

## WARRANTY COVERAGE

### ITEMS COVERED

#### MATTRESS

- Coils or wires that are loose, or broken.
- Coils or wires that protrude or rip through the fabric.
- Surface indentations of 2" or greater.

#### FOUNDATION

- Squeaks, rattles or noises.
- Bent loose or defective beams and/or centre support rail.
- Loose or broken foundation wire.
- Sagging: A proper bed frame must continuously support the foundation. A centre support having at least 5 legs including a centre leg (See illustration of bed frame)

Example of proper bed frame for Double, Queen & King Size bedding



#### ITEMS NOT COVERED

- Transportation costs.
- Structural damage from using a power or adjustable foundation.
- Use in commercial, non residential setting unless commercial sold product
- Replacement of another piece in the sleep set, unless the other piece is also defective.
- The comfort level (hardness/softness) of your mattress is not a warranty issue.

#### ITEMS NOT COVERED

- Body silhouettes or impressions are a natural and expected occurrence in all soft or plush mattresses. Impression of less than 2" are within design tolerances.
- Mattress fabric (including stains, soiling or burns).
- Border wires (which run along the perimeter and foundation), bent due to moving or bending the sleep set.
- Loose treads in the quilt.
- Structural damage from using an improper bed frame. This warranty applies to double, queen and king size mattress or foundation ONLY if used on an appropriate frame with a rigid centre support with leg (see diagram).
- Clearance bedding sold "as is" and floor models.
- Mattress damage due to an inappropriate foundation. Your mattress is designed for full performance only when matched with an appropriate foundation as part of a total sleep set.
- Sheet fit.

## MAXIMIZE THE COMFORT LIFE OF YOUR NEW SLEEP SET

Body impressions are a normal occurrence in a new mattress and indicate that the comfort layers are conforming to your body. A frequent rotation schedule will minimize these impressions and maximize the comfort life of your mattress.

If your mattress is of the Turn Free™, True 2 Form™ design, then it will not be necessary to flip (turn the mattress over). Your mattress will still require positional rotating once a month for the first 6 months then every 2-3 months for even wear. Two sided mattresses require flipping over and rotating on an alternating schedule every month for the first 6 months and then alternating every 2-3 months.

## IMPORTANT SAFETY MESSAGE

The manufacturer of this mattress certifies it is made in compliance with the Canadian mattress flammability standard, which requires that all mattresses resist ignition by smoldering cigarettes. Conformance with this standard ensures the reduction of this hazard, but not necessarily its elimination.

Fires can occur if the mattress, foundation or bedding comes into contact with an open flame, such as match, lighter or candle. When ignited some mattress filling materials can burn rapidly and emit hazardous gases.

## WARRANTY PRODUCT CARE



**Stains void this warranty!**  
**Use a mattress pad!**

**This warranty does not include transportation costs**

Many of today's top-quality mattresses use extra plush foams and fibers to create comfort layers designed to cradle your body and relieve pressure. In the first few weeks you sleep on a new mattress with extra comfort layers, you will likely notice some body silhouettes on the surface. These silhouettes are normal. They indicate that the comfort layers are conforming to your body, as they are supposed to do, and shouldn't be considered a sign that something is wrong with your new mattress.

**KEEP THIS WARRANTY WITH  
YOUR IMPORTANT PAPERS!**

# WARRANTY SCHEDULE

Warranty Code  
found here



WARRANTY CODE	PERIOD FOR NO CHARGE* REPAIR OR REPLACEMENT
AA	Lifetime
A1	20 Years
B1	15 Years
C1	10 Years
D1	1 Year
E1	2 Years
F1	5 Years

\*Exclusive of Transportation

Attached to every King Koil sleep set is a law label (see sample at left) which includes a warranty code. To determine the terms of your warranty, match the warranty code with the appropriate line in the warranty schedule.

We recommend that you examine the law label attached to your King Koil product and record on this warranty card the warranty code and the made by reg. no. Keep with your important papers.

WARRANTY CODE \_\_\_\_\_ REG. NO. \_\_\_\_\_  
STORE WHERE PURCHASED \_\_\_\_\_  
DATE PURCHASED \_\_\_\_\_

King Koil  
11 West Drive, Brampton, Ontario L6T 4T2  
Tel No. 905-660-3337  
Fax No. 905-660-2259  
Toll Free: 1-800-268-4650

## BEDDING CARE

### DO's & DON'T's of Bedding Care

- DO** follow the mattress rotation and turning guidelines.
- DO** carry your mattress flat on its side. It's easier to handle and you'll be less likely to damage the mattress.
- DO** keep your bedding clean. We suggest using a mattress pad. Stains will void your warranty.
- DO** replace the foundation when purchasing a new mattress. An old foundation may not provide sufficient support. It may appear that your new mattress is sagging when it is really the foundation that has become worn.
- DO** use an appropriate frame and centre support for double, queen and king size sets. Using the proper frame will ensure that your warranty remains in effect.
- DO** vacuum clean your mattress frequently.

**DON'T** place near open flame or expose to fire. This mattress is not flame or fireproof and can ignite and/or burn if exposed to open flame or fire. When ignited, some bedding materials can burn rapidly and emit smoke and hazardous wastes.

**DON'T** smoke in bed. This mattress is manufactured as required by federal law to resist, but not necessarily eliminate, ignition by smoldering cigarettes.

**DON'T** let anyone stand or jump on your mattress. It wasn't built for that kind of weight concentration or abuse.

**DON'T** allow your mattress to get wet. Some of the upholstery materials may compress. Protect it from water and other liquids.

**DON'T** place a board between your mattress and foundation. Your sleep set is designed as an integrated system to provide you with proper support, and the foundation plays an important role.

**DON'T** bend your mattress under any circumstances. Such treatment may damage the innerspring unit. Flex rather than bend the mattress when going through doorways, and don't bend the corners when putting on fitted sheets.

**DON'T** remove the law tag label at the end of your mattress. This serves as a means of identification to establish your warranty rights.

**DON'T** use cleaning fluid of any type on your mattress. These chemicals will damage some of the construction materials.

## WARRANTY CLAIM PROCEDURE

If you discover a defect in your new mattress or foundation, simply contact the retail store where you purchased your sleep set. If you can't reach the store, or if you've moved, write directly to us at the address printed on this warranty card.

If a defect occurs during the warranty period, WE will repair or replace (at our option) the defective mattress and/or foundation within a reasonable period of time. In order for this limited warranty to be valid, you must: 1. Be the original consumer purchaser, and have purchased the sleep set from one of our authorized dealers in Canada; 2. Provide a copy of the original store receipt, or other proof of date, place of purchase and purchase price; and 3. Provide the law tag label from the defective product.

If identical materials are not available at the time of product service, WE reserve the right to substitute material of equal or higher value, or, at option, provide a refund. You must pay transportation costs for the product to and from the store or the factory, as applicable.

We reserve the right to refuse service and invalidate this warranty when, upon inspection, the sleep set is found to be in an unsanitary condition (stains or odour) or when the product failure is due to causes other than defective workmanship or

materials. Please refer to the "Do's & Don'ts of Bedding Care" section of this brochure for proper sleep set care.

### Exclusive Remedy/Other Limitations

Subject to applicable law and all implied warranties on this product, including any implied warranty of merchantability or fitness for a particular purpose shall not exceed in duration the term of this limited warranty which begins with the date of purchase by the consumer. The service terms stated in this warranty shall be the consumer's sole and exclusive remedy in the event of product failure during the warranty period. We shall not be liable for incidental or consequential damages arising out of the user or inability to use this product, or for the breach of this or any other express or implied warranty. We do not warrant that this product is suitable for any person's medical condition. We make no warranty beyond what is contained in this writing. Some Provinces may not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some Provinces may not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which may vary from Province to Province. We do not authorize any person to create for it any other obligation of liability in connection with this warranty.