

The  
**A to Zzzzz**  
Of Your  
Mattress

User Manual and Warranty Certificate

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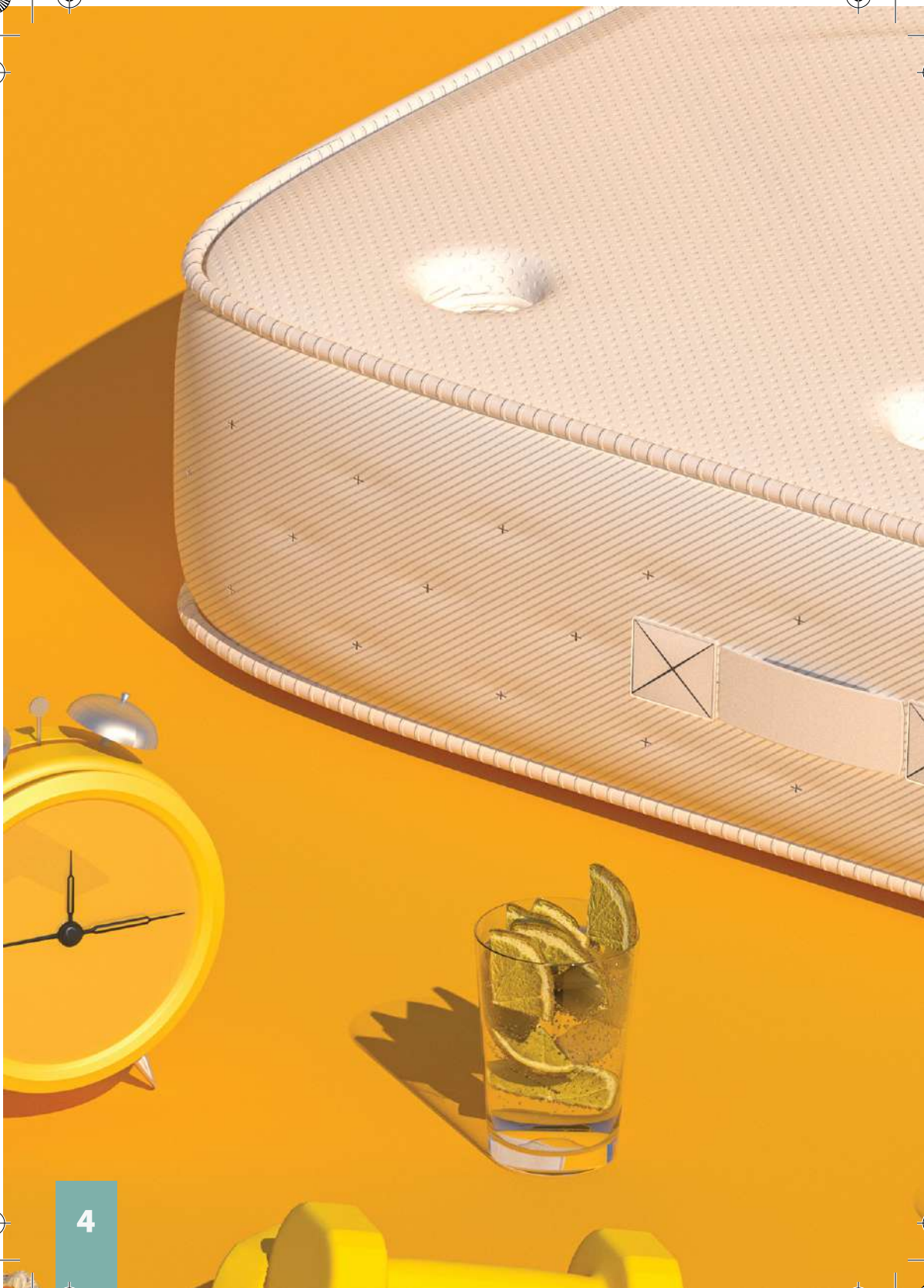
The logo for Hibboux, featuring the brand name in a lowercase, sans-serif font with a registered trademark symbol.

# *Congratulations*

on your new Hibboux mattress!  
We wish you many happy nights of  
sound sleep and  
pleasant dreams together.

Before you doze off,  
we would like to share some tips  
with you to ensure you enjoy  
your Hibboux mattress for  
as long as possible.

So, we encourage you to take  
a moment to read this user guide  
we provided (and hold on to it  
for future reference!) to get  
the best use from your mattress.



# USER MANUAL

## PRODUCT SPECIFICATIONS

- All materials used in your mattress are being tested for compliance with international standards.
- Springs used in spring mattresses are made of wires that are resistant to collapses and breakages.
- Fibre paddings used in your mattress are manufactured from highly durable virgin fibres.
- The comfort and support foams are produced from raw materials that preserve their high flexibility like the first day over many years.
- Your mattress is being designed via high-engineering work before they are being launched. Its properties such as spine and body support levels for different types of body and distribution of pressure are being tested.
- Your mattress has passed international tests of fatigue, accelerated ageing and durability with outstanding performances.

## TRANSPORT OF THE PRODUCT

- If the mattress needs to be transported, use the cover of the mattress against hits to its surface. If there is no cover, pack it with the packaging nylon.
- The product should be packaged by using high-weight bubble wraps and the open remaining packaging ends should be taped.
- Do not use the dragging method to change the position of your mattress. With this method you may damage and stain the fabric of the mattress.
- The mattress should be transported by at least 2 persons. The mattress shall be handled without contacting the floor or dragging.

# ASSEMBLY AND STORAGE

## UNPACKING THE PRODUCT

- Do not use cutting, piercing tools to open the package as it can damage the product.
- When taking the product out of its package, make sure that it does not get damaged by hitting any object.
- The packaging or package of the product cannot be cut open with cutting tools such as scissors and knives etc. Such products can be opened with a safe box cutter.
- Carefully tear the nylon packaging from taped points (by removing the tape), from the nylon seams or cut it open using a safe box cutter.

## STORAGE AND PROTECTION

- The mattress should be stored horizontally when it is required to be stored.
- Store the product in a clean, non-humid environment if you intend not to use it right away; and make sure it is not exposed to direct sunlight.
- For mattress products, do horizontal stacking and avoid placing any heavy objects on them.

# PRODUCT TERMS OF USE

## USER INSTRUCTIONS

- For the best results, follow the instructions listed in this user guide.
- Make sure to leave all mattress labels intact in order to be eligible for technical service.
- Do not load any large, heavy objects on your mattress as these may cause deformations to the mattress structure. In general, when not using it, make sure the mattress's original shape is preserved.
- If you need to move your mattress; make sure to carry it horizontally, avoid bending it and suitably protect it from any potential friction/contact with other objects including walls, doors, and any sharp edges.
- Only use your mattress on an appropriate bed frame that is flat and hard.
- Air out your mattress at regular intervals to eliminate any dampness caused by sweating. (This is especially recommended if you live in humid areas).
- If your mattress has a washable cover; make sure the cover is completely dry before putting it back on the mattress.
- Leave your mattress to air a while after you first unpack it (24hrs are recommended). The 'new product' smell should completely dissipate within 10 days.
- If your purchase is a roll pack mattress, make sure to unpack and assembly it within 30 days after delivery.
- Particularly with knitted fabrics, it is normal to witness some pilling due to the nature of the fabrics used.
- Do not be concerned if you notice an indent in your mattress corresponding to your body shape; this simply means your mattress has adapted to your body.
- Most Hibboux mattresses are designed to be used on one side so there is no need to flip them; just make sure it is facing the right side up! That being said, if you are sleeping alone on a double mattress or have a significant weight difference with your bed partner; we do recommend you rotate your mattress 180 degrees every 3-6 months to keep it balanced and increase its lifespan.
- If your mattress model has double-side functionality, we recommend you simply flip it over once a year.

## CLEANING AND MAINTENANCE INSTRUCTIONS

- If your mattress does not have washable cover, clean by wiping it with warm soapy water.
- Do not soak your mattress with an excessively wet cloth. Do not use chemical and bleaching agents for cleaning.
- Make sure to air dry it before you lay your bed linen.
- Wash the covers of the mattresses according to the washing instructions on them.
- Make sure the washable cover is completely dry before attaching it back to the mattress.
- Do not bleach.
- Do not iron.

## SAFETY REQUIREMENTS

- Lay your spring mattress on an adequate flat, hard bed base. Do not place it on a box-spring or slatted bed base; and do not place it on top of blankets nor other soft materials laid on the ground.
- The mattress should fit perfectly on top of the bed base so, make sure they are the same size.
- If you have a double-sided mattress model, flip it over once a year for optimal usage.
- Do not jump on the mattress as it was not designed for this purpose and there is risk of falling off and injury.
- Do not use your bed as a step stool to reach higher places. This can lead to mattress deformation.
- Carrying a mattress on your own may cause strains or injuries.
- Immediately call customer care if you observe a spring potentially poking out.
- Do not use anything flammable or that burns, such as an iron or cigarettes, on your mattress.
- To clean your mattress, wipe it with a damp cloth. Use only soapy water; no chemical or bleaching products. Make sure the cloth is not overly wet so as not to wet the mattress.



- Leave your mattress to air a while after you first unpack it (24hrs are recommended). The 'new product' smell should completely dissipate within 10 days.
- Do not be concerned if you notice an indent in your mattress corresponding to your body shape; this simply means your mattress has adapted to your body.
- Most Hibboux mattresses are designed to be used on one side so there is no need to flip them; just make sure it is facing the right side up! That being said, if you are sleeping alone on a double mattress or have a significant weight difference with your bed partner; we do recommend you rotate your mattress 180 degrees every 3-6 months to keep it balanced and increase its lifespan.

# WARRANTY AND SERVICE CONDITIONS

## EXEMPT FROM WARRANTY

- Any damages caused from usage not respecting the user instruction clauses.
- Any cases that do not fulfil the warranty requirements.
- Any damages caused from moving the mattress after delivery by Hibboux.

## SERVICE CONDITIONS

- Any service costs generated after the expiration of the warranty period shall be borne by the customer.

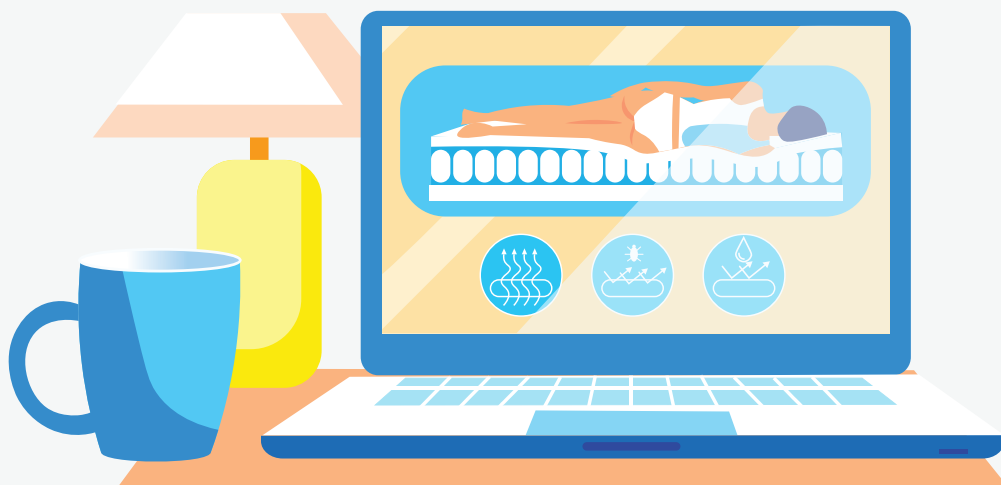
## SOCIAL RESPONSIBILITY AND WASTE MANAGEMENT

- Each recycled material is an indispensable source for our nature.
- The packaging wastes of the product are collected by the responsible mounter within the scope of social responsibility and disposed in accordance with the legal requirements.
- In accordance with customer demand, packaging waste can be left in place.
- If you want to contribute to the re-evaluation of these packaging materials, you can obtain information from environmental organizations or your municipalities.

# TERMS OF WARRANTY

This product's warranty starts on the date of delivery of the mattress and lasts until the end of 2 years from that date.

The core and carcass unit of the mattress is under 10 years of service warranty. The warranty is subject to the terms and conditions stated below.



got milky?



# SCOPE OF WARRANTY

## *Hibboux Mattress warranty covers the following terms:*

- Spring core and carcass unit breakdown.
- Technically inspected as production related side stitching breakage and tearing.
- Any damage that leads to the mattress to have a sagging or indent greater than %5 depth, if the sagging has not resulted from using an unsuitable or unsupportive base as described in the Hibboux user's manual.
- Any physical deterioration that causes the layering materials to break or crack, although the mattress is technically inspected and observed as handled or treated according to the Hibboux user's manual.
- Mattresses with values outside the tolerance range of width +/- 2 cm, height +/- 3 cm are being covered by the warranty provided that instructions in the user's manual are being followed.
- If the mattress has a cover, any production-related damage on the cover fabric or the zipper structure will be treated under warranty. The warranty is declared as replacing the defect cover with a new cover only. Any failure related with the mattress covers are not subject to replacement of the mattress purchased.

## *Hibboux Mattress warranty does not cover the following terms:*

- A mattress that is not used with a foundation stated in the user manual, will not be protected under the warranty terms.
- A mattress that is not maintained or cared in accordance with washing/caring instructions supplied. This includes poor product care that causes moulds, smell, stains or dirt.

- Comfort dislike.
- Other types of usage rather than typical domestic use, stated in user manual. (such as lying on, sitting on it).
- Physical damage caused by anything flammable or that results as burns, tears, splits or stains such as using an iron or cigarettes, on the mattress.
- Any normal and typical domestic usage wear or tear.
- If you receive a mattress with a damaged cover only, Hibboux will replace the defect cover with a new cover. Any failure related with only the mattress covers are not subject to replacement of the mattress purchased.
- Any Hibboux mattress sold by an unauthorized Hibboux reseller will not be subject to warranty claims.
- A mattress that is sold without implying the product is "original" or "new" will not be subject to warranty.
- It's Hibboux right to reject collection of any physically unhygienic or unsanitary mattress.
- Any damages caused from usage not respecting the user instruction clauses will not be subject to warranty.
- Any cases that do not fulfill the warranty requirements will not be subject to warranty.
- If the mattress is not taken out of its package and assembled within one month after the delivery date, it will not be subject to warranty. (this term is only valid for roll pack delivery mattresses).
- Any damages caused from moving the mattress after delivery by Hibboux will not be subject to warranty.

*If you have any statement against these terms, please contact Hibboux via Call Center, Whatsapp chat or E-Mail contact address initially and register your warranty inspection claim. Any returned product without HBX's permission is not accepted by Hibboux. When the return or warranty inspection claim is registered, Hibboux organizes the pick-up of the item.*

# COMPANY INFORMATION

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## International Contact Information:

[tr.hibboux.com/pages/warranty-and-service-contact](http://tr.hibboux.com/pages/warranty-and-service-contact)



hibboux®





Healthy sleep



Certified products  
with no harmful  
substances



Keeping up  
with the latest technology

Production  
Eco-responsible



Animal friendly  
raw materials



Accessible  
price policy

