

# Product Guarantee and Care Instructions



MADE IN THE UK



BY APPOINTMENT TO  
H.M. THE KING  
BEDDING MANUFACTURERS  
SLEEPEEZEE LTD  
ROCHESTER

# Sleepeeze

ESTABLISHED 1924

[www.Sleepeeze.com](http://www.Sleepeeze.com)

LEAVE THE REST TO US

2024

# Thank you for choosing Sleepeeze

**Thank you for choosing Sleepeeze. We hope that you will be delighted with your new purchase.**

**With 100 years of history, we are proud of our reputation for premium quality and design, meaning you can be assured that every product we make is produced with care and to the highest standard.**

**Please take your time to follow these assembly guidelines, if you have any queries regarding these instructions please contact us.**

[sleepeeze.com/contact-us](https://sleepeeze.com/contact-us)



# Product Care and Maintenance

Please take some time to read these guidelines and recommendations. They are designed to help you get the most from your bed and ensure you do not invalidate your guarantee.

## Do

### VENTILATION

Carefully unwrap your mattress/divan upon delivery and leave it in a well ventilated room for a few hours before covering it or sleeping on it. Some mattresses with natural or foam fillings may have a smell which should dissipate after 14 days with regular loosening of bed linen to help air circulation. Ensure the room continues to be well ventilated to help the mattress remain fresh and odour free.

### FITTINGS

Carefully remove the bag of fittings which is attached to the base in order to avoid damaging the fabric.

### BASE

We recommend using one of our divans, as an old base may not provide sufficient support and may result in the mattress sagging. If you have purchased a mattress only, ensure that the frame or divan base on which it rests is an equivalent size and solid foundation. If the frame or base is slatted, then the recommended maximum distance between each slat is 3" (76mm).

### PROTECTION

Use a mattress protector to help prolong the life of your mattress. This will minimise wear and tear, guard against marks and stains and help maintain the appearance of your new mattress.

# Do

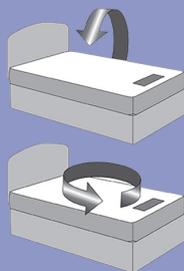
## BODY IMPRESSION

Due to the amount of quality upholstery in your mattress, your body will make a natural impression in the sleeping area, which is quite normal and not a fault.

## FEELING

Your new bed may feel different from any you have previously used and it may take a period of time for your body to become accustomed to the different level of comfort and support that your new bed offers.

## TURN / ROTATE



Turning and/or rotating your mattress ensures even distribution of body weight and helps prolong the life of the mattress:

> A double sided mattress must be turned and rotated every week for the first three months and every month thereafter.

> A non-turn mattress must be rotated from head to foot every week for the first three months and every month thereafter.

> Turning labels on Hotel mattresses are for hotel use only, all mattresses to be turned as detailed above

*Mattress handles are to aid turning and rotating, a mattress should not be lifted by handles alone.*

## AERATION

Replacing the covers and sheets on a regular basis will encourage air circulation through the mattress and allow fillings to keep fresh and odour free.

## USE

If a ridge forms in the centre, this is the north south divide which forms because the centre of the mattress is not being used. This is normal for mattresses.

# Don't

## BEND/ROLL

Do not bend, fold or roll your mattress as this can cause serious damage to the spring unit, the fillings and affect the overall strength and durability.

## OVERLOAD

Avoid placing exceptionally heavy or bulky objects onto the mattress and do not overload any divan drawers as this may cause permanent damage.

Max Weight

Standard Drawers: 15kg

Continental Drawers: 15kg

## JUMPING

Standing or jumping on your bed can cause damage to both the mattress and the base.

## STANDING OR KNEELING

Do not stand, kneel or sit on the divan base as this will damage the surface, causing the base and mattress to dip. The base is designed to support the distribution of weight from the mattress evenly over its entire area.

## SITTING

Your mattress has been specifically designed to support weight evenly across the entire surface during sleep. Sitting on the mattress for prolonged periods of time will distort springs and affect the settlement of the fillings.

## MATTRESS LABEL

Do not remove the mattress, fire resistance certification or base labels as these serve as a means of identification to establish your guarantee.

## CLEANING PRODUCTS

Should you need to clean your mattress, any stains should be treated immediately using a damp cloth. Please avoid using detergents or chemical cleaners as these may bleach or disintegrate the fabric.

## SMOKING

Do not smoke in the bed or use open flames near the bed.

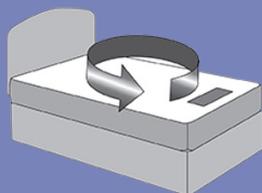
# Pillow Top Care

## Care Guide

### SETTLEMENT

Pillow tops will show more signs of settlement initially so following rotation instructions is critical.

### ROTATE



When rotating the pillow top should be 'dressed'. This means pulling the edges out and down to stretch the top panel.

Rotation guide – Rotate weekly head to toe for the first three months and monthly thereafter.

Pillow top mattresses are designed to be single sided so you should turn them from head to foot only.

Mattress handles are to aid turning and rotating, a mattress should not be lifted by handles alone.

### IMPRESSIONS

The nature of the pillow top design means the mattress surface will have deeper body impressions as the mattress settles, this is expected and will not affect your comfort.

### USE

If a ridge forms in the centre, this is the north south divide which forms because the centre of the mattress is not being used. This is normal for pillow top mattresses.

### SINGLE USE

When you are a single occupant on a double, king or super king mattress; we recommend that you sleep on each side of the mattress and the middle, an evenly distributed amount of time. This will help reduce the amount of settlement on your mattress.

**DISCLAIMER:** Super king size (6'0) and King size mattresses (5'0) will show signs of settlement more so than a smaller size mattress. This is because there is a wider area in the centre of the mattress that doesn't get used and the fillings don't become compacted.

# Product Assembly Instructions

You will require the following tools to assemble your bed:

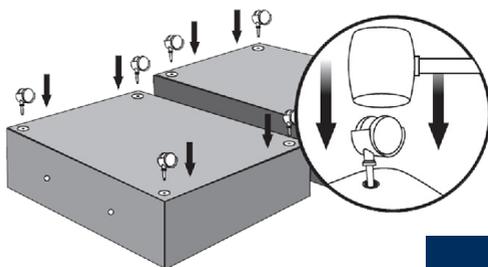
- Rubber Mallet
- Large Flat-Ended Screwdriver
- Scissors

## Assemble Feet

Turn the divan base on its top so that the underside is accessible. Push each foot into the pre-drilled hole and gently tap the foot home with a rubber mallet.

### DO NOT USE EXCESSIVE FORCE

When all feet have been fitted to all corners of both divan halves, turn upright on the floor and push together.



Step 1

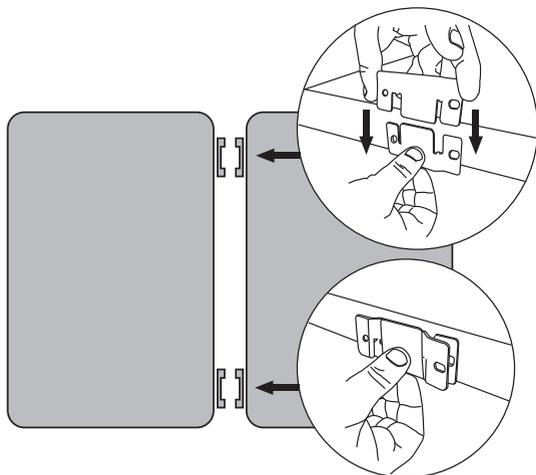
## Step 2

### Joining the bases together

Place both bases back on to their feet, making sure the linking brackets on each half are facing each other.

There are two pairs of brackets to connect together. Begin by lifting one side of a divan half, connecting the first pair of brackets together (the brackets fit inside of each other).

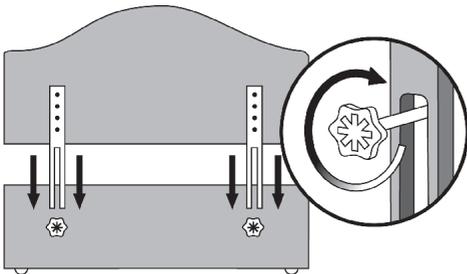
Repeat the process by connecting the other pair of brackets on the other side of the bases.



# Fixing Your Headboard

Locate the four headboard securing points at the head end of the bed. These are marked with a small plastic tag that has been inserted through the fabric and into the divan frame. Carefully break through the fabric with your screwdriver to reveal the screw-hole and then carefully remove the small plastic tag. Carefully press the headboard bolt through the material until it presses against the fitting and twist the headboard bolt clockwise.

If you press the headboard bolt into the frame too hard, there is a possibility that you could dislodge the fitting out of the frame.

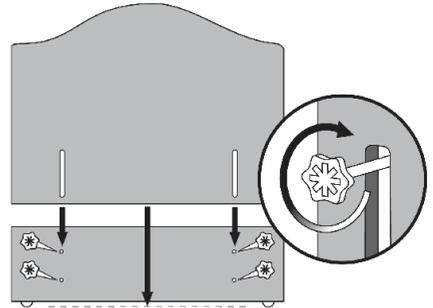


## Fix Headboard Bolts - Strutted

Continue to screw until secure. Your headboard can now be gently lowered down over the securing pins and tightened to secure the headboard against the divan base.

Adjust the height of the headboard to where you want it and make sure it is level. Spacer blocks are provided if required for padded headboards and also the ottoman bases.

A strutted headboard should sit on top of the mattress when on the base before the screws can be tightened.



## Fix Headboard Bolts- Free Standing

Place the headboard in the upright position and up against the head end of the divan. Note that the struts for a floor-standing headboard are built into the headboard itself.

Position the headboard upright at the head end of the bed. Line the struts up with the screw holes in the divan base. Keep the bottom of the headboard flush on the floor.

Slowly move the headboard into a position where the pierced holes can now be seen through the headboard attachment holes.

Insert the headboard bolt into the pierced hole and screw up until hand tight; repeat this with the remaining bolts.

## Remove the Drawer Retaining Straps

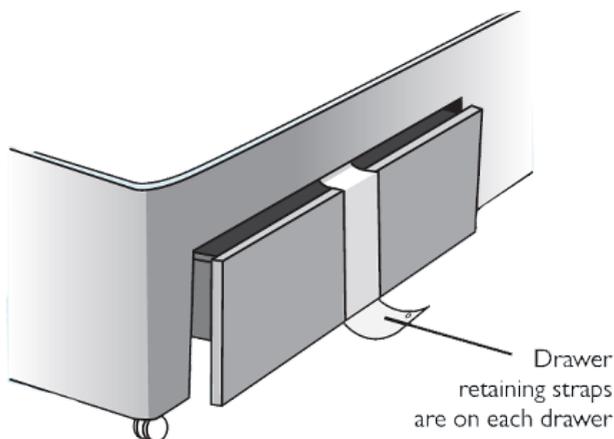
Drawer retaining straps ensure that the drawers do not slide open during transit. They are stapled on the underside of the divan and along the top of the divan frame inside the drawer.

When the bed is in position, carefully remove the straps from each drawer. Release the straps from the underside of the divan before attempting to release the strap from the fastening point inside the drawer. The straps are secured to the divan with staples so either carefully remove or flatten these. Alternatively, carefully cut the straps and trim any excess cloth.

### DO NOT OVERLOAD DRAWERS

If the drawers are removed, please ensure you insert them back carefully, ensuring the wheels on the drawer runner are inserted into the runner on the base.

**DO NOT FORCE** the drawer back as this will damage the runners.



## Step 4

## Standard Base Fitting Contents

### Single Bed

6 x Castors or glides  
2 x 50mm Headboard bolts

### Double or King Bed

8 x Castors or glides  
2 x 50mm Headboard bolts

### Super King Bed

12 x Castors or glides  
4 x 50mm Headboard bolts

Disclaimer - Bases have a tolerance of 1cm under or over the stated measurements

# Ottoman Use Instructions

**Important - Please read carefully - retain for future reference**

- Keep children and pets away from the storage area
- Do not overload the internal storage area
- Do not stand inside the internal storage area of the bed
- Before removing the mattress secure the frame to ensure it does not open unexpectedly
- Do not attempt to lie on the mattress when the ottoman is in the raised position
- When lifting the ottoman remove all the bedding except the fitted sheet



# Ottoman Use Instructions

**Important - Please read carefully - Retain for future reference**

- You must ensure that the mattress is on the bed frame before operating the lift mechanism - failure to do so could result in injury
- Keep hands clear of the mechanism when opening or closing the ottoman
- Beware of entrapment - never reach in through the mechanism to access the storage area
- Always ensure that the ottoman is **FULLY** opened before accessing the storage area
- Use caution when operating, ensure you use both hand cut-outs when lifting to ensure frame lifts evenly
- Note: This bed uses a pressurised mechanism and is to be operated by adults only
- Please ensure that children and pets are kept away from the bed when operating the lift mechanism

# Ottoman Assembly Instructions

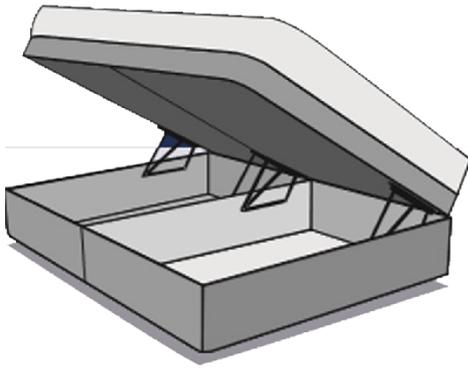
**Important – Please read these instructions fully before starting assembly**

- Adult assembly is required
- We recommend that two people assemble the bed
  - Do not use power tools
- Never leave children near the ottoman without supervision
- This product has a potential for entrapment in the motion unit. Keep fingers, hands and feet away from this area when in use
  - Once assembled the divan base should not be operated without the mattress in position
- Only use the handles to raise the bed, to lower push down on the ottoman
- Do not discard any packaging until you are sure that you have all the assembly parts
- Please discard all packaging in a responsible manner

## **Mattress weight must not exceed**

Size		North South Split	East West Split
Single	3'0	38kg	47kg
Double	4'0	65kg	76kg
Small Double	4'6	63kg	76kg
King	5'0	63kg	71kg
Super King	6'0	82kg	85kg

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## Step 1

### Remove Transit Straps

The divan base should be laid on a flat surface and the transit straps should be carefully cut with a pair of scissors.

Open each top with extreme caution and remove the bag of fittings from inside the base.

## Step 2

### Secure the Divan Lids and Fix U-Clips

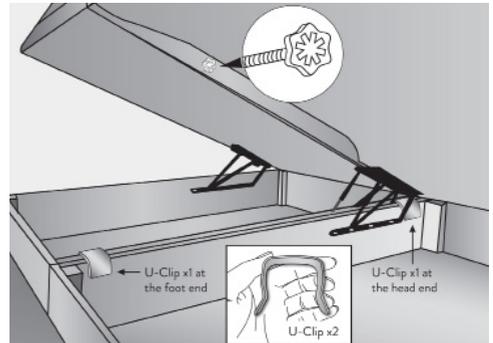
Open the divan top with extreme caution using the handles provided.

Locate the hole along the centre rail on the right hand lid and pierce with the screwdriver. Insert the 50mm screw and turn by hand until fully tightened.

With the screwdriver. Insert the 50mm screw and turn by hand until fully tightened.

Link the bottom of the bases together by placing the u-clips over the centre rail of the base. One u-clip should be towards the foot end of the base with the second towards the head end.

To insert feet please follow steps on page 6. For fixing headboard bolts follow steps on page 7.



## Ottoman Base Fitting Contents

### Single Bed

4 x Castors or glides depending on the specification  
2 x 120mm Headboard bolts  
2 x Spacer blocks

### Double or King Bed

8 x Castors or glides depending on the specification  
2 x 120mm Headboard bolts  
2 x 50mm Lid joining bolts  
2 x Spacer blocks  
2x U-Clips

### Super King Bed

8 x Castors or glides depending on the specification  
4 x 120mm Headboard bolts  
2 x 50mm Lid joining bolts  
4 x Spacer blocks  
2x U-Clips

## Our Product Guarantees

Sleepeeze is confident all of our beds are made to the highest standards. Therefore we will offer the following guarantee:

- > 10 Years: Sleepeeze divan sets (Sleepeeze mattresses purchased with a Sleepeeze divan base)
- > 10 Years: Sleepeeze mattresses (when purchased separately)
- > 5 Years: Sleepeeze divan bases (when purchased separately)
- > 2 Years: Sleepeeze headboards (when purchased separately)
- > 2 Years: Adjustable motors and handset
- > 2 Years: Pistons
- > 1 Year: Divan drawers, drawer runners, linking bars, castors and glides and mattress toppers

In the unlikely event of a defect becoming apparent, please contact your retailer. Give the retailer proof of purchase along with the nature of the issue and any photographs you have taken, which will help us to identify the potential cause. Following an inspection by the retailer and/or an independent inspection company, the defective product will be repaired or the faulty product part replaced free of charge.

# Our Product Guarantees

## TERMS AND CONDITIONS

- > General wear and tear, including staining, excessive soiling, abrasion, tears and burns, misuse and normal bed filling settlement are excluded.
- > This guarantee is non-transferable and valid from the date of the original purchase only.
- > Consistent with meeting its obligations under the guarantee, Sleepezee reserves the right to undertake the lowest cost option to it. This may involve rectifying the problem, arranging for the unsatisfactory component to be replaced or refunding part of the original purchase price.
- > This guarantee does not extend to non-domestic usage, or to goods which are taken outside of the UK.
- > This guarantee may be invalidated if the purchaser does not follow or carry out proper care procedures as outlined in the guidelines or where the product has been adapted, abused or altered.
- > The terms of this guarantee in no way limits legal and statutory rights.
- > Sleepezee reserves the right to change specifications without prior notice as part of our continuous improvement policy.

# Sleepeeze

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Thank you for purchasing your Sleepeeze product. If you love your new mattress as much as we do, please leave us a review on Trustpilot.



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