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Instructions for use and warranty

BODYGUARD® Anti-Cartel-Mattress Soft

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Dear customer,

Thank you for purchasing your BODYGUARD® !

The instruction for use applies to

BODYGUARD® Anti-Cartel-Mattress Soft

Your BODYGUARD® is a 2in1DUO-mattress with both a soft and a firmer side.

The lying side of BODYGUARD® Anti-Cartel-Mattress Soft is the soft side. This is the red side of the mattress core. We recommend that you use this side. If you want to lie firmer, you can do this by simply turning the mattress over.

These instructions for use and guarantee only apply to the BODYGUARD® Anti-Cartel-Mattress Soft. We also offer the mattress model BODYGUARD® Anti-Cartel-Mattress.

1. MATERIAL SPECIFICATIONS

The weight of the BODYGUARD® is approx. 12 kg for the 90 x 200 cm size. It consists of a mattress core made of QXSchaum® Mattress Foam (high-elasticity polyurethane foam), which is wrapped in a mattress cover (100% polyester). The total height of your BODYGUARD® is approx. 18.5 cm including the mattress cover.

2. DURATION OF USE

Your mattress is designed to be used for ten years. For hygiene reasons we recommend you replace your BODYGUARD® with a new mattress after no more than ten years.

3. FIRMNESS

The level of firmness of the lying side of your BODYGUARD® Anti-Cartel-Mattress Soft is soft. Simply turn your BODYGUARD® Anti-Cartel-Mattress Soft over to enjoy a firmer sleeping comfort.

4. MATTRESS CORE

The mattress core without the mattress cover has a total height of approx. 18 cm and is made of QXSchaum® Mattress Foam. QXSchaum® Mattress Foam is a highly elastic, durable polyurethane foam (PUR). The mattress core consists of two layers. Both layers of the QXSchaum® Mattress Foam are glued with a harmless, solvent-free and odourless pressure adhesive.

The red upper-side of the mattress core corresponds to a soft sleeping comfort. The bright underside of the mattress core corresponds to a firmer sleeping comfort. The foam density of the QXSchaum® Mattress Foam is approx. 35 kg/m³ on the upper-side and approx. 40 kg/m³ on the under-side of the mattress core.

5. 100 NIGHT TRIAL PERIOD & RETURNS

You can try the BODYGUARD® Mattress at home for up to 100 nights. If you are not satisfied, we will collect the mattress from you within this period and refund you the purchase price. Collection within Germany (excluding islands) is free of charge. Additional costs may occur for collection from another European Union member state or another country outside the EU.

To return your mattress, please contact our customer service on +49 30 7673172-72 or via our contact form at en.bett1.de/contacts.

For pick-up, the unpacked BODYGUARD® Mattress does not need to be returned in the original shipping box. Just wrap it in the plastic wrap we send you.

WOULD YOU LIKE A FIRMER BED?

Nothing could be easier: if you lie on the soft side of your BODYGUARD® Anti-Cartel-Mattress Soft, you get a noticeably firmer level of firmness by simply turning it over.

6. CARE INSTRUCTIONS

You don't need to turn and rotate your mattress every month

The QXSchaum® Mattress Foam in your BODYGUARD® is a stable mattress material and does not require the three-month regeneration period typical with conventional cold foams. The usual, awkward rigmarole of turning and rotating a mattress every month is now a thing of the past. We provide a ten-year manufacturer's warranty for the QXSchaum® Mattress Foam core.

Vacuuming helps

Vacuuming helps to reduce dust and mites. Please use a clean upholstery nozzle to ensure the opposite effect is not achieved. Please avoid using chemical substances as these will damage your BODYGUARD® and may even have harmful effects on your health.

Washing your mattress cover

Your mattress cover can be washed in standard, household washing machines at temperatures up to 60° C - where possible using a delicates cycle. Please do not bleach or iron your mattress cover.

Our advice: wash the different sides of the mattress cover separately and consecutively.



washable up to 60 °C on
a delicates wash cycle



do not
bleach



do not
iron

To wash and dry only one half of your mattress cover, separate your mattress cover into two halves using the zipper. We recommend you start washing the second half of your mattress cover only once the first half of the mattress cover has been allowed to dry completely. By doing so, you can ensure that you have one dry and usable half of the mattress cover in the evening, should the first half of the mattress cover have not dried completely. A further benefit of washing in two parts is that you can optimally load your washing machine and achieve much better wash results.

Drying your mattress cover

Please air-dry your mattress cover after washing and do not use an electric tumble dryer.



not suitable for
tumble-drying

Cleaning your mattress cover

Your mattress cover can also be chemically cleaned at the dry cleaner's.



gentle cleaning with
perchloroethylene possible

Comfort handles

Please carry your mattress in a sideways position. This is the easiest way to ensure a secure grip and avoid damage. Please only use the comfort handles on the sides of your mattress for turning the mattress over, never for carrying it.

Please note: you do not need to turn your BODYGUARD® over.

Sterilisation of QXSchaum® Mattress Foam in autoclaves

Unlike conventional cold foam mattresses, your QXSchaum® Mattress Foam core is waterproof and heat-resistant, and is therefore suitable for steam sterilisation in autoclaves, when used in hospitals. We strongly recommend however that consumers do not wash the mattress core; improper manual handling could destroy the ribbed sections on the surface. Please do not attempt to wash your mattress core in a standard, household washing machine as it will definitely not fit inside.

Potential new smell

Unfortunately, for production reasons, all mattresses containing foam have a new smell for up to three months. We are working hard to bring you the most odour-neutral BODYGUARD® so you can use your BODYGUARD® right out of the box without any irritating smells in your bedroom. Even during the development of QXSchaum® Mattress Foam we conducted thorough research to reduce the odour caused by the foaming process.

Nevertheless, in the unlikely event that you notice a “new” smell, this will dissipate after a while. If this occurs, please air the bedroom several times a day. Should you continue to notice the new smell after several weeks, please contact our Customer Service via our website en.bett1.de.

We assure you that any odours resulting from the manufacturing processes are entirely harmless to your health:

The Hohenstein Institute certified with test number 17.0.21008 that all components of the BODYGUARD® have been tested for harmful substances according to Standard 100, Product Class 1 for baby articles and awarded the Oeko-Tex® seal. Product Class 1 for baby articles is the strictest of all four product classes assigned by the Oeko-Tex® Standard 100.

Thus you can rest assured that the mattress cover material, stitching, zip, pressure adhesive and of course the QXSchaum® Mattress Foam meet the strict Oeko-Tex® standard requirements for baby articles.



7. MATTRESS COVER

The HyBreeze® Cover is made of 3D spacer fabric. Unlike conventional mattress fabrics, this 3D spacer fabric allows an improved diffusion of body moisture, ensuring a dryer sleeping environment.

The upper layer of the HyBreeze® Cover and the 3D spacer fabric underneath are made of 100% polyester. The HyBreeze® Cover has an all-round zipper. This “splits” the mattress cover into two halves, so each half of the mattress cover can be washed separately in standard household washing machines.

8. BASE SYSTEMS

You are free to choose the base system that best suits your needs. As a rule, your BODYGUARD® is suited for use with all conventional fixed (non-adjustable), manual and motor-adjustable base systems. Whether you have a slatted frame, a plate slatted frame or boxspring: simply place your BODYGUARD® on top! For use with slatted frames, we recommend you ensure spacing of 2 to 3 cm between slats.

If possible, do not lay on the floor

We advise you to refrain from laying your BODYGUARD® directly on the floor as this may limit the air circulation and impair the bed climate. If your BODYGUARD® is no longer able to optimally diffuse moisture, mould may even begin to form over time. However, should you decide to place your BODYGUARD® directly on the floor, reposition your BODYGUARD® several times a week to air it and to prevent mould formation, otherwise the warranty may be void due to improper use.

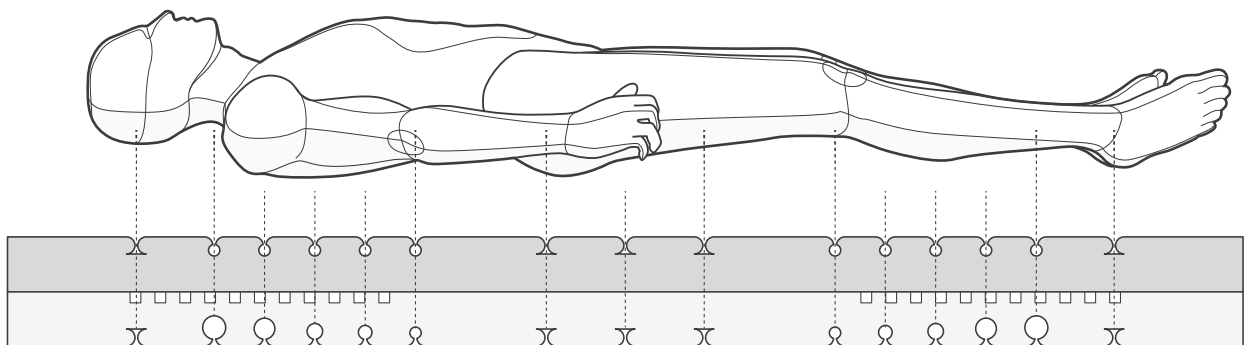
9. HEALTH AND ENVIRONMENT

The Hohenstein Institute certifies with test number 17.0.21008 that all components of the BODYGUARD® have been tested for harmful substances according to Oeko-Tex® Standard 100, Product Class 1 for baby articles and awarded the Oeko-Tex® seal. Product Class 1 for baby articles is the strictest of all four product classes assigned by Oeko-Tex® Standard 100. Thus you can rest assured that the mattress cover material, stitching, zipper, pressure adhesive and of course the QXSchaum® Mattress Foam meet the strict Oeko-Tex® standard requirements for baby articles.

The pressure adhesive used in the mattress core is solvent-free and certified under the eco passport-test number 11.0.91516 for auxiliary materials according to Oeko-Tex® Standard 100.

10. INSTRUCTIONS FOR USE

The mattress is divided into five symmetrically arranged modules for the head, neck, shoulder, lumbar and pelvic region.



The module profiling is carried out using a ribbed cutting technique. Due to its symmetrical layout, you can rotate your BODYGUARD® and the distribution stays the same: the modules below the pelvis "automatically" become the thigh, calf and foot zone. What matters is that your "stem length" i.e. your trunk area ("vertex": vertical distance from seat to the highest point of the crown in the median plane) is well cushioned.

Your BODYGUARD® with a mattress length of 200 cm was tested for people with a body size between 153 cm and 192 cm. For people shorter than 153 cm we recommend the 190 cm mattress length, for people taller than 192 cm, we recommend a mattress length of 220 cm, 230 cm or 240 cm. We recommend the use of the BODYGUARD® Anti-Cartel-Mattress in the firmness level medium firm and firmer for tall, overweight people.

11. SLEEPING ENVIRONMENT

We recommend you remove the covers and pillows from your BODYGUARD® after getting up to allow the sweat that has accumulated overnight to diffuse from the BODYGUARD®. We also recommend that you shake out your covers and pillows after getting up and allow these to air during the day. Please leave your bed uncovered during the day to allow the moisture to diffuse effectively.

A well-ventilated and dry bedroom is very important to ensure the lasting quality of your BODYGUARD®. We recommend you sufficiently air your bedroom on a daily basis, after getting up and before going to bed. To achieve the necessary change in air, windows should be opened fully for five to ten minutes (known as "shock ventilation"). It is even better to create a draught by opening windows and nearby doors for approx. five minutes (known as "cross ventilation"). In the evenings you should completely change the air in your home, including bedrooms. To achieve optimal air circulation in your bed, we recommend you avoid placing any bulky objects beneath your bed. High air humidity combined with low room temperature can cause moisture to condense on the under-side of the mattress, particularly on the base system. This can lead to significant impairment of the function and service life of your BODYGUARD®.

QXSchaum® Mattress Foam has very good air permeability. However, like all other types of foam, QXSchaum® Mattress Foam is a heat-insulating mattress material. If you previously owned a less heat-insulating spring mattress, you may find that your new mattress causes you to sweat more than before. In this case, we recommend you create a dry sleeping environment by using thinner, less heat-insulating bed covers. Bed covers of various heat levels are available according to your own heat needs and the season.

The innovative HyBreeze® Cover of your BODYGUARD® is made of open 3D spacer fabric, which supports a dry sleeping environment.

12. FURTHER SLEEPING ENVIRONMENT TIPS FOR PEOPLE WITH DUST MITE ALLERGIES

While the mattress cover is washable at up to 60 °C in standard household washing machines, much like other typical mattress covers, it does not offer 100% protection for mite allergies.

People with dust mite allergies are therefore advised to use encasings, which are specially developed mattress covers whose composition effectively prevents exposure to mite allergens. Only these encasings offer real protection for people with dust mite allergies. Use encasings not only for your mattress, but for your pillows too.

The ambient temperature in your bedroom should not be too high; 16 to 18 °C is ideal. Please also ensure relatively low air humidity in both your bedroom and your bed. Refrain from using carpets or rugs in your bedroom. Where possible, opt for hard flooring such as tiles or parquet. Clean your floors and walls with a damp cloth. If your bedroom is carpeted, vacuum this thoroughly and intensively. Avoid dust traps such as cuddly toys and curtains in your bedroom.

Your bedroom should be free of plants, as well as pets, unfortunately.

Where possible, wash your bed covers weekly at min. 60 °C.

Seal your pillows in a plastic bag and place in the freezer drawer for one week before washing.

Remove worn clothes in rooms other than your bedroom (e.g. in the bathroom) and do not place worn clothes in your bedroom.

13. CORPORATE RESPONSIBILITY FOR THE ENVIRONMENT & NATURAL RESOURCES

Protecting the earth's atmosphere poses an enormous challenge to our civilisation. As a medium-sized business, we take responsibility for the environment and even from our inception we placed sustainable conduct vis-à-vis the environment and the next generation at the heart of the corporate culture of bett1.

Durable QXSchaum® Mattress Foam

QXSchaum® Mattress Foam is an example of technological advancement in the mattress material industry: QXSchaum® Mattress Foam is just as elastic as conventional cold foam (high resilient foam), but also very durable in the bed environment. The durability of QXSchaum® Mattress Foam protects the environment, as the service life of your mattress is extended by many years. For this reason we have increased the standard 2-year full warranty on mattress cores by 400% to give you a 10-year full warranty. QXSchaum® Mattress Foam also meets very high quality standards using fewer raw materials compared with conventional foams and thus reduces the consumption of resources.

Voluntary CO² offsetting of transportation emissions through certified environmental conservation projects

All modes of transport produce CO² emissions. Air travel causes the greatest volume of CO² emissions so we avoid transporting our products by air freight wherever possible. We voluntarily offset CO² emissions produced through transportation by investing in climate protection projects governed by international standards or we send goods via climate-neutral DHL GoGreen, Carbon Management by Deutsche Post, DHL and DPD Total Zero.



14. WARRANTY (VALID FOR GERMANY AND AUSTRIA)

Warranty declaration on your mattress core

In the event of a material defect, you have statutory warranty rights against the seller for subsequent performance, withdrawal or reduction of the purchase price, compensation for damages and reimbursement of expenses. This warranty does not limit your statutory warranty rights and does not replace them, but represents an additional promise!

Your warrantor is:

bett1.de GmbH
Tauentzienstraße 11
10789 Berlin
Deutschland

Customer Service:

For Germany:

Tel.: +49 30 7673172-72

Fax: +49 30 7673172-73

E-mail: customercare@bett1.de

For Austria:

Tel.: +49 30 7673172-42

Fax: +49 30 7673172-73

E-mail: kundenservice@bett1.at

Warranty period and grading

As a manufacturer of high-quality products, we supply you with tested quality. For this reason, we grant you a quality and durability warranty on the mattress core for a total of 10 years from the day of purchase (so-called **warranty period**) in the following graduation:

In the first two years you will get back the full purchase price including shipping costs. In the 3rd year of use we still grant 60%, in the 4th year 50%, in the 5th year 40%, in the 6th year 20% and in the 7th to 10th year 10% of the purchase price.

Warranty case

A defect exists in the case of physical defects or adverse changes in the product characteristics, which have occurred in the course of normal use in accordance with the instructions for use (so-called warranty case). This includes for example:

- cracks and/or notches in the foam,
- bulges in the foam, such as dents or waves,
- disintegration of the foam, such as crumbling or falling apart,
- reduction in the height of the foam of more than 15% in relation to the original height.

The warranty is only valid if the mattress core is used together with a suitable base, such as the BODYGUARD® Slatted Frame or a model of another manufacturer comparable in design and function. We recommend not to use slatted frames made of softwood slats, for example spruce or pine, as these can have a negative effect on the properties of the mattress core. We recommend using slatted frames made of beech, such as our BODYGUARD® Slatted Frame or BODYGUARD® Slatted Frame Basic.

In the event of a warranty case, we will provide you with a replacement of equal value. We reserve the right to make two subsequent deliveries. Should a warranty claim arise again within the warranty period, which is neither suspended nor interrupted by a subsequent delivery, and after the second subsequent delivery has been made, and we have confirmed this after checking the goods, we will refund the purchase price to you.

The warranty period ends in any case 10 years after purchase.

In the event of a warranty case, you will not incur any costs. However, if we determine that, contrary to your assertion, there is no warranty case, you are obligated to pay the packaging and transport costs incurred in the usual amount (these currently amount to 115,- EUR per route and article incl. VAT). This does not apply if you could not have recognized under the circumstances that the warranty claim did not exist.

Our warranty is governed by German law and the scope is limited to the European Union and Switzerland.

Warranty exclusion

Excluded from the warranty are:

- Defects caused by improper and/or intended use, incorrect assembly, handling or care.
- Mould growth that is not due to a defect that already existed at the time of transfer of risk.
- Defects caused by external influences such as liquids, stains, burns or cuts.
- Defects in mattress covers, zippers and reversible handles. However, this does not affect your legal warranty rights!
- Usual changes in the hardness of the mattress core. This can result in a reduction of up to 15% of the height of the mattress core. Such a reduction of the mattress height is normal and therefore excluded from the warranty.
- Defects resulting from commercial use.
- Normal wear and tear caused by the intended use of the mattress.
- Color changes of the mattress core. These are normal for mattress foams.
- Wrinkles in the cover as a result of adjusting the slat base.
- Mattress cores that have not been sold by an official dealer or have not been purchased as new.
- Heavily soiled mattress cores, where an inspection is unreasonable from a hygienic point of view.

Warranty claim notification

Prerequisite for the processing of a warranty case is that we are able to check the warranty case! For this purpose, within two months after the first occurrence or discovery of the defect, you must legibly, correctly, completely and truthfully report the warranty case. Please attach the corresponding sales receipt with the date of purchase and photos of the damage.

We recommend that you send us the claim form provided for this purpose as follows:

1. You can obtain the complaint form from our customer service or on our website:

<https://en.bett1.de/complaintform.pdf>

or for customers from Austria: <https://www.bett1.at/reklamationsformular.pdf>

2. Please send this complaint form to our customer service by e-mail, mail or fax.
3. We will organize the collection of the goods.
4. We will examine the claimed goods and inform you within a reasonable processing time whether a warranty case exists.

15. WARNING: FLAMMABILITY OF POLYURETHANE FOAM

The mattress core of your BODYGUARD® is made of QXSchaum® Mattress Foam, which, like all polyurethane foams, is flammable. Polyurethane foam burns when exposed to naked flames or a major heat source. Do not expose your BODYGUARD® to naked flames or any other direct or indirect heat sources, such as welding, abrasive cutting, cigarettes, heaters or candles. As soon as polyurethane foam ignites, it burns rapidly, releases an enormous amount of heat and consumes a large amount of oxygen. Consequently there is an acute risk of suffocation for persons in the immediate vicinity. The gases released as the foam burns may cause fainting and severe damage to health if inhaled in sufficient quantities. Once polyurethane foam ignites, it is extremely difficult to extinguish. Foam fires that appear to have been extinguished may still contain glowing embers, which could reignite the material. Always have fire safety professionals check whether the fire has been completely extinguished.

16. DISPOSAL

Once no longer in use, please dispose of your BODYGUARD® with your local waste disposal service.

**Symmetrically
arranged
ergonomic modules**

**Mattress core made of
QXSchaum® Mattress Foam**

**10-year warranty
for the mattress core**

bett1.de GmbH

Taentzienstraße 11
10789 Berlin
Germany

Fon +49 30 7673172-72
Fax +49 30 7673172-73
E-mail customercare@bett1.de

Textile label mattress cover:
100% polyester

Manufacturer's warranty

10-year warranty for the mattress core
2-year warranty for the mattress cover
The extended warranty does not
limit the legal warranty.