

Snooze[®]



Customer Product Care Guide

Thank you
for purchasing from Snooze.

We take pride in the experience we deliver for our customers and we appreciate you considering us for your recent bedroom purchase.

If you have time in your busy day, we would love to hear about your experience. Please help us improve our service by filling in a 3-minute satisfaction survey by visiting www.snooze.com.au/survey.

WE ARE HERE TO HELP

If you have any concerns or questions regarding your recent purchase, please contact us at your store of purchase and speak to one of our friendly sales consultants.



WHY CHOOSE SNOOZE?

Snooze has been giving Australians a better night's sleep for more than 40 years - and with more than 80 stores Australia wide it has most bedrooms covered. Snooze was established in 1974 with one store in Melbourne, under the trading name, 'Capt'n Snooze'. It was one of Australia's first bedroom specialist stores, offering new standards of service, expertise and range.

Many Snooze franchises operate as family run businesses, with local staff and strong connections within the community. The staff in each Snooze store are specially trained sales people who understand the key to a good night's sleep - everyone is different and their sleep needs vary. Snooze offers customers a professional level of service, value and information on a great range of beds and bedroom furniture.



PRODUCT EXPECTATIONS CARE SUGGESTIONS



As your purchase is important to us, please enjoy these product tips to help get you started in the right way.

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Mattresses

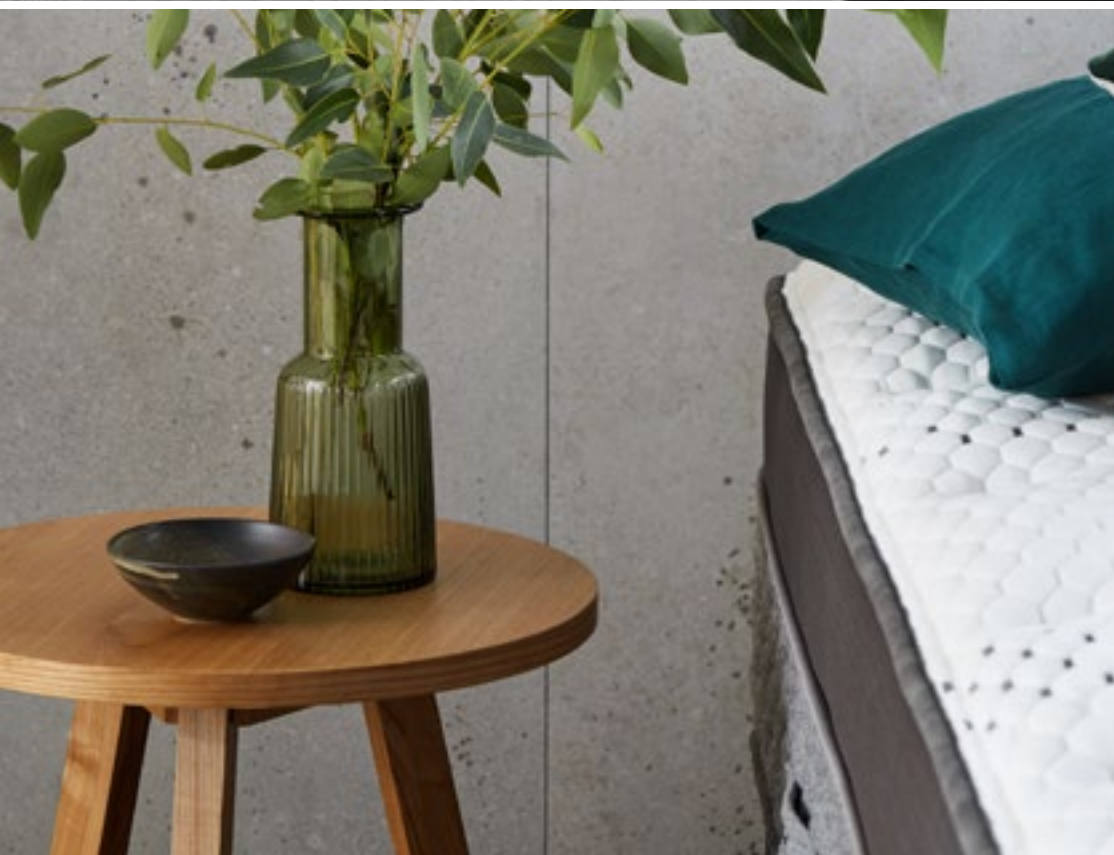
ADJUSTING TO YOUR NEW MATTRESS

As you may have been sleeping on a firmer mattress, or a softer, older mattress with years of use, please allow yourself some time to become accustomed to the feel of your new mattress. In some circumstances, getting used to a new bed may take up to 6-8 weeks of continued use. How quickly you adjust to your new mattress, may be dependent on how long you have owned and slept on your previous mattress and how different the comfort and support of the new mattress is compared to the old one.

Some people can adjust quicker than others. If you are having any concerns with adjusting to your new mattress, it can be a good idea to check that you have all the right bedding on the new mattress and ensure you are supporting the mattress on the correct base.

A new mattress may feel firmer when first slept on compared to the demonstration model on our shop floor. This is normally due to the mattress materials not being used or worn-in like the demonstration model.





BODY INDENTATIONS, WHAT ARE THEY?

Modern mattresses are manufactured generally to conform to the shape of your body. This is the comfort layers of the mattress shaping themselves to conform with your body, with the aim of helping you to sleep more comfortably. Within a few weeks of ownership, you may begin to see the comfort layers exhibiting a body indentation or signature.

Body indentations may appear as “dips”. They can also sometimes be described as a “ridge” or “raise” in the middle of the sleeping area between the sleeping partners as this is the area of the bed that is generally used the least. It may be more noticeable with larger mattress sizes as the mattress space increases. The raise in the middle of the mattress is the result of the comfort layers where you sleep conforming to your unique body shape.

A body indentation in a mattress is like a new pair of shoes in how they will change to the shape of your foot. A modern-day mattress conforms to the person using it and should become even more comfortable with use as it changes to your individual body shape.

A brand-new mattress that has not been slept on should not exhibit body indentations or impressions. It is only in the very early stages of use that a body indentation will begin to form.

If you have purchased a demonstration model from our shop floor, as this has been tested by our customers, a body indentation may be present. Your mattress is still covered by the manufacturer warranty.



SHARING A MATTRESS WITH A SLEEPING PARTNER?

If you are sharing your new mattress with a sleeping partner, it is normal for the comfort layers to wear differently on each side. This can be due to you and your sleeping partner having different body shapes, different preferred sleeping positions and the amount of time the mattress has been slept on.

It can also be normal for you to feel a firmer area in the middle of the mattress while moving from one side to the other or while sleeping in the middle of the mattress. This is normally due to the middle of the mattress not being used as much as your normal sleeping position on the mattress (see previous page for more information).

It is a good idea to try and use as much of the sleeping surface as evenly as possible, as this will assist in your mattress wearing evenly while you own it.

If you have purchased a personalised mattress where you have a different feel on each side of the mattress, it is important that you are using the side that was suggested for you. This will assist you and your partner having a good start with your new mattress.

HOW TO BEST SUPPORT YOUR NEW MATTRESS

Ensuring that your new mattress is being supported correctly by the right support base or bed frame, will ensure that the mattress is able to provide the same level of support to you as your experience on the demonstration mattress at your store of purchase.

The supporting structure or foundation under your mattress can play an important role in its overall performance.

The feeling of rolling out, rolling together or a reduced support level can all be experiences that customers have when their new mattress is supported on an incorrect or unsupportive foundation or bed frame. If an alternate supporting base is used other than the matching base under the demonstration model, you should ensure it can provide the same level of support as the matching support base, otherwise you may experience issues such as those described above.



PLEASE CONSIDER THESE HELPFUL MATTRESS SUPPORT TIPS:

1. Ensure your support base has a good centre support structure. 1 or 2 centre legs touching the floor with a solid centre support rail in the middle of the base from head to foot. This will assist with reducing the feeling of rolling together as the base will be supporting the mattress and reducing the mattress flexing in the middle when under pressure.
2. Ensure the bed frame timber slats are evenly spaced with no more than 70mm in between support slats. This will assist with the mattress getting an even level of support and assist in reducing the mattress appearing and feeling lumpy. Pocket springs can be smaller in diameter than mattresses using traditional type springs. It is important that the springs are being supported by the slats to provide the mattress with the right level of support.
3. The bed frame slats are recommended to be at least 19mm thick. Please refer to the manufacturer's warranty for the recommended measurements for your mattress. This can eliminate any flexing or bowing from the weight of the mattress and the weight of the persons on the mattress. When the mattress is flexing and not being supported correctly, it will more likely have a reduced level of performance compared to a correctly supported mattress.
4. When using a pre-existing mattress base or ensemble base it is a good idea to check that all the base legs are present and installed/ screwed in correctly. Your new mattress may be heavier than the mattress you are replacing, therefore it is very important that the existing base can provide the correct amount of support for your new mattress.
5. Sprung and flexible foundations can alter the overall feel of your mattress. If the non-matching support base is sprung or flexible the mattress may appear to have more movement than the experience in our store. If you intend to use your new mattress on a pre-owned sprung or flexible base, the amount of movement you may experience from your mattress while sleeping may be greater than that experienced on the demonstration model in our store. There may also be variations to the feel of the mattress depending on the flexibility of the base, for example a mattress may feel softer on a sprung base.

The manufacturer warranty supplied with your new mattress will outline the specific requirements for the product you purchased.

Step 1



Step 2



Step 3



MATTRESS ROTATION

Mattress rotation should be in line with the care instructions for the specific mattress you have purchased, as individual mattresses require different actions. Some manufacturers suggest turning your mattress from end to end and some to be flipped upside down. Personalised mattresses that have been made with customised sides should not be rotated or flipped over as this could result in using the side of the bed that was customised for your partner.

Mattresses without a pillow top can potentially be rotated or flipped, however it is best to follow the specific care instructions included with the mattress. Timeframes and instructions vary depending on the mattress, with some suggesting the mattress be rotated every month during the first six months of use and then once every six months for the life of the mattress.

Ongoing care of your new mattress should be based on the information included with the warranty that is delivered with the product. Care Instructions are provided with each product in your delivery or upon pickup.



MATTRESS ODOUR

New mattresses may have a slight odour. This can often be described as being similar to a new car smell that can be displeasing to some people. The odour comes from the combination of new materials and glue used in the manufacturing of mattresses. As the mattress has been packaged in a plastic bag and has not had an opportunity to air, the odour will be most noticeable when the mattress is new and first removed from the bag. Allowing the mattress to air with no bedding and opening a window in the room can help the odour to dissipate.

Ongoing care should be based on the manufacturer's suggestions which may include vacuuming on a regular basis and keeping your mattress dry and stain free.



MOULD

It is important that a mattress, ensemble base, or furniture piece does not become damp. If a home is naturally damp and/or contains mould, signs of mould may appear on your mattress or furniture. Sufficient airflow in the room where the mattress or furniture is can assist in the prevention of mould.

MATTRESS PROTECTION

You should always fit your mattress with a mattress protector to protect it from moisture, bacteria, dust mites, and accidental soiling. They can also help reduce odour and the likelihood of mould. Your Snooze sales consultant can discuss with you the various mattress protectors available at Snooze.

Bedding

WHY IS BEDDING IMPORTANT?

We suggest using the correct fitting mattress protection and sheets for the mattress you have purchased. Some modern mattresses can be thicker than older style mattresses. Each mattress can vary in height and it is important that the bedding fits correctly. Bedding that is too tight may cause the mattress to perform and feel different to the demonstration model you tried in store.

Mattress protection and sheets come in all different sizes, heights and materials. When not using the best fit possible for your mattress, it can alter the overall feel and comfort of the mattress. If you experience the mattress being firmer than the demonstration model or you feel the sensation of “rolling in” or “rolling out”, it may be due to a “drum-like” tension on the top of the bed from using bedding that is too tight.





BEDDING BUYING GUIDE:

Please keep in mind the use of under blankets, comforters and electric blankets can alter the feel of your mattress and therefore your experience. If you are concerned about the performance of your mattress, and you are using any of these bedding items, we suggest trying your new mattress without these additions and see if there is a difference in how your mattress feels.

The warmth rating of your bedding may have an effect on the temperature of your sleeping environment while on your mattress. If you are a warmer sleeper, using bedding with features that allow it to breathe better or bedding with a cooler warmth rating may assist in keeping you more comfortable while sleeping.

MATTRESS HEIGHT

15cm - 25cm
25cm - 35cm
35cm and above

MATTRESS PROTECTOR & SHEET DEPTH

30cm wall depth (minimum)
40cm wall depth (minimum)
50cm wall depth (minimum)



Pillows

ADJUSTING TO A NEW PILLOW

As you may have owned and slept on your old pillow for some time, it may take time to become accustomed to your new pillow height and comfort level. Choosing the right pillow can be just as important as choosing the right mattress for your comfort, and an adjustment period can be normal. Any discomfort should improve in time.

ODOUR

New pillows may have an odour similar to a new car smell that can be displeasing to some people. The odour may be from the combination of foam and materials used in and on the pillow. Your new pillow may have been packaged in a plastic bag and has not had an opportunity to air sufficiently. The odour will be most noticeable when new and the product is taken from the bag. Allowing the pillow to air for a short period of time with no pillow protection or case can help the odour to dissipate more quickly.

PILLOW PROTECTION

Using a waterproof pillow protector can extend the life of your pillow. Pillow protectors can shield your pillow from moisture, bacteria and dust mites, increasing the usable life of the pillow and reducing odour due to normal use.

HYGIENE AND RETURNS

Mattresses, bedding and pillows that have been removed from their packaging and/or used cannot be returned for a refund or exchange if you have simply changed your mind, for example you have made an incorrect selection.

Rest assured, your products are covered by a manufacturer warranty which covers you for your product quality and defects. Please refer to the warranty supplied with your product for further details, or contact us to discuss.

And remember, your rights under any manufacturer warranty are in addition to, and not instead of, your rights under the Australian Consumer Law.





Furniture

TIMBER

Natural timber provides a wonderful diversity in woods, sometimes even within the same species. Due to the natural variations in wood grain and porosity, the stain you choose may vary in colour intensity or shading from one piece of wood to the next on your furniture. These variations are considered normal, a natural unique feature of the furniture piece and within normal industry standards.

As with most wood products there will be some slight variation in colour, the wood texture, and finish colour. This is mainly due to the underlying natural wood tones, which the translucent oil is applied over, creating a truly unique, one-of-a-kind, piece of furniture. Products could have visible marks from tools used, patches from small repairs, knot holes, and natural timber inclusions. These are general features of natural wood products and are not usually considered flaws of the furniture piece.

FURNITURE ASSEMBLY

Where possible, it is recommended that you have your new furniture assembled by a professional. Your Snooze store can provide you with the details of our delivery and assembly service to avoid damaging your new furniture piece. If you wish to collect and/or assemble your furniture purchase, please ensure you follow the manufacturer's instructions to assist you with a successful installation. Damage arising from your incorrect assembly and installation is not covered by the manufacturer warranty or your consumer guarantees.

CENTRE BASE SUPPORT

If the bed frame you have purchased has a centre support leg or legs, please check at regular intervals that it is still supporting the slat system, centre support rail or base. Bed frames that have been installed on carpet with a centre leg can compress the carpet under the weight of the frame which requires the centre support leg to be adjusted to allow for this depression under the leg over time. If the frame is relocated or moved, please ensure it is a two person lift to avoid dragging/breakage and check that the centre support leg/s is still in its correct position.





WALL ATTACHMENT SYSTEM FOR DRAWERS (ANTI-TIPPING)

For furniture that is prone to toppling, you should install a safety/tipping strap or device that is anchored to a wall. Freestanding drawers and wardrobes can be unstable and may tip over if climbed on. It can be especially dangerous for children as climbing in drawers could cause serious injury or could potentially result in death. A wall safety/tipping attachment system is recommended for all chests of drawers to avoid tipping and injury. It is recommended that a qualified trades person installs the attachment device to a wall with an appropriate fixing.

Thank
you

Contact Us

Thank you again for your purchase and taking the time to read through our guide. We trust that it was of assistance. If you have any further questions arising from any of the information supplied to you in this booklet, please do not hesitate to contact the local store where you purchased your goods or by using the below contact details.

E: enquiries@snooze.com.au

W: www.snooze.com.au