

**STERLING**  
S L E E P   S Y S T E M S



Be environmentally friendly

- Renew
- Reuse
- Reduce Solid Waste
- Replace mattress parts instead of Complete beds

## **WARRANTY: SOFTSIDE & HARDSIDE WATERBEDS**

### **SOFTSIDE & HARDSIDE 20 YEAR LIMITED, PRORATED WARRANTY**

This warranty applies to defects in workmanship or materials for the original purchaser only. Sterling will repair or replace, at its option the parts found to be defective, excluding transportation costs. The manufacturer reserves the right to inspect the defective component prior to making a warranty determination. It is the owner's responsibility to return the defective component prepaid with proof of purchase.

Product replacement after the full portion of the warranty will cost the consumer 65% of retail price at time of return.

If identical materials are not available at time of product service, Sterling reserves the right to substitute materials of equal or better quality. Warranty does not apply to subsequent damages.

<b>Warranty Schedule</b>			
Soft-Side & Hardside Mattresses	Full Coverage	Prorated Period	Cost to Replace % of suggested retail at time of return
"S" Class Mattress	5 years	Lifetime Limited	65%
Original Sterling Mattress	4 years	16 years	65%
Parkline Mattress	3 years	17 years	65%
3.5" Tubes	1 Years	19 Years	65%
Foam Perimeter	3 years	17 years	65%
Box Foundation	3 years	17 years	65%
Quilting Mattress Top Panel	1st 90 days	Balance of 20 years	65%

**Warranty will apply only when your flotation sleep system is used with:**

- An approved, properly supported bed frame.
- An approved pin hole free safety liner, constructed of at least eight (8) gauge or heavier vinyl, must be installed so the liner reaches the top of the perimeter and is capable of holding the entire contents of the water mattress.
- Sterling Water Conditioner or equivalent to preserve the interior of the vinyl mattress
- An approved and properly installed Flotation Sleep System Heater to control condensation and mildew. For proper installation instructions, see the heater manufacturer's instructions.

**Items not covered by warranty:**

- Mattress covers are warranted for 90 days for body impressions & 2 years against sewing and zipper related defects.
- Body impressions.

- Customer abuse and improper care.
- Soiled, stained or burned bedding. Sanitation laws prohibit return of bedding that is not hygienically clean. These items will not be accepted for repair or return regardless of any other claimed defects.
- Freight costs.
- Service charges to remove or install the bed.
- Subsequent damages.

**Warranty Voided for Misuse:**

- **This warranty is void in case of any damage to the mattress resulting from improper installation, unauthorized repairs, improper accessories, or abuse.**

Sterling Sleep Systems, APPF, Inc., 7311 Doig Dr., Garden Grove, California 92841  
714-891-3191x16 · Fax 714-891-6770 · [sales@sterlingsleep.com](mailto:sales@sterlingsleep.com) [www.sterlingsleep.com](http://www.sterlingsleep.com)  
[www.appf.com](http://www.appf.com) [www.SterlingsleepHospitality.com](http://www.SterlingsleepHospitality.com)