

Obasan Care and Warranty

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Mattresses (Adults & Kids)

Congratulations on the purchase of your new Obasan mattress, it will change the way you sleep. The first week or two will be an adjustment period. Like a new pair of shoes, the mattress needs to be broken-in. The covers will loosen a little bit, and your body and mattress will work together. We recommend not moving any layers inside the mattress during the first 30 nights of trial. After 30 nights, if a persistent discomfort comes back night after night, please call us or chat with us to discuss the issues. We can make an exchange of layers within the first 180 days. For further details on the Obasan comfort guaranty, please visit our [warranty section](#). Enjoy your new Obasan mattress! We know you will love it!

- Make sure the rubber cores are correctly placed inside the cover. (See Assembly video on Mattress Assembly Page) Link to it
- Place your mattress on an Obasan foundation or an equivalent solid wood slat base. Slat should measure between 1-4 inches wide and be at a maximum of 3 inches apart. All Double, Queen, King and Cal. King mattresses should have a middle support, to ensure proper support of the wood slats. Consult with our customer service department if you are unsure about the support of your current foundation.
- Protect your mattress with an Obasan mattress protector or with an equivalent mattress protector.
- Do not install mattress directly on the floor, or on a solid platform. Your organic mattress needs to breathe properly.
- Do not allow the mattress to get wet.
- Do not wash any components of the mattress.
- For spot cleaning, unzip the outer cover of the mattress and gently scrub with a light soap and very little water. Air dry.
- Removable cover can be aired out seasonally.
- Do not place mattress in direct sunlight or direct heat source.
- Flip the inner cores to extend the lifespan of your mattress every 6 months. (For your kid's mattresses, flip the whole mattress since it is reversible.)
- Mattress cover is not washable.

Foundations

- Make sure that all legs provided are used to support the foundation correctly. If you don't use the legs, make sure that the foundation is on a sturdy bed frame with a center support for double/queen and king mattress sets.
- Do not install the foundation without legs directly on the floor.
- Do not allow the foundation to get wet.
- Do not stand or jump on the foundation.
- If needed, spot clean with a light soap and use very little water

Accessories

3 YEAR LIMITED WARRANTY COVERAGE

Warranty Terms: 3 years non-prorated.

Mattress Protectors

Cotton Pad Protector:

- Machine wash in warm water by itself to keep from pilling. Machine dry on medium heat by itself.
- Material is very stretchy. After drying the cover, place on the mattress and pull from corners to loosen fit.

Comforters

All comforters:

- Do not wash comforter. Spot clean if needed with a light soap and very little water. Air dry.
- Air comforter twice a year by hanging outside in the fresh air. Place in direct sunlight.
- The use of a comforter cover is recommended to keep your comforter clean.

Toppers:

- Due to the nature of the fiber used, compression is to be expected.
- Compression of the wool doesn't affect the performance of the topper. It will continue to contour your body and offer amazing breathability.
- Do not wash topper. Spot clean if needed with a light soap and very little water. Air dry.
- Air topper twice a year by placing outside in the fresh air and in direct sunlight.
- The use of a mattress protector is recommended to keep your topper clean.
- Rotate topper frequently ensuring even compression of the wool.

Pillows:

Wool pillow:

- Keep the pillow clean by covering it with a pillow case
- Air out pillow seasonally
- Eliminate odours by sprinkling with baking soda
- Do not wash wool core
- To increase pillow loft, place the pillow in the dryer with two tennis balls, set dryer on air or the coolest setting.
- Pillow loft can be adjusted by unzipping the pillow core and removing or adding wool. Filling can be messy – we suggest to do it over a kitchen sink (with drain plug in to avoid blocking sink) or outside.
- Pillow case can be washed in cold water and hang to dry. Obasan is not responsible for any shrinkage.

Shredded rubber pillow:

- Keep the pillow clean by covering it with a pillow case. Eliminate odours by sprinkling with baking soda.
- Shredded rubber core is washable in cold water. Please ensure that the zipper is safely locked in place by clipping it with a safety pin to make sure the rubber filling does not come out of the case while washing. Hang core to dry on a breathable drying rack.
- Pillow case can be washed in cold water and hung to dry. Obasan is not responsible for any shrinkage.
- Pillow loft can be adjusted by unzipping the pillow core and removing or adding rubber. Filling can be messy – we suggest to do it over a kitchen sink with drain plug or outside.
- Do not expose pillow to direct sunlight or direct heat source.

Baffle Shredded rubber pillow:

- Keep the pillow clean by covering it with a pillow case.
- Eliminate odours by sprinkling with baking soda.
- The pillow inner core is not washable.
- Pillow case can be washed in cold water and hung to dry. Obasan is not responsible for any shrinkage.
- Pillow loft can be adjusted by unzipping the pillow core and removing or adding rubber.
*Filling can be messy – we suggest to do it over a kitchen sink with drain plug or outside.
- Do not expose pillow to direct sunlight or direct heat source.

Contour Shredded rubber pillow:

- Keep the pillow clean by covering it with a pillow case.
- Eliminate odours by sprinkling with baking soda.

- The pillow inner core is not washable.
- Pillow case can be washed in cold water and hung to dry. Obasan is not responsible for any shrinkage.
- Pillow loft can be adjusted by unzipping the pillow core and removing or adding rubber.
*Filling can be messy – we suggest to do it over a kitchen sink with drain plug or outside.
- Do not expose pillow to direct sunlight or direct heat source.

Wool & Shredded rubber pillow:

- Keep the pillow clean by covering it with a pillow case
- Eliminate odours by sprinkling with baking soda
- Do not wash pillow core
- Pillow loft can be adjusted by unzipping the pillow core and removing or adding wool or shredded rubber. * Filling can be messy – we suggest to do it over a kitchen sink with drain plug or outside.
- Pillow case can be washed in cold water and hang to dry. Obasan is not responsible for any shrinkage.

Warranty

General Information

We make every effort to be sure we manufacture our organic products with only the very finest materials available. If, however, you discover a defect in your new product, simply contact us by phone or by email. If a defect that is covered by this warranty is discovered during the period of the warranty, Obasan will repair or replace (at our option) the defective item within a reasonable period of time. Obasan reserves the right to refuse service and invalidate this warranty when, upon inspection, the sleep set is found to be in an unsanitary condition, or when the product failure is due to causes other than defective workmanship or materials. Obasan does not warrant that this product is suitable for any person's medical condition. Obasan makes no warranty beyond what is contained in writing below. Obasan does not cover any transportation costs. Warranty is awarded to the original purchaser of the product (not transferable); proof of purchase may be required if warranty registration is not completed.

ADULT BEDS

20 YEAR LIMITED WARRANTY COVERAGE

Warranty Terms: First 10 years non-prorated. Second 10 years prorated from day one

Mattresses

- Stitches pulled out of the quilting
- Body indentations of 1.5 inches or greater
- Excessively lumpy feeling

- Sagging: Your mattress must be continuously supported by a matching foundation, or equivalent, and an appropriate frame. If unsure, contact our customer service.

Foundations

- Splits in the wood frame
- Squeaks, rattles, or noises
- Loose or broken slats

Issues Not Covered

- Stains, soiling or burns
- Mold or mildew
- Damage caused by moving
- Transportation costs
- Comfort preference
- Sheet fit
- Damage due to abuse
- Structural damage due to improper bed frame
- Other possibilities not mentioned in this warranty
- Any odors/smells from fabrics and raw materials

CHILD BEDS

10 YEAR LIMITED WARRANTY COVERAGE Warranty Terms: First 10 years non-prorated.

Mattresses

- Stitches pulled out of the quilting
- Body indentations of 1.5 inches or greater
- Excessively lumpy feeling
- Sagging: Your mattress must be continuously supported by a matching foundation, or equivalent, and an appropriate frame. If unsure, contact our customer service.

Foundations

- Splits in the wood frame
- Squeaks, rattles, or noises
- Loose or broken slats

Issues Not Covered

- Stains, soiling or burns
- Mold or mildew
- Damage caused by moving
- Transportation costs

- Comfort preference
- Sheet fit
- Damage due to abuse
- Structural damage due to improper bed frame
- Other possibilities not mentioned in this warranty
- Any odors/smells from fabrics and raw materials

Mattresses

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Issues Not Covered

- Stains, soiling or burns
- Mold or mildew
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- Transportation costs
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- Sheet fit
- Damage due to abuse
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ACCESSORIES

3 YEAR LIMITED WARRANTY COVERAGE

Warranty Terms: 3 years non-prorated.

Pillows

- Defective stitching
- Clumping of filling
- Excessive loss of loft

Comforters

- Defective stitching
- Defective quilting
- Clumping of filling

Protectors

- Defective stitching
- Broken or torn elastics

Issues Not Covered

- Any product with stains, soiling or burns, odours, pilling of fabric from washing
- Pillows and comforters that have been washed (put in bold)
- Comforters used without a duvet cover
- Shrinking of materials
- Other possibilities not mentioned in this warranty