
- Body indentations (see Limited Warranty Schedule)
- Sagging, **BUT ONLY IF** mattress has been continuously supported by a matching foundation, or equivalent, and appropriate bed frame (for full, twin XL, king, and queen sets, an appropriate bed frame includes at least five legs and a rigid center support that extends from the frame to the ground)
- Hardware, software and remote (if included)

### Foundation

- Splits in the wood frame, except those caused by abuse or that occur during improper use
- Squeaks, rattles or other noise
- Bent, loose or defective beam and/or center support rail
- Loose or broken module wire
- Compression of modules
- Un-stapling of modules
- Sagging, **BUT ONLY IF** foundation has been continuously supported by an appropriate bed frame (for full, twin XL, king, and queen sets, an appropriate bed frame includes at least five legs and a rigid center support that extends from the frame to the ground)

## WHAT IS NOT COVERED?

Items and damages not specifically listed above under ‘WHAT IS COVERED?’ are not covered under this Warranty, including (but not limited to) the following:

- Stains, rips or other damage to mattress fabric that occurs after delivery (except where such damage occurs as a result of a covered protrusion of wires or coils through the fabric)
- Bent border wire(s) running along the perimeter of the mattress and foundation, if it is determined that such bends occurred after delivery
- Any structural damage from using an improper bed frame or supporting structure, regardless of the size of the product
- Any damage to or failure of used mattresses, mattresses sold “as is,” or floor-model mattresses
- Dissatisfaction or damage resulting from bed height or weight
- Changes in (or failure of a mattress to satisfy) personal comfort preferences
- Body indentations (see Limited Warranty Schedule)
- Replacement of any non-defective pieces in the sleep set
- Mattress damage resulting from use without an appropriate foundation (the mattress is designed to be used in conjunction with a foundation as part of a total sleep set)
- Damage to a mattress or foundation resulting from abuse
- Costs for transporting, inspecting or removing a damaged product
- Failure of sheets to fit a properly sized mattress
- Torn handles, stitches pulled out of the handle where sewn to the mattress, or tears in the mattress fabric where the handles are attached, if it is determined that handles were used for moving or carrying the mattress after delivery
- Products found to be in an unsanitary condition, or product failure found to be due to causes other than defective workmanship or materials

## MATTRESS SET CARE & LIMITED WARRANTY INSTRUCTIONS

The quality and craftsmanship that are built into every King Koil mattress and foundation allow King Koil to offer a Limited Warranty against defects in workmanship and materials (except in fabric, handles, or tufting rosettes, if featured on this product). This warranty extends only to the original purchaser.

If service is required to address any such defect during the non-prorated year(s) following your purchase, your King Koil mattress and/or foundation will be repaired without charge for labor and materials OR, at the manufacturer's option, replaced. You will be responsible for transportation costs.

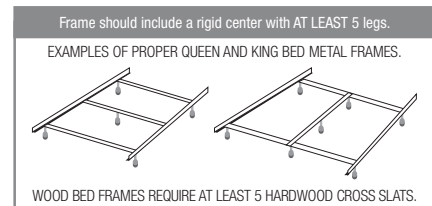
If service is required to address any such defect during the remaining prorated years of the applicable Limited Warranty, as indicated on the Limited Warranty Schedule in this brochure, your King Koil mattress or foundation will be repaired OR replaced at the manufacturer's option. Purchaser shall be responsible for labor and material charges, or for the replacement price as calculated in the schedule for the warranty code of the model you purchased, whichever is cheaper, plus all transportation costs. If identical materials are not available at the time of service, the manufacturer may substitute materials of comparable quality.

If the mattress is tufted, the tufting process (though not the tufting rosettes) is covered through the Limited Warranty period length assigned to each mattress.

Proof of purchase that includes the date, place of purchase and purchase price is required to obtain service under this warranty. The model name label and law label must be available to identify the mattress and validate this warranty. If your retailer is no longer available, telephone or contact the manufacturer of your sleep set. If you have moved, contact the closest King Koil dealer/manufacturer in your area. If you cannot locate a King Koil dealer/manufacturer, contact the King Koil Consumer Relations Office.

**RETAIN YOUR PROOF OF PURCHASE AND THIS WARRANTY:** This Limited Warranty shall NOT apply to damages resulting from normal wear and tear, and the existence of any of the following circumstances shall make the foregoing warranty null and void:

1. To insure the safety of any person required to inspect or transport a King Koil product, Any product found to have any stain, burn, or is infested is not covered by this warranty. Please use a mattress protector to insure that the product is kept clean.
2. When product failure is due to causes other than defective workmanship or material.
3. A proper bed frame must continuously support the box spring. For king and queen sets, a rigid center support is required, this is considered a five leg frame using one leg to support the center of the bed.
4. If bedding has any damage to the outer fabric of the cover, including wear and tear.
5. If this product is used for commercial purposes, unless specifically designed and built for commercial use.
6. If purchaser does not present proof of purchase.
7. If mattress is damaged due to use with an inadequate foundation. This mattress is designed for optimal performance when used in conjunction with a matching foundation as part of a total sleep system. In addition, this Limited Warranty shall not apply to "as is," floor models, distressed mattresses or handles. Handles are only intended to assist in positioning the mattress.
8. Normal change in softness and recovery time associated with memory foam and latex materials over time. This does not affect the pressure relieving qualities of these materials.



## SAGGING VS BODY IMPRESSIONS

Various components utilized for the comfort layers will settle and could compress due to the weight and shape of the user. This "settling" or compression is not a structural or design defect, but a normal, expected result of product use. Please review the Limited Warranty Schedule chart on page 6 or review the allotted body impression associated with your mattress set purchase. A measurement less than what is listed should not be considered as sagging of the mattress. Compression of upholstery layers is not covered under this Limited Warranty. Two people sleeping on a queen or king mattress may notice that the head-to-foot center of the mattress is raised. This is a normal occurrence and indicates that the upholstery layers in the sleeping areas are conforming to each sleeper's body.

## WARRANTY DISCLAIMER AND LIMITATION OF REMEDIES


THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES OR CONDITIONS, AND THE MANUFACTURER MAKES NO ADDITIONAL WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, AS TO ANY OF ITS PRODUCTS, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY EXPRESSLY EXCLUDED AND DISCLAIMED.

The remedies provided herein are exclusive remedies provided under any warranty for this product, express or implied. The manufacturer shall not be liable for any indirect, incidental or consequential damages arising out of the use of this product, and in no event shall the manufacturer's liability exceed the purchase price of the product. Although this warranty gives you specific legal rights, you may also have other rights, which may vary from state to state.

THIS LIMITED WARRANTY COVERS THE KING KOIL MATTRESS and/or foundation anywhere in the United States. This Limited Warranty is given by the above listed independent manufacturer producing King Koil products under license. King Koil Licensing, Inc., Licensor of King Koil® Sleep products, makes no warranty to the original Purchaser at retail and assumes no responsibility or liability under this Limited Warranty, other than providing the information as stated above.

The warranty for a replacement product you may receive will carry a warranty only for the remainder of the term of the original warranty period which came with the original purchase (calculated from the date of delivery of the new product to you). For example, if your original purchase has a 10 year warranty and you receive a new mattress under the warranty when it is 8 years old, the remaining warranty is for 2 years. The warranty period does not start over with the replacement.

## LAW TAG SAMPLE

UNDER PENALTY OF LAW THIS TAG NOT TO BE REMOVED EXCEPT BY THE CONSUMER	
ALL NEW MATERIAL consisting of	
POLYURETHANE FOAM	46%
FIBER	38%
VISCO ELASTIC POLYURETHAN	16%
<b>CA 46095 (AZ)</b>	
Certification is made by the manufacturer that the materials in this article are described in accordance with law.	
Made By King Koil Mfg. West, LLC 1100 N. 127th, #150 Avondale, AZ 85323	
Date of Delivery:	02/22/2019
Finished Size:	38X80
Net Weight of filling Matl:	17.71
<b>WE MAYFIELD FIRM</b> 7003KK-1020 / 174444 <b>02 / 22 / 2019</b> WY - G	
	

Attached to every King Koil mattress set is a law tag that includes a warranty code. To determine the terms of your warranty, match the warranty code with the appropriate line in the Limited Warranty Schedule to the right.

Floor samples are not covered by the warranty.

**NOTE:** The warranty code is located here on your law tag.

## DOS & DON'TS FOR THE PROPER CARE OF YOUR KING KOIL MATTRESS SET

**DO:** Use the matching foundation designed specifically for your mattress for proper mattress support.

**DO:** Keep your mattress clean and use a mattress pad. Stains, soiling, fluid penetration or other signs of abuse may void the warranty and make your mattress ineligible for repair or replacement.

**DO:** Use a proper bed frame and center support beam on queen and king size sets.

**DO:** Carry your mattress upright, on its side. It is easier to handle in this position and less likely to become damaged. If you need to store your mattress for an extended period, please store it flat.

**DON'T:** Bend your mattress under any circumstances. This could result in permanent damage.

**DON'T:** Allow anyone to stand or jump on your mattress.

**DON'T:** Use handles when turning your mattress. Handles are intended only to position the mattress.

**DON'T:** Do not open or tamper with the Comfort Control system or remote control unless changing the battery for remote control (wireless remote control only).

## YOUR NEW MATTRESS IS NOT FIREPROOF

**IN CASE OF FIRE, EXIT AND CALL 911.** Your new mattress meets fire safety standards issued by the U.S.. Consumer Product Safety Commission when used by itself or with a foundation specified for the mattress. Compared to older mattresses, your new mattress will, if ignited, burn more slowly and less intensely, giving you more time to escape.

In order to reduce the risk of fire:

**DON'T** smoke in bed. This is a common cause of fatal fires.

**DO** keep matches and lighters away from children.

**DON'T** use candles on or around your bed.

**DO** keep space heaters away from your bed or other flammable items. Follow all manufacturer's instructions and warnings.

**DON'T** run electrical cords under your bed or trap them against a wall. Avoid placing lamps where they can fall on the bed.

All King Koil-branded mattresses are guaranteed against manufacturing defects in workmanship and/or materials – please make sure you have reviewed the warranty details specific to the brand you purchased.

**IN ORDER TO ACTIVATE YOUR WARRANTY AND MAKE PROCESSING ANY FUTURE CLAIMS EASIER, PLEASE REGISTER YOUR KING KOIL MATTRESS AT**

**[www.kingkoil.com](http://www.kingkoil.com)**

The information you provide helps us process your warranty and update you with any information that relates to your recent mattress purchase.

Please keep your original receipt and law tags – these will be required, should you ever need to submit a warranty claim.



## LIMITED WARRANTY SCHEDULE

Warranty Code on Law Label Tag	Total Limited Warranty Period*	Period for No Charge** Repair or Replacement	Calculations of Charges to Replace Beyond No Charge** Period	Sagging or Body Impression
SL	25	4	Year 5 - 20% plus 4% for each completed year from the original date of purchase.  Year 21 - 25: 84%	1" or greater

During the warranty period and at our sole option, King Koil will repair or replace the warranted product or part due to a defect in materials or workmanship under normal use and service provided that it is returned to us as provided herein. During the first four (4) warranty years, any covered repairs or replacement parts will be at no cost to you. Customer responsibility for cost is pro-rated based on the year of ownership, starting at 20% of the retail cost in year 5 and increasing by 4% yearly in years 5-20. For example on year 5 on a \$3500 queen mattress, customer pays \$700. For years 21-25, customer cost remains 84%. Prorated costs allow you to replace a part for a fraction of the cost of replacing your entire mattress, bringing you greater value over time.

\* If the King Koil product is no longer being manufactured, the current suggested retail price will be determined from a comparable model. King Koil has sole discretion to determine what current suggested retail price will be used.

\*\* Exclusive of transportation costs.



Proudly designing and hand crafting mattresses in the USA since 1898.

